



COVID-19:

Hospitality Industry

The Next Three Seconds Protects Your Life, Your Loved Ones, Your Livelihood®

The N3L3 philosophy:

our approach to protecting workers from fatal and life-changing events.

Eastern Alliance is here to help. To learn more about Eastern's N3L3 program and access other safety resources, sign in and visit the Safety Tools on www.easternalliance.com, or contact your Risk Management Consultant for assistance

1.855.533.3444

Eastern Alliance continues to actively monitor COVID-19 and implementing practices to promote the health and safety for our customers, employees and the local communities. As we all venture through these unprecedented times, we are dedicated to helping our valued policyholders effectively manage their risks as they adapt to changing environments.

Every industry faces their own unique challenges during this coronavirus pandemic. While some industries, such as healthcare, grocery store, and essential retail have greater risk exposure, it is important to recognize that due to the rapid spread of COVID-19, no job is without exposure. The CDC and other health organizations have released numerous guidelines to protect people and prevent the spread of the virus. Employers must carefully consider how they can integrate these protections into their operations and workplaces for the safety of their employees.

Primary Strategies for Keeping People Safe

- Management should actively monitor the evolving situation and heed the warnings and restrictions imposed by local, state, and federal regulations. Additionally, the company must continuously monitor the effectiveness of any measures established and modify these when necessary.
- Seek guidance from brand management on best practices.
- Share knowledge with employees on coronavirus- which includes but is not limited to: how the virus is spread, symptoms, and ways to protect themselves such as, limiting face touching, covering coughs and sneezes with a tissue or sleeve, practicing social distancing, and intensive handwashing.
- Screen employees daily before starting work. Screenings should include use of temporal thermometers and an evaluation to determine if symptoms are present.
- Employees performing the screening process should wear an appropriate protective facemask, disposable gloves, and utilize hand sanitizer before and after each screening.
- Employees that have been exposed to anyone who has tested positive or show signs and symptoms for COVID-19 should follow CDC guidelines regarding quarantine, isolation, and return to work.
- Ensure you are using disinfectants pre-approved by the EPA for coronaviruses. It is very important you provide training for employees on how to properly, safely, and effectively use these chemicals.
– <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- Post signage in lobby, check-in area, elevators, and rooms with information for guests on preventing spread of virus.

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- Encourage air flow through the hotel with open doors and windows where it is safe to do so. Increase the ventilation rate and allow for a greater percentage of outdoor air in the system.
- Establish and maintain thorough records of guest and staff movement as this will help identify exposures should someone be confirmed with the virus. This includes guest check in/out dates, room assignment, work area assignments, contact information such as phone number and address for every guest staying in the room and other records that can help assist.
- Suspend room service or limit room service to contactless delivery to the door only.
- Minimize the number of people in elevators at one time.
- Minimize or suspend shuttle services.
- Establish policies on managing sick guests.
- Temporarily avoid reusing room keys. If room keys are reused they must be disinfected effectively.
- Only use disposable products. Some hotels in recent years have transitioned to wall dispensing shampoo and conditioners, however, during this time it would be best to temporarily use single use, disposable toiletries to prevent multiple touches.
- Cloth face coverings are recommended to be used in public settings where it may not be possible to consistently maintain social distance. These masks are used to slow the spread. If they are used review how to clean and when to change the face masks.
 - Note that cloth face coverings are not a substitute for necessary PPE required by workplace exposures.

Front Desk:

- Assign each employee one computer to perform check-in and check-out.
- Where possible, configure check-in desk in a way that keeps guests at least six feet away from Front Desk employee(s). Another option would be to install a clear divider between guest and employee.
- Add markers to the ground to help identify where guests checking in can safely stand six feet apart.
- Encourage guests to use online check-in to limit the time of face to face interaction.
- For those guests who receive member perks such as free water, place these in the guest room instead of distributing at check-in.

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- Avoid handling identification cards when verifying guest name, instead visually check the ID.
- Use the credit card terminal to allow guests to self-swipe, rather than swiping payment at computer. Request credit card payments only.
- Disinfect all commonly touched surfaces frequently (i.e. counters, credit card readers, keyboard, etc.). If disinfecting wipes are available, best practices include wiping down surfaces between customers.
- Use gloves where needed. Change gloves often using correct practices which can be found at the link below:
 - <https://www.cdc.gov/vhf/ebola/pdf/poster-how-to-remove-gloves.pdf>
 - Educate employees on safe glove use such as reminding employees not to touch their face, cell phones, purses, or other items with gloves on as this will spread anything on the gloves. Gloves should be removed and hands washed before touching these items.
 - Similarly answering the desk phone with the gloves will bring your hands close to your face. Instead consider using headsets.

