



# MADISON COUNTY DEPARTMENT *of* HEALTH

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## COVID-19 Hotels Guidance

### Overview

The 2019 Novel (New) Coronavirus is a virus that causes a disease called COVID-19. The most common symptoms include: fever, cough, and shortness of breath. The virus is spread person-to-person, either in close contact (within 6 feet) or through respiratory droplets produced when an infected person coughs or sneezes. Older adults, pregnant women, and individuals of any age with serious chronic medical conditions (e.g. heart disease, diabetes, lung disease) are most at-risk for serious illness from COVID-19.

### Staff Prevention

There are currently no vaccines to protect against human coronavirus infection. The following can help prevent the spread of COVID-19 and protect yourself and your members from becoming infected:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use hand sanitizer that contains at least 60% alcohol.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Cover your cough or sneeze with your elbow or a tissue, throw the tissue in the trash and wash your hands.
- Maintain a distance of 6-feet from people in the workplace and public spaces.
- Adhere to proper use of face coverings during and after shifts

### Management Actions for Prevention

- Educate staff on the most common signs and symptoms of coronavirus infection, which are fever, dry cough, and shortness of breath. Symptoms typically occur 1-14 days after exposure, though a small proportion of people who are infected don't have symptoms.
- Switch to and use disinfectant products that have been pre-approved by the U.S. Environmental Protection Agency (EPA) for use against emerging viral pathogens.
  - [https://www.epa.gov/sites/production/files/2020-03/documents/sars-cov-2-list\\_03-03-2020.pdf](https://www.epa.gov/sites/production/files/2020-03/documents/sars-cov-2-list_03-03-2020.pdf)
- Train housekeeping staff to use the disinfectants safely and correctly. Staff should wear gloves when cleaning. Many of these cleaning products need to remain on hard surfaces for several minutes in order to work. Follow the manufacturer's instructions for proper use. Schedule and perform routine cleaning and disinfection of all contact surfaces in public areas, guestrooms, television remote controls, toilet flush handles, door handles, water faucet handles, and flooring.
  - <https://www.cdc.gov/coronavirus/2019-ncov/community/home/cleaning-disinfection.html>
- Linens may become contaminated with the virus, so it is also important to add disinfectant when washing laundry. Bed scarfs and bedspreads should be washed more frequently.
- Public spaces, and the front desk, need to be cleaned frequently. Provide disposable disinfectant wipes to front-of-house staff to disinfect surfaces between guests. High touch areas in public spaces include tables in the lobby area, buttons on elevators, water fountains, and ice and vending machines. Pens at the front desk and room keys and key cards should also be cleaned with disinfectant.

### Interaction with Patrons

- Train hotel staff and post signage to remind guests and workers to wash hands with soap and warm water frequently, for at least 20 seconds each time.

- Provide alcohol- based hand sanitizer that contains at least 60% alcohol in all guest contact areas and to all staff.
- Staff should be advised not to touch their faces and to practice "social distancing" by standing at least six feet away from guests and other workers.
- Post signs throughout the facility describing ways to prevent the spread of germs.
- Avoid shaking hands as a social greeting.
- Support hand and respiratory hygiene as well as cough etiquette by members, visitors, and employees.

## Governor's Executive Order: Mandatory Face Coverings for Essential Workers

To protect the health of employees and public, all employees of essential businesses are mandated to wear face coverings when in direct contact with customers or members of the public. It is the responsibility of the employer to provide face coverings for their employees effective Wednesday, April 15 at 8pm.

To learn more, visit: <https://www.madisoncounty.ny.gov/2562/CDC-Recommendation-Cloth-Face-Covering-i>

## Screening for Staff

Implement health checks for all staff at the beginning of each shift. This includes all personnel entering the facility regardless of whether they are providing direct interaction with patrons or coworkers. Facility staff performing health checks must wear facemasks. Use the following questions:

1. Have you traveled to a country for which the CDC has issued a Level 2 or 3 travel designation within the last 14 days?;
2. Have you or a family member had contact with any suspected or positive cases of COVID-19 within the last 14 days?
3. Do you have any symptoms of respiratory infection (e.g. cough, sore throat, fever, shortness of breath)?

Staff with symptoms or with temperature  $\geq 100.0$  F should be sent home, and any staff who develop symptoms or fever while in the facility should immediately go home.

