

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

Effective Date: Wednesday, May 5, 2021, 12:01 AM

Recent Updates: (Changes are highlighted in yellow)

5/4/2021:

- Effective May 5, 2021, the Health Officer order for the City of Pasadena allows for sector reopenings consistent with **Tier 4, Minimal (Yellow)** of the State of CA Public Health Order Blueprint for a Safer Economy.
- Hotels and lodging facilities may continue to operate in accordance with this protocol, and must reference the updated protocols for Private Events and Venues, Restaurants Bars and Breweries, Public Pools, and Fitness Facilities for updates related to those activities.
- Pools can operate outdoors at 75% capacity, and indoors at 50% capacity. Saunas, steam rooms, and indoor spas may reopen.
- Fitness centers can operate indoors at 50% capacity.
- Prohibition on in-room mini bars is removed.
- Hotels may host private events in adherence to the Private Venues and Events Public Health Reopening Protocol, and must notify the Public Health Department no less than 14 days before each event.
- Prior to hosting private events, the HVAC system must be evaluated by a certified HVAC Specialist to ensure it is clean and in good working order, filters are replaced or upgraded, and to the maximum extent possible, ventilation has been increased. Hotel operators are required to maintain HVAC maintenance invoices on-site, and provide a copy upon request. The HVAC maintenance invoice must be dated in calendar year 2021.
- Communicate to employees regarding new paid sick benefits available in 2021.
- Frequency reduced for cleaning and disinfection of certain surfaces to once daily to align with updated CDC guidance.

At this time, all public health jurisdictions in Los Angeles County, including the City of Pasadena, are in **Tier 4, Minimal (Yellow)** of the State of CA Public Health Order [Blueprint for a Safer Economy](#).

Hotels and lodging facilities may continue to operate for leisure travel in accordance with this protocol, and must reference the updated protocols for Private Venues and Events, Restaurants, Bars and Breweries, Public Pools, and Fitness Facilities for updates related to those activities.

Compliance with the California Department of Public Health (CDPH) [Travel Advisory](#) is required for travelers from out of state or country, including applicable requirements for quarantine and testing for unimmunized individuals, and for testing of fully immunized individuals.

Receptions, Meetings, and Conferences

Hotels may host private events such as receptions, meetings, and conferences in compliance with the [Private Venues and Events Protocol](#). The hotel must host the event in a location or manner that

maintains separation between event attendees and other hotel guests. Hotels are required to provide a separate path of ingress and egress for event attendees, and are strongly recommended to provide a separate restroom to prevent guests from intermingling. At least 14 days before the event, the event organizer must complete the Private Venues and Events Protocol and submit into the [Event Portal](#).

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 or a positive test if asymptomatic.** 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 who 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 for a cumulative 15 minutes or more in a 24-hour period, and other individuals as specified by the Health Department. 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 A HIGH
QUALITY MASK



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:	
Person in Charge:	
Title:	
Phone Number:	Date:

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>

- **Private Venues and Events – Public Health Reopening Protocol**
- Retail – Public Health Reopening Protocol
- Office Workspace – Public Health Reopening Protocol
- Restaurants, Bars and Breweries – Public Health Reopening Protocol
- Fitness Facilities – Public Health Reopening Protocol
- Public Pools – Public Health Reopening Protocol
- Personal Care Services – 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 mask 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 masks.
- Post a copy of this Protocol in a conspicuous location that is easily visible to staff, customers, guests, and the public.
- Provide copies of the completed Protocol to all employees.

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 masks ([CDC guidance on masks](#)).
 - Physical distancing measures, sanitization, and handwashing.
 - Proper safety protocols for use of disinfecting solutions.
 - Information on employer or government sponsored leave benefits the staff member may be entitled to receive that would provide financial support to stay at home while ill. Provide additional information on [government programs](#) supporting sick leave and workers' compensation for COVID-19, including employee's sick leave rights under the [2021 COVID-19 Supplemental Paid Sick Leave Law](#).
- 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

Access to COVID-19 Vaccine

Individuals ages 16 years and older are currently eligible to obtain a vaccine effective against COVID-19. Provide information and registration assistance to staff. Individuals may sign up at [myturn.ca.gov](#), call the CA COVID-19 Hotline 1-833-422-4255, access the Pasadena [On-call Form](#), or may call the Pasadena Citizen Service Center at 626-744-7311 for assistance. Links to vaccine appointments at pharmacies and other federal, state, and county sites are available at the [PPHD website](#).

