

# WEST VIRGINIA STRONG

## *The Comeback*



**A Guide to Safely  
Operating Lodging Facilities**

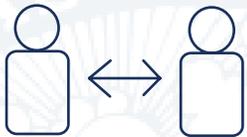
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Issued on May 11, 2020

## A Guide to Safely Operating Lodging Facilities

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Under Gov. Justice's reopening plan, **West Virginia Strong – The Comeback**, all lodging providers are allowed to open or remain open with the limited services and usages outlined below. Lodging providers include properties such as hotels, motels, condo hotels, rental properties, Airbnb/VRBO style lodging, and cabins. Separate guidance has been issued for campgrounds and can be accessed [here](#).



Gov. Justice has issued the following guidelines to mitigate the exposure and spread of COVID-19 among workers and guests. These guidelines, in addition to the guidelines established by the Centers for Disease Control (CDC), will help lodging providers establish proper protocols and procedures to keep all guests and workers safe. Lodging providers are allowed and encouraged to implement more stringent protocols as they see fit.

As your business reviews and implements these new measures, we encourage you to share and discuss them with your employees and customers. Communicating enhanced cleaning and sanitization practices will make workers and guests feel more confident in your property.

**Please note:** The following guidelines are being published in advance of the lifting of Governor Justice's Executive Order Requiring Out-of-State Citizens to Self-Quarantine — currently anticipated on May 21, 2020.

## A GUIDE TO SAFELY OPERATING LODGING FACILITIES

### GUEST SAFETY & CHECK-INS

- **Screening and tracing forms:** Out-of-state guests over the age of 18 must complete a screening and tracing form. If guests are of the same family, one form can be submitted per family. Forms must be completed and submitted to the county health department within 24 hours. Electronic submission of forms is recommended. Guests who do not pass the screen questions cannot be permitted to check-in.
- **Sick guests:** Any guest who exhibits COVID-19 symptoms (i.e., answers yes to any of the screening questions or who is running a fever) must leave the property immediately and seek medical care and/or COVID-19 testing, per CDC guidelines.
- **Face coverings:** Guests should be strongly encouraged to wear cloth or disposable cloth face coverings in common areas.
- **Social distancing at check-in and check-out:** Front desk agents shall practice social distancing, including utilizing every other workstation to ensure separation between employees whenever applicable and possible. Contactless check-in, including mobile check in/check out and pre-key group arrivals are encouraged, when feasible, to reduce lobby population and front desk queues. In addition, contactless payment processes are encouraged, and when not available, employees should minimize contact as much as possible.
- **Remote check-ins for cabins or vacation rentals:** Remote check-ins, where guests go directly to their properties is preferable. Consider implementing mobile or web-based check-ins. Check-in procedure must include screening and tracing forms being completed by all guests.
- **Check-in preparation:** Assemble any necessary arrival packets or materials in advance to reduce the number of items passed between staff and guests.
- **Keys:** Sanitize keys or plastic key cards both before and after each use.
- **Non-adjacent rooms:** During periods of low-to-medium occupancy, guests should be assigned non-adjacent rooms at check-in, when possible.



### COMMON SPACES

- **No printed pieces:** Remove all magazines, newspapers, promotional pamphlets or other shared literature from common areas.
- **Hand sanitizer:** Install hand sanitizer stations in all public areas, at the most heavily used entrances and exits, outside, lobby elevators and on each floor. If not available, ensure hand soap is readily accessible.
- **Trash bins:** Provide no-touch trash bins for guest and staff use in common areas.
- **Elevators:** Guest elevators should not be occupied by more than one person at a time, unless occupants share a reservation.



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### BELLMAN & VALET SERVICES



- **Valet service:** Self-parking options should be used, where possible. If valet service is provided, disinfecting of contact points within the vehicle is required. In addition, van and shuttle service shall be limited, and disinfecting of contact points is required.
- **Bellmen:** Bellmen should not travel to the guest room with the guests, but rather, deliver luggage either before or after guests arrive to their room.
- **Bellmen and valets PPE:**
  - Wear a mask or cloth face covering when interacting with guests.
  - Wear gloves while carrying bags or parking/retrieving cars.
  - If gloves are unable, bellmen and valets should sanitize their hands before and after performing the requested service.

