Hotels

SAFE MODE: Guidelines for safer operations during the COVID-19 pandemic

As Philadelphia residents and workers restart economic and physical activities, they must do so safely—that is, in a way that prevents the COVID-19 virus from spreading from person to person. Everyone must take precautions consistently to protect not only themselves, but also their family members, friends, colleagues, and everyone else.

The precautions will vary by the activity and setting, but some general guidelines apply to all.

Safety Checklist

Masks
Block the virus from spreading from infected individuals by wearing masks and requiring others to wear them.

Barriers
Use sneeze guards or plexiglass screens to prevent respiratory droplets expelled by infected persons from reaching others.

Isolate
Keep people who might be carrying the virus safely away from others (ideally at home).

Distance
Maintain space between people to reduce the chance that one infected individual will infect others.

Reduce crowds
Decrease the number of people that an infected person could pass the virus to if other steps are not successful.

Handwashing
Reduce the spread of virus from one person to another from touching contaminated surfaces.

Clean
Remove respiratory droplets that may contain virus from surfaces that people may touch.

Communicate
Ensure staff, customers, and others taking part in permitted activities understand this Safety Checklist.

This Safety Checklist must be followed at all times. If an employee, customer, or participant develops COVID-19 infection or has a positive test, businesses and other organizations must take additional precautions to stop the virus from spreading further, as described in Guidance for Essential Businesses and Organizations During COVID-19. Required precautions include calling the Philadelphia Department of Public Health at 215-685-6741 to report positive cases.

If employees or customers want to report possible health and safety violations in the workplace related to COVID-19, please call 311.

If you have questions or concerns about the applicability of these guidelines to your business, please email business@phila.gov.

Note that guidance in this document is subject to change. Please check back for updates.

This document is intended as a plain language summary of rules for reopening in the Yellow Phase and does not replace the need to follow all applicable federal, state, and local laws and regulations.

See also:
1. Order of the Secretary of Health providing for building safety measures, issued April 5, 2020.
2. Order of the Secretary of Health providing for business safety measures (to keep employees and customers safe), issued April 15, 2020.
5. Other future applicable Department of Health (DOH) and Centers for Disease Control and Prevention (CDC) guidance.
The following is intended as a plain language summary of rules for reopening in the Yellow Phase and does not replace the need to follow all applicable federal, state, and local laws and regulations.

See also:
Order of the Secretary of Health providing for building safety measures, issued April 5, 2020.
Order of the Secretary of Health providing for business safety measures (to keep employees and customers safe), issued April 15, 2020.

Protections Needed

- **Masks**
  - Provide masks for employees.
  - Require employees and guests to mask while on site except only:
    - As necessary for the employee to eat or drink during break times. The employee should be seated at least 6 feet from others when taking off mask.
    - When seated alone in a private office or in a cubicle whose sides extend above the head of the employee.

- **Barriers**
  - Install plastic barriers at reception areas to physically separate hotel staff and guests.

- **Isolate**
  - Screen every employee and arriving guest for symptoms and prevent them from remaining on site if they have cough, shortness of breath, fever, chills, muscle pain, or new loss of taste or smell.
  - It is not necessary to conduct on-site temperature measurement for staff or customers if you measure temperatures, use a no-touch thermometer, and do not allow anyone with a temperature of 100.4 or higher to remain on-site.
  - Have sick leave policies in place so that employees excluded from the workplace do not lose earnings.

- If an employee develops COVID-19 infection or has a positive test, businesses and other organizations must take additional precautions to stop the virus from spreading further, as described in Guidance for Essential Businesses and Organizations During COVID-19. Required precautions include calling PDPH at 215 685-6741 to report positive cases.

- **Distance**
  - Adjust work assignments to ensure employees can stay at least 6 feet from each other throughout their shifts.
  - Use floor decals or other visual cues to encourage spacing by customers.
  - Post signs near elevators stating temporary maximum occupancy of 4 and asking guests to stand in corners of elevator.
  - Use non-contact payment methods if possible.
  - Use no-contact delivery for room service.

- **Reduce crowds**
  - Gatherings of over 25 are prohibited by the state until the Green Phase. The Philadelphia Department of Public Health recommends that no gatherings of any size be held until Green Phase.
  - Do not open pools until Green Phase has been reached.

- **Handwashing**
  - Place handwashing stations or hand sanitizer at entry and in highly populated areas (lobby, elevator banks, front desk, etc.) and outside communal bathrooms for all staff and guests with prominent signage promoting use.
  - Give staff hourly handwashing breaks.

- **Clean**
  - Wipe down high-touch surfaces with disinfectant at least every 4 hours. See CDC guidance for details.
  - Follow PDPH recommendations for routine cleaning and disinfection of rooms between guests and for daily cleaning.

- **Communicate**
  - Educate staff about symptoms and prevention of COVID-19.
  - Post prominent signs at entrances and in employee break rooms:
    - Asking people who are sick or who have had contact with someone with COVID-19 within the past 14 days not to enter.
    - Encouraging people to cover coughs or sneezes.
    - Mandating physical distancing of at least 6 feet.
    - Mandating that all staff and visitors wear masks.

- **Other**
  - Eliminate magazines, menus, and other reusable non-cleanable items from guest rooms.
  - Remove self-serve coffee, tea, and snacks from public areas.