

PUBLIC HEALTH REOPENING PROTOCOL HOTELS, LODGING, AND SHORT-TERM RENTALS

Recent Updates: (Changes are highlighted in yellow)

7/23/20: Additional information provided regarding employee and visitor face coverings, and update to employee illness protocol based on new CDC criteria.

PROTECTING CUSTOMERS, GUESTS AND EMPLOYEES FROM COVID-19

In the midst of the COVID-19 pandemic, establishments must take steps to reduce the risk of an outbreak occurring among customers, guests, and employees. Depending on the situation, public notification of an exposure to COVID-19 may be required. Ensure employees are enrolled in health insurance and have an established relationship with a primary care doctor prior to reopening. Employees can call 211 for information on health insurance and primary care physicians.

- **Employers are required to make an immediate report to the Pasadena Public Health Department any time an employee with COVID-19 (confirmed by a lab test or physician diagnosis) was at work while sick or up to 48 hours before showing symptoms.** Employers must call (626) 744-6089 or email nursing@cityofpasadena.net and provide all information requested by the Health Department. The employer is expected to provide or ensure testing for all employees that have had a possible exposure and must follow the US Centers for Disease Control and Prevention (CDC) [guidance](#) for cleaning and disinfecting the facility. Testing resources can be found through the employee's physician, and also at <https://www.cityofpasadena.net/covid-19/> and <https://covid19.lacounty.gov/>.
- **Educate employees to contact their supervisor if they are feeling sick.** The supervisor should send the ill employee home immediately, taking care to maintain that person's privacy and observing physical distancing. If the illness is work-related, the employer should facilitate appropriate care for the employee, the worker's compensation process, leave time, and California Occupational Safety and Health Administration (OSHA) record keeping.
- **Work with the Pasadena Public Health Department to investigate any COVID-19 illness.** Prepare personnel records, floor plans, and shift/attendance logs to provide information as quickly as possible to the Health Department, including accurate contact information (phone, address, email) of all employees and visitors (if possible) who were in contact with the infectious employee within 6 feet for 15 minutes or more. Implement measures recommended by the Health Department.

Key Practices



COVER YOUR COUGH WITH YOUR ELBOW OR TISSUE (THEN DISPOSE AND WASH YOUR HANDS)



STAY HOME IF YOU ARE SICK



PRACTICE PHYSICAL DISTANCING OF 6 FEET OR MORE



WASH YOUR HANDS WITH SOAP AND WATER FOR 20 SECONDS, FREQUENTLY



COVER NOSE AND MOUTH WITH CLEAN FACE COVERING



PERFORM DAILY HEALTH SCREENINGS

Steps to Reopen

- ✓ Complete and implement the Public Health Reopening Protocol Checklist.
- ✓ Provide a copy of the Public Health Reopening Protocol to each employee and conduct education.
- ✓ Post a copy of Public Health Reopening Protocol in a conspicuous location that is visible to employees, customers and guests.

Helpful Contact Information

- If you have questions, or if you observe a violation, you can request information or submit a complaint through the Citizen Service Center. Call 626-744-7311 or visit <https://www.cityofpasadena.net/CSC>.
- Additional resources, including a printable COVID-19 Business Toolkit Signage, is available at <https://www.cityofpasadena.net/covid-19/#info-for-businesses>.

PUBLIC HEALTH REOPENING PROTOCOL CHECKLIST

HOTELS, LODGING, AND SHORT-TERM RENTALS

REDUCING RISK OF COVID-19 TRANSMISSION

All policies described in this checklist, other than those related to terms of employment, are applicable to staff of delivery and other third party companies who may be on the premises.

Designate one individual to be in charge of planning and implementation of all items. Submission of Protocol to a City Department is not required unless explicitly requested.

PERSON RESPONSIBLE FOR IMPLEMENTING PROTOCOLS	
Establishment Name: <input type="text"/>	
Person in Charge: <input type="text"/>	
Title: <input type="text"/>	
Phone Number: <input type="text"/>	Date: <input type="text"/>

ADDITIONAL PROTOCOLS IN ORDER TO REOPEN (if applicable)

Additional protocols relevant to operations must also be followed:
<https://www.cityofpasadena.net/covid-19/#guidance-faq-protocols>

- Retail – Public Health Reopening Protocol
- Office Workspace – Public Health Reopening Protocol
- Dine-in Restaurants – Public Health Reopening Protocol
- Fitness Facilities – Public Health Reopening Protocol
- Public Pools – Public Health Reopening Protocol

MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- Services that are critical to customers and guests have been prioritized.
- Transactions or services that can be offered remotely have been moved online.
- Measures are instituted to assure access to goods and services for customers and guests who have mobility limitations and/or are at high risk in public spaces.

