This document contains tools for the Los Angeles Hotels industry to plan for the safety of employees and guests as it prepares to continue or resume operations during the COVID-19 pandemic.

This material has been developed in collaboration with a working group of industry representatives. It takes into account guidance from federal and state agencies as well as industry organizations. It is intended as supplemental information to businesses as they develop COVID-19 preparedness plans. It does not replace Los Angeles County Public Health requirements or guidance from the state of California.

As of date of publication of this document – June 12, 2020 – hotels/lodging are permitted to open for leisure and tourism. However, many services and amenities offered by hotels may be limited or are required to be closed by the County.

Please refer to the Los Angeles County Public Health Department for requirements for allowable activity for your business at this time.

This document will continue to evolve to adapt to developments in the overall public health conditions of Los Angeles. The latest information can be found on Coronavirus.LACity.org/Business.

Toolkit last updated: June 12, 2020
PLANNING TO START OPERATIONS

BEST PRACTICES FOR SAFE OPERATIONS
Developed in collaboration with Los Angeles County, City of Los Angeles, and Industry Working Groups

- Physical Distancing
- Cleaning and Sanitizing
- Employee Health and Personal Hygiene
- Facility Safety
- Guest Expectations
- Employee Support

SUPPORTING MATERIALS

ADDITIONAL RESOURCES
Preparing to Resume Operations

Hotels

The questions below bring up common topics hotels may need to address to safely continue or resume operations. This is not an exhaustive list. Each business will need to adapt their plan to address their unique business circumstances and needs. You may find it helpful to write down your plan for some questions.

Physical distancing:
- Have you reconfigured floor plans to ensure 6-ft spacing (e.g., spacing seating and other furniture in lobby or meeting areas)? Installed physical barriers when that is not possible (e.g., check-in counter)?
- Have you marked where guests should wait, stand in line, enter/exit, etc. to maintain 6-ft distance?
- Have you changed worker schedules to maximize physical distancing during start / end / break times?
- Do you have a plan to maximize physical distancing in break rooms and other shared workspaces?
- Do you have a plan to maximize physical distancing in elevators and other guest congregation points?

Cleaning and sanitizing:
- Have you deep-cleaned your facility?
- Do you have enough cleaning supplies in inventory?
- Do you have a disinfection plan for hotel rooms, check-in areas, workstations, points of sale, food/drink preparation areas, guest dining areas, and other high-touch surfaces?

Employee health and personal hygiene:
- Do you have enough masks, gloves, and other PPE required for employees in inventory?
- Do you have enough hand sanitizer / hand soap for employees and guests?
- Do you have a plan to screen employees for symptoms before entering worksite?
- Do you have a response plan in case an employee or guest tests positive?

Facility safety:
- Do you have a process to log all employees on worksite?
- Have you identified high-touch items you will remove or modify?
- If possible, do you have a plan for providing contactless payment options (e.g., online payment option, mobile app, advance payment over phone)?
- Have you posted signs to remind employees of best practices? Where will they be posted?
- Is the HVAC system working properly? Have air ducts been cleaned recently?

Guest expectations:
- Do you have plan to make sure guests are informed and prepared to visit your business?

Employee support:
- Have you trained employees returning to work on COVID-19 health and safety guidelines?
- What has been done to better understand stressors, anxieties, and other COVID-19-related concerns of employees returning to work? Have you taken steps to address concerns?

Employee notification:
- Has 5 day notice been provided to recall any furloughed employees? (For more information, please see City of Los Angeles Ordinance 186602.)

Practices provided here focus on accommodations only – for resumption of other business lines (e.g., conferences, restaurants, fitness centers), please reference the other industry toolkits from LA City and protocols from LA County as applicable, which may be helpful for planning purposes.
Best Practices for Safe Operations

Hotels

The following list contains suggestions for hotels to safely continue or resume operations. These suggestions should be adapted based on the unique circumstances of each business.

These suggestions are not exhaustive. They will continue to be refined and revised. You can find the latest on Coronavirus.LACity.org/Business

Physical Distancing (continued on next page)

