

# BEST PRACTICES AND GUIDELINES

Best Practices, Guidelines and Recommendations  
for the Accommodations Industry  
*A post COVID-19 Resource*

*As of June 3, 2020*



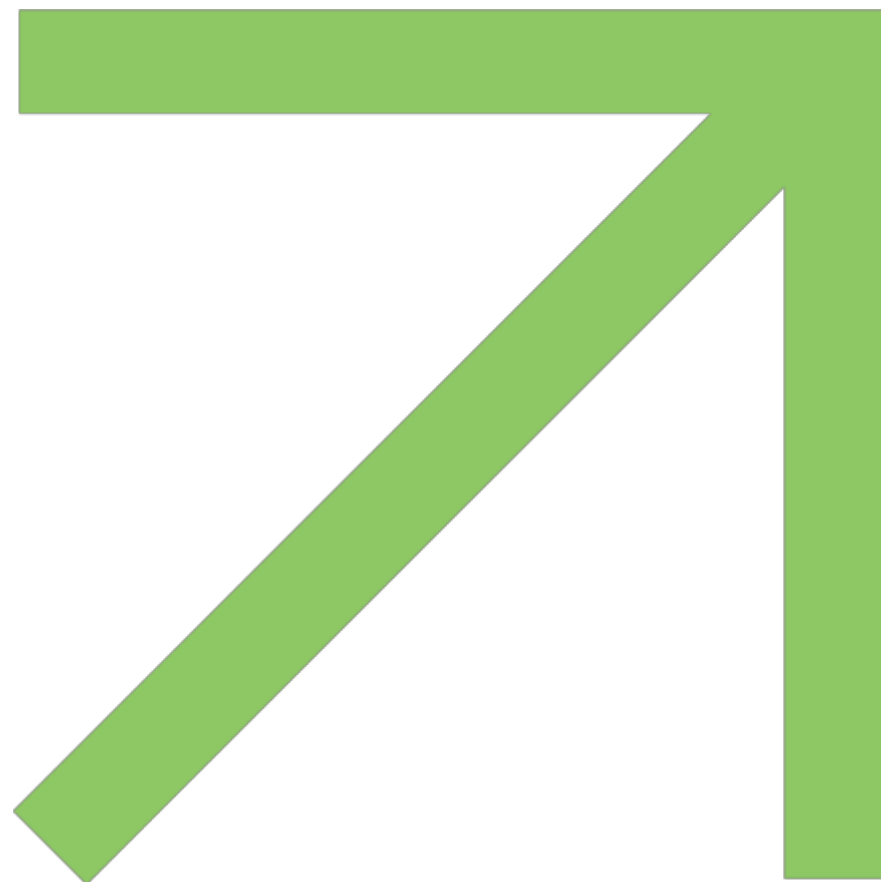
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# USE RESOURCES WISELY

- This Re-Opening Plan is a tool that should be used in conjunction with local and national health authority guidance and other relevant stakeholders for your business. It has been designed as a guide only. As circumstances change you should tailor to the individual needs of your location with environment changes and development.
- Everything provided is meant to be a guide to help you. Please consult appropriate resources for your business (IE: Legal Teams, HR, Brand, ETC) if you need more clarification on what is best for YOUR business.
- American Hotel & Lodging Association and Pennsylvania Restaurant & Lodging Association are great resources on additional steps for those of us working in Accommodations. Check out their sites at PRLA ([prla.org](http://prla.org)) and AHLA ([ahla.com](http://ahla.com))



CALLING  
THE TEAM  
BACK

# TIME TO RETURN!

- **Notify team members it is time to return in writing and include what steps YOUR business will be taking to keep them safe. Your team needs to feel like they are protected and cared for just as much as your guests.**
- **Have a designated team member (preferably a Human Resources Manager) available to address any employee questions around COVID-19 and their employment.**
- **Arrange staggered arrival and departure times for employees to report, especially housekeeping team members. This should be included in their welcome back letter.**
- **Remind team members of YOUR expectations - coming to work in clean uniforms, observing all brand and CDC guidelines, wearing proper PPE at all times.**
- **Have a policy in place for employees who notify you of medical concerns regarding PPE - allergies to latex, concerns of medical issues such as asthma and a mask.**





# SAMPLE EMPLOYEE RECALL LETTER

Dear

I am pleased to notify you that [HOTEL Name] once again has work available and is recalling you from temporary layoff and offering you back your previous position. You are expected to resume work on \_\_\_\_\_, 2020.