EXTERNAL COMMUNICATION

- Post signage reminding customers and guests to maintain a distance of at least six feet or more apart at all times. If helpful, post diagrams or maps of how people should flow through the site.
- Post signage instructing staff, customers, guests and the public to wear a face covering at all times, and to remain at home if experiencing any symptoms including fever of 100°F or above, cough, shortness of breath or difficulty breathing, fatigue, sore throat, chills, headache, muscle or body aches, a new loss of taste or smell, congestion or runny nose, nausea, vomiting, or diarrhea. Consult the CDC website for the most current list of COVID-19 [symptoms](#).
- Communicate the establishment's new protocols by posting information on your website and social media pages regarding operational hours, physical distancing, and the use of face coverings.
- Post a copy of this Protocol in a conspicuous location that is easily visible to staff, customers, guests, and the public.

INTERNAL COMMUNICATION & TRAINING AND RECORDS

- Provide copies of the Protocol to all employees.
- Provide training to employees on all sections of the public health protocols including:
 - Information on [COVID-19](#).
 - How to identify [symptoms](#) of COVID-19 and how to self-screen and conduct symptom checks.
 - The importance of not coming to work if employees are experiencing symptoms of COVID-19, or if someone they live with has been diagnosed with COVID-19.
 - Proper use and care of face coverings ([Face Covering FAQs](#)).
 - Physical distancing measures, sanitization, and handwashing.
 - Proper safety protocols for use of disinfecting solutions.
 - Information on employer or government sponsored leave benefits the employee may be entitled to receive that would provide financial support to stay at home while ill. Provide information on government programs supporting sick leave and workers' compensation for COVID-19, including employee's sick leave rights under the Families First Coronavirus Response Act, the Governor's Executive Order N-51-20, and employee's rights to workers' compensation benefits, and presumption of the work relatedness of COVID-19 pursuant to the Governor's Executive Order N-62-20.
- Consider employee training in de-escalation in the case of customer and guest violation of health and safety rules.
- Maintain records of each employee's schedule and work area or assignment.
- Consider posting signs for the national distress hotline: 1-800-985-5990, or text TalkWithUs to 66746.

PROTECTION OF EMPLOYEE HEALTH

Health Screening

- Conduct daily symptom checks (fever of 100°F or above, cough, shortness of breath or difficulty breathing, fatigue, sore throat, chills, headache, muscle or body aches, a new loss of taste or smell, congestion or runny nose, nausea, vomiting, or diarrhea) before or upon arrival. Consult the CDC website for the most current list of COVID-19 [symptoms](#).
- Send employees home immediately if they arrive sick or become sick during the day. Encourage sick employees to contact their medical provider. Employees who need information on health insurance or providers can call 211.
- Notify all employees that they are not to come to work if sick or if they are exposed to a person who has COVID-19. The local Health Officer Order requires everyone to self-isolate when sick with COVID-19 and self-quarantine for 14 days from last contact with someone with COVID-19. Quarantine must be maintained for 14 days, even if test results are negative (no virus detected). Employees diagnosed with COVID-19 by a physician or through laboratory testing may not return to work without a letter of clearance from the Pasadena Public Health Department.
- Require any sick staff to stay home for at least 10 days or until 24 hours after fever and symptoms resolve (without use of fever-reducing medications), whichever is longer.
- Review and modify workplace leave policies to ensure that employees are not penalized when they stay home due to illness.
- Institute a plan in the event that one or more employees is diagnosed (by a physician or lab test) with COVID-19. The plan should include immediate isolation of the employee at home and self-quarantine of everyone that came into contact (within 6 feet for 15 minutes or more) with the ill employee. The plan should also include options for all employees identified as contacts to be tested for COVID-19 with an FDA-approved PCR test (not a blood test). However, contacts must still maintain quarantine for 14 days, even with a negative test.
- Customers and guests should be screened for symptoms upon arrival and asked to use hand sanitizer and to wear face coverings to the extent possible, when around others not from the same household.

