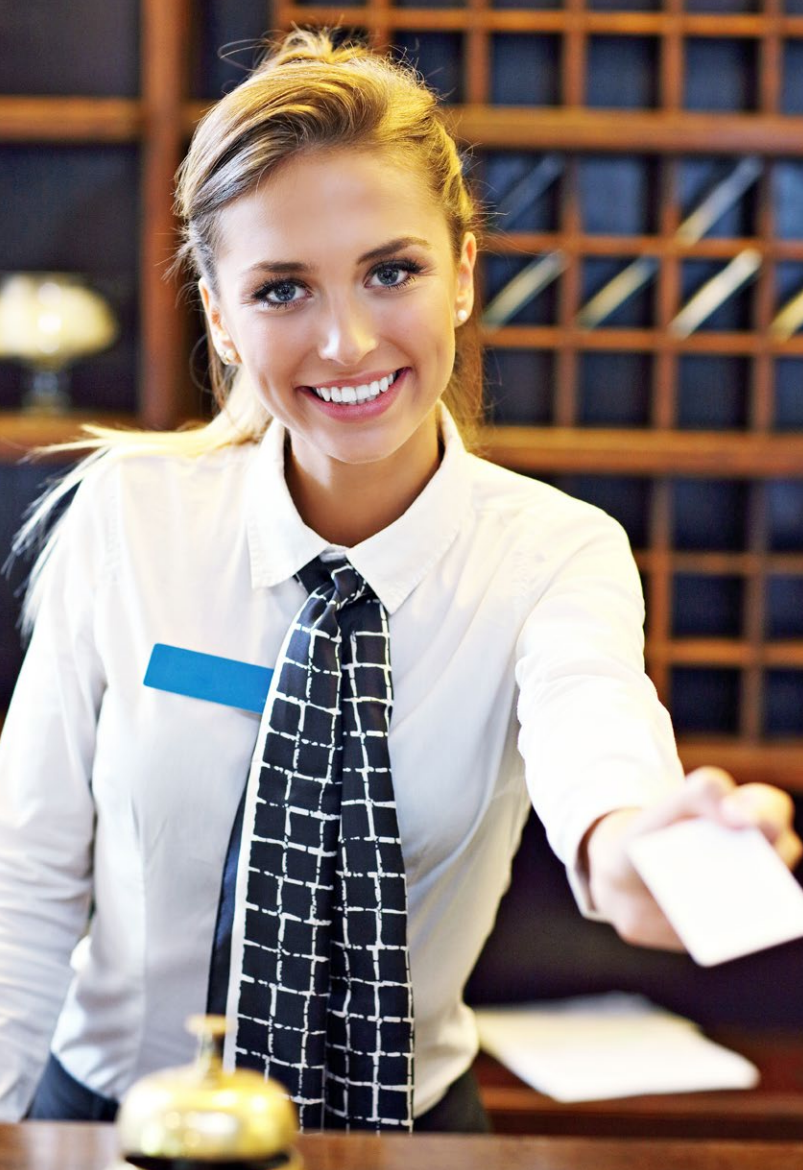


WISCONSIN

GUIDANCE ON PREPARING WORKPLACES FOR COVID-19



LODGING



Wisconsin's lodging sector represents a wide variety of overnight accommodation types, including hotels/motels, resorts, bed and breakfasts, and tourist rooming houses. In 2019, visitors to Wisconsin spent \$3.7 billion in the state's lodging sector, representing 27% of total travel expenditures in Wisconsin for the year and supporting more than 35,000 jobs. The lodging sector has been negatively affected by the COVID-19 pandemic and restrictions on nonessential travel. Since the start of the pandemic, Wisconsin's lodging industry has lost an estimated 18,000 direct hotel-related jobs. As the state's lodging industry prepares for recovery, businesses must continue to follow cleaning and disinfection guidelines to prevent the spread of the virus.

As essential businesses, many lodging properties have remained open as allowed by Wisconsin's Safer at Home Order. This guidance is intended to help your business take the steps necessary to remain open and serve customers while reducing the potential spread of COVID-19. Prior to reopening lodging facilities that have been completely or partially closed, please refer to guidance from the U.S. Centers for Disease Control and Prevention (CDC). In addition, please see the "**General Guidance for All Businesses**" document for guidance that applies to all industries and consult the other available industry guides as relevant for your specific business type.