This offer letter is a continuation of your previous offer letter or terms of employment. Should you accept this offer of recall, the terms of your employment will continue. Your seniority will not be affected by this brief layoff period, and any applicable benefits will be restored without condition.

We are committed to doing everything we can to maintain a safe and healthy workplace. Here are some things we are implementing to help keep our workplace safe and to support you:

More frequent cleaning and sanitizing.

Access to hand sanitizer throughout the workplace (must be kept out of reach of children).

Staggered shifts so fewer people are on-site at one time.

More frequent communications on our business, projections, new policies and requirements, your health and safety, and measures we are taking to support you and our community.

Enforcing social distancing rules amongst adults (6 feet of space between adults at all times) and amongst children as reasonable.

Requiring the use of face masks in the workplace (you may use approved personal masks)

Increasing the air exchange within the building.

We are relying heavily on CDC, Pennsylvania Department of Health and related entities in establishing safe working conditions and will continue to make our best efforts to keep the workplace safe.

To accept the position offered above and be recalled to work, please return a signed and dated copy of this letter by \_\_\_\_\_, 2020 5:00pm. If this letter is not signed and returned by that date, you are turning down this offer to return to work and your employment with [HOTEL Name] will be terminated.

You may contact HR at [PHONE NUMBER] or [EMAIL} if you have any questions or concerns about our current safety procedures or your personal safety, or if you need any type of assistance to be able to return to work.

Sincerely,



**SAMPLE EMPLOYEE  
RECALL LETTER (CONTINUED)**

**Continued from previous slide: This can be included at the bottom of your letter. This will be helpful if you need to fight any unemployment claims.**

**Check one box below:**

- I accept the terms of this recall letter and will return to work on \_\_\_\_\_, 2020**
- I decline recall and request voluntary termination of my employment**

