



**Lynn S. Mohrfeld, CAE**  
**President & CEO**

**April 30, 2020**



# Today's Agenda

- ❖ When is the Re-Opening?
- ❖ General Guidance
  - ❖ Changes to Consider
  - ❖ Pitfalls to Watch Out For
- ❖ CHLA Clean + Safe Guidance
  - ❖ Summary Guidance
  - ❖ Member Self-Certification Program
- ❖ Matt Karp, CLSD, CFI-I
  - ❖ Detailed Hotel Recovery/Re-Opening





# Thank You to Our Webinar Sponsor

## DELL Technologies



For an extremely limited time, Dell has two Latitude laptop configurations that are ready to ship immediately. These are 50% off for CHLA members and prices start at \$519! These are call-in only specials. Please call 800-757-8442 and reference CHLA member ID 530002516161 or reach out to our Dell Account Executive, Steven Shipe ([steven.shipe@dell.com](mailto:steven.shipe@dell.com)).

# When is the Re-Opening

❖ Governor's Press Conference

❖ Stage Three/Four



## Coronavirus and Events: Outlook

	APR-JUNE 2020	JULY- SEPT 2020	OCT-DEC 2020	JAN-MAR 2021
LIKELIHOOD OF COMEBACK	UNLIKELY	UNLIKELY	SOMEWHAT LIKELY	SOMEWHAT LIKELY
RISK OF HOSTING YOUR EVENT	VERY HIGH	HIGH	MODERATE	MODERATE

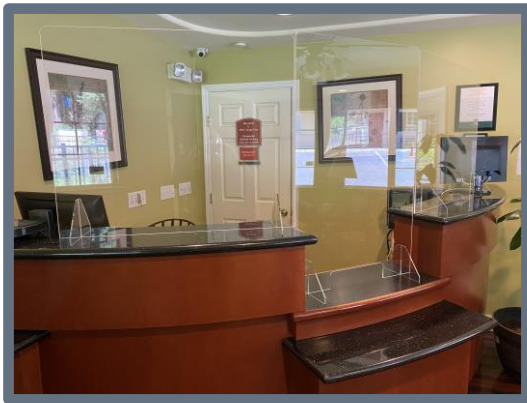
# Changes to Consider

- ❖ Visibility of Cleaning
- ❖ Final Answer?
  - ❖ 9/11 Protocols
  - ❖ Las Vegas Shooting
    - ❖ Do Not Disturb
      - ❖ Signage
      - ❖ Room Entry



# Changes to Consider

## ❖ Visibility of Cleaning...and Safety



# Pitfalls to Watch Out For

- ❖ Attorneys
  - ❖ ADA Compliance
  - ❖ COVID-19 Liability
- ❖ Workers Compensation
  - ❖ “Presumptive”
    - ❖ Senate Bill 1159
- ❖ Privacy!!!



