

## Transient Accommodations (Hotels, Motels, B&Bs, etc.) during COVID-19 Pandemic

On March 23, 2020 Governor Jay Inslee issued [Proclamation 20-25 Stay Home - Stay Healthy](#), prohibiting all people in Washington state from leaving their homes or participating in social, spiritual and recreational gatherings of any kind regardless of the number of participants, and all non-essential businesses in Washington state from conducting business. To ensure that Washingtonians do not spread the coronavirus in Transient Accommodations, we recommend the following. This guidance has been updated to reflect the Phased Reopening Plan.

### Prevention recommendations

Transient accommodations are made up of many different facets that can create opportunities for disease to spread. Common, shared areas that many guests have access to throughout the day should be limited to help slow the spread of the virus.

To be in alignment with Governor Inslee's proclamation, access to the following areas should be limited:

- Lobby seating areas
- [Pools](#)
- Dining areas
- Bars
- Gyms/workout rooms
- Meeting rooms
- Patio seating
- Health spas
- Playgrounds
- Sport courts
- Other areas where guests or the public may have close contact

While food and water have not been identified as a likely source of novel coronavirus transmission at this time, we are requiring that facilities limit access to the pools, spas, and dining areas where customers who may be affected could spread the virus. Please work with your Local Health Authority on re-opening plans for food service and [recreational water facilities](#).

If you are providing dining services to guests, consider delivering the food to the rooms or preparing packaged meals that guests can pick up to-go. Expand your current food safety practices to avoid transmission between guests and employees.

Non-essential room items (phone books, paper handouts, coffee/tea stations) should be removed from the rooms. If they are not removed, then any single-service items that cannot be

sanitized must be discarded between guests, and their storage areas sanitized. Room service menus and guidebooks can be digitized and placed on the facility's website, or linked to QR codes.

It is highly recommended that housekeeping services be limited to guest rooms that have checked out, and otherwise be provided only upon request. Many Transient Accommodations are requiring at least 24 hour windows between a guest leaving a room and the next guest checking in. This allows for better attention to the cleaning and sanitizing of the rooms, following the [CDC's Cleaning and Disinfection Guidelines](#). These guidelines provide helpful information on cleaning and disinfecting surfaces, linens, and electronics we all use daily.

Some facilities have taken to providing fresh linens in sealed bags, left outside of the guest's door. Guests keep any used linens in the room until checkout, so that housekeeping collects any potentially contaminated items at one time. Blankets and duvet covers should be washed and dried between each guest.

## Reopening guidelines

### Phase 2

Consult with your Local Health Authority on plans to re-open dining areas and/or lobbies with limited seating of <50% of the normal occupancy, with fewer than 5 people per table, and no bar seating. Increased cleaning and sanitizing will be necessary in these areas if they are approved to re-open.

Fitness rooms are not allowed to re-open until Phase 3, unless the fitness room has an onsite person providing "instructor-led" fitness programs to fewer than 5 people at a time. Outdoor recreation is allowed, but if your facility is providing sporting equipment (basketballs, tennis rackets, etc.) care must be taken to ensure proper cleaning and sanitizing between uses.

Physical distancing must be maintained whenever possible, to limit the spread of the virus. Use of floor markings, physical dividers, and reminder posters is highly encouraged. Areas where people may congregate, once opened, must be provided with means of maintaining 6 feet or more of separation between people and groups.

### Phase 3

As non-essential travel becomes less restricted, facilities will need to ensure they are able to keep up with staffing to ensure they are keeping areas cleaned and sanitized. Facilities may need to institute policies to limit access to some areas, or design a "reservation" system for common areas. Some facilities are planning to operate with extended time between guests to turn over rooms before the next guest may occupy it.

Consult with your Local Health Authority on plans to re-open dining areas and/or lobbies with limited seating of <75% of the normal occupancy, with fewer than 10 people per table. Bar seating may be allowed at <25% capacity. Increased cleaning and sanitizing will be necessary in these areas if they are approved to re-open.

Fitness areas may re-open at <50% capacity. Some Transient Accommodations are planning to have a separate “reservation” for time in the fitness room, to ensure adequate distancing. This will also allow for staggered occupancy of the room, so that it can be cleaned and sanitized between guest use. As the products for sanitizing require training and documentation, the fitness rooms must be cleaned by trained staff, and not left to the responsibility of the guest using said areas.

Consult with your Local Health Authority on plans to re-open [pools](#) and spas at <50% occupancy. The access doors, chairs, towels, and any surfaces in the pool area will also need more attention by housekeeping and maintenance staff to ensure they are being cleaned and sanitized.

Physical distancing must be maintained whenever possible, to limit the spread of the virus. Use of floor markings, physical dividers, and reminder posters is highly encouraged. Areas where people may congregate, once opened, must be provided with means of maintaining 6 feet or more of separation between people and groups.

## Phase 4

As we finally progress into Phase 4, common areas and shared facilities should be able to re-open to “normal” occupancy levels. Facilities will still need to keep at a heightened level of cleaning and sanitizing, to help reduce the potential impact of continued transmission of the virus. The extra attention set to door handles, elevator buttons, and other frequently-touched areas should be maintained.

Physical distancing must be maintained whenever possible, to limit the spread of the virus. Use of floor markings, physical dividers, and reminder posters is highly encouraged. Areas where people may congregate must be provided with means of maintaining 6 feet or more of separation between people and groups.

## Review employee health policies and procedures

If an employee is sick, they should not report to work.