**Signature:**

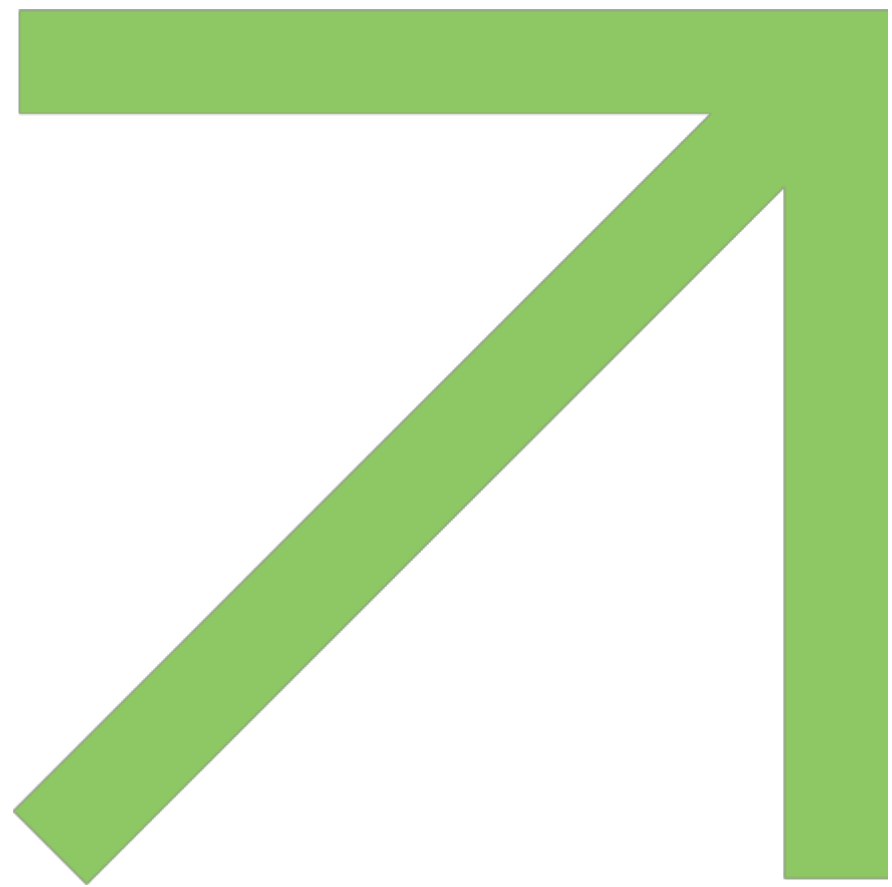
**Name (print):**

**Date:**



# SOCIAL DISTANCING

- Team Members
- Guests

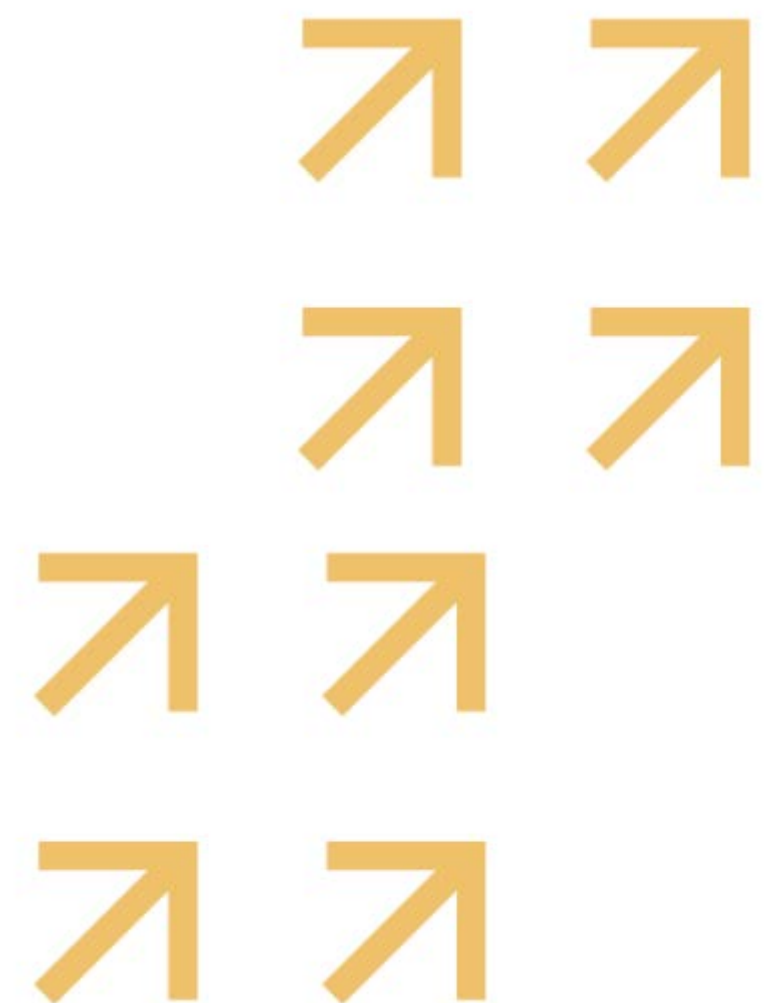




# SOCIAL DISTANCING

**Social distancing measures are steps you can take to reduce social interaction between team members and guests. This will help prevent the transmission of coronavirus (COVID-19):**

- **Avoid contact with someone who is displaying symptoms of coronavirus (COVID-19). These symptoms include high temperature and/or new and continuous cough.**
- **Stay 6 feet away from other team members and guests and including use of elevators.**
- **Politely advise guests (signage is great!) to socially distance themselves from team members and other guests. Social interaction is to be discouraged and guests should be encouraged not to congregate in public areas and to maintain a 6 foot distance.**
- **For Hotels where there are higher or “normal” occupancy levels, consider using temporary floor markings in busier public areas to facilitate compliance with the social distancing advice of 6 feet separation. Areas to consider include reception desks and “grab and go” food service locations.**
- **Wash your hands as a matter of routine, before and after handling food and especially after being in a public area, blowing your nose, coughing or sneezing.**
- **Work in separate office or re-arrange desk layouts to maintain social distancing.**
- **Free staff parking should be encouraged where possible to allow team members an alternative option other than public transport.**
- **Consider the use of online video/conference calls if needing to undertake internal meetings.**
- **A social distancing poster can be displayed in public areas to help educate guests.**



# SOCIAL DISTANCING SIGNAGE

**Low/No-Cost Physical Design Solution at Transaction Points Hotel can provide low/no-cost physical barrier solutions at transaction points by using items that are readily available, such as:**