Los Angeles County Guidance

- Measures to ensure physical distancing of at least six feet between and among employees, guests, and the public are implemented, including areas where guests and employees line up.
  - This includes the use of physical partitions or visual cues (e.g., floor markings or signs to indicate where employees and/or guests should stand).
  - This includes check-in, check-out, elevator lobbies, coffee shops and dining, and taxi and ridesharing lines.
  - Physical barriers are installed at all transaction counters where 6 feet physical space is not possible between employees and guests.
- Guests enter doors that are either propped open, are automated or manually operated by an employee who is frequently handwashing and/or using proper hand sanitizer.
- Peak period queuing procedures are implemented, including a lobby greeter where applicable. Guests are queued to maintain at least six feet of physical distance between parties.
- All furniture in public spaces has been arranged to incorporate social distancing guidelines.
- Physical distancing measures are implemented in employee break areas, uniform control areas, training classrooms, shared office spaces, employee services window, and other high-density areas in order to appropriately distance between employees.
  - Where possible, outdoor break areas with shade covers and seating that ensures physical distancing between employees is provided.
- Guest room service, laundry and dry-cleaning services, and amenity deliveries are made using contactless pick-up and delivery protocols, wherever possible.
- Housekeeping only services rooms when guests are not present.
- Employee pre-shift meetings are conducted virtually or in areas that allow for appropriate physical distancing between employees.
- Employee arrival times are staggered to minimize traffic volume in back of house corridors and service elevators.
- Employees are discouraged from congregating in high traffic areas such as bathrooms and hallways. Established directional hallways and passageways for foot traffic, where possible, to eliminate people from passing by one another.
- Office spaces, lobbies, front desk check-in areas, business centers, concierge service areas, and other spaces are redesigned, where possible, to ensure workspace and guest accommodations allow for at least six feet distancing.

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Physical Distancing (continued on next page)

- Elevator capacity is limited to 4 individuals or a family at a time for any elevator that does not allow for 6-foot physical distance between riders. All riders are required to wear cloth face coverings.
- Employees are instructed to avoid handshakes and similar greetings that break physical distancing.
- Person-to-person contact for delivery of goods to physical offices is eliminated, where possible. Avoid touching others’ pens and clipboards.

Additional Guidance

- Abide by county guidelines – if any – that include COVID-19 related restrictions on total capacity
- Enable minimum 6 feet distance between all persons (also consider waiting lines and other shared spaces)
- Update floor plans for common areas, including seating arrangements, to ensure at least six feet of separation between general seating areas, chairs, tables etc.
- Stagger positions of stationary workspaces so employees and / or guests can avoid sitting directly next to or opposite one another
- Use floor markings to promote physical distancing (e.g. where to stand in line, where to walk) and mark common areas, tables, chairs, etc. not in use
- Consider installing plexiglass partitions in areas where employees and guests come into close contact (e.g. concierge desks)
- Consider closing shared spaces where physical distancing would be difficult to enforce or maintain (e.g. break rooms)
- Consider limiting the number of individuals using elevators at the same time, unless from same household
- Consider stationing an employee to operate elevator buttons so that no riders need to touch them
- Use floor markings inside elevators to maximize physical distance
- Consider separate entry and exit doors to allow one-way foot traffic
- Develop plan to reduce congestion around time clocks or other congregation points
- Stagger employee schedules to limit crowding during start / end / break times
- Provide and use face masks per LA City and CA state guidance
- Avoid employee in-person meetings as much as possible
- Discourage handshaking and any other forms of unnecessary physical contact
- For room requests (e.g. room service), hotel staff should leave items by the room door to avoid close contact with guests

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Physical Distancing (continued from previous next page)

- Encourage digital check-in and checkout (e.g. mobile app/key) to minimize staff and guest interactions
- Employee pre-shift meetings should be conducted virtually or in areas that allow for appropriate physical distancing between employees, if possible
- Consider implementing or maintaining remote-/tele-work policies where possible
- Restrict or eliminate non-essential travel for hotel's employees

Cleaning and Sanitizing (continued on next page)

- Use EPA-registered sanitation and disinfectant products
- Complete thorough and detailed cleaning of entire facility prior to resuming operations, with focus on high touch areas
- Complete frequent sanitization of high-touch surfaces and shared items, per CDC guidelines (e.g. door handles, tables, chairs, counters, restrooms, points of sale, phones, workstations, other as needed)
- Disinfect all reused or shareable material between each use (e.g. pens, key cards, cleaning supplies, room service trays, luggage carts)
- If valet service is provided, disinfect contact points within the vehicle between each use
- Clean and sanitize restrooms regularly based on frequency of use
- Make hand sanitizer readily available, including at building entrances, check-in areas, etc.
- Provide guests with their own sanitation solutions or wipes to instill guest confidence (e.g. wipes for remote controls)
- Ensure sanitary facilities are operational and stocked with soap, hand sanitizer, and paper towels at all times
- All employees should clean hands often, including immediately after removing gloves and after contact with an ill person, by washing hands with soap and water for 20 seconds
- Cleaning staff should wear appropriate PPE for all cleaning tasks, including handling trash
- Launder all towels, tablecloths, uniforms, etc. frequently, using the warmest appropriate water setting for items
- If cloth face coverings are being used, face coverings should be washed after each shift
- Guest room cleaning should include a complete change of towels, linens, pillows for guests to change themselves
- Consider decreasing or discontinuing housekeeping services between guest rooms during stays to prevent transmission

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Best Practices for Safe Operations

