

# COVID-19 GUIDANCE

## BEST PRACTICE INFORMATION



## Hotels

- Eliminate 'discretionary' buffets and avoid guest self-service in Concierge lounge.
- Ensure that all hotels can execute the top of bed cleaning standard consistently and consider making cleaning procedures more visible to guests.
- Eliminate non-disposable in-room glassware; Replace disposable alternatives in the guestroom and lounge areas.
- Add additional guest hand sanitizing stations in high-traffic areas.
- Stock guest rooms with disinfecting wipes.
- Consider giving guests masks and hand sanitizer upon arrival.
- Consider instituting "no-contact" check-in and check-out procedures. Technology can be instituted that allows guests to check-in/check-out and access their room from their smart-phones.
- Eliminate in-room coffee machines; Move to offering tea/coffee machines on demand. Ensure disinfecting after guest use and replace during room cleaning.

**Establish a reopening plan and determine if the facility will open in phases.**

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- Remove non-essential amenities from guest rooms and lounge areas (including magazines, decorative pillows, bed throws, flowers, pens, paper, non-fixed desktop items) to minimize potential areas of exposure and focus cleaning on essentials.
- Eliminate 'unwrapped' food snack items (remove candy dishes, cookie jars, all fruit not meant to be peeled before eating).
- Increase frequency and visibility of staff cleaning/disinfecting in outlets, Food and Beverage areas, and lounge areas.
- Require all Food and Beverage service and prep to wear gloves at all times.
- Ensure gloves are changed/disposed of in accordance with Health department guidance.
- Store bar fruit/condiments in covered containers at all times; Remove only with proper utensils which are sanitized every 30 minutes; Move to slicing on order using gloves.
- Reduce glassware stored on bars or adjacent to guest bar seating. Preferred action: Rinse glasses in glass 'rinsers' before preparing drinks.
- Event management – Eliminate guest service at buffets, replace with attended stations or small individually plated portions.
- Eliminate perishable food items from VIP amenities, replace with boxed chocolates, sealed or bagged candies, cookies, nut mixes etc.
- Consider adding a position to monitor areas with a specific focus on hygiene.

### Guest Considerations:

**Hotels can combat the fear of sickness by conducting temperature screening for all guests (with their permission), staff, suppliers, contractors, and other associates; getting guests to complete a travel and health declaration and giving them a set of masks and sanitizing wipes upon check-in; as well as sanitizing public areas and all guestroom door handles regularly.**

**Hotels can also provide customers with the flexibility to change their plans. Not allowing discounted bookings, as well as the flexibility for date changes and cancellations are no longer practical in today's world where travel plans can be disrupted by government restrictions and other external issues.**

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### Employee Health

- If an employee becomes ill or presents signs of illness, the operator should identify the signs during a pre-work screening, employee should be sent home. If employee has suspected or confirmed Covid-19, employee must self-isolate for at least seven days. After seven days, employee must be fever free and symptom free for three consecutive days without medication before returning to work.
- Taking employees' temperatures is at the operators' discretion. The CDC has not mandated taking an employee's temperature and any operator who chooses to do so should engage health officials first and adopt policies aligned with proper procedures. CDC guidance states the minimum temperature that indicates a fever is 100°F.
- Require all employees wear face coverings at all times. Face coverings should be cleaned and replaced daily.

Regarding taking temperatures: employers who choose to conduct temperature screenings should also consider these practical considerations from the CDC

- Person taking temperatures should have the requisite knowledge to do so and to accurately assess the results.
- Thermometers should be properly disinfected between uses.
- There should be a clear understanding of what will be deemed an elevated temperature.
- Employees who appear to have symptoms (i.e., fever, cough or shortness of breath) upon arrival at work or who become sick during the day should immediately be separated from other employees, customers and visitors and sent home.
- When an employee's temperature is found to be elevated, it should be treated as confidential employee medical information and remain protected while employers act on that information to protect the health and safety of others in the workplace. It may be prudent to keep documentation of the actual temperature readings for any employees who are sent home due to a high temperature.
- If an employee has a fever and reports symptoms, such as cough or difficulty breathing, they should be directed to call their healthcare provider for medical advice. If they develop emergency medical symptoms such as cough or difficulty breathing, they should be directed to call their healthcare provider for medical advice. If they develop emergency medical symptoms (e.g., trouble breathing, persistent chest pain or pressure, etc.) while at work, medical attention should be sought immediately.

Information derived from the CDC; OSHA; National Restaurant Association; Hotel Association of Canada; New Hampshire Hotel, Lodging and Restaurant Association as of April 27, 2020. The information, principals, suggestions and examples contained in this document are general in scope and have been developed from sources believed to be reliable. This is not legal advice nor has any attempt been made to interpret any codes, laws, standards or regulations. Associates of Glens Falls Inc. or any of its employees accepts no legal responsibility for the accuracy or completeness of this material and recommends the consultation with competent legal counsel and/or other professional advisors before applying this material to any factual situations. This document is for illustrative purposes only and should not be considered a contract.