Recommendations for Lodging Businesses

Employee health and hygiene

- ▶ Employees who have a fever or other symptoms of COVID-19 will not be allowed to work.
- ▶ Maintain an adequate supply of paper goods, soap, and hand sanitizer to allow proper hand hygiene among employees.
- ▶ Provide tissues for proper cough/sneeze etiquette and no-touch disposal receptacles.
- ▶ Provide training for housekeeping associates for proper handling of linens and cleaning/disinfecting supplies. Provide chemical protective gloves and other appropriate personal protective equipment (PPE) as needed to work safely with cleaners and disinfectants.



PROTECT



WASH OFTEN



DISINFECT



CAUTION

Face masks and cloth coverings

- ▶ The CDC recommends [wearing cloth face coverings](#) in public settings, especially in areas of significant community transmission. A cloth face covering does not protect the wearer from viruses, but it may prevent the spread of viruses from the wearer to other people. Cloth face coverings do not filter the air and can still be a source of contamination if not used properly. Additional information on cloth face coverings can be found in the document "[Protecting yourself during a home visit](#)," part of the COVID-19 guidance from the Wisconsin Department of Health Services. These face coverings are not PPE and are not appropriate substitutes where masks or respirators are required.
- ▶ Employees should wash their hands with soap for at least 20 seconds after putting on, touching or removing a mask.

Social distancing

- ▶ Ensure the front desk layout allows for social distancing between employees and guests. Restrict the number of check-ins allowed at one time.
- ▶ Remove or reduce seating in indoor and outdoor areas.
- ▶ Close fitness areas.
- ▶ Provide signage or a flyer advising guests of safe practices.
- ▶ Shared transport in vans, cars etc. should be avoided unless all unrelated passengers can be separated with an empty seat between them. Encourage passengers to wear face coverings, and sanitize vehicles after each use.
- ▶ Programmed events should be limited to 10 persons at a time in any given space, expanding to 50 people in Phase 2 of the Badger Bounce Back plan.

Clean and disinfect

- ▶ Sanitize surfaces using as sanitizer from the U.S. Environmental Protection Agency-registered list and follow the manufacturer's directions or use a bleach solution.
- ▶ Prepare a bleach solution by mixing:
 - ▶ 5 tablespoons (one-third cup) bleach per gallon of water for non-food contact surfaces
 - ▶ 1 teaspoon bleach per gallon of water for food contact surfaces
 - ▶ Do not mix bleach and ammonia-based chemical solutions!
- ▶ Sanitizing wipes should not be used to wipe more than one surface and should be discarded when visibly soiled.
- ▶ Frequently clean and sanitize touchpoints in all common areas. These include but are not limited to tables, desks, door handles, elevator call buttons, phones, public bathrooms and key cards.

Cleaning guest rooms

- ▶ Schedule gaps in the use of rooms of at least 24 hours.
- ▶ Disinfect/sanitize all touchpoints in each room. These include but are not limited to door handles, television remotes, clocks, thermostats, coffeemakers and ice buckets.
- ▶ Provide disposable cups in place of glassware in rooms.
- ▶ Launder towels, linens, robes and all bedding on the warmest appropriate water setting and dry completely after each guest stay. Blankets and comforters should be laundered after each guest or encased in a duvet cover. The duvet cover should be laundered after each guest.
- ▶ Launder towels, linens and bedding on the warmest appropriate water setting and dry completely after each guest stay.



- ▶ Do not perform housekeeping services in rooms when occupied, except on request for extended stays, when guests are not in the room.

Review the [CDC's cleaning and sanitizing guidance for additional information](#).

Food and beverage

- ▶ When delivering room service, leave it outside the guest room.
- ▶ In-room mini-bars should be locked, or removed if it is not possible to lock them.
- ▶ Buffets should be discontinued. Cease self-service operations, including but not limited to pancake/waffle machines and scrambled eggs. Prohibit customers from self-dispensing unpackaged food (e.g., breads, pastries, cereals). Employees may prepare to-go orders from the breakfast food service area per customer request. Pre-packaged "Grab and Go" food is allowed.
- ▶ Online and phone orders can be picked up in person, provided social distancing of at least six feet is maintained between customers. Offer cashless and contactless transactions whenever possible.
- ▶ Orders can be made on site as long as the total number of customers inside the establishment at one time is limited so that social distancing can be maintained during order, payment and pickup.