Hotels

Cleaning and Sanitizing *(continued from previous page)*

- Consider instituting measures to limit excess contact with dirty linens during bagging and transportation to the laundry facility
- Consider reducing business hours for extra deep cleaning
- Provide enough time for workers to clean before, during and after shifts; workers should be compensated for any time spent on cleaning tasks they are assigned
- If an individual tests positive, close off areas used by sick person until any areas affected can be cleaned and disinfected per CDC guidelines
- Follow LA County and CA state guidance regarding closure of restaurants, bars, gyms, fitness centers, swimming pools, and other shared spaces; conduct frequent cleaning and sanitization of these spaces if open, per LA County guidance

Employee Health and Personal Hygiene *(continued on next page)*

Los Angeles County Guidance

- Everyone who can carry out their work duties from home has been directed to do so.
- Vulnerable staff (those above age 65, those who are pregnant, and those with chronic health conditions) are assigned work that can be done from home whenever possible, and should discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace.
- All employees have been told not to come to work if sick or if they are exposed to a person who has COVID-19.
  - Information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on government programs supporting sick leave and worker’s compensation for COVID19, including employee’s sick leave rights under the Families First Coronavirus Response Act and employee’s rights to workers’ compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor’s Executive Order N-62-20
- Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all employees that had a workplace exposure to the case(s). The employer’s plan should consider a protocol for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures.
- In the event that the owner, manager, or operator knows of three (3) or more cases of COVID-19 within the workplace within a span of 14 days the employer must report this outbreak to the Department of Public Health at (888) 397-3993 or (213) 240-7821.
- Symptom checks are conducted before employees, contractors, vendors or other service providers may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. These checks can be done remotely or in person upon the employees’ arrival.

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Employee Health and Personal Hygiene (continued on next page)

- A temperature check should be done at the worksite if feasible.
- All employees who have contact with the public or other employees during their shift(s) are offered, at no cost, a cloth face covering. The covering is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others. Employees need not wear a cloth face covering when the employee is alone.
- Employees are instructed on the proper use of face covering, including the need to wash their face coverings daily.
- Housekeepers and others who must enter guest rooms are directed to wear a cloth face covering.
- Employees are directed to ensure hand hygiene practices including handwash frequency, use of hand sanitizer and proper glove use are adhered to.
- Employees are allowed time to wash their hands frequently.
- Employees are reminded to cover coughs and sneezes with a tissue. Used tissue should be thrown in the trash and hands washed immediately with soap and warm water for at least 20 seconds.
- All employees, vendors and delivery personnel have been provided instructions regarding maintaining physical distancing and the use of face coverings when around others.
- Breaks are staggered, in compliance with wage and hour regulations, to ensure that six (6) feet between employees can be maintained in break rooms at all times.
- Employees are prohibited from eating or drinking anywhere inside the workplace other than designated break areas or in a private office that is not shared with others.
- Employees are properly trained on all COVID-19 policies and procedures.
- A written, worksite-specific COVID-19 plan including a risk assessment of all work areas has been developed.
- A designated person has been identified to implement the plan.
- Employees are trained on the proper use of cleaning and disinfecting products, including Cal/OSHA requirements for safe use. Employees are provided aprons, gloves and other protective equipment as required by the product.
Employee Health and Personal Hygiene (continued from previous page)

Additional Guidance

- Ask employees to confirm (and document confirmation) they have not experienced COVID-19 CDC-defined symptoms, including fever, cough, and shortness of breath, for 14 days prior to return.
- Require employees who have CDC-defined COVID-19 symptoms, including fever, cough, and shortness of breath, to remain home until they are symptom-free for three days without medication.
- If an employee tests positive for COVID-19, inform guests and ensure all those who have come in contact are tested before returning to work; if testing is not possible inform coworkers that had close contact to self-quarantine and self-monitor for symptoms per public health guidance.
- Consider developing a written plan on how to inform coworkers of positive case and how they can get tested / self-quarantine.
- Ask employees to self-quarantine per public health guidelines if they are confirmed to have COVID-19 or know they have been exposed to COVID-19.
- Consider non-punitive sick leave options to allow employees to stay home when ill.
- Consider making special modifications for vulnerable employee and guest populations (e.g., designated blocks of rooms for guests ages >65 yr, low-contact roles for vulnerable employees).
- Encourage use of face coverings and gloves, where safe to do so and per LA City guidance; note that face coverings do not replace the need for physical distancing and are not PPE.
- Consider limiting employee handling of guest luggage.
- If using gloves, follow CDC guidelines on how to take off gloves and wash hands after taking them off.
- Train all employees on the importance of frequent handwashing and the use of hand sanitizers with at least 60% alcohol content, and give employees clear instruction to avoid touching hands to face.
- Train all employees on symptom detection, sources of infection, COVID-19 exposure prevention measures, and employee leave benefits/policies for when ill.
- Reinforce employee training on health and safety guidelines with periodic refresher trainings.
- Establish a safety team or designate employees to monitor workplace safety, conduct safety trainings, and carry out health screenings.
- Consider how to document all COVID-19 related trainings, training completions, and communications to employees regarding operational changes or positive cases in workplace.
- Provide a copy of your COVID-19 related safety and health plan to employees and document receipt.