- Review your sick leave policies and expand paid leave options for your workers, if possible. Offering paid sick leave will help mitigate the economic impacts of missed work for your employees, while simultaneously keeping the rest of your employees and customers well.
- Talk with your workers about employee health requirements and expectations. Now is a good time to retrain your employees as needed to make sure everyone is on the same page, including:
  - o A plan for [what to do if staff develop COVID-19 symptoms while at work](#).
  - o [When staff can return to work](#) after having a diagnosis of COVID-19.
  - o Plans to accommodate staff who need to care for ill family members.
- Learn more by reviewing [DOH’s Resources for Workplaces and Employers](#).

- Do not require a healthcare provider's note for employees who are sick with acute respiratory illness to validate their illness or to return to work, as healthcare providers may be extremely busy and not able to provide such documentation in a timely way.
- Maintain flexible policies that permit employees to stay home to care for a sick family member. Employers should be aware that more employees may need to stay at home to care for sick children or other sick family members than is usual.
- All staff should be able to contact their local Health Department. Post the information (phone numbers, email) somewhere accessible, in case they are needed.

## Separate employees who become ill at work

Employees who appear to have acute respiratory illness symptoms (i.e., cough, shortness of breath) upon arrival to work or become sick during the day **should be separated from other employees and be sent home immediately.**

## Prevent the spread of COVID-19

- [Place signs](#) that encourage staying home when sick, cough and sneeze etiquette, and hand hygiene at the entrance to your workplace and in other workplace areas where they are likely to be seen.
  - [CDC Print Resources](#)
  - [COVID-19 Educational Materials in Several Languages](#)
- Provide tissues and no-touch disposal receptacles for employees.
- Instruct employees to wash their hands frequently, with soap and water, for at least 20 seconds. An alcohol-based hand sanitizer containing at least 60% alcohol may be used if hand-washing facilities are not immediately available. Sanitizer is less effective on dirty hands, or hands that have skin oils or lotion on them.
- Provide soap and water and alcohol-based hand rubs in the workplace. Ensure that adequate supplies are maintained. Place hand rubs in multiple locations or in conference rooms to encourage hand hygiene.
- Provide gloves for cleaning and inspecting guest rooms and other areas guests visit.
- Remind employees not to share pens, phones, tools, or housekeeping supplies without sanitizing items between persons, and at the end of shifts.
- Advise employees to avoid touching their eyes, nose, and mouth with unwashed hands, and to wash hands after touching these areas.

## Clean and sanitize

- Routinely clean all frequently touched surfaces available to guests, such as stair handrails, elevator buttons, fitness room equipment, and door handles. Use the cleaning agents that are usually used in these areas and follow the directions on the label.
  - If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
  - For disinfection, most common EPA-registered household disinfectants

should be effective. See the [list of products that are EPA-approved](#) for use against the virus that causes COVID-19. Follow the manufacturer's instructions for all cleaning and disinfection products (e.g., concentration, application method and contact time, etc.). Note: Disinfection concentrations may exceed the allowable levels allowed for use on food contact surfaces such as dishes and utensils. Be sure to follow the label directions for food contact surfaces when using the chemical near or on utensils and food contact surfaces.

- Provide disposable wipes so that commonly used surfaces (for example, doorknobs, remote controls, keycards) can be wiped down before each use.
- For more information, refer to [CDC's Interim Guidance for Businesses](#).
- All food contact surfaces such as utensils, cutting boards, and serving ware must be washed, rinsed, and sanitized often throughout the day. Be sure dishes are properly washed and sanitized with chemicals or a high-heat dishwasher after each customer's use.
- Consider removing decorative objects, papers, and other unneeded materials from counters to allow for thorough sanitization of unobstructed surfaces.
- Sanitize the outside of condiment containers and other items that are frequently handled such as doorknobs, backs of chairs, faucet handles, and tabletops.
- To help reduce illness wash, rinse, and sanitize tongs and other utensils in self-service areas often throughout the day and provide alcohol-based hand antiseptic rubs at the entrance to the facility.
- Dirty linens should be removed and transported from guest rooms in single-use, sealed bags and pillow protectors on the guest room beds should be changed daily. Bagging of these items should be done in the guest room to eliminate excess contact while being transported. All bed linen and laundry should be washed at a high temperature and cleaned in accordance with CDC guidelines.

## More COVID-19 Information and Resources

Stay up-to-date on the [current COVID-19 situation in Washington](#), [Governor Inslee's proclamations](#), [symptoms](#), [how it spreads](#), and [how and when people should get tested](#). See our [Frequently Asked Questions](#) for more information.

A person's race/ethnicity or nationality does not, itself, put them at greater risk of COVID-19. However, data are revealing that communities of color are being disproportionately impacted by COVID-19- this is due to the effects of racism, and in particular, structural racism, that leaves some groups with fewer opportunities to protect themselves and their communities. [Stigma will not help to fight the illness](#). Share accurate information with others to keep rumors and misinformation from spreading.

- [WA State Department of Health 2019 Novel Coronavirus Outbreak \(COVID-19\)](#)
- [WA State Coronavirus Response \(COVID-19\)](#)
- [Find Your Local Health Department or District](#)

- [CDC Coronavirus \(COVID-19\)](#)
- [Stigma Reduction Resources](#)

**Have more questions about COVID-19?** Call our hotline: **1-800-525-0127**, Monday – Friday, 6 a.m. to 10 p.m., Weekends: 8 a.m. to 6 p.m. For interpretative services, **press #** when they answer and **say your language**. For questions about your own health, COVID-19 testing, or testing results, please contact a health care provider.

To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 ([Washington Relay](#)) or email [civil.rights@doh.wa.gov](mailto:civil.rights@doh.wa.gov).