

Coronavirus (COVID-19)  
Standard Operating Procedure (SOP)

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**Introduction:**

*The COVID-19 pandemic is “fluid” or continuously evolving creating the need for continuous changes, updates and modifications. As new information is available and as business levels change we will continue to evaluate and evolve our standard operating procedures (SOPs) and our COVID-19 IIPP plan which is located at the front desk. Additionally, we have several signs for employees and guests distributed throughout the property, particularly at entryways, time clocks and with the all in one posters.*

Our top priority is focused on the health and safety of our employees, guests and vendors. Our **hotel** is committed to protecting the workplace when there is an infectious disease outbreak. We understand concerns about Coronavirus (COVID-19) are top of mind, and we want to continue to share information with you during this challenging time.

**During Outbreak:****What is Coronavirus (COVID-19), Symptoms and Prevention Methods?**

The Coronavirus (COVID-19) is a respiratory illness and is related to MERS and SARS, both coronaviruses. Symptoms can include fever, cough, and shortness of breath. It is a good reminder for us to pay attention to how we are feeling and how to prevent spreading germs. Hand-washing, not touching your face, and social distancing are good prevention methods. Employees are always encouraged to engage in good hygiene practices while at work, especially hand washing with soap and water or using alcohol-based disposable hand wipes or gel sanitizers.

Employees are encouraged to visit the [Center for Disease Control](#) or [World Health Organization](#) websites for the most reliable and current information on Coronavirus (COVID-19).

**Employees who are feeling sick or have members in their household who are feeling sick should stay home.** We have posted signs as reminders to wash hands and cover your cough. In addition, we have made our hand sanitizer dispensers and disinfectant materials available for use throughout the facility.

We are in this together and are relying on our entire team to use safe practices. Additionally you are required to take the time while “on the clock” to read, study and ask questions regarding COVID-19 and the safety protocols in place. The hotels ATD Exposure Control Plan, Ecolab guides and posters in addition to this SOP are to guide specific measures each employee is responsible to take to help minimize the spread of the virus.

In the event an employee displays symptoms of illness, he or she will be asked to go home to minimize risk to others. If an employee qualifies to take emergency paid sick leave or emergency family and medical leave under the Families First Coronavirus Act (FFCRA), he or she may request leave by contacting the General Manager or Human Resources.

Ultimately, we encourage everyone to make responsible, sensible decisions. If you have any questions or concerns, please contact our Human Resources department.

**During Stay at Home Mandates:**

**Business Operations:** Our hotel is continuing operations as an essential business. We have taken the following precautions and will continue to regularly monitor this situation and make changes as needed.

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### **Social Distancing at Work:**

In an effort to limit prolonged interaction and reduce the risk of exposure in the workplace, we are taking the following actions: Increased Spacing of Workstations, and Modified Break Schedules.

**Spacing Workstation:** Workstations will be spaced out six feet to limit prolonged contact with other employees as recommended by the Centers for Disease Control. Front desk shields (sneeze guards) are installed to further minimize potential exposure.

### **Hygiene/Cleaning:**

We have posted signs as reminders to wash hands and cover your cough. We have made our hand sanitizer dispensers and disinfectant materials available for use throughout the facility.

### **Employee Health Monitoring:**

If you feel sick or if you are experiencing any symptoms of COVID-19 (fever, cough, difficulty breathing, chills, headache, muscle pain, sore throat, or new loss of taste or smell), let your supervisor know, go home immediately, and contact your healthcare provider for additional guidance. Seek medical attention if your symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. If someone you live with has been diagnosed with COVID-19 contact your General Manager before reporting to work.

### **Health Screening:**

**The General Manager** is responsible for monitoring employee attendance and enforces health screening practices. Our procedures for health monitoring while at work include:

- Employees who develop COVID-19 or other flu-like symptoms at work are immediately separated from other employees, customers, and guests and sent home or to medical care as needed.
- Sick employees are instructed to follow [CDC guidelines](#) and local public health department recommendations.
- If an employee is diagnosed and/or tests positive for COVID-19 infection:

**The Hotel** follows guidelines below when informed an employee is diagnosed with COVID-19 infection:

1. Clean and disinfect applicable work areas immediately following CDC guidelines using proper disinfection procedures and appropriate personal protective equipment
2. Document infected employee's work location, work hours, and general and specific work duties.
3. Identify and inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by HIPAA Privacy, the Americans with Disabilities Act (ADA), the Family and Medical Leave Act (FMLA), the California Confidentiality of Medical Information Act, and other privacy laws.
4. Follow local public health department recommended protocols.
5. Conduct investigation of confirmed COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Plan may be updated as needed to prevent further cases depending on finding of the investigation.

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### **Return to Work:**

**Employees should not return to work** until they meet the criteria to [discontinue home isolation](#) and have consulted with a healthcare provider and state or local health department.