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Facility Safety (continued on next page)

Los Angeles County Guidance

COMMON SPACES (CHECK-IN, LOBBY, ELEVATORS, ETC.)

- The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased in common spaces and guest rooms.
- Consider installing portable high-efficiency air cleaners, upgrading the building’s air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in all offices, guest rooms and other spaces.
- For facilities or guest rooms that have not been operating, flush each of the hot and cold-water fixtures for five minutes prior to reopening to replace stale water in the facility’s plumbing with a fresh and safe water supply.
- Cleaning and disinfecting products that are approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list are used per the manufacturer’s instructions.
  - Disinfectant products on the N list with asthma-safer ingredients are selected.
- Customers should enter through doors that are propped open or automated if possible.
- Hand sanitizer dispensers (touchless, when possible) are installed at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobbies, restaurant entrances, meeting and convention spaces, elevator landings, pools, salons and exercise areas.
- Guests are instructed that they must wear cloth face coverings whenever they are not eating and/or drinking; this includes upon entry to the facility, when walking anywhere in the facility, and when using the restrooms. This applies to all adults and to children over the age of 2. Only individuals with chronic respiratory conditions or other medical conditions that make the use of a face covering hazardous are exempted from this requirement.
  - Customers who refuse to wear a cloth face covering may be refused service and asked to leave.
- Customers arriving at the site with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are wearing face coverings if age permits.
- Servers, bussers, and other employees moving items used by customers (dirty cups, plates, napkins, etc.) are to wear disposable gloves prior to handling.
- Cashless transactions are encouraged. If reasonable for the food facility, customers are enabled to swipe their own credit/debit cards, and card readers are fully sanitized between each guest use.
- Contactless technology is implemented for check-in, payment, accessing rooms or making special requests, wherever possible.
  - Key cards are sanitized after use.
- To the extent possible, guests to the hotel are registered in a guest log that includes the guest’s name, phone number and email address which can also be done at the time of registration.
- Phones, tablets, laptops, desks, pens and other work supplies are cleaned and disinfected before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, housekeeping carts and cleaning equipment, keys, time clocks, and all other direct contact items.

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Best Practices for Safe Operations

Hotels

Facility Safety

- Workstations, desks, and help counters are provided with proper sanitation products, including hand sanitizer and sanitizing wipes, and personal hand sanitizers to all staff directly assisting customers.
- Vacuum cleaners are equipped with HEPA filters. Employees are to use vacuum cleaners instead of sweeping floors with brooms, where possible.
- Thorough cleaning in high traffic areas such as hotel lobbies, front desk check-in counters, bell desks, break rooms and lunch areas, changing areas, loading docks, kitchens, and areas of ingress and egress including stairways, stairwells, handrails, and elevator controls is performed.
- Commonly used surfaces are cleaned and disinfected throughout the day and evening, including door handles, vending and ice machines, light switches, phones, washer and dryer doors and controls, baggage carts, shuttle door handles, toilet and handwashing facilities.
- Workers are provided time to implement cleaning practices during their shift.
- Manually operated ice machines are closed.
- Restrooms are cleaned and disinfected regularly using EPA approved disinfectants according to the manufacturer’s directions.
- Employees are directed to not open the doors of cars or taxis.
- Valet service drivers, baggage handlers, and housekeepers are to wash their hands regularly during their shift and/or use proper hand sanitizer.
- If valet service is provided, valet service drivers are required to wear face coverings, gloves and maintain social distancing guidelines.
  - Key fobs are to be placed into plastic bags.
  - Steering wheel, ignition button, door handles, shifters are wiped with an approved disinfecting wipe.
  - Customers are notified of valet cleaning and disinfection procedures.
- If van or shuttle service is provided, they are to adhere to valet service requirements, including cleaning and disinfecting seating areas between guests.
- Self-parking options are encouraged with guests.

Guest Rooms

- Bellman/Porters are to wear face coverings and utilize gloves when handling guest baggage. Where possible, baggage deliveries are to be placed in the room by the guest.
- Housekeeping is to minimize contact with guests’ personal belongings when cleaning.
- Housekeepers have ventilation system operating and/or open windows whenever possible to increase air circulation when servicing rooms.
- Housekeeping is allowed extra time to clean rooms to account for required precautions and to allow them to conduct more thorough cleaning and disinfection of rooms between guests, when required.
  - Housekeepers are provided appropriate protective equipment for cleaning.