## Cleaning of Areas Where Asymptomatic Individuals are Staying:

If an individual under movement restriction is determined not to have symptoms of COVID-19, the facility should immediately proceed with routine cleaning of the area within a few hours. No special cleaning procedures or additional personal protective equipment beyond what would normally be used during routine cleaning is required.

If that is not feasible, the individual should be provided with EPA- and DEC\*- registered cleaning supplies. When the asymptomatic individual is released at the end of the movement restriction period, routine cleaning should be completed by the facility staff. No special cleaning procedures are required.

If room access by facility staff for a prolonged time is required during the period of movement restriction, such as for maintenance, arrangements should be made for the individual to be transferred to a separate room to ensure the individual is asymptomatic before and during this transfer period.

## Cleaning and Disinfection of Areas Where Symptomatic Individuals are Staying:

If an individual develops symptoms during the movement restriction period, cleaning and disinfection should be completed after they leave the area. If feasible, the area may be left with the door closed after the individual is transferred, and entry should be prohibited while the individual's symptoms are being investigated and/or laboratory confirmation is pending. Determining if an individual has COVID-19 may take several days. In this situation, if the individual is determined not to have COVID-19, the LHD will instruct the facility that routine cleaning should be performed. If the individual was determined to have COVID-19, the LHD should instruct the facility to proceed with cleaning and disinfection per recommendations below.

Once a symptomatic individual, who is confirmed to have COVID-19, has left the isolation area for at least 4 hours, the LHD may instruct the facility to proceed with cleaning and disinfection of the areas where the patient was present while

symptomatic. Cleaning removes germs, dirt and impurities from surfaces or objects, while disinfecting kills germs on surfaces or objects.

- Perform targeted cleaning and disinfection of frequently touched hard, non-porous surfaces, such as counters, appliance surfaces, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, remote controls, bedside tables, and any other surfaces that are visibly soiled.
  - Step 1: Cleaning: Always clean surfaces prior to use of disinfectants. Dirt and other materials on surfaces can reduce the effectiveness of disinfectants. Clean surfaces using water and soap or detergent to reduce soil and remove germs. For combination products that can both clean and disinfect, always follow the instructions on the specific product label to ensure effective use.
  - Step 2: Disinfection: If EPA- and DEC\*-registered products specifically labeled for SARS-CoV-2 are not available, disinfect surfaces using a disinfectant labeled to be effective against rhinovirus and/or human coronavirus. EPA- and DEC\*- registered disinfectants specifically labeled as effective against SARS-CoV-2 may become commercially available at a future time and once available, those products should be used for targeted disinfection of frequently touched surfaces.
    - Label directions must be followed when using disinfectants to ensure the target viruses are effectively killed. This includes adequate contact times (i.e., the amount of time a disinfectant should remain on surfaces to be effective), which may vary between five and ten minutes after application. Disinfectants that come in a wipe form will also list effective contact times on their label.
    - For disinfectants that come in concentrated forms, it is important to carefully follow instructions for making the diluted concentration needed to effectively kill the target virus. This information can be found on the product label.
  - Staff are reminded to ensure procedures for safe and effective use of all products are followed. Safety instructions are listed on product labels and include the personal protective equipment (e.g., gloves) that should be used.
- Wash all bedding/linens. Wash and dry with the warmest temperatures recommended on the fabric label and follow detergent label and instructions for use.
- **Facility staff do not need to wear respiratory protection while cleaning.** Staff should wear disposable gloves while handling potentially soiled items/bedding and while cleaning and disinfecting surfaces. Place all used gloves and other disposable contaminated items in a bag that can be tied closed before disposing of them with other waste. Wash hands with soap and water for at least 20 seconds immediately after removing gloves or use an alcohol-based hand sanitizer if soap and water are not available. Soap and water should be used if hands are visibly soiled.

## Other Precautionary Actions

- Maintain records that will help you trace who has been in contact with any infected individuals that have been to your property. Review and implement a record keeping process to maintain records of guest and staff movement. These records should be kept for a minimum of 90 days. This includes maintaining guest registration records, employee work assignments, documentation of key control procedures including the electronic lock records, and security camera closed circuit tapes. This is especially important if someone in your hotel has been confirmed to have the virus.

## For More Information

Madison County: <https://www.madisoncounty.ny.gov/2479/CoronavirusCOVID-19>

Centers for Disease Control & Prevention (CDC): <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

New York State Department of Health (NYSDOH): <https://coronavirus.health.ny.gov/home>