- **Ropes and stanchions, clear material barrier, or other furniture to keep a physical separation between the hotel colleague and guest.**
- **Signage posted on a flipchart or wall to communicate social distancing guidelines.**
- **Slip-resistant stickers or masking/painters/duct tape in front of the transaction counter to indicate where guests**

**GENERIC SOCIAL DISTANCING FLOOR SIGNAGE:**

<https://www.displays2go.com/C-30241/Social-Distancing-Floor-Signs-Removable-Vinyl-Design-Seasonal-Use>

<https://www.jukeboxprint.com/physical-distancing-floor-decals>

**Alternatively: Use painters' tape as a marker for 6 ft spots to key locations such as the front desk, elevators, F&B stations.**



# SOCIAL DISTANCING SIGNAGE

**Elevators:** Limit the number of people able to ride the elevator per car. Signage should be posted.

Maintain a minimum six-foot social distance from others on elevators.

If necessary, please wait for the next empty car.

**Generic Signage:** Signage such as this can be printed in-house and placed in a frame for a low-cost alternative to purchasing signage.





# SOCIAL DISTANCING – FRONT DESK

## Front Office

- Utilize automatic/revolving doors where possible to reduce hand contact points of entry to the Hotel.
- The guest check-in experience should be modified to have keys/registration forms prepared in advance and presented to guests on arrival to limit social interaction and possible queuing at Reception. Straight to room options should be used wherever possible and touchless payment should be offered.
- Consider these additional Front Office measures that could assist with social distancing.
  - Limit the offering of luggage/concierge assistance unless critically needed. Valet parking should be suspended.
  - Suspend welcome letters unless information pertains to the well-being and safety of guest.
  - Encourage express check-out service to all guests
  - E-mail invoices to guests instead of printing
  - Hotels with communications systems are encouraged to communicate with their guests via these platforms during their stay, provided all necessary legal consents have been obtained and other necessary procedures are followed.
- If overcrowding does become a concern:
  - Regulate entry so that the premises do not become overcrowded.
  - Use signage to direct guests into lanes if feasible to facilitate movement within the Hotel while maintaining the 6 feet distance.
  - Make regular announcements/use signs to remind Guests to follow social distancing advice and to wash their hands regularly.



# SOCIAL DISTANCING – F&B

## Kitchen and Food Preparation

- Although it is very unlikely that coronavirus is transmitted through food, as a matter of good hygiene practice anyone handling food should wash their hands frequently with soap and water for at least 20 seconds. This should be done as a matter of routine, before and after handling food, and especially after being in a public space, blowing your nose, coughing, or sneezing.
- Frequently clean and disinfect objects and surfaces that are touched regularly, using your approved cleaning products.
- The likelihood of an infected person contaminating a commercial good such as food packaging is low. Whilst food packaging is not a specific risk, efforts should be made to ensure it is cleaned and handled in-line with usual food safety practices.
- Cleaning should be in line with usual food hygiene practices.

## Food & Beverage Delivery

- Any food and beverage deliveries should be taken to the room on a trolley. Do not enter the room. Ask the guest to retrieve their items from the trolley. If a trolley is not available, the tray should be placed on the floor for the guest to retrieve.
- Food should be served with disposable plates and cutlery.
- Nothing should be returned to the kitchen. Trays should remain in the room and collected after the guest has departed. They should be deep cleaned in a dishwasher above 82°C (180°F) and thereafter cleaned with a sanitizer.
- To avoid unnecessary close contact do not ask the guest to sign anything.
- Disposable gloves should be used whenever an associate comes in contact with an item the guest handled. Ensure those responsible for the removal of the guest's waste, at a minimum, wear disposable gloves.





# SOCIAL DISTANCING- TEAM MEMBER BREAKS

## Team Member Restaurant and Rest Breaks

- Provide a “grab and go” service and ensure this service does not permit use of utensils and that foods are pre-packed in takeaway bags/containers.
- Implement staggered lunch/collection times.
- A distance of 6 feet should be maintained between Team Members using the restaurant facilities.
- Team Members can continue to use rest and smoking areas if they apply these social distancing controls.
- Notice promoting hand hygiene and social distancing should be placed visibly in relevant areas.
- If possible, increase the number of hand washing stations available or encourage hand washing before entering the canteen.

