This document is a general list of suggestions on how to begin reopening your hotel post-COVID-19. This list is not exhaustive. Additionally, it is necessary to comply with all federal, state, and local guidelines as well as any applicable brand standards.

**SIGNS AND NOTICES**
- Post information on your app or website on the new heightened procedures at your property.
- Post signage on current elevated cleaning procedures.
- Post appropriate signage on physical distancing practices.
- Sample signage issued by the CDC may be found at aahoa.com.

**COORDINATE WITH YOUR FRANCHISOR** (if applicable)
- Notify your franchisor.
- Ask for any guidelines, if available.
- Comply with any new brand-specific standards.

**HUMAN RESOURCES**
- Display confident leadership and provide training materials and checklists for staff.
- Make sure HR policies and processes are consistent with public health recommendations and federal/state statutes.
- Address physical and psychological impacts to personnel through employee and family support plans and other HR measures.
- Follow HR guidelines for temperature taking, if applicable (e.g., pay for time; separate from HR files). Maintain confidentiality.
- Be sure to comply with all ADA, HIPAA, OSHA, CDC, HHS, local, state, and any other guidelines.
- Provide special accommodations for vulnerable populations.
- Add back-of-house signage to the employee break room, cafeteria, and other areas to remind employees the proper way to dispose of masks, use gloves, sneeze, and avoid touching their faces.
- If bringing back furloughed employees, follow the appropriate HR processes.
- Conduct accounting to determine what resources are on hand and what resources are required to reopen.
Offer cleanliness videos for training.
Assign a designated employee to ensure compliance, training, and monitoring of post-COVID implementations.
Create outside food delivery rules.
Plan ahead for supply chain/availability concerns for Personal Protective Equipment (PPE). Remember to not "over-buy."
Conduct staff meetings where appropriate (virtual, outdoors, or other appropriate areas).
Remind third-party vendors to follow physical-distancing protocols and any other rules that may apply to your property.
Discuss steps safety protocols with your staff in the case a guest may need accessible accommodation.
Consider remote work for positions that may allow it.
Review your property and website(s) for ADA compliance and accuracy of information posted.
Consult an attorney for specifics regarding your property.

**EMPLOYEE AND GUEST HEALTH**

- Implement temperature-taking protocols for all employees, if possible.
- Enact physical-distancing protocols.
- Encourage the use of face masks and provide, if possible.
- Increase physical distance between worksites.
- Follow new OSHA recordkeeping guidance.
- If you have a union facility, make sure you keep an open dialogue with union leaders.
- The Paycheck Protection Program and other programs may require you to re-hire furloughed employees. Consult your loan officer and the appropriate documents to ensure you are following all of these steps for compliance.
- Provide flex work opportunities, if available.
- Ask employees to come in staggered shifts, if possible.
- Identify and implement any additional facility-maintenance tasks necessary to safely reopen closed buildings.
- Move to cashless or contactless credit card transactions.
- Where physical distancing is not possible, utilize ‘sneeze guards’ and mask requirements.
- Where possible, prop open entry doors or use automated doors to minimize contact with handles.

**EMPLOYEE RESPONSIBILITIES**

- Mandate employee hand washing (20 seconds) and add hand sanitizers to high-impact areas.
- Provide PPE as needed.
- Encourage all employees to use face masks.
- Provide employees training on how to report all presumed cases of COVID-19 to management, which will report to the local board of health.
- Instruct employees to stay home if they do not feel well.
- Explain to employees all new procedures implemented.
- Teach employees how to soothe guest fears.
- Communicate new guest policies, e.g., limited housekeeping, grab-and-go breakfast, etc.
THE GUEST CHECK-IN/CHECKOUT PROCESS

- Implement check-in and checkout via app, if available.
- If no app is available, all pre-check-in formalities should be done online before arriving at the property.
- When possible, email guest checkout forms to avoid contact via paper forms.
- Ask guests to advise of checkout so billing can be ready and sent in a timely fashion.
- Mark areas in front of the reception desk to ensure guests maintain physical distancing while waiting in lines.
- Install physical barriers such as transparent screens to separate guests and employees, if applicable.
- Ask visitors to use hand sanitizer. Keep it easily at the front desk.
- Sanitize elevator buttons and panels.
- Limit the number of guests on elevators.
- For high-volume areas like lobbies with one elevator, consider adding tape markings as to where groups should stand to distance while waiting in line.
- Sanitize high-touch front services spaces and equipment, including keys, POS systems, bell desks, luggage storerooms, luggage belts, bell carts, etc., on a regular basis.
- Offices, desks, counters, workspaces, and related equipment (including iPads and radios) should be sanitized regularly and upon a new employee using the equipment.
- Valet parking should be restricted only to guests with placards or plates for disabled parking.
- Valet attendants should not open the doors of guests’ vehicles.

