

OPERATING GUIDELINES

COVID-19

**OPERATING GUIDELINES
& BEST PRACTICES FOR
THE NEW YORK STATE
HOSPITALITY INDUSTRY**



New York State
**HOSPITALITY
& TOURISM**
Association

QUESTIONS?

Contact NYSH&TA Membership Manager, Ryan Burke,
at ryan@nyshta.org or call (518) 312-3812.

FOR NEW YORK STATE-SPECIFIC INFO:

Visit coronavirus.health.ny.gov/home

OPERATING GUIDELINES & BEST PRACTICES

NEW YORK STATE HOSPITALITY INDUSTRY

In response to the COVID-19 pandemic that has devastated the hospitality industry, NYSH&TA feels there is a need to disseminate information to our members to help them adapt to the "new normal" they will inevitably face.

NYSH&TA has compiled a detailed outline of operating guidelines and best practices in an effort to support our lodging members during these uncertain and unprecedented times.

EMPLOYEES

EMPLOYEE/GUEST HEALTH CONCERNS

- Employees should be given clear instructions to report all presumed cases of COVID-19 on property to the New York State Department of Health.
- Employees should be instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property should be instructed to immediately notify their manager (employees) or hotel security (guests).
- If an employee has tested positive for COVID-19, consider who the employee has worked with in close proximity. You have a legal obligation to inform employees if they have been exposed to COVID-19.
- Sanitize all areas the employee worked.

TAKING TEMPERATURES

- Employers are encouraged to take employee's temperatures, but the policy should be applied equally.
- It is recommended that each property make their own decision on whether or not to screen for guest temperatures.
- Points of entry should be limited to allow for non-invasive temperature checks.
- Employees who are not feeling well should be instructed to stay home.
- Do not disclose the identity of the symptomatic employee and keep all medical information confidential.
- Employees confirmed to have a temperature over 100.0°F should not be allowed entry to the property and instead be directed towards appropriate medical care.

SYMPTOMATIC GUESTS

- Instruct staff to notify management if they have guests with symptoms checking in.
 - Inform guest that you would like to accommodate them, but you have concerns about the health and safety of other guests and staff. Encourage them to go to the nearest medical facility.
 - Ensure second staff member present as a witness if check-in is denied.
 - Refund the guest if the reservation was pre-paid.
 - The manager should prepare written statements after-the-fact explaining what happened and why they believed the guest posed a health risk.
 - Disinfect the surfaces the guest might have touched after they leave.
 - A complete guest log with contact information should be kept in case contact tracing is needed.

EMPLOYEE/GUEST HEALTH CONCERNS (CONT.)

SIGNAGE

- Back of the House signage should be posted throughout the property reminding employees of the proper way to wear, handle and dispose of masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.



EMPLOYEE RESPONSIBILITIES

HAND-WASHING

- Correct hygiene and frequent hand-washing with soap is vital to help combat the spread of virus. Employees should wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

- Appropriate PPE should be worn by all employees based on their role and responsibilities and in adherence to New York State or local regulations and guidance. Every employee entering the property should be provided a mask and required to wear that mask while on property. Gloves should be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests.

DAILY PRE-SHIFT & TIMEKEEPING

- Employee pre-shift meetings should be conducted virtually or in areas that allow for appropriate physical distancing between employees.
- Larger departments should stagger employee arrival times to minimize traffic volume in back of house corridors and service elevators.

PHYSICAL DISTANCING

- When allowed by state guidelines, restaurant tables and other physical layouts should be arranged to ensure appropriate distancing. Employees should be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. In public spaces, follow local or New York State mandated occupancy limits.

GUESTS

- Visitors should have their temperature taken prior to entering the property.
- No more than four guests should be permitted per elevator.
- Wherever possible, guests entering and exiting should use separate doors.
- Adhere to CDC or local health department guidelines (whichever are more stringent) regarding requirements for guests to wear masks or face coverings.
- Adhere to CDC or local health department guidelines (whichever are more stringent) regarding guest health/temperature screening.