# CLEANING AND BEST PRACTICES

# CLEANING BEST PRACTICES – LOBBY AND FRONT DESK

Ensure that all high touch areas are continually cleaned throughout the day to help protect guests. Recommendations in addition to the guide provided include:

- Hand Sanitizer in a highly visible place in the lobby near the desk. Theft has been an issue for smaller bottles so try to use commercial size when possible. Avoid leaving spray bottles especially those containing chemicals in guest reach.
- Make sure all reception staff have access to sanitizer behind the desk so that they can use this between serving guests
- Extra cleaning to high touch areas such as keyboards, phones, doorknobs/handles in all areas including the desk, business centers, concierge spaces.
- Sanitize reusable guest cards after each use using low cost methods such as the following: Sanitizing solution and a sponge. Replace solution and sponge as needed.





# CLEANING BEST PRACTICES – HOUSEKEEPING

Housekeeping staff could be at risk from picking up the virus left on hand contact surfaces in bedrooms, on linen and towels.

- When possible, leave rooms rolled for 36-72 hours.
- Employees should wear PPE when servicing room and clean with only effective cleaning chemicals.
- Paper masks are most comfortable for housekeeping team members and easily changed out if soiled.
- Hand contact surfaces should be sanitized using a chemical that is effective against respiratory viruses as well as bacteria. You may already have a checklist that includes the following:
  - Bedside tables     TV remote control     Taps     Flush handles     Kettle handle
  - Door handles–inside and out     Hairdryer handles     Mini bar handle
- Glasses and crockery should be removed and washed in a dishwasher not the room sink.
- Linen and bedding should be bagged before leaving the bedroom to reduce any risk of transmission in the corridor
- Colleagues should protect themselves by hand washing immediately after cleaning each room or use a sanitizing hand gel.
- Training should be given to ensure that all colleagues understand the risks. Additional consideration for hotels.

# CLEANING BEST PRACTICES – HOUSEKEEPING

## Housekeeping and waste removal

- Provide extra daily in-room amenities (e.g., shampoo, conditioner, soap, tea, coffee, etc.) to limit the need to make numerous daily deliveries.
- Leave fresh linens and additional amenities outside the guest's door.
- Provide several large waste bags for disposal of any trash. Guests should be informed that they should keep the waste bags in the room (not placed in hallway) until a coordinated time for pick-up is arranged.
- When the guest leaves, electronically key or double lock the room. no colleagues should be allowed to enter the room(s).

## IF CONCERNS OF COVID19 CASE:

- A suspected case will result in the paramedic or representatives of the health authorities coming to the hotel to take the guest to a healthcare facility. Hotels cannot hold people against their will. If a guest wants to check out, the hotel should contact the local health authority for the latest guidance and pass their messages to the guest.
- While it is not compulsory to engage third-party cleaners in these circumstances, if hotel leadership is considering using a third-party cleaner. Assuming that routine room cleaning is all that is required, a lead, supervisor or manager should complete the initial cleaning of the room upon the guest's departure.
- At checkout the HVAC unit filter should be changed, and the old filter bagged and disposed of properly. Certain filters can be disinfected rather than disposed of. All vents and louvers should be wiped down and cleaned with a disinfectant. Use appropriate PPE.
- Disposable gloves should be used whenever a colleague comes in contact with an item the guest handled. Ensure those responsible for the removal of the guest's trash, at a minimum, wear disposable gloves. Trash should not be placed in common trash gathering areas, but rather brought directly to the hotel's trash compactor.
- Any colleague cleaning the room should utilize PPE (e.g., gloves, face mask if desired, etc.)