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Best Practices for Safe Operations

Hotels

Facility Safety (continued from previous page)

- Kitchen items, including pots, pans, and utensils are 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.
- Single-service coffee makers are provided with disposable cups, instead of glassware, coffee cups or multi-cup makers.
- Mini bars are not available to guests. All products are removed.
- Adequate dish soap and new, unused sponges, disinfecting wipes are provided for each guest upon arrival.
- All appliances and kitchen areas, including refrigerator shelving, the oven stovetop, coffeemakers, toasters, pantry shelves and other areas are cleaned between each guest stay.
- No reusable collateral, such as magazines, menus, local attraction details, coupons, etc. are available in guest rooms. Critical information is provided as single-use collateral and/or electronically posted.
- Housekeeping employees are provided with gloves when removing dirty linens. Dirty linen is placed in single-use, sealed bags.
- All towels and linens are removed and cleaned at the conclusion of each guest stay regardless of whether they appear to have been used or not.
- All bed linen and laundry is washed at a high temperature and cleaned according with CDC guidelines.
- All nonessential maintenance is scheduled when room is not occupied. Handle only emergency or urgent issues as allowed by applicable law where possible.

SHORT-TERM RENTAL CONSIDERATIONS

- Self or remote check-in and checkout is offered where possible.
- Standard check-in and checkout times are implemented to allow for enhanced cleaning processes between guest stays.
- The rental unit is thoroughly cleaned and disinfected 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.
- All recycling, garbage and trash is removed between guest stays. This includes removing and disposing of any food items that may have been left in the refrigerator, freezer, and pantry.
  - Trash cans are lined with disposable bags.
- Laundry hampers are to be cleaned and disinfected after each use.
  - Hampers are lined with a bag liner that is either disposable or can be laundered after each use.
- All linens are removed and laundered between each guest stay, including items that appear to not have been used.
  - Use gloves when removing dirty linens. Dirty linen is placed in single-use, sealed bags.
  - Wash hands with soap or use hand sanitizer immediately after gloves are removed.
- No extra linens are stored in the rental unit. Linens are provided only upon request.

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Best Practices for Safe Operations
Hotels

Facility Safety (continued on next page)

- All bed linen and laundry is washed at a high temperature and cleaned according to CDC guidelines.
- All soft surfaces are cleaned based on the manufacturer’s instructions. This includes items like carpet, bedding, curtains, and upholstery.
- Kitchen items, including pots, pans, and utensils are 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 are equipped with HEPA filters. A vacuum cleaner is used instead of sweeping floors with brooms, where possible.
- Bathroom toilets, showers, bathtubs, sinks, cabinets, and shelving are sprayed with a multi-surface cleaner approved for use against COVID-19. Mirrors and any glass are properly wiped. Bathroom floors are mopped and/or vacuumed.
- The rental unit is provided with additional hand soap, paper towels, toilet paper, disinfecting spray or wipes and hand sanitizer.
- External or professional cleaning companies, when used, provide periodic confirmation that cleaning and disinfection standards are being followed.
- Guests are notified of cleaning and safety measures both pre-stay and during stay, via the listing content and property information booklet.
- All nonessential maintenance is scheduled when the rental unit is not occupied. Handle only emergency or urgent issues as allowed by applicable law where possible.
- The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased. High filtration efficiency filters are used and replaced regularly.

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Best Practices for Safe Operations

Hotels

Facility Safety (continued from previous page)

Additional Guidance

- Log all employees that come on-premise for purposes of supporting public health contact tracing
- Consider restricting visitor (i.e., non-guest) access to hotel
- Consider providing documented temperature and/or symptom screenings for all employees / visitors entering hotel, per LA County guidelines
- Use no-touch / hands-free devices where possible, in both common areas and guest rooms (e.g. trash cans, water fountains, hand sanitizer dispensers, motion sensor lights, sink faucets, automatic doors)
- Limit use of re-usable goods (e.g. bags, silverware, pens, glasses, plates)
- Per CA state guidance, modify or suspend use of self-service areas / machines (e.g., buffets, salad bars, drink and ice dispensers, coffee machines); provide these items to guests individually or modify to be employee-serve and discard or clean and disinfect after each use, as appropriate
- Consider removing in-room fixtures that encourage close contact (e.g. coffee machines, in-room food menus, minibars) or modifying use of equipment which cannot be removed (e.g. phones, laptops)
- Limit non-essential rental equipment (e.g. HDMI chord, board games, sports equipment) if possible
- Follow LA County and CA state guidance regarding closure of restaurants, bars, gyms, fitness centers, swimming pools, and other shared spaces
- Limit employee contact with guest vehicles during arrival and departure (e.g., vehicle door opening)
- Serve food in a take-out style manner as much as possible
- Increase air flow / ventilation (via HVAC or other means) where possible
- If it is safe / appropriate, keep doors open to improve ventilation and reduce touching of door handles
- Explore outdoor options for breaks and lunch times, if available and safe
- Ensure adequate PPE (masks, gloves, etc.) and cleaning supplies
- When possible, rooms should remain vacant for ~24-72 hours after check-out and prior to cleaning, in accordance with LA County guidelines
- Symptomatic guests should stay in their room as much as possible, unless moved by a medical officer
- Consider designating in advance one staff member or medical officer to attend to sick guests
- In the event of a presumptive case of COVID-19 the affected guest room shall be removed from service and quarantined; it shall not be returned to service until undergoing an enhanced cleaning and disinfecting utilizing EPA approved products within CDC guidelines, ideally by a licensed 3rd party
- Consider instituting a process to deal with confirmed COVID-19 cases, including informing local health departments
- Communicate health and safety guidelines to all employees, and channel to report guideline violations
- Post signs for employees / guests to remind them of physical distancing, PPE recommendations (e.g., gloves, face coverings), and to use hand sanitizer provided

