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## **COVID-19 Hotel/Motel Cleaning Recommendations for Prevention**

This guidance provides recommendations and precautions for Hotels during the COVID-19 pandemic. Although much is still to be learned about the virus, early evidence suggests that the virus that causes COVID-19 is easily spread and more deadly than seasonal influenza. As more information becomes available about the virus, how it is transmitted, or recommended cleaning practices change, this guidance document will be updated.

Hotel managers and staff will need to take additional precautions and preventative actions, beyond their normal routine cleaning procedures, to improve guest and employee health and safety during this time.

### **Prevention**

Ensure that staff are properly educated regarding prevention of acquiring the COVID-19 virus. The following can help prevent the spread of coronaviruses and protect hotel staff and guests from becoming infected:

- Wash hands often with soap and water for at least 20 seconds;
- Avoid touching eyes, nose, or mouth with unwashed hands; and
- Avoid close contact with people who are sick.

### **Cleaning/Disinfection to reduce the spread of COVID-19**

Extra cleaning procedures will need to be implemented throughout the entire facility. All hotel staff should be trained on how to use disinfectants safely and correctly.

- **General Cleaning**
  - Use only disinfectant products that have been approved by the U.S. Environmental Protection Agency (EPA) for use against emerging viral pathogens.
  - Disinfectants should be applied during routine cleaning of guest rooms, public spaces, and meeting room areas. Wear disposable gloves when cleaning and disinfecting surfaces. Gloves should be discarded after each cleaning.
  - Public spaces, including the guest check-in/front desk area, need to be cleaned frequently with disinfectant. Disposable disinfectant wipes should be provided, if possible, to front desk staff to disinfect between guests. Pens, room keys and key cards at the front desk should also be cleaned with disinfectant.
  - High touch areas need to be cleaned with disinfectant as often as possible. Every two hours is the recommended cleaning schedule for these surfaces. This includes tables in

the lobby area, hard back chairs, door knobs, handles, buttons on elevators, water fountains, and ice and vending machines.

- Due to the nature of hotel fitness centers, swimming pools and spas, and the executive orders issued by Governor Beshear, these facilities shall remain closed during this time.
- **Linens and Towels** Linens and towels may become contaminated with the virus, so it is important that hotel staff take extra caution when removing linens from guest rooms.
  - If possible, request that guests bag soiled linens and place closed bag outside their door for pick up.
  - Similarly, if possible ask the guest to bag trash and place the closed bag outside their door for daily pick up.
  - Wear disposable gloves and wash hands immediately after removing unclean laundry/soiled linens.
  - Do not shake unclean laundry or linens to minimize the possibility of dispersing the virus through the air.
  - Launder items as appropriate with the manufacturer's instructions, using the warmest appropriate water setting for the items and dry items completely.
  - It is important to add disinfectant when washing laundry.
  - Clean and disinfect linen hampers often, or use liners that are either disposable or can be laundered.
  - Keep all unclean linens separate from clean linens.
  - Bedspreads shall be washed on a weekly, basis and between occupants and dried on the highest appropriate heat setting.

### **Hotel Staff**

- Educate and train staff to use the disinfectants safely and correctly. Staff should wear gloves when cleaning. Many of the cleaning products need to remain on hard surfaces for several minutes in order to be effective.
- Post signage to remind guests and workers to wash hands with soap and warm water frequently, for at least 20 seconds each time. If possible, provide alcohol-based hand sanitizer that contains at least 60% alcohol in all guest areas and to all staff.
- Staff should be advised not to touch their faces and to practice "social distancing" by standing at least six feet away from guests and other workers.
- Educate staff on the most common signs and symptoms of coronavirus infection, which are fever, dry cough, and shortness of breath. Symptoms typically occur 1-14 days after exposure, though a small portion of people who are infected don't show symptoms.
- Monitor staff for fever or respiratory symptoms prior to starting their shift. This may include taking temperatures. Restrict staff with fever or acute respiratory symptoms.