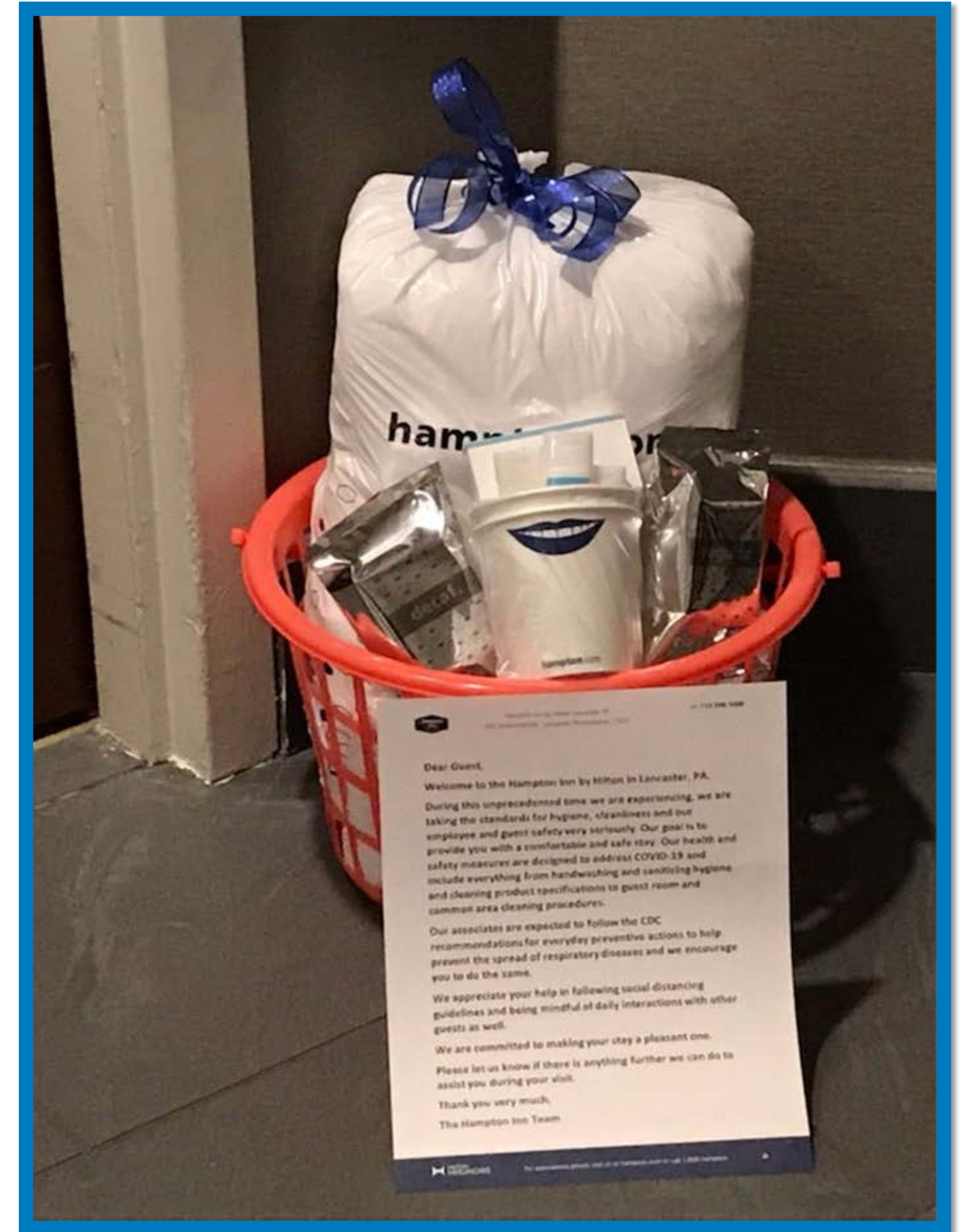


# CLEANING BEST PRACTICES – HOUSEKEEPING

**Limit or suspend stayover service. Alternatively provide guests with extra linens/supplies upon request.**

**A letter to guests reminding them to follow CDC guidelines and reminding them of limited housekeeping services is recommended (IF you are reducing or eliminating stay over service, this should be shared with guests online and prior to check-in to avoid guest service recovery concerns).**

**EXAMPLE of items left for guests following social distancing practices shown here ->**



# CLEANING BEST PRACTICES – HOUSEKEEPING

To Our Valued Guest,

We are honored to welcome you to our hotel. If we can do anything to make your stay more comfortable, please don't hesitate to let us know.

Our team is working diligently to ensure that our hotel can continue to provide essential services in this challenging environment. As you are aware, social distancing guidelines dictate that many typical hotel services are currently adjusted or unavailable.

Housekeeping will be provided on a weekly basis, or as otherwise recommended by local health officials. We will schedule this with you, as you will need to vacate the room during this time. Services will include changing linens and towels, removing trash, and cleaning. Additional trash bags will be provided so that you can bag any soiled linens or dispose of trash. Full bags will be collected during the weekly housekeeping or by special arrangement, scheduled through the front desk. Please do not place bags of trash or soiled linens outside the guestroom door. Should you require additional linens or toiletries, please call the front desk; contact-less delivery will be arranged.