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Best Practices for Safe Operations

Hotels

Guest Expectations

Los Angeles County Guidance

- A copy of this protocol is posted at all public entrances to the facility.
- Guests are notified of the facility’s policies and procedures prior to their arrival. This includes the right to cancel reservations for parties with symptomatic visitors and the new check-in procedures, physical distancing requirements, and cleaning and disinfecting schedules for accommodations, amenities, and common areas.
- Signage is posted that reminds guests and the public to maintain physical distancing of six feet, wear cloth face covering, wash hands or use sanitizer upon entry, and to stay home if they are ill or have symptoms consistent with COVID-19.
- Guests will be provided face coverings upon entry to the hotel if they do not have one.
- Signage is posted at elevators that communicates to riders the maximum number of riders and that cloth face coverings must be worn.

Additional Guidance

- Have visible signage throughout the workplace on health and safety guidelines (including proper hygiene and sanitization, physical distancing/PPE guidance, etc.)
- Make safety guidelines publicly available
- Consider using social media to educate guests on site guidelines and what to expect when visiting
- Per LA City and CA state guidance, guests and visitors should bring and wear a face covering
- Consider providing guests an amenity bag during check-in containing face covering, hand sanitizer, and a COVID-19 awareness card
- Consider setting expectations prior to guest stays that guests may be asked to leave the hotel should they be found in non-compliance with LA City, LA County, or pre-defined hotel association guidelines

Employee Support

- Identify employee stressors; mitigate employee anxiety when going back to work through clear and transparent communication, listening, and surveying employees regularly
- Provide training and updates to employees on new and pre-existing wellness programs, people policies, etc.

Practices provided here focus on accommodations only – for resumption of other business lines (e.g., conferences, restaurants, fitness centers), please reference the other industry toolkits from LA City and protocols from LA County as applicable, which may be helpful for planning purposes.
### Supporting Materials
#### Hotels

**Signs to post – download at** [Coronavirus.LACity.org/Business](Coronavirus.LACity.org/Business)

<table>
<thead>
<tr>
<th>Key message of sign</th>
<th>Places to post</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Best practices:</strong> Use PPE, keep 6' distance, wash hands, do not enter if feeling ill</td>
<td>entryway, lobby, break room etc.</td>
</tr>
<tr>
<td><strong>Face coverings:</strong> Reminder to wear face covering in accordance with LA City mandate</td>
<td>lobby, check-in area, shared spaces etc.</td>
</tr>
<tr>
<td><strong>Physical distancing:</strong> Keep 6'+ of distance at all times</td>
<td>entry / exit, queues, check-in, elevators etc.</td>
</tr>
<tr>
<td><strong>Washing hands:</strong> Remember to wash with soap / water or hand sanitizer</td>
<td>bathroom, kitchen, break rooms, etc.</td>
</tr>
</tbody>
</table>

More signage, including industry-specific posters, available on website.
Supporting Materials
Hotels

Example sanitization kit list and cleaning checklist

Sample on-site materials for cleaning and sanitizing

- Hand soap readily available at every sink
- 60% alcohol-based hand sanitizer throughout facility (e.g., receptions desks, elevator halls)
- Cleaning supplies (e.g., soap and water, bleach, rubbing alcohol, etc.)
- EPA-registered disinfectant products
- Disinfectant wipes
- Signs throughout facility encouraging everyone to frequently wash hands and sanitize
- Disposable gloves, face masks and gowns for cleaning staff

Sample cleaning checklist

Clean on a frequent basis:
- Lobby furniture
- Break rooms
- Countertops and other surfaces
- Shared resources (e.g., pens, magazines, room service menus)
- Computers
- Printers / copy machines
- Windows
- Doors and door handles
- Railings
- Bathroom surfaces
- Carts, drawers and bins
- Elevators and elevator buttons
- Coffee and tea machines
- Valet podiums