### **Maintain Records**

Review and implement a record keeping process to maintain records of guest and staff movement. This will be important to assist local health officials in tracing who has been in contact with any infected individuals that have been to a hotel property. Examples of records can include guest registration records, employee work assignments, and documentation of key control procedures including the electronic lock records.

## Preventative Actions for the spread of COVID-19 in a guest room with known case of COVID-19

The following recommendations are additional increased precautions and cleaning measures for guest rooms of a known or suspected case of COVID-19.

- To minimize exposure, staff assigned to specified rooms, shall close off areas used by the known/suspected ill persons. Windows and outside doors may be opened to increase air circulation in contaminated areas. If possible, staff should wait 24 hours to begin cleaning and disinfecting to decrease potential for exposure to respiratory droplets.
- Proper Personal Protection Equipment, PPE, such as gloves, a disposable gown or coveralls, facemask, and eye protection should be worn while cleaning and disinfecting the items in or from the room. PPE shall be discarded after each cleaning. If the equipment is reusable it should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes. Consult the manufacturer's instruction for use and disinfection of PPE used. Hands should be washed immediately after removal of PPE.
- When soiled linens and/or towels are being removed from a room they should not be shaken out. Soiled laundry should be gently rolled and placed in a disposable bag for transport to laundry facilities. All linens in the room, including the mattress cover, bedspread, bed scarfs, extra linens, and all towels shall be removed from the room to be laundered using a disinfectant and dried thoroughly at the highest appropriate heat setting.
- Any trash collected in the room should be tightly closed in a disposable bag and taken to the dumpster area immediately for disposal, not stored within the hotel facility.
- Trash receptacles should be thoroughly washed, cleaned, and sanitized with disinfectant approved by the EPA.
- All surfaces of the room shall be cleaned and disinfected. This can be done through use of an EPA approved SARS-CoV-2 disinfectant product (<https://www.epa.gov/pesticide-registration/list-n-disinfectant,s-use-against-sars-cov-2>) that is applied according to manufacturer's instructions on all surfaces, and/or through use of a steam cleaner for upholstered furniture, carpeted areas, curtains, or rugs. Touched surfaces may include but are not limited to: Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- Unclean surfaces should be cleaned using a detergent or soap and water before disinfection.
- Disinfect all touched surfaces of the room with a bleach solution, alcohol solutions with a least 70% alcohol, or registered household disinfectant products with EPA-approved emerging viral pathogens claims. The manufacturer's instructions for all cleaning and disinfection products, and the methods for proper ventilation for those products, should be followed.
  - Diluted household bleach solutions can be used if appropriate for the surface. Check to ensure the product is not past its expiration date. **Never mix household bleach with ammonia or any other cleanser.** Unexpired household bleach will be effective against coronaviruses when properly diluted.
    - Prepare a bleach solution by mixing:
      - 5 tablespoons (1/3<sup>rd</sup> cup) bleach per gallon of water or
      - 4 teaspoons bleach per quart of water
- For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean and disinfect with an appropriate EPA approved SARS-CoV-2 product as indicated for use on these surfaces. If vacuuming is required, use of a HEPA equipped vacuum is recommended. After cleaning:
  - Launder items as appropriate in accordance with the manufacturer's instructions. Launder items using the warmest appropriate water setting for the items and dry items completely at the highest appropriate heat setting, or
  - Use products with the EPA-approved emerging viral pathogens claims that are suitable for porous surfaces.

- All common areas of the hotel that the guest may have visited should be cleaned and disinfected with an appropriate EPA approved SARS-CoV-2 product as indicated for use on the surfaces. This includes ice machine and vending areas provided throughout the hotel.

**Consult with your local health department to determine appropriate actions if a guest or worker presents symptoms of COVID-19 disease, as well as how to respond if asked to quarantine guests.**

<https://www.cdc.gov/coronavirus/2019-ncov/prepare/disinfecting-building-facility.html>