Reduced Contact

- Require staff, customers and guests to not use handshakes and similar greetings that break physical distance.
- Provide a no-contact method of payment using an app or mobile device, as possible.
- For counter transactions, utilize a customer-facing credit card terminal, or instruct customers and guests to place cash or card on the counter rather than directly onto the employee's hand. Provide the credit card receipt or change using the same process. Ask customers and guests if they would like to use their own pen to sign. Disinfect the counter, credit card terminal, check presenter, and shared pen after each use.
- Employees must avoid touching their face when handling credit cards and cash.
- Offer any transactions or services that can be handled remotely online.
- Assign each staff member individually-assigned tools, equipment, and defined workspace, and minimize or eliminate shared, held items.
- Install hands-free devices wherever possible such as trash cans, soap and paper towel

- dispensers, door openers, and light switches.
- Remove all unpackaged foods and beverages typically offered to customers and guests or employees.
- In common areas, shut off or remove coffee machines.
- Make water fountains available for filling water bottles only, and disinfect frequently.
- Prop doors and gates open where possible and applicable to reduce touching of handles.
 - Doors and gates that lead to a pool, or that exist as part of a pool enclosure, may not be propped open at any time
- Remove amenities, including magazines, books, self-serve water stations (unless touchless), and other items for customers and guests from reception areas to help reduce touch points and guest interactions.
- Remove all reusable informational items, such as magazines, menus, local attraction details, coupons, etc. from guest rooms. Critical information should be provided as single-use items and/or electronically posted.

Scheduling

- Limit the number of employees who are on site to the minimum number necessary.
- Group employees into teams and schedule them consistently, by team, on the same shifts to reduce potential exposures.
- Allow employees who can carry out their work duties from home to continue to work from home, especially those at higher risk (ages 65 years or older or with underlying medical conditions). Reconfigure work processes to the extent possible.
- Maintain records of each employee's schedule and, if applicable, the customers and guests they assisted.
- Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing.
- Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the employees' job duties. Procure options for third-party cleaning companies to assist with the increased cleaning demand, as needed.
- Consider leaving rooms vacant for 24 to 72 hours between occupancy.

Face Coverings*

- Provide, at no cost, a cloth face covering for all employees who have contact with the public or other employees, and instruct employees to wear a clean (washed daily), cloth face covering at all times during the work shift. Face coverings are optional when alone in a room or private office. Employees who have been instructed by their medical provider that they should not wear a face covering should wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves should not be used.
- Require guests to wear face coverings at all times while in common areas of the property. Guests may remove their face covering while seated at a dining table, while swimming, and when in their rooms.
- Remind guests in advance to bring a face covering, and make them available to anyone who arrives without one.

- Housekeepers and others who must enter guest rooms should be provided with face covers.
- Prohibit employees from eating or drinking anywhere inside the workplace other than designated break areas to ensure face coverings are worn consistently and correctly.

** Individuals with chronic respiratory conditions, or other medical conditions that make use of a face covering hazardous are exempted from this requirement. Children under age 2 years should not wear a face covering. Refer to the [Face Covering FAQs](#) document for additional information on use and care of the face covering.*

Hand Hygiene

- Provide access to handwashing sinks stocked with soap, paper towels, and hands-free trash receptacles.
- Instruct employees to wash hands upon arrival and at departure, before and after eating, and as otherwise necessary.
- Designate a staff person to check handwashing stations frequently and restock as needed.
- Allow employees time during their shift to wash their hands frequently.
- Provide hand sanitizer effective against COVID-19 (at least 60% alcohol) in customer/guest areas, and also in employee areas where a hand sink is not available. Hand sanitizer, tissues, and trash cans must be made available to the public at or near the entrance.

Gloves and Protective Equipment

- Provide disposable gloves for staff handling items used by customers and guests such as bedding, towels, plateware and utensils, for workers using cleaners and disinfectants, for staff who handle commonly touched items, and for staff who provide temperature screenings.
- Provide other personal protective equipment (PPE), such as eye and face protection, as necessary.

Restrooms

- Place trash can near the door if the door cannot be opened without touching the handle, so restroom users may use a paper towel to cover the doorknob. Maintain compliance with accessibility standards and fire code.
- Increase frequency of cleaning and disinfection of restrooms.
- Ensure that restrooms stay operational and stocked at all times.

PHYSICAL DISTANCING

Physical distancing must be observed and enforced by the establishment.