Examples for physical distancing

Sample materials for physical distancing

- Signs throughout the facility (on windows, walls, etc.) reminding people to maintain proper physical distancing and remain 6 feet apart whenever possible
- Floor markings (e.g., tape or graphics) to instruct people where to walk and stand
- Dividers to place between check-in counter and the guests

Sample physical distancing sign
Example employee training best practices

**CDC recommended employee health guidelines**

- Employees and employers should consult the [CDC's Symptoms of Coronavirus](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html)
- Employees with COVID-19 symptoms should report them to their supervisors immediately
- Sick employees should stay home and follow the [CDC's What to do if you are sick with COVID-19](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/what-to-do-if-sick.html)
- Send home employees who experience COVID-19 symptoms at work
  - Clean and disinfect surfaces in their workspace
- Inform fellow employees if there has been a possible exposure to COVID-19 in the workplace while maintaining confidentiality
- Employees who are well, but know they have been exposed to COVID-19 should notify their supervisor and follow [CDC-recommended precautions](https://www.cdc.gov/coronavirus/2019-ncov/worksafe/precautions.html)
- For previously sick employees who are returning, follow [CDC's guidance for discontinuation of home isolation for persons with COVID-19](https://www.cdc.gov/coronavirus/2019-ncov/worksafe/discontinuation.html)

**CDC recommended personal hygiene guidelines for employees**

- Wash hands for at least 20 seconds, especially after going to the bathroom, before eating, after blowing your nose, coughing or sneezing, and after extended contact with high-touch surfaces
- Always wash hands with soap and water. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol
- Avoid touching your eyes, nose and mouth with unwashed hands
- Cover your cough or sneeze with a tissue, then throw tissue in the trash and wash hands after
- Try not to use other employees' stations or other work tools and equipment when possible. If necessary, clean and disinfect them before and after use
- Clean and disinfect frequently touched objects around you

For detailed training materials please see:

Example communications best practices

**Recommended employee and guest communication practices**

- Communicate frequently to make employees and guests aware of changes
- Encourage employees to participate and comply with new work practices
- Conduct demonstrations and training to introduce new skills to staff before activities officially resume, examples include:
  - How to practice physical distancing/sanitizing in the hotel
  - How to instruct visitors to follow floor markings in the hotel
  - How to handle close contact transactions (e.g. check-in, room service) with guests
- Consider a variety of communication channels and materials, including email, text messages, posters/digital displays
- Consider communications focused on
  - Why the facility is safe and how it is following guidelines
  - Instructions for how to prepare for arrival
  - Overview of what to expect when employees and guests arrive, including new entrance guidelines, supplies, sanitization requirements, capacity limits, etc.

**Sample guest communication topics**

- **Cleaning procedures**
  - Let employees and guests know about adjusted cleaning guidelines

- **Opening hours and locations**
  - Share updated opening hours and locations currently open/closed with guests

- **What to expect**
  - Communicate guidelines for what guests can expect when visiting the hotel (e.g. capacity limits, hand sanitizer, floor arrows)

- **Contact information**
  - Phone number or email for guests to contact if they have further questions

- **Links to government and health websites**
  - Links to COVID-19 guidance from CDC
The following resources provide additional guidance for hotels on safe operations during the COVID-19 pandemic.

### Resources for Health Guidelines

<table>
<thead>
<tr>
<th>Source</th>
<th>Description</th>
<th>Link</th>
</tr>
</thead>
</table>
Additional Resources

Hotels

The following city, county, state, and federal resources are available to support workers and businesses during the COVID-19 pandemic. This list will be updated as additional resources become available.

Additional Business Resources (1/3)

City

Los Angeles City Small Business Emergency Microloan Program (LA City)
In light of the sweeping impact the COVID-19 pandemic is having on our small business community, the City of Los Angeles has responded swiftly and decisively to support our local, community businesses. The newly established Small Business Emergency Microloan Program now provides financing needed to strengthen small business enterprises in this time of acute need that have been affected by the COVID-19 outbreak.

Los Angeles Commercial Evictions Moratorium
No landlord shall evict a commercial tenant in the City of Los Angeles during this local emergency period if the tenant is able to show an inability to pay rent due to circumstances related to the COVID-19 pandemic. These circumstances include loss of business income due to a COVID-19 related workplace closure, child care expenditures due to school closures, health care expenses related to being ill with COVID-19 or caring for a member of the tenant’s household who is ill with COVID-19, or reasonable expenditures that stem from government-ordered emergency measures.

L.A. CARES Corps
LA CARES Corps is a partnership between the City and County of LA to provide small businesses with the help they need to apply for federal loans under the Coronavirus Aid, Relief, and Economic Security (CARES) Act.

County

Unemployment Insurance Work Sharing Program (LA County)
Employers can apply for the Unemployment Insurance (UI) Work Sharing Program if reduced production, services, or other conditions cause them to seek an alternative to layoffs. The Work Sharing Program can help minimize the need for layoffs, retain trained employees and quickly prepare for when business conditions improve, and avoid the cost of recruiting, training and hiring new staff. It also helps employees whose hours and wages have been reduced keep their current job, receive UI benefits, and avoid financial hardships.