PHYSICAL DISTANCING

- Guests should be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using elevators or moving around the property. Visible markings should be placed on the floor to help enforce this.

SIGNAGE

- Appropriate signage should also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the property. It is encouraged that the signage be made available in multiple languages, if appropriate.
- **Front of the House Signage:** There should be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks. Locations should be in all publicly accessible places including entrances, bathrooms, gyms, pools, and lobbies.



WHETHER DINING IN OR TAKING OUT

- To encourage safe social distancing, guests should remain inside their vehicle or in a safe location outside the restaurant until directed by staff
- Sanitizer stations should be required at entrance. All guests required to use hand sanitizer upon entering.
- A guest log with contact information should be kept in any dining establishment in case contact tracing is needed.
- It is recommended to have an attendant at the main entrance for private events to monitor the amount of guests inside the establishment as well as ensuring a safe distance for each guest as they enter

IT'S CAUSE
AND
EFFECT



WE'RE ALL
IN THIS
TOGETHER



OUR ACTIONS
DETERMINE
OUR FUTURE



SANITATION

CLEANING PRODUCTS AND PROTOCOLS

- Use cleaning products that are approved for use and effective against viruses, bacteria and other airborne and blood-borne pathogens.
- Keep in constant contact with your vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

PUBLIC SPACES AND COMMUNAL AREAS

- The frequency of cleaning and sanitizing should be increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, escalator and stair handrails, gym equipment, dining surfaces and seating areas.

GUEST ROOMS

- It is encouraged that housekeeping pay particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring. Some properties have removed rooms from service for 72 hours after a guest leaves before cleaning.

LAUNDRY

- All bed linen and laundry should be changed daily and continue to be washed at a high temperature and in accordance with CDC guidelines. Dirty linen should be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

SHARED EQUIPMENT

- Shared tools and equipment should be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the property.
- Eliminating shared vending machines, coffee makers or other shared equipment in back of the house is encouraged.

AIR FILTER AND HVAC CLEANING

- The frequency of air filter replacement and HVAC system cleaning should be increased where fresh air exchange can be maximized.

HOTEL OPERATIONS

FRONT DESK

- Maximum of two employees at the desk at one time is encouraged.
- Credit card swipe should be moved to front counter.
- Encourage the use e-mail for all guest transactions.
- Sneeze guards installed at the front desk to protect guests and employees are recommended.

GUEST CONSIDERATIONS

- Discontinue print magazine and newspaper services throughout the property.
- All packages should be placed in sealed single-use plastic bags.
- Guest packages delivered to the rooms should be placed outside the guest room; the delivery person can then call the room and wait six feet away to ensure the package is retrieved.

HAND SANITIZER

- Hand sanitizer dispensers, touchless whenever possible, should be placed at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobbies, restaurant entrances, meeting and convention spaces, elevator landings, pools, and exercise areas.
- Hand sanitizer should also be provided throughout the back of house (in touch-less dispensers) for employees.
- Per CDC recommendations, hand sanitizer should contain at least 60% alcohol.

VENDING

- Self-service ice machines should be suspended, and signage posted indicating ice is available through room delivery.

THE "NEW NORMAL"

THE HOSPITALITY INDUSTRY MUST FIND A **NEW NORMAL** AS A RESULT OF THE COVID-19 PANDEMIC.

REOPENING NEW YORK STATE REQUIRES ALL OF US TO MOVE FORWARD TOGETHER USING RECOMMENDED BEST PRACTICES AND MAINTAINING SAFE DAILY HABITS IN ORDER TO REDUCE OUR RISK OF EXPOSURE TO COVID-19.

REMEMBER: WE'RE ALL IN THIS TOGETHER

This document is an overall best-practices and operating guide, and will likely need to be adjusted to fit the exact needs of individual properties. This does not constitute legal advice.

Content Source: Center for Disease Control, NYS Department of Health, American Hotel & Lodging Association, Wynn Resorts Las Vegas and NYSH&TA Members.