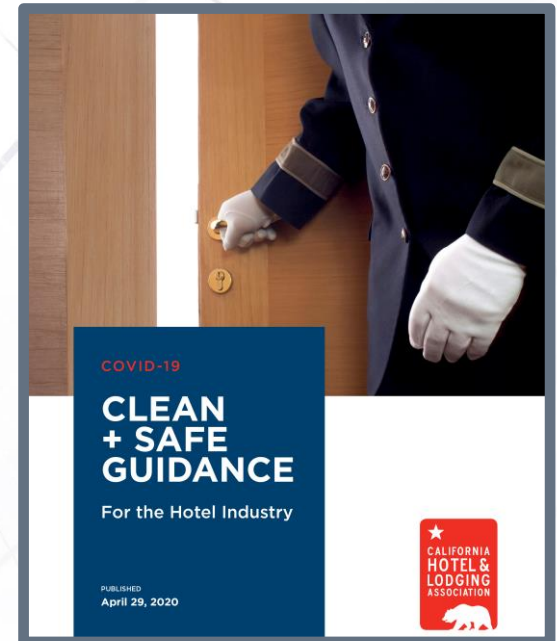




# Clean + Safe Guidance

## ❖ Hotel Industry Summary

- ❖ Plan for Re-Opening
- ❖ Enhanced Communications
- ❖ ADAPTABILITY



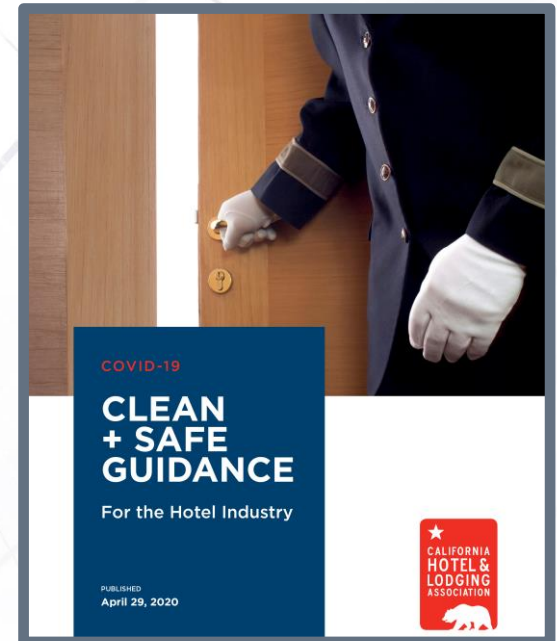




# Clean + Safe Guidance

## ❖ Hotel Industry Summary

- ❖ Guest Considerations
- ❖ Employee Considerations
- ❖ Cleaning Protocols
- ❖ Covid-19 Prevention Tips





# Clean + Safe Checklist

## ❖ CHLA Exclusive Member Benefit

### ❖ Self-Certification Effort

### ❖ Best Practices

### ❖ Consumer Component

### ❖ “Certified” Signage

### ❖ Facility Window Signage

### ❖ Graphics

### ❖ Website

### ❖ Promotions

### ❖ Reservation Confirmations



**COVID-19  
CLEAN + SAFE CHECKLIST  
For CHLA Members**

Please complete this checklist, sign, and return to CHLA. You will then be sent a Clean + Safe window decal for posting at your property and images for website and promotional use indicating compliance with the CHLA Clean + Safe standards.

**GUEST CONSIDERATIONS:**

- Prominent signage is displayed, including any required social distancing signage, floor markings indicating 6-foot distancing in common areas, including elevators, and required hygienic practices and policies in all employees and guest common areas.
- Where physical distancing is not possible, "squeeze guards," mask requirements, or usage limits and layout adjustments are in place.
- Request guests and visitors use hand sanitizer and provide dispensers, touchless whenever possible, at key guest entrances and contact areas.
- An amenity bag is provided during check-in containing COVID-19 awareness information, hand sanitizer, and perhaps masks/gloves (if possible).
- Guests enter through doors that are either propped open or are automated or manually operated by an employee (if possible).
- Employees do not open the doors of guest vehicles and there are no valet services.
- Guests requesting bell service are assisted and the bell cart is sanitized after each use.
- If masks are required, the hotel provides the masks and displays signage prominently, outlining proper mask usage.
- Provide a spray bottle of sanitizer or wipes in each room for guest use (if possible).
- Elevator button panels are sanitized at least once per hour, and/or hand sanitizer is available at or in elevators, and the number of guests per elevator is limited.
- Multi-use and unnecessary items and amenities are removed from guest rooms.
- Housekeeping does not enter guest rooms during a stay, unless by special request (if possible).
- Room service is adjusted for proper pickup/delivery protocols, sanitation of cutlery and single use condiments.
- Dining services are updated to discontinue buffets, using cafeteria style or grab-and-go services instead.
- The property website communicates expectations to guests, including cleanliness and safety features, as well as expectations for arrival and stay.

**EMPLOYEE CONSIDERATIONS:**

- Employees are educated on COVID-19 and all guest protocols and procedures.
- Employees have been educated on proper hand cleaning practices and follow guidelines hourly and after activities such as using the restroom, cleaning, eating, and before and after starting shifts.
- Employees wear appropriate PPE in accordance with state or local regulations and are trained on proper use and disposal of PPE. Masks and gloves have been provided to employees when appropriate/required.
- Housekeepers are required to wear masks and gloves, with eyewear highly recommended.
- Staff meetings are conducted with appropriate social distancing (outdoors, virtually, or in other appropriate areas).
- Temperatures of employees are checked and employees with a confirmed temperature of over 100.0°F will not be allowed entry to the property. Temperatures are never recorded to comply with HIPAA (optional).