Physical Distancing – Employees

- Reconfigure reception area, office spaces, breakrooms, waiting rooms, and workstations to allow for at least six feet of distance between individuals. Use measures such as physical partitions or visual cues (floor markings, colored tape, or signs) to indicate where people should

sit or stand. When six feet of physical distancing is not possible, consider installing physical barriers.

- Designate separate entry and exit points if possible, to minimize crowding, monitor occupancy, and allow for health screenings as employees enter.
- Review foot traffic flows and make changes if needed to permit physical distancing during employee activities in the front and back areas of the facility. Place maps and visual markings on floors to inform customers, guests and employees of people flow in the facility.
- Instruct employees to maintain at least six feet of distance from customers and guests and from each other, except employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- Where possible, provide outdoor break areas with shade covers and seating, and encourage employees to take breaks alone.
- Employees should not open the doors of cars or taxis.
- If valet service is provided, valet service drivers are required to wear face coverings, gloves and maintain social distancing guidelines.
 - Key fobs should be placed into plastic bags.
 - Steering wheel, ignition button, door handles, shifters should be wiped with an approved disinfecting wipe.
 - Customers must be notified of valet cleaning and disinfection procedures.

Physical Distancing – Customers and Guests

- Lower occupancy limits if necessary to maintain physical distancing and establish waiting areas when needed.
- Implement queueing procedures to enforce physical distancing.
- Place tape or other markings on the ground at least six feet apart in lines and waiting areas.
- See detailed guidance for resumption of other facilities such as restaurants, salons, spas, fitness centers and golf courses.
- Guest room service should use contactless pick-up and delivery protocols.
- Limit the number of individuals riding in an elevator and ensure the use of face coverings.

Swimming Pools (if applicable)

- Reduce pool capacity to 50% and assign staff to monitor the number of users.
- Implement reservations for pool use if this aids in physical distancing.
- Saunas, steam rooms, and hot tubs must remain closed.
- Avoid activities that promote group gatherings such as pool parties.
- Reconfigure the deck layout to ensure physical distancing. Remove lounge chairs or tape off areas to discourage use.
- Provide physical cues (lane lines in the water, or chairs and tables on the deck), visual cues (tape on the decks, floors, or sidewalks), and signs to ensure physical distancing both in and out of the water.
- Install impermeable physical barriers such as Plexiglas where staff and guests must interact and physical distancing is difficult.

- Use an [EPA approved disinfectant](#) on commonly touched surfaces, including but not limited to the pool area gate, latch, tables, chairs, drinking fountain, pool handrails, and countertops, and the shared restroom door handles, light switches, faucets, latches, and dispensers.
- Establish a system for separating pool furniture and equipment that requires disinfection, from pool furniture and equipment that is ready to use. Label containers for used and disinfected equipment.
- Encourage guests to bring their own towels. If the facility provides them, launder towels according to the manufacturer's instructions. Use the warmest appropriate water temperature and dry items completely. Handle used towels with disposable gloves and do not shake them.
- Discourage people from sharing items, particularly those that are difficult to clean and disinfect or those that are meant to come in contact with the face (e.g., goggles, nose clips, and snorkels).
- Ensure that the facility has adequate equipment for customers and guests, such as kick boards, pool noodles, and other flotation devices, to minimize sharing wherever possible. Clean and disinfect the items after each use.
- Ensure that lifeguards who are actively lifeguarding are not also expected to monitor handwashing, use of cloth face coverings, or physical distancing. Assign this monitoring responsibility to another staff member.
- Maintain proper water disinfectant levels (1-10 parts per million free chlorine or 3-8 ppm bromine) and pH (7.2-8).

Deliveries and Vendors

- Review work flows and make changes if needed to permit physical distancing during pickups and deliveries.
- When other parties (truck drivers, delivery agents, vendors) play a role in the work flow, instruct them to wear face coverings and to comply with symptom checks and physical distancing.

SANITIZATION AND CLEANING

- Develop a sanitization plan that identifies the surfaces to be disinfected, the frequency, and the person assigned to the task. Use an [Environmental Protection Agency \(EPA\)](#) registered product that is effective against COVID-19, and follow label instructions for required contact time and ventilation.
- Provide disinfectant and related supplies in multiple locations readily available to employees.
- Provide personal protective equipment (PPE) for staff who clean and disinfect surfaces appropriate to the chemicals that they are using.
- Disinfect items touched by customers, guests and public.
- Disinfect shared equipment between shifts or between users, whichever is more frequent.
- Disinfect high-contact, commonly-used surfaces before and after each use, including all tools, and other equipment.
- Housekeeping must only service rooms when guests are not present.
- Housekeepers should be instructed to minimize contact with guests' personal belongings when cleaning.

