

Hotels and Hospitality: Best Management Practices Plan

Introduction and Purpose of BMP:

The purpose of this Best Practices Management Plan is to ensure businesses in your industry have a consistent and easy to use outline for suggested approaches to mitigate COVID-19 transition in order to quickly and safely reopen their businesses.

Using this Worksheet:

Instructions: Refer to the EDB Business Checklist for mitigation measures required by the Sonoma County Department of Health. List with sufficient detail how businesses within your industry could implement best practices in adherence to the three main categories.

1. Minimizing In-Person Interactions:

Refer to the mitigation checklist and list potential BMPs to encourage remote work (when/where possible), provide distancing, and limit/manage person-to-person contact as needed.

1. Staff who are able to tele-work should continue to do so.
2. Arrange or eliminate seating to provide room for physical distancing
3. Consider assigning different entry/exit doors to help minimize traffic.
4. Wineries and tasting rooms should:
 - Use outdoor spaces to the extent possible, tasting stations to spread out visitors
 - Establish appointment only policy for wine tasting
 - Consider pre-pouring tasting flights, staff maintaining distance after service
 - Encourage use of bottle service rather than individual wine tasting
 - Recommend larger vehicles for group tours. (i.e: using a 10 person vehicle for a 6 person group.
5. Hotels and lodging facilities should:
 - Use virtual service (phone or zoom) for check-in process or customer service.
 - Provide room delivery via door drop or pre-packaged items
 - Eliminate in-room items such as coffee makers, magazines, menus, and glassware
 - Provide for “grab-and-go” items in lieu of sit-down dining and coffee or beverage service

- Reduce the allowed population of guests and employees in confined spaces, such as elevators.
- Minimize in-room housekeeping during stays, and reduce interactions between cleaning staff and guests
- Suspend valet parking and opening guest's vehicle doors
- Restrict handling of guest luggage and personal effects
- Implement reservations for gyms.
- Consider sneeze guards where physical distancing is not possible

2. Daily Monitoring of Employee Health Requirements:

Refer to the mitigation checklist and list potential BMPs related to employee health and safety, such as verifying employees' temperatures to be below 100.00 degrees Fahrenheit, deploying self-assessments, and enabling/encouraging the use of PPE.

1. Require all employees to perform a self-check for COVID-19 symptoms before reporting to work site or other assignment away from home. This can be done using the Sonoma County SoCo COVID-19 Check available on the Apple and Google App stores, or on the SoCo Emergency website. If web access is an issue, companies may develop paper checklists.
2. Employers must verify on site that all employees not able to tele-work do not have a temperature of more than 100 Fahrenheit before reporting for work.
3. Provide face coverings and other appropriate personal protective equipment (PPE), and ensure correct usage at all times for employee and customer safety
4. All employees should wash their hands or use hand sanitizer frequently and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.
5. Provide housekeeping staff with face coverings, gloves, and protective eyewear.

3. Managing Health and Safety Guidelines:

Refer to the mitigation checklist and list potential BMPs that could be used to communicate COVID-19 mitigation protocols, enforce hygiene and sanitation rules, and effectively train employees as necessary.

1. Create clear, two-way communication channels to clarify precautionary measures taken, as well as employee, supervisor and organization responsibilities.
2. Provide sanitizing stations at building and room entrances/exits and near workstations.
3. Disinfect high-contact areas in breakrooms, restrooms and common areas (door handles, switches, bathroom fixtures, etc.) frequently.

Provide necessary mitigation training/orientation to appropriate personnel regarding health and safety protocols and appropriate use of PPE.

4. Display appropriate signage prominently, outlining proper mask usage and current physical distancing practices in use throughout the facility.
5. Re-think alternatives for significant touch points in rooms such as remote controls
6. Increase the frequency of cleaning and sanitizing in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, escalator and stair handrails, gym equipment, dining surfaces and seating areas.
7. Use proven cleaning and sanitizing protocols to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring.
8. Wash all bed linen and laundry at a high temperature. Refer to CDC guidelines for proper laundry protocol.
9. Bag/pack dirty linen inside the guest room to eliminate unnecessary contact with dirty linen while it is transported to laundry facility, and do not shake dirty laundry.
10. If possible, leave room vacant for 24-72 hours prior to or after cleaning.
11. Replace air filters and clean HVAC systems more frequently for cleaner air quality.