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. The screening prior to arrival must include asking if the employee has had contact with a person known to be infected with COVID-19 in the last 14 days, and whether the individual is currently under isolation or quarantine orders. Consult the CDC website for the most current list of COVID-19 [symptoms](#).
- ❑ Symptom checks are conducted before visitors or guests may enter the facility. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing, fever or chills, recent positive test for the SARSCoV-2 virus, and whether the guest is currently under isolation or quarantine orders.
 - Visitors with answering affirmatively to any of these questions should not enter the premises. Guests that answer affirmatively must be given instructions to limit their stay to their room and that they must not use the common areas.
 - Guests that answer affirmatively may be re-booked into rooms in a more remote area of the hotel pre-selected for use by such guests. Hotels are encouraged to offer additional services to any guests who are isolating or quarantining, such as daily wellness checks by phone, room service, and additional concierge assistance to allow the guest to stay in their room.
- ❑ Guests are notified that if they become ill, or otherwise infected with COVID-19, or if they exposed to the virus causing COVID-19 during their stay, they must notify the hotel management. They must isolate or quarantine in their room and stay out of common areas. Such guest should be offered additional services to facilitate their remaining in their room and out of common areas.
- ❑ 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. Employees who are [fully vaccinated](#) for COVID-19 do not need to quarantine after exposure to someone with COVID-19 if asymptomatic, and may come to work if asymptomatic. The local Health Officer Order requires everyone to self-isolate when sick with COVID-19. It also requires individuals to self-quarantine for 10 days from last contact with someone with COVID-19, unless fully vaccinated. Anyone who is a close contact with someone with COVID-19 must check for symptoms for 14 days regardless of vaccination status. The employee must isolate from others immediately if symptoms develop within 14 days of exposure. Quarantine must be maintained for 10 days, even if test results are negative (no virus detected).
- ❑ Require a sick employee 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 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 a cumulative total of 15

minutes or more over a 24-hour period, regardless of whether a mask was worn) with the ill employee, except fully vaccinated individuals who are asymptomatic. 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) if they are not fully vaccinated. However, contacts must still maintain quarantine for 10 days, even with a negative test, if they are not fully vaccinated.

- Screen guests and visitors for symptoms upon arrival, ask whether they are currently under isolation or quarantine orders, and ask them to use hand sanitizer and to wear a face mask.

Verifying Full Vaccination

- Individuals are considered fully vaccinated for COVID-19:**
 - **2 weeks or more after they have received the second dose in a 2-dose vaccine series (Pfizer-BioNTech or Moderna), or**
 - **2 weeks or more after they have received a single-dose vaccine (Johnson and Johnson [J&J]/Janssen).**
- With a photo ID, the following are acceptable as proof of full vaccination for COVID-19 and must include the name of person vaccinated, type of vaccine provided and date last dose administered (a photo ID is not required for children/minors):**
 - **Vaccination card, or**
 - **A printed or digital photo of the person's vaccination card stored on a phone or electronic device, or**
 - **Documentation of full vaccination from a healthcare provider**

Reduced Contact

- Require staff, customers and guests to not use handshakes and similar greetings that break physical distance.
- Provide no-contact methods of payment.
 - 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.

Valet and Shuttle Services

- If valet service is provided, valet service drivers are required to wear face masks and maintain physical distancing.
- If van or shuttle service is provided, use a higher-capacity vehicle if possible to allow for 6 feet of physical distancing. Establish a passenger capacity number and post it on the side of the vehicle. If needed, provide more vehicle trips with fewer passengers per trip. Require face mask use by all passengers and the driver and leave windows open to increase the ventilation. If all passengers and driver are fully vaccinated, the van or shuttle may be operated at 100% capacity.
- Encourage guests to use self-parking options.