We take standards for hygiene and cleanliness very seriously and are taking steps to ensure the safety of our guests and associates. We are closely monitoring the Centers for Disease Control and Prevention (CDC) and World Health Organization statements regarding the coronavirus (COVID-19) and are following guidance from these agencies and local health authorities. Our hotels' health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene, to cleaning product specifications for guest room and common area cleaning procedures.

We appreciate the opportunity to serve you and hope you will call on us if we can do anything to assist you during your stay.

Sincerely,

(Hotel General Manager)





# SERVICE LIMITATION NOTICE

Dear Valued Guests,

As we continue to follow the latest advice and recommendations from the Centers for Disease Control (CDC) and local authorities as part of our response to the COVID-19 pandemic, we would like to inform you that the following areas or services may be reduced or limited during your stay:

- **List in bullet points which areas are affected**

Your safety and security as our guests is one of our top priorities. We sincerely apologize for the inconvenience this might cause, and we thank you for your understanding.

If there is anything we can do to make your stay better, please contact the front desk.



# **Grab & Go Breakfast Station**

**Hours of Availability: XX a.m. to XX a.m.**

**Your safety and security as our guest is one of our top priorities.**

**To ensure the health and safety of our team members and guests, our breakfast buffet has been closed until further notice. We appreciate your patience and understanding during this time.**

**In the interim, we will continue to provide you with pre-packaged Breakfast To-Go options.**

**Thank you for being our guests!**

**Please reach out to the front desk with any questions or concerns.**



# CLEANING BEST PRACTICES – MEETINGS AND BANQUETS

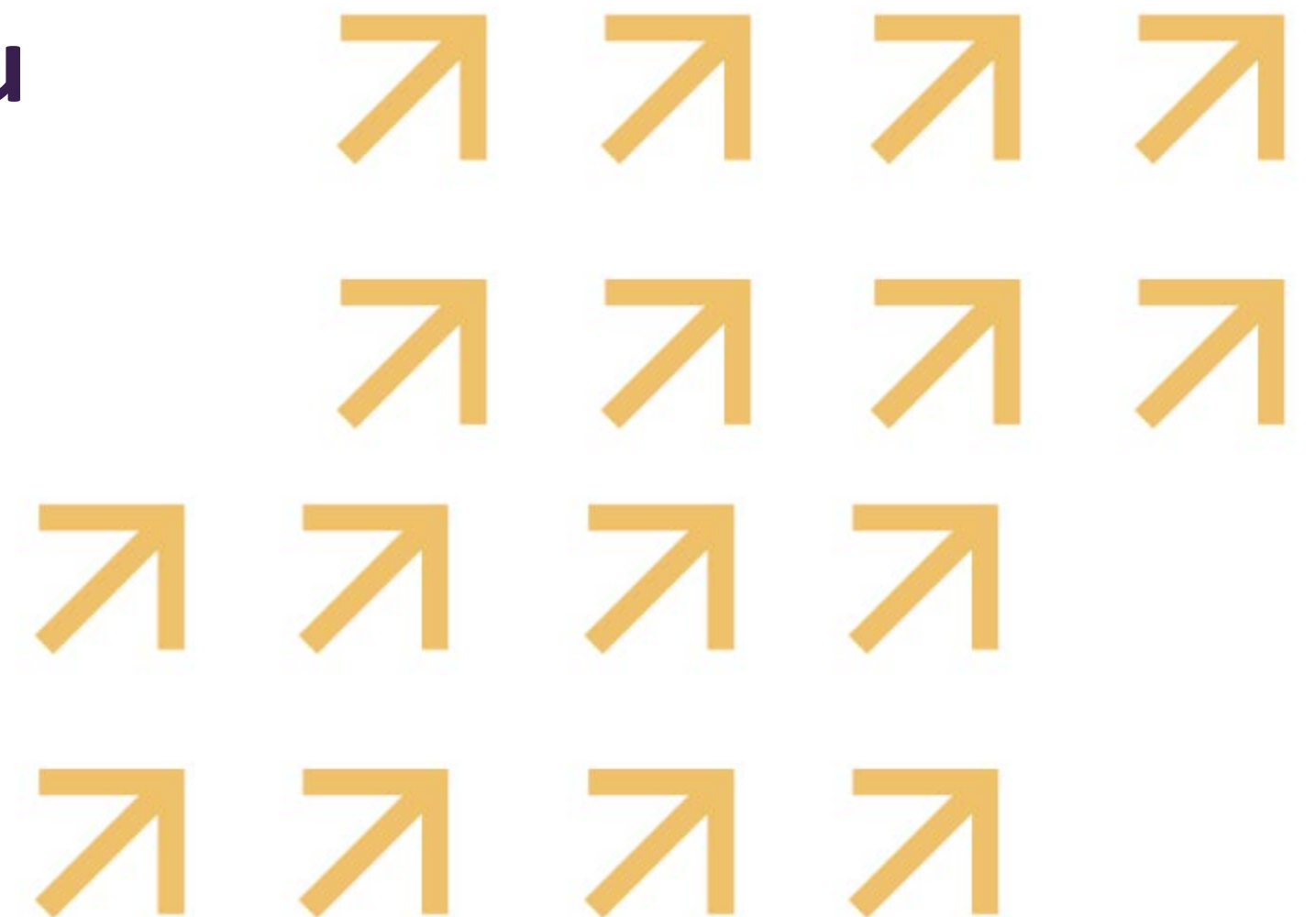
- **Provide new layout guidelines for a variety of events including Classroom, Herringbone, Social Events, Meetings and beyond with 6 ft per guest spacing. This guideline will need to be developed individually for your property due to a variety of sizes and set ups possible.**
- **Provide new guidelines to group leaders on meal arrangements that follow social distancing guidelines and eliminate use of buffet style set ups.**
- **Ensure all banquet team members are trained on guidelines created.**
- **Provide water in water bottles.**
- **Provide tissues and sanitizer in each meeting room.**