Lobby / Common Areas

- Provide hand sanitizer to employees and guests.
- Disinfect commonly touched areas such as railings, elevator buttons, water fountains, door handles, etc. frequently. Implement a strict schedule to ensure this is completed.
- Ask guests to refrain from congregating in the lobby. If they wish to be in the lobby or common areas ask that they be mindful of social distancing and mask guidelines.
- Maintain reduced capacity and regularly sanitize frequent touch points in the gym, pool, dining areas, spas, and other onsite facilities. During times of elevated transmission, consider closing these onsite facilities.
- On-site restaurants should offer to-go or room service to the door only (do not enter guest rooms).
- Do not provide food or drinks in common areas such as coffee, water, or cookies in the lobby.
- Evaluate methods for serving commonly offered meals (i.e. complimentary breakfast buffet). Other options include:
 - Consider dropping “brown bag” breakfast outside the guest door.
 - Have buffet set up so that guests are on one side of buffet and employees on the other to serve. Employees serving food onto plates should wear gloves.

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Housekeeping

- Consult with guests and suggest minimal daily housekeeping for guests staying more than one night. Seek guidance from local health department regarding frequency of housekeeping in occupied guest rooms that contain guests with positive COVID-19 cases as well as remediation methods afterwards.
- Provide employees with personal protective equipment such as gloves, masks, face shield, safety glass, and other items to protect themselves. Provide PPE training, explain cross contamination and safe disposal methods.
- Double bag guest trash, handle as if contaminated and place in covered garbage on cleaner cart.
- Clean rooms with specific attention to disinfecting high touch points such as thermostats, door handles, light switches, blinds or curtains pulls, alarm clocks, television remote, door locks, door handles, phones, faucets, shower curtains, toilet flushers, ice bins, coffee pots, lamp switches, nightstands, and other furniture. Consider asking guests to leave room while employees are cleaning.
- For people self-quarantining provide towels and other hygiene supplies at the door.
- Treat all linens as contaminated. Consider using individual laundry bags for each room so that a bag with potentially contaminated laundry is not brought into an otherwise uncontaminated room.
- Wash bed-skirts and comforters between each guest's stay or more frequently as determined necessary.
- Add disinfectants to laundry. Use gloves to handle dirty laundry then remove the gloves and wash hands after handling. Do not reuse these gloves to handle clean laundry.
- Don't forget to clean the surfaces in the laundry room that may have contacted dirty linen or are frequent touch points such as tables, carts, machine controls, light switches, or the outside rim of the washing machine.
- Designate clean carts vs. dirty carts for moving linen.
- If possible, leave a day or two between occupying rooms after cleaning.

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Operations Under Special Conditions

Additional exposures are possible for non-routine, temporary, or transitional operations that may be in place to aid coronavirus efforts such as housing medical personnel, offering shelter to the homeless, or serving as a quarantine facility. These situations require careful consideration, planning, and protective measures. If your organization is operating under or considering operation of one of these conditions consult with your local health department and government agencies for specific guidance.

Temporarily Closing and Resuming Operations

In some areas the hotels and lodging facilities have closed or significantly downsized for various reasons. If your facility closes ensure you carefully plan closing procedures to address that the property is secure and how preventative maintenance inspections will continue to be conducted. Consider utilizing a third party security service to patrol the property to keep trespassers, theft, and vandalism away. Maintaining the safety of the property during this time is important for safety upon return.

For those who have had to downsize, furlough, or lay off employees there are also some considerations you must take. If the company chooses to downsize ensure you maintain enough employees to safely perform the remaining work to be completed. If you are inadequately staffed you risk injuries occurring due to stress, fatigue, inadequately trained, and overexertion, among other factors.

Pre-plan how you will bring employees back to work when normal operations resume. It is important to recognize furloughed employees may have taken on "gigs" to bridge the gap in employment. These gigs may have exposed the employees to COVID-19 but also occupational injuries which may present themselves when they return to normal active duty. Consider employing continued temperature checks and cleaning for a duration of time after the resumption of normal work activities. Other options for those who have been laid off or furloughed include employing the use of "Fit for Duty" (FTD) exams. It is recommended that you work with your designated Risk Management Consultant and local medical provider to establish a program that is designated to fit your operation. While the consensus amongst organizations may be that return to normal work post-catastrophe is business as usual, it may take time for some of your employees to get their family back to full health, or arrange for child care that may be impacted by recent events. Through understanding and good communication the organization can demonstrate that the employees are valued and the organization will work with them to get back to full duty normal work.

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Additional Resources:

- Centers for Disease Control – www.cdc.org
- Occupational Safety and Health Administration – www.osha.gov
- State Health Department Websites –
<https://www.cdc.gov/publichealthgateway/healthdirectories/healthdepartments.html>
- ECOLAB Coronavirus Preparation and Response Portal: includes extensive, detailed information on cleaning for hospitality workers, handwashing, area specific disinfecting processes, and special operations cleaning.
– <https://ecolab.widencollective.com/portals/armw0ait/HospitalityCOVID-19ResourceLibraryng>
– <https://www.ecolab.com/pages/coronavirus-hospitality-precautions>
- American Hotel & Lodging Association: guidance on coronavirus including an emergency temporary occupancy agreement for those voluntarily providing their hotels to government agencies for quarantine, isolation, or housing.
– <https://www.ahla.com/covid-resources>

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