

Best Practices, Operating Procedures & Considerations

HOTEL GUESTS IN SELF-ISOLATION

(COVID-19)



Inform associates of measures to minimize associate contact with the guest and changes to that guest's services (outlined below). Remember, keep the well-being of associates top of mind.

Convey accurate information to associates about preventative measures associates should implement on their own such as social distancing strategies and good hand hygiene. Remind associates that the standard cleaning procedures align with health agency recommendations.

Discuss with the guest expectations related to self-isolation and limiting interactions with other individuals.

- Be empathetic to the situation the guest is in.
- Provide the guest with the mobile phone number of hotel leader(s) to contact should they have questions or need assistance.

Specifically, inform the guest that:

- If they start to feel ill, they should contact health authorities.
- They should also notify hotel leadership so that appropriate cleaning protocols may be implemented.
- If the guest chooses to remain at the hotel, the guest must stay in their room and not visit any public spaces including meeting rooms, fitness center, concierge lounge or restaurants.
- Requests for service or assistance should be made through AYS, mobile chat, or the hotel operator instead of doorknob menus or other in-room collateral.
- The guest may contact the hotel leaders via their mobile phones as well.
- The staff will not provide cleaning or housekeeping services during the stay.
- The guest should limit or avoid any outside visitors coming in and out of the guest room out of an abundance of caution for other customers and associates.
- The guest must contact hotel management prior to checking out / departure from the hotel to provide an update on their condition.

Room Service

- Pack all food deliveries using disposable paper/plastic containers.
- Leave all food and beverages ordered through hotel room service at the guest's door for pick-up by the guest.
- Provide the guest with standard complimentary amenities (e.g., water, tea, coffee, napkins, etc.) and non-perishable type food items to limit the need to make numerous daily deliveries.

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Housekeeping and Trash Removal

- Do not provide housekeeping services during the guest's stay.
- 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 trash bags for disposal of any trash. Guests should be informed that they should keep the trash bags in the room (not placed in hallway) until a coordinated time for pick-up is arranged.
- After guest's departure, determine whether protocols for potential norovirus outbreak should be followed, as appropriate. While it is not mandatory to engage third-party cleaners in these circumstances, if hotel leadership is considering using a third-party cleaner, contact your Leader for further guidance. 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.
- 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 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.
- After guest's departure, run the RestorAir Rapid Room Recovery Unit (RRR-AOC-16) for 4 hours before cleaning and disinfecting. Use personal protective equipment (PPE) and dispose of all potentially contaminated items properly. If the hotel doesn't have the RestorAir Rapid Recovery Unit, recommend running the RestorAir Portable plug-in unit (AOCPP1-16) for 24 hours following the guest's departure and before the room is cleaned.
- Any associates cleaning the room should utilize PPE (e.g., gloves, face mask if desired, etc.)
- Do not leave an ozone generator machine in an occupied room, there are different technologies for air filtration or cleaning and any device that would be left in an occupied room should be designed for an occupied space.

HVAC Unit

At checkout the HVAC unit filter should be changed, and the old filter bagged and disposed of properly. All vents and louvers should be wiped down and cleaned with a disinfectant. Use appropriate PPE.