**CLEANING PROTOCOLS:**

- The frequency of cleaning and sanitizing in all public spaces, with an emphasis on frequent contact surfaces, is increased.
- Proven cleaning and sanitizing protocols are in place to clean guest rooms, with particular attention paid to high-touch items.
- Rooms are "sealed" or mechanisms/notices are in place for clean rooms not to be entered between guests.
- All bed linens and laundry are washed at a high temperature in accordance to CDC guidelines, and dirty laundry is bagged/contained in the guest room to eliminate excess contact while being transported.
- Rooms are left vacant for 24-72 hours prior to or after cleaning (if possible).
- The frequency of cleaning and sanitizing in all high traffic back of house areas, with an emphasis on employee dining rooms, locker rooms, restrooms and kitchens, is increased.
- Shared tools and equipment are sanitized during and after each shift or anytime the equipment is transferred to a new employee.
- The use of shared food and beverage equipment, including shared coffee/tea service, has been discontinued.
- In the case of a presumptive COVID-19 positive guest, the guest's room is removed from service and quarantined and the guest room is not returned to service until case is confirmed or cleared. In the event of a positive case, the room is only returned to service after undergoing an enhanced sanitization protocol (per county regulations, if applicable), which is encouraged to be performed by a licensed third-party service.
- The frequency of air filter replacement and HVAC system cleaning is increased to maximize fresh air exchange.
- Suppliers, delivery drivers, and other individuals from third-party companies are reminded of social distancing requirements.

I, \_\_\_\_\_ the \_\_\_\_\_  
at \_\_\_\_\_ located at \_\_\_\_\_  
PROPERTY NAME PHYSICAL ADDRESS

certify that the above checked items are correct and accurate to the best of my knowledge.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Please return this form to CHLA, and after verification of your membership, you will be sent a Clean + Safe Certified window decal and images for website and promotional use.

**California Hotel & Lodging Association**  
414 29th Street, Sacramento, CA 95816  
Fax: 916-444-5848 | Email: [safecertified@calodging.com](mailto:safecertified@calodging.com)

# Hotel Recovery From COVID-19



**Matt Karp, CLSD, CFI-I**  
**Sr. Loss Control Manager**  
**Petra Risk Solutions, Inc.**



**Hotel Signage**  
**Protecting Employees**  
**Protecting Public Areas**  
**Preventing Infection Spread**  
**Startup Practices - Systems**

# CV19 Top Search Results









# Disclaimer

- ❖ The COVID-19 Pandemic is an UNPRECEDENTED situation for ALL.
- ❖ I am NOT an Attorney, and there is no similar situation in the past that we can refer to.
- ❖ These are the BEST recommendations we can make at this time, based on the best available info.
- ❖ Everything is changing on a daily basis, so YOU also have to keep an eye on the official sources, like the CHLA, CDC, your local county health dept.
- ❖ Always check with your Ownership, Attorney or Management Company before you take action.



# I. Signage

# Types of Signage

- ❖ **Social / Physical distancing requirements**
- ❖ **Brand / Management company CV19 Info**
- ❖ **Tape / Markings six (6) feet in distance for line areas, aisles, walkways**
- ❖ **Cloth face coverings**
- ❖ **CV19 symptoms**



**PLEASE STAND HERE**

# Social Distancing Supplies

Promote Safe Distances.





# II. Staff Protection



# PPE

**Maintain an adequate supply of PPE for all employees:**

- ❖ **Vinyl / Nitrile Gloves**
- ❖ **Eye / Face Protection**
- ❖ **Cloth Face Coverings**
- ❖ **Disinfectant Wipes / Hand Sanitizer**
- ❖ **Source PPE SUPPLIES and SUPPLIERS TODAY! TODAY!**



# Reasons to Stay Home

- ❖ **Employees should be instructed to STAY HOME if they are sick.**
- ❖ **Any employee who may carry out their work duties from HOME should be directed to do so.**



# Hygiene / Sanitation

- ❖ Break rooms / restrooms & other common areas disinfected frequently.
- ❖ Employees are allowed FREQUENT breaks to wash hands.
- ❖ Soap / water / hand sanitizer available.
- ❖ Disinfectant and related supplies available for all staff.
- ❖ All staff wearing cloth face coverings.
- ❖ Discourage employees from sharing food.





# Workplace Distancing

- ❖ Desks / workstations separated by 6' or more.
- ❖ Stagger breaks / lunches [and reporting times, if possible].
- ❖ Reduce size of any groups/gatherings to > 10 people.
- ❖ Reassess the need for any in-person meetings, limiting as much as possible.