- ▶ Close all seating intended for food consumption.
- ▶ Sanitize any multi-use utensils, dinnerware and glassware provided in guest rooms after each guest stay.

Additional recommendations for bed and breakfast (B&B) businesses and tourist rooming house businesses

- ▶ Encourage guests to reserve and pay online.
- ▶ Maintain six feet of social distancing at all times. To further reduce interactions, make the innkeeper available by phone, text or email (instead of in person).
- ▶ Establish self-check-in and check-out procedures. Hand-sanitizer should be placed in the guest entry area.
- ▶ The type of breakfast served at a B&B should be communicated to guests prior to their stay. Buffets should be discontinued. Prohibit customers from self-dispensing unpackaged food (e.g., breads, pastries, cereals).
- ▶ The B&B breakfast may be provided for takeout to registered guests, delivered to guests' rooms or offered for seating reservations. Only guests from a single room may reserve to use the dining accommodations at one time. Wash and sanitize all seating areas prior to the next reservation.

- ▶ Launder towels, linens, robes and all bedding on the warmest appropriate water setting and dry completely after each guest stay. Blankets and comforters should be laundered after each guest stay or encased in a duvet cover. The duvet cover should be laundered after each guest stay.
- ▶ Sanitize all touchpoints in the establishment. These include but are not limited to door handles, television remotes, clocks, thermostats, light switches or lamps, coffeemakers and hair dryers.
- ▶ Increase the cleaning frequency of shared toilet facilities and other shared spaces within the home.
- ▶ Sanitize all multi-use utensils, dinnerware and glassware, if provided, after each guest stay.
- ▶ For tourist rooming house businesses, guests are limited to members of a single household or living unit. All other private gatherings of any number of people are prohibited.

Establishments with on-premises restaurant facilities should reference the restaurant and food service guidelines document.

Establishments with swimming pools and/or water attractions should reference the entertainment and amusement guidelines document.

Resources for lodging businesses include:

[Wisconsin Department of Agriculture, Trade and Consumer Protection Guidance](#) CDC Resources for Businesses and Employers: www.cdc.gov

Occupational Safety and Health Administration Guidance on Preparing Workplaces for COVID-19: www.osha.gov



WISCONSIN DEPARTMENT
of HEALTH SERVICES



IN PARTNERSHIP WITH WISCONSIN'S REGIONAL ECONOMIC DEVELOPMENT ORGANIZATIONS:

7 Rivers Alliance
Centergy
Madison Region
Economic Partnership
Milwaukee 7

Momentum West
Prosperity Southwest
Grow North
The New North
Visions Northwest

CHECKLIST GUIDE FOR REOPENING

Your Hotels and Lodging Facilities

After reading through the available guidance for your business sector at wedc.org/reopen-guidelines use this checklist to ensure that you have taken the necessary steps to open your business safely, protecting the health of your employees and customers.

In addition to reviewing this checklist, be sure to consult your local health department, as some communities may have additional local regulations in place.

☒ Policy Checklist

- ☐ Create a policy for identification and isolation of sick people, including employee self-monitoring, required reporting of illness, sick leave policies and isolating individuals that become ill at work.
- ☐ Assess leave policies for quarantined/isolated workers and those caring for sick family members.
- ☐ Create a policy on personal protective equipment (PPE). Recommend that employees wear face masks or cloth face coverings when social distancing is not feasible.
- ☐ Connect employees to employee or community assistance resources such as the Wisconsin COVID-19 hotline (211) or COVID-19 Resilient Wisconsin dhs.wisconsin.gov/covid-19
- ☐ Create a guest service policy. To the extent possible, guests should wear face coverings when receiving services. Recommend guests bring their own face mask or covering, and also provide them for guests who don't bring their own. Considerations should be made for guests who are unable or unwilling to wear a mask or cloth face cover. Refuse service to any guest who arrives with symptoms.
- ☐ Create a response plan in the event that an employee has COVID-19 symptoms or is suspected or confirmed to have COVID-19. This should include criteria for impacted employees to return to work and guidance for identifying, communicating with and accommodating potentially exposed workers.