Employees with COVID-19 who have stayed home can stop home isolation and return to work when they have met one of the following sets of criteria:

**Option 1:** If, in consultation with a healthcare provider and or local public health authorities knowledgeable about locally available testing resources, it is determined **an employee will not have a test** to determine if they are still contagious, the employee can leave home and return to work after these three conditions have been met:

- The employee has had no fever for at least 72 hours (that is, 3 full days of no fever without the use medicine that reduces fevers)  
AND
- respiratory symptoms have improved (for example, cough or shortness of breath have improved)  
AND
- At least 10 days have passed since their symptoms first appeared

**Option 2:** If, in consultation with a healthcare provider and or local public health authorities knowledgeable about locally available testing resources, it is determined **the employee will be tested** to determine if the employee is still contagious, the employee can leave home after these three conditions have been met:

- The employee no longer has a fever (without the use of medicine that reduces fevers)  
AND
- Respiratory symptoms have improved (for example, cough or shortness of breath have improved)  
AND
- They received two negative tests in a row, at least 24 hours apart. Their doctor should follow [CDC guidelines](#).

### **Absences Due to COVID-19:**

The Families First Coronavirus Response Act (FFCRA) created *paid leave* provisions for employees for qualifying reasons from April 1, 2020 – December 31, 2020; please refer to the posted [notice](#) and see the [DOL Fact Sheet](#) for an overview. If you meet FFCRA eligibility, talk to your General Manager or Human Resources about your interest in taking the Emergency Paid Sick Leave and/or Emergency Family and Medical Leave and *completing the required paperwork*.

### **CA Paid Sick Leave:**

Employees are encouraged to use paid sick leave to stay at home when sick or caring for a sick family member as outlined in our Sick Leave Policy in the Employee Handbook.

### **Workers Compensation:**

Employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's [Executive Order N-62-20](#).

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Information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on [government programs supporting sick leave and worker's compensation for COVID-19](#), including employee's sick leave rights under the [Families First Coronavirus Response Act](#) and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the [Governor's Executive Order N-62-20](#).

### **Employee Responsibility and Expectations:**

In order to minimize the spread of the virus and keep our workplace safe we are asking our workers to help with our prevention efforts while at work. Employees must adhere to the following expectations.

- Do not come to work if you feel or are sick; call your supervisor and let them know
- Advise your supervisor and go home if you feel sick while on the job
- Refrain from shaking hands, hugging, or touching others
- Clean surfaces before and after use in common areas, and when using shared equipment
- More frequent cleaning and sanitizing
- Avoid touching mouth, nose, and eyes
- Wash hands with soap and water for at least 20 seconds. Use hand sanitizer with at least 60% alcohol if soap and water are not available
- Wash/sanitize hands multiple times daily, including before and after work, during breaks, before and after eating, after coughing, sneezing, or blowing nose, and before and after going to the restroom
- Cover mouth and nose with a tissue when coughing or sneezing and immediately discard it after use and wash hands. If no tissues are available, cover mouth with shoulder or elbow and then wash hands
- Avoid sharing personal items with coworkers (e.g., food, dishes, lunch boxes, gloves, etc.)
- Keep a minimum distance of 6 feet from others when possible
- Be considerate of your co-workers (remember, we're all in this together)
- Be conscious and understanding of your co-workers who may be dealing with child care issues, illness or loss of loved ones, financial insecurity, and other issues
- Speak with your manager or Human Resources if you have questions or concerns
- When choosing to cover mouth and nose with a cloth face covering, follow CDC and local health department guidelines on use, removal, cleaning, and disinfection. Some basic guidelines are:
  - Fabric Face coverings should be washed after each shift
  - Dust masks should be rotated after the end of each shift and not used again for a minimum of five (5) days
  - Dispose if they face covering gets soiled or damaged
  - Face coverings must not be shared

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**Retaliation is Strictly Prohibited:**

Our Hotel is committed to providing a work environment free of harassment, discrimination, retaliation, and disrespectful or other unprofessional conduct in the workplace. Employees are encouraged to speak up without fear of retaliation if they have safety and health concerns or if they observe violations of employer policies and procedures. Employees who have health concerns, get sick, contract COVID-19, request personal time off (PTO), CCFRA leave or other hotel program will fall under the same protections of our Harassment, Discrimination and Retaliation Policies as stated in the employee handbook.

**Cleaning and Disinfecting Protocols:**

*Ensure utilizing chemical protocols per the instructions of each chemical, particularly when it comes to giving the product "time" to sanitize before wiping.*

Surfaces may become contaminated with ATPs after contact with individuals with AirID. Contaminated surfaces enable the spread of infectious disease agents and can be a source of infection to employees until they are cleaned and disinfected. We ensure that employees use appropriate EPA-registered disinfectant(s) to clean and disinfect the following surfaces, vehicles, and equipment as soon as feasible after contact with infectious persons.

Concomitant with infection control are cleaning and disinfecting protocols, which generally recommends cleaning in high traffic areas (hotel lobbies, front desk check-in counters, bell desks, loading docks, stairways, handrails, elevator controls) and disinfecting commonly used surfaces and shared equipment (guestroom interior locks, vending and ice machines, light switches, TV remote controls, phones, hairdryers, irons and ironing boards, clothes hangers, baggage carts, shuttle door handles, and restroom facilities) between users and/or shifts, making hand sanitizer and other sanitary supplies readily available, and ensuring sanitary facilities stay operational and stocked at all times with products approved for use against COVID-19 on the Environmental Protection Agency (EPA) approved list.