RESTAURANTS, BARS, BREAKFAST, MEETING SPACES, AND RETAIL OUTLETS/GIFT SHOPS

- Reduce seating capacity and distance tables to meet guidelines.
- Utilize single-use menus or electronic menus on the hotel app or website.
- Replace self-serve buffet-style food service with alternative service style.
- Meeting and banquet setup arrangements should distance guests from each other and follow any mass gathering restrictions that may apply.
- Evaluate any future meetings booked, and ensure you have adequate space for the physical distancing of a group that size.
- Limit the number of giveaways during a meeting.
- Cover water pitchers to prevent airborne germs.
- Implement contactless room-service delivery to guests’ doors only.
- Utilize pick-up for restaurant orders.
- Require use of face coverings by food handlers.
- Follow any F&B guidelines from your brand and the health departments that may apply.

GYMS, POOLS, SPAS, GUEST TRANSPORT, AND SHARED EQUIPMENT

- Sanitize before, during, and after each shift or anytime the equipment is transferred to a new employee.
- Leave hand sanitizer and sanitizing wipes for guests to also wipe down equipment in between sessions.
Limit the number of guests using the gym at the same time.
For pools, rearrange outdoor seating to maintain physical distancing and sanitize regularly.
If you have outdoor seating in a patio or other space, rearrange seating to maintain physical distancing.
Be sure courtesy shuttles have clearly defined cleaning procedures and physical distancing (limited capacity). Courtesy shuttles are to be cleaned after every arrival.
Courtesy shuttles should be available by request only.
Check to see if the courtesy shuttle driver can be separated from the riders with temporary plastic or a transparent sheet.

CLEANING PRODUCTS AND PROTOCOLS

PUBLIC SPACES AND COMMUNAL AREAS
- Shift furniture to encourage physical distancing.
- Add signage communicating physical distancing, health and hygiene reminders, new protocols in place for guest safety, proper protocol to dispose of masks, and any other relevant information.
- Pay particular attention to high-touch items.
- Remember to clean places like elevators, lobby telephones.
- Remove self-serve coffee machines from guest rooms and common areas.
- Add easily accessible hand sanitizer stations for guests and employees; the CDC recommends no less than 60% alcohol content.

GUEST ROOMS
- Adjust frequency of cleaning to guest needs (continue safety and wellness checks as necessary).
- Pay particular attention to high-touch items.
- Use CDC-recommended cleaning products.
- Ensure rooms are sealed or mechanisms/notices are in place so clean rooms cannot be entered between guests.
- Leave rooms vacant for 24+ hours after cleaning, if possible.
- Clean HVAC air filters to maximize clean air.

LAUNDRY
- Use high-temperature wash following CDC guidelines.
- Limit or suspend daily room service.
- Bag dirty linens in the room to eliminate unnecessary contact.

ROOM RECOVERY PROTOCOL
- In the event of a presumptive case of COVID-19, the guest room should be removed from service and quarantined. The guest room should not be returned to service until the case has been confirmed or cleared. In the event of a positive case, the room should be returned to service only after undergoing an enhanced sanitization protocol.
BACK OF THE HOUSE

- Provide physical-distance stations.
- Implement procedures on routine cleaning and sanitation of high touch-point items.
- Add appropriate signage on health and safety, heightened cleaning, hand washing, and any others as may be required or recommended by law.

MISCELLANEOUS

- Beware of legionella, which can grow when water and wastewater has been unoccupied for a prolonged period.

ROOM SERVICE AND AMENITIES

- Create a room-service procedure to limit employee-guest interaction.
- Enact limited or by-request housekeeping.
- Consider adding a tent card that explains the heightened cleaning procedures in every room.
- Inform guests that newspapers will not be delivered, but provide electronic newspaper options through the hotels websites or app.
- If the gym is not available, consider offering exercise channels.
- Remove all coffee makers from rooms.
- Provide alternatives to in-room coffee such as water bottles.
- Reactivate amenities such as premium TV channels.
- Remove mini-bars.
- Consider providing an “amenities bag” at check-in with hand sanitizer, perhaps a mask and/or gloves, and a fact sheet with COVID awareness information for your property.