☒ Communications Plan Checklist

- ☐ Establish an employee communications schedule and develop a training plan for employees with modules on social distancing, hygiene and sanitation best practices, what to do if they feel sick, proper use of PPE and cloth face coverings, and how to educate guests about the new policies and practices.
- ☐ Develop a marketing plan for customers that addresses business signage, social media communications, new business policies and customer instructions (stay home if you are sick, limit items you touch, closure of common areas, hygiene including handwashing, social distancing reminder).
- ☐ Communicate with vendors/suppliers for contactless dropoff or to arrange deliveries during non-customer hours.
- ☐ Maintain adequate records of your guests, including names, telephone numbers and visit dates, to assist if contact tracing becomes necessary. Also maintain accurate work records of staff for contact tracing purposes.

☒ Facility Plan Checklist

- ☐ Post signage about policy changes for customers and employees.
- ☐ Provide tissues and no-touch trash receptacles.
- ☐ Set up sanitizer or handwashing stations in convenient locations around the business. Provide disinfectant wipes near displays requiring touch (e.g., phones, self check-in, payment terminal).

- ☐ Remove unnecessary touchpoints or items that cannot be sanitized between uses (such as magazines).
- ☐ Install social distancing markers or directional arrows on floors to encourage maintaining distance of at least six feet where possible, and to minimize contact
- ☐ Consider adding clear plastic barrier protection at the entrance or service desk. Establish self check-in and check-out procedures.
- ☐ Implement touchless payment systems/options.
- ☐ Close common areas (fitness centers, locker rooms, courtesy food and beverage bars, breakfast areas) or sanitize after each use. Remove or reduce seating in indoor and outdoor areas.
- ☐ Use disposable instead of reusable items whenever possible (e.g., cups, silverware).
- ☐ Restrict the number of check-ins allowed at one time.
- ☐ Remove or lock in-room mini-bars.
- ☐ Minimize the need of employees to share equipment/tools (pens, markers, scissors, etc.) by purchasing additional sets as needed. If items must be shared, provide a means to sanitize them after each use.
- ☐ Consult with an HVAC professional and review national guidance when considering ventilation changes to reduce the risk of COVID-19 transmission.

☒ Operations Plan Checklist

- ☐ Before you reopen, sanitize; consult on HVAC and water systems, possibly increasing air flow; and ensure fans are not blowing air directly from one person toward another.
- ☐ Assign one or more staff members (ideally one per shift) to take the lead on cleaning and disinfecting. Review cleaning/disinfecting/sanitizing product labels to determine glove and other PPE requirements. Provide chemical hazard training to employees.
- ☐ Purchase face masks or cloth face coverings for guests and PPE for staff.
- ☐ Purchase cleaning supplies appropriate to sanitize the type of surfaces and products found in your facility.
- ☐ Reduce capacity if possible, and/or distribute guests among rooms to increase distance.
- ☐ Allow a 24 hour occupancy gap before the next guest in the same room.
- ☐ Leave room service outside guest rooms. Discontinue buffets, and consider offering prepared to-go items from breakfast food service or prepackaged grab-and-go food. Bed and breakfasts or similar facilities may offer seating reservations in the dining area in addition to room service or takeout.
- ☐ Shared transport in vans, cars, etc. should be avoided unless unrelated passengers can be seated with an empty seat separating them.
- ☐ For programmed events, stagger start times to reduce density of participants, minimize overlap and accommodate adequate cleaning. Programmed activities should include registered individuals only, or include collection of participant information to assist with contact tracing.

- ☐ If you have on-premises restaurant facilities, please review the restaurant, bar and food service guidelines and checklist.
wedc.org/reopen-guidelines
- ☐ If you have on-premise pool facilities, please review the entertainment and amusement guidelines and checklist.
wedc.org/reopen-guidelines

☒ Cleaning Schedule

Between Customers/Frequently

- ☐ Common areas (door handles, payment machines)
- ☐ Guest touchpoints (kiosks, counters, etc.)
- ☐ Restrooms
- ☐ Launder towels, linens and bedding (including comforters/covers) at the highest appropriate water temperature and dry thoroughly after each guest's stay.

Daily

- ☐ Clean HVAC intakes
- ☐ Counters, tables, workstations