**Rooms:**

- Housekeeping services the day after checked out
- Housekeeping services for stay over rooms only with acceptance of manager, guest and employee
- Housekeeping must only service rooms when guests are not present
- Minimize contact with guests' personal belongings when cleaning
- Use PTAC or open windows to increase air circulation
- Remove reusable collateral (magazines, menus, local attraction details, etc.)
- Use single-use collateral
- Change Pillow protectors at every checkout
- Rotate use of break room keeping with the Meal Break Policies
- Stand up meetings, 6' protocol
- Clean in accordance with CDC guidelines, leaving rooms vacant for twenty four (24) hours between occupancy where possible
- Quarantine any room(s) for seventy two (72) hours before cleaning guestrooms where an infected guest has been.
- Follow Ecolab cleaning guidelines

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Our Hotel will allow housekeepers extra time to clean rooms as needed to account for required precautions and to allow them to conduct more thorough cleaning and disinfection of rooms between guests. *Ensure leaving enough time for disinfectants to work; follow cleaning procedures from the manufacturer. Bathroom Disinfectants as an example typically require a foam sprayer and several minutes keeping the surface wet to kill viruses before scrubbing.*

**Public Areas:**

- Perform thorough cleaning in high traffic areas
- Frequently disinfect commonly used/touched surfaces
- Follow Ecolab cleaning guidelines
- Limit the number of individuals riding in an elevator and ensure the use of face coverings
  - Use signage to communicate these requirements.

**Front Desk and Office personnel:**

- *Do Not direct spray electronics including*
  - *Telephone/telephone equipment, key machines, computers, internet equipment*
- Clean and sanitize shared equipment between each use
- Clean touchable surfaces between shifts or between users, whichever is more frequent
- Continuously clean EMV readers
- Utilize hand sanitizer frequently
- Have guests take pen used to sign registration card with them to their room
  - Alternatively, have a bucket for all used pens to go into and sanitize before re-use
- Sanitize all returned key cards before re-use
- Follow Ecolab cleaning guidelines

**CDC Guidance for Disinfecting Areas Post COVID-19:**

- Close off areas used by the person who is sick where possible
- Open outside doors, windows, turn on Air Conditioning to increase air circulation in the area
- Wait 24 hours before you clean or disinfect. If 24 hours is not feasible, wait as long as possible
- Clean and disinfect all areas and items used by the person who is sick
- If you need to vacuum, see additional CDC guidance
- Once area has been appropriately disinfected, it can be opened for use
- Workers without close contact with the person who is sick can return to work immediately after disinfection
  - Prolonged contact is anyone who was within 6' or was not wearing a mask for a period of over fifteen (15) consecutive minutes
  - This can change per CDC recommendations
- If more than seven (7) days since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary

**Face Coverings:**

We continue to monitor our workplace and add safety measures based on guidance from the Centers for Disease Control and Prevention (CDC) and other government organizations. In line with those safety measures, we are providing this guidance regarding the use of face coverings to prevent the spread of COVID-19.

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Unless otherwise notified by your direct supervisor, you may, but are not required to wear a face covering at work. Face coverings do not protect the wearer and are not personal protective equipment (PPE). Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing. A face covering is generally a cloth, bandana, or other type of material that covers an employee's mouth and nose. The CDC recommends that individuals wear cloth face coverings in public places or when it is impossible to practice social distancing.

Remember that wearing a face covering can help prevent the spread of the disease, but only in addition to other measures that you should be taking in the workplace and at home, such as frequent hand washing, cleaning and sanitizing frequently-touched surfaces, and practicing social distancing.

**To get the most benefits from a face covering:**

- Make sure it completely covers your nose and mouth
- Wash your hands before and after removing it
- Try not to touch your face when you adjust it throughout the day
- Keep cloth coverings clean by washing daily, or more often if contamination occurs
- Don't let others wear your face covering
- Keep it away from machinery that it could get caught in
- If using disposable face coverings, do not reuse them, and throw them away in appropriate trash receptacles
- Don't lay your face covering on any surface that may contaminate either the covering or the surface
- Don't use it if it's damaged or has holes, unless it is the only face covering you have access to

**Reasonable Accommodations for Face Coverings:**

Some employees may have medical conditions limiting their ability to wear a face covering. As the Equal Employment Opportunity Commission (EEOC) reminded employers in its latest COVID-19 Guidance, when an employee with a disability needs an accommodation related to PPE (such as modified face masks for interpreters) or an employee needs a religious accommodation under Title VII of the Civil Rights Act (such as modified equipment due to religious garb), the employer "should discuss the request and provide the modification or an alternative if feasible and not an undue hardship on the operation of the employer's business under the ADA or Title VII."

**Reasonable Accommodations Due to COVID-19**

Employees may also ask for a reasonable accommodation for disabilities and health concerns protected by the ADA, state or federal law including

- Accommodations for those with a high risk family
- Recalling an employee last
- Providing unpaid leave
- Allowing or potentