

REOPENING GUIDANCE

Hotels

The following is intended as a plain language summary of rules for reopening in the Green 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 215-685-5488 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

- Limit indoor gatherings to 25. For large spaces (e.g. reception halls) limit occupancy to 5 total staff and guests per 1,000 square feet of space in the hall. [See also Guidance for Celebrations and Special Events.](#)
- If hotel has a pool, follow [Guidance for Pools and Spraygrounds.](#)



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.



Ventilation

- If possible, increase ventilation in the building by either:
 - Opening windows and/or doors on opposite sides of the building and using fans to blow outside air through the building OR
 - Optimizing ventilation provided by the heating, ventilation, and air conditioning (HVAC) system by:
 - Having the HVAC system checked to assure that it is working properly. If it can be adjusted, the system should be set to provide at least 6 air exchanges per hour.

- Maximizing the amount of outside air circulated by the system.
- Installing filters with minimum efficiency reporting values (MERV) of 13, or the highest compatible with the filter rack. It is not necessary to use high-efficiency particulate air (HEPA) filters or ultraviolet light irradiation systems.

Checking that the external air inlet duct is not blocked and that it is at least 15 feet from people.



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.