Payroll Tax Assistance (LA County)
Employers experiencing a hardship as a result of COVID-19 may request up to a 60-day extension of time from the EDD to file their state payroll reports and/or deposit state payroll taxes without penalty or interest. A written request for extension must be received within 60 days from the original delinquent date of the payment or return.
State Workers Compensation for COVID-19 (State of CA)
Governor Gavin Newsom announced that workers who contract COVID-19 while on the job may be eligible to receive workers’ compensation. The Governor signed an executive order that creates a time-limited rebuttable presumption for accessing workers’ compensation benefits applicable to Californians who must work outside of their homes during the stay at home order. Those eligible will have the rebuttable presumption if they tested positive for COVID-19 or were diagnosed with COVID-19 and confirmed by a positive test within 14 days of performing a labor or service at a place of work after the stay at home order was issued on March 19, 2020. The presumption will stay in place for 60 days after issuance of the executive order.

Waiving Penalties for Property Taxes (State of CA)
The Governor signed an executive order that waives penalties for property taxes paid after April 10 for taxpayers who demonstrate they have experienced financial hardship due to the COVID-19 pandemic through May 6, 2021. This will apply to residential properties and small businesses. Additionally, the executive order will extend the deadline for certain businesses to file Business Personal Property Statements through May 31, 2020, to avoid penalties.

Paid Sick Leave (State of CA)
Governor Newsom issued an executive order to support California workers from large employers in the food sector industry impacted by the COVID-19 pandemic with two weeks of paid sick leave, filling a gap left by federal relief that had provided similar paid leave benefits for employers with fewer than 500 workers. The Executive Order provides health and safety standards to increase worker and customer protection by permitting workers at food facilities to wash their hands every 30 minutes, or as needed, to increase proper sanitation measures.

Small Business Relief Payment Plans (State of CA)
Effective April 2, 2020, small business taxpayers, those with less than $5 million in taxable annual sales, can take advantage of a 12-month, interest-free, payment plan for up to $50,000 of sales and use tax liability only. Payment plan requests can be made through the State’s online services system in the coming months. At this point, the program is only available for sales and use tax liabilities. Qualifying sales and use taxpayers with deferred liabilities up to $50,000 will pay their tax due in 12 equal monthly installments. No interest or penalties will be assessed against the liability. The maximum amount that any taxpayer can defer, interest-free under this relief effort, is $50,000. If a taxpayer owes more than $50,000 and needs a payment plan for the amount over $50,000 we will have to have the taxpayer enter into one payment plan and adjust the appropriate amount of interest off toward the end of the 12 month period.

Extended State Tax Deadline (State of CA)
California State Controller Betty Yee announced that the deadline for filing income taxes for Californians is July 15, 2020. Due to the coronavirus outbreak, taxpayers and businesses will get three additional months to file income taxes and make payments without interest or penalties.
Federal

Paycheck Protection Program (SBA)

PPP offers small business loans with 1% interest rate to continue employing and paying employees and cover other business expenses during the crisis. This program provides $349 billion in forgivable loans to help small businesses stay afloat. Qualified applicants include small businesses and nonprofits with 500 or fewer employees, including sole proprietors and independent contractors. The maximum loan granted will be equal to 2.5 times the average monthly payroll cost for the previous calendar year — up to $10 million. SBA will forgive loans if all employees are kept on the payroll for eight weeks and the money is used for payroll, rent, mortgage interest, or utilities.

On April 27, the SBA began accepting applications for the second round of PPP. The $484 billion COVID-19 rescue bill signed late last month by President Donald Trump included $310 billion in new money for the latest bailout. The initial round of $350 billion in forgivable PPP loans, which was allocated as part of the $2.2 trillion CARES Act stimulus, were exhausted in less than two weeks. The loan will be forgiven if employees are kept on the payroll for eight weeks and if the money is used for payroll, rent, mortgage interest or utilities.

Small Business Administration (SBA) Debt Relief

The SBA will pay 6 months of principal, interest, and any associated fees that borrowers owe for all current 7(a), 504, and Microloans in regular servicing status as well as new 7(a), 504, and Microloans disbursed prior to September 27, 2020. This relief is not available for Paycheck Protection Program loans or Economic Injury Disaster loans. Borrowers do not need to apply for this assistance. SBA has notified 7(a), 504 and Microloan Lenders that it will pay these borrower loan payments. Lenders have been instructed to refrain from collecting loan payments from borrowers. If a borrower’s payment was collected after March 27, 2020, lenders were instructed to inform the borrower that they have the option of having the loan payment returned by the lender or applying the loan payment to further reduce the loan balance after SBA’s payment.