### COMMUNICATION & TECHNOLOGY



- **Communication of new policies:** Use digital systems, such as your website, social media platforms and email communication, to educate your guests of your new cleaning protocols and safety precautions.
- **Emergency contract information:** Post emergency contact numbers in your guest portfolios in case of illness among staff or guests.
- **Signage:** Post signage at each public entrance to inform workers and guests of best practices including, but not limited to:
  - Avoid entering if they have a cough, fever or generally feel unwell.
  - Maintain a minimum separation of at least six (6) feet in accordance with social distancing guidelines.
  - Wear a cloth face covering at all times in property public spaces and common areas.
  - Avoid shaking hands or engaging in any unnecessary physical contact.
- **Technology:** In an effort to reduce person-to-person contact between guests and staff, lodging providers can, and should, consider implementing the following remote technology services:
  - Introduce and encourage mobile check-ins and check-outs.
  - Implement contactless payment via smartphone and smartwatches.
  - Offer the opportunity to order food and beverages through a mobile app or texting service.
  - Address guest questions and needs via direct chat software or texting service.

### AMENITIES

- **Food & Beverage Services:** Onsite restaurants must follow Gov. Justice's most recent guidelines for restaurants. Traditional room services must be replaced with a no-contact delivery method.
  - [Click here to review restaurant guidelines.](#)
- **Pools & Fitness Centers:** Onsite pools and fitness centers shall remain closed until further notice.
- **Outdoor Recreation Equipment Rentals:** Onsite recreation equipment rentals must follow Gov. Justice's most recent guidelines for outdoor recreation outfitters.
  - [Click here to view outdoor recreation outfitter guidelines.](#)
- **Meeting & Conference Spaces:** Onsite meeting and banquet arrangements shall allow for physical distancing between guests based on CDC recommendations. Lodging providers must also follow the group gathering limits set forth in Governor's Justice's Safer at Home Order.
  - [Click here to view Safer at Home Order.](#)
- **Gift shops:** Onsite giftshops must follow Gov. Justice's most recent guidelines for retail stores.
  - [Click here to view specialty retail guidelines.](#)

## A GUIDE TO SAFELY OPERATING LODGING FACILITIES

### STAFF PROTOCOLS

- **Screen employees:** Screen all employees reporting to work daily for COVID-19 symptoms with the following questions:
  - Have you been in close contact with a confirmed case of COVID-19?
  - Are you experiencing a cough, shortness of breath, or sore throat?
  - Have you had a fever in the last 48 hours?
  - Have you had new loss of taste or smell?
  - Have you had vomiting or diarrhea in the last 24 hours?
- **Temperature checks:** Employees are encouraged to take their temperature prior to leaving for work or upon arrival. If their temperature measures over 100 degrees, the employee should notify management and not return to work that day and any future days when the temperature is over 100 degrees.
- **Sick employees:** Direct any employee who exhibits COVID-19 symptoms (i.e., answers yes to any of the screening questions or who is running a fever) to leave the premises immediately and seek medical care and/ or COVID-19 testing, per CDC guidelines. Employers should maintain the confidentiality of employee health information.
- **At-risk individuals:** Consider special accommodations for employees that are members of a vulnerable population, like senior citizens or immunocompromised people, including encouraging teleworking to the maximum extent possible among other measures.
- **Tracing:** Develop and implement policies and procedures for employee contact tracing following employee with a positive COVID-19 test and inform the local health department of such positive test and tracing.
- **Stagger schedules:** Stagger employee work schedules and breaks on both a shift and work-week basis to minimize social interaction. Stagger employee start and end times to minimize exposure at common entry and exist points.
- **Service elevators:** Restrict service elevators to one person.
- **Necessary supplies:** Inform team members that, if PPE and cleaning supplies run low, they are to contact the department manager immediately for additional supplies.
- **Shared resources:** Discourage workers from sharing resources or other work tools or equipment, whenever possible.
- **Physical distancing:** Physical distancing among all employees shall be practiced in employee dining rooms, uniform control areas, training classrooms, shared office spaces, and other high-density areas.

In addition to the specific guidelines for West Virginia lodging facilities above, businesses and their employees should be mindful of the more general guidance issued for small businesses, found at [governor.wv.gov](https://governor.wv.gov).