## II. Public Areas

# Reducing Density

**Identify areas where hotel can reduce the density of occupants in order to support social distancing.**

- ❖ **Consider reducing # of entrances to hotel to facilitate monitoring.**
- ❖ **ID/mitigate “Choke Points” / High-Risk Areas.**



# Food & Self Service

- ❖ Prevent self-service of any food-related items.
- ❖ Food items pre-packaged in sealed containers.
- ❖ Bulk food items not available for self-service.
- ❖ Avoid buffet food, continental breakfast, happy hour, concierge lounges, happy hour.
- ❖ In-Room Dining leaves order at door.



# Sanitation – Public Areas

- ❖ Restrooms normally open in public areas remain open.
- ❖ Employees assigned to clean bell carts and other guest use equipment.
- ❖ Frequent sanitization of frequently touched objects: Door handles, pens, chairs, payment systems, handrails, light switches, etc., etc.

# III. Preventing Virus Spread

# Preventing Spread

- ❖ **Signage at entrances; Do not enter if symptomatic (Cough, fever, shortness of breath, pneumonia/bronchitis).**
- ❖ **Discourage shaking hands/hug as social greeting.**
- ❖ **Mitigate “touches” in check-in / out process as much as possible.**
- ❖ **Request guests minimize direct contact w/employees & other guests & vice/versa.**



# Preventing Spread

- ❖ **Trash cans near all entrances / exits to make it easy for guests, visitors, employees to discard tissues, paper towels, etc.**
- ❖ **Reduce housekeeping services as much as possible; Items delivered to door.**

# III. Start-Up Procedures: Bldg. Systems



# Building Services Startup

## LIFE SAFETY

- ☐ Fire Alarm
- ☐ Fire Sprinkler System
- ☐ Kitchen Exhaust Hoods
- ☐ Ansul System

## DOMESTIC WATER

- ☐ Sinks, Faucets
- ☐ Showers
- ☐ Laundry
- ☐ Ice Machines
- ☐ Dishwashers
- ☐ Drinking Fountains

## FOOD SERVICE

- ☐ Refrigeration
- ☐ Beverage Equipment
- ☐ Gas Equipment

## OTHER ESSENTIAL SERVICES

- ☐ Pest Control
- ☐ HVAC
- ☐ Waste Removal
- ☐ Pool / Spa
- ☐ Elevators / Escalators



# Life Safety

- ❖ Check FACP (Fire Alarm Control Panel); ensure no “trouble” or “tamper” signals.
- ❖ Panel readout should read *“Normal”* or *“All Systems Normal”*.
- ❖ Fire sprinkler system properly pressurized, and fire pump functions normally.
- ❖ Kitchen exhaust hoods and make-up air for kitchen hoods should be operational before restoring gas service/igniting pilots.

# Domestic Water

- ❖ In order to verify proper operation after being dormant, flush and / or flow water systems in accordance with manufacturers / installers / suppliers instructions.
- ❖ Dormant water-using systems present risk of bacteria formation including Legionella – very important to get this part right.



# Other Essential Services

- ❖ **Determine if regular waste removal needed – adjust schedule accordingly.**
- ❖ **Restore zone temps for comfort cooling/heat – verify normal operation.**
- ❖ **Elevators: Inspect by service vendor; check permits/inspections still current.**



# Resources for You

- ❖ Check back with the CHLA website often for updates.
- ❖ On the CHLA website, Petra Risk Solutions also has written handouts that cover COVID-19 and a short video explaining these COVID-19 procedures.
- ❖ Email requests to:  
[Covid19@petrarisksolutions.com](mailto:Covid19@petrarisksolutions.com)  
[covid19info@calodging.com](mailto:covid19info@calodging.com)







# Questions????

Or email your questions to:

**[Covid19@petrarisksolutions.com](mailto:Covid19@petrarisksolutions.com)**

**[covid19info@calodging.com](mailto:covid19info@calodging.com)**



**[www.calodging.com](http://www.calodging.com)**

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## **Contact:**

**Lynn S. Mohrfeld, CAE – CHLA President & CEO**

**Email: [lynn@calodging.com](mailto:lynn@calodging.com) / [covid19info@calodging.com](mailto:covid19info@calodging.com)**

**Phone: 916-799-4592**