- Housekeepers should be instructed to have ventilation systems operating and/or windows open if possible, to increase air circulation.
- Hotels should allow housekeepers extra time to clean rooms without loss of pay to account for required precautions and to allow them to conduct more thorough cleaning and disinfection of rooms between guests.
- Adjust or modify hours and quotas to provide adequate time for additional cleaning.
- Single-service coffee makers should be provided with disposable cups, instead of glassware, coffee cups or multi-cup makers.
- Mini bars should not be available to guests. All products must be removed.
- Kitchen items, including pots, pans, and utensils, must be cleaned between each guest stay. All dishes must be washed, including the ones in the cabinet and others that may have been left in different rooms. Provide adequate dish soap and new, unused sponges for each guest upon arrival. Consider replacing utensils with one-time use dinnerware, if feasible.

Laundering of Linens

- Remove dirty linens and transport from guest rooms in single-use, sealed bags. Removal and cleaning of all towels and linens at the conclusion of each guest stay should include all items, regardless of whether they appear to have been used or not. These items should be bagged in the guest room to eliminate excess contact while being transported. All bed linen and laundry should be washed at a high temperature and cleaned in accordance with CDC guidelines.
- Ensure workers who handle dirty linens or laundry wear gloves.
- Avoid shaking soiled linens.

BUILDING SAFETY

- Stagnant water in pipes increases the risk for growth and spread of legionella bacteria. When reopening a building it is important to flush both hot and cold water lines through all pipes and points of use including faucets and showers. Appropriate PPE including an N95 respirator must be worn. Information regarding this process can be found at the [CDC website](#).
- Consider HVAC upgrades to improve air filtration and increase fresh air ventilation. Clean HVAC intakes and returns daily and maintain systems to increase ventilation.
- If fans such as pedestal fans or hard mounted fans are used in the facility, take steps to minimize air from fans blowing from one person directly at another individual.

SHORT-TERM RENTAL CONSIDERATIONS

- Offer self or remote check-in and checkout where possible.
- Implement standard check-in and checkout times to allow for enhanced cleaning processes between guest stays.
- Thoroughly clean and disinfect the rental unit after each guest stay. This includes wiping down and cleaning and disinfecting all high-touch areas, including bed rails, tables, TV remotes, headboards, countertops, kitchen appliances, refrigerator handles, stove knobs, mirrors, and other items.

- ❑ Remove all recycling, garbage and trash between guest stays. This includes removing and disposing of any food items that may have been left in the refrigerator, freezer, and pantry.
 - Line trash cans with disposable bags.
- ❑ Cleaned and disinfect laundry hampers after each use.
 - Hampers should be lined with a bag liner that is either disposable or can be laundered after each use.
- ❑ Remove and launder all linens between each guest stay, including items that appear to not have been used.
 - Use gloves when removing dirty linens. Dirty linen should be placed in single-use, sealed bags.
 - Wash hands with soap or use hand sanitizer immediately after gloves are removed.
- ❑ No extra linens should be stored in the rental unit. Linens should be provided only upon request.
- ❑ Wash all bed linens at a high temperature and clean according to CDC guidelines.
- ❑ Clean all soft surfaces based on the manufacturer's instructions. This includes items like carpet, bedding, curtains, and upholstery.
- ❑ Clean and sanitize all kitchen items, including pots, pans, and utensils must be cleaned and sanitized between each guest stay. All dishes are washed, including the ones in cabinet between each guest stay. Consider replacing utensils with one-time use dinnerware, if feasible.
- ❑ Vacuum cleaners should be equipped with HEPA filters. A vacuum cleaner should be used instead of sweeping floors with brooms, where possible.
- ❑ Clean bathroom toilets, showers, bathtubs, sinks, cabinets, and shelving with a disinfectant approved for use against COVID-19. Mirrors and any glass must be properly wiped. Bathroom floors must be mopped and/or vacuumed.
- ❑ Provide the rental unit with additional hand soap, paper towels, toilet paper, disinfecting spray or wipes and hand sanitizer.
- ❑ External or professional cleaning companies, when used, must provide periodic confirmation that cleaning and disinfection standards are being followed.
- ❑ Notify guests of cleaning and safety measures both pre-stay and during stay, via the listing content and property information.