# CLEANING BEST PRACTICES – UNIFORMS

- Uniform should be washed at temperatures above 140°F/60°C or a laundry sanitizing agent used if the fabrics can't be washed at such a temperature.
- Uniform should not be worn on the way to work as it could become contaminated. Recommend changing once on-site.
- If masks are worn, then care needs to be taken not to contaminate yourself when putting them on, or when adjusting them. Wash hands before putting the mask on and when you take it off and replace it. Dispose of the mask safely
- If possible, provide employees the option to shower before leaving and entering their car to avoid taking any contaminates home.



# CLEANING BEST PRACTICES – GENERAL

## Sanitizing Best Practices

- CDC Poster "Slow the Spread of Germs" posted on Bulletin Boards
- "Wash Your Hands" poster posted in Public Restrooms
- "Wash Your Hands" poster posted in Co-worker Restrooms/ Break Areas
- Sanitizing/Clorox wipes placed by Elevators on each floor - wipe buttons/ door handles
- Hand washing soap placed at all sinks for guests and co-workers.
- Distributed hand sanitizers to co-workers
- Tissue boxes placed in all meeting rooms / break rooms / common areas.
- Procedure/practice in place to disinfect guest room keys
- Procedure/Practice in place to disinfect front desk monitors, phones, key machines, handles, walkie talkies, hard surfaces, etc.
- Reviewed Brand COVID-19 training with all co-workers. Educate co-workers on social distancing.
- Maintenance and Housekeeping teams increase the use of gloves when servicing guest rooms.
- Purell(similar brand) pump foam gel in back office/ meeting rooms/ break rooms/ co-worker sinks.
- Hand sanitizer floor stands in public areas and on each floor. (if available)

# RECOVERY ASSISTANCE

## Grant Program

- Grants for working capital and physical retrofit costs
- \$10m available early-mid June for first round targeting companies with <20 employees
- Not a first-come first-served basis. Application window will open for 1 week with notice and instructions in advance

\*Visit [www.recoverylancaster.com](http://www.recoverylancaster.com)  
for more information and  
applications

## Free COVID-19 Supply Kits

- COVID-19 Supply Kits: Package for Lancaster companies with Free PPE /Sanitizing equipment for Lancaster companies with <100 employees
- Package includes some combination of re-usable and/or disposable masks, face shields (for some), thermometer, hand sanitizer and cleaning wipes (based on supply at time of order)



# THANK YOU!



Thank you for joining us today!

We wish you and your business the best and encourage you to check out the other resources available.

We are all in this together and will come out stronger... together!