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 Masks*

- Provide, at no cost, a 2- or more-layer cloth face mask and/or disposable masks for all employees who have contact with the public or other employees, and instruct employees to wear a clean (washed daily), face mask at all times during the work shift. Face masks 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 mask 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.

- [Double masking](#), as described by the CDC, can increase protection if it improves the seal and filtration, so one option is wearing a multi-layer disposable mask with a multi-layer, well-fitting cloth mask that pulls the edges of a disposable mask against the face.
- Require guests to wear face masks at all times while in common areas of the property. Guests may remove their face mask while seated at a dining table, while swimming, and when in their rooms.
- Remind guests in advance to bring a face mask, and make them available to anyone who arrives without one.
- Housekeepers and others who must enter guest rooms should be provided with face masks.
- Prohibit employees from eating or drinking anywhere inside the workplace other than designated break areas to ensure face masks are worn consistently and correctly.

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

Hand Hygiene

- Provide access to handwashing sinks stocked with soap, paper towels, and hands-free trash receptacles. Designate a staff person to check handwashing stations frequently and restock as needed.
- Allow employees time during their shift to wash their hands frequently.
- Instruct employees to wash hands upon arrival and at departure, before and after eating, and as otherwise necessary. **Valet service drivers, baggage handlers, and housekeepers are to wash their hands regularly during their shift and/or use hand sanitizer.**
- 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.
- Clean and disinfect restrooms at least once per day or as often as determined is necessary using EPA-approved disinfectants and following the manufacturer's instructions for use.**
- 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. Where six feet of physical distancing is not possible, for example at reception and retail counters, install protective plastic 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.

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.
- 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 masks.

Swimming Pools (if applicable)

- Hotels may reopen pools, spas, saunas, and steam rooms in accordance with the [Public Pool Protocol](#) and current capacity restrictions. Employees and users must maintain 6 feet of distance from other households while on the deck and in the water.
 - Outdoor pools may open at 75% capacity.
 - Indoor pools may reopen at 50% capacity.
 - Spas, saunas, and steam rooms may reopen for one user or household at one time, or more if the size of the spa, sauna, or steam room allows for 6 feet of distance between households.
- Implement reservations for pool use if this aids in physical distancing.
- 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. 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 masks, 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).

Fitness Centers (if applicable)

- Hotels may operate fitness centers in accordance with the [Fitness Facilities Protocol](#) and current capacity restrictions.
 - Indoor fitness centers may reopen at 50% capacity.
 - Outdoor fitness activities must allow for 6 feet or greater of physical distancing for patrons and staff.

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 masks and to comply with symptom checks and physical distancing.

DISINFECTION AND LAUNDERING

Disinfection

- Develop an appropriate plan, in adherence to [CDC Guidance](#) that identifies the surfaces to be cleaned and 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 shared equipment, commonly touches surfaces, and items touched by customers, guests and public **daily**.
- 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.
- 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

Water 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](#).

Ventilation

- Prior to hosting private events, the HVAC system must be evaluated by a certified HVAC Specialist to ensure it is clean and in good working order, filters are replaced or upgraded, and to the maximum extent possible, ventilation has been increased. Facilities operators are**

required to maintain HVAC maintenance invoices on-site, and provide a copy upon request. The HVAC maintenance invoice must be dated in calendar year 2021.

- Consider HVAC upgrades to improve air filtration and increase fresh air ventilation.
- Where possible, install portable high-efficiency air cleaners, upgrade the building's air filters, and make other modifications to increase the quantity of outside air and ventilation in all working areas.
- Consider opening windows, if feasible, safe, and compliant with Fire Code and ADA requirements.
- If fans such as pedestal fans or hard mounted fans are used, take steps to minimize air from fans blowing from one person directly at another individual.
- Review and follow the California Department of Public Health's [Interim Guidance for Ventilation, Filtration, and Air Quality in Indoor Environments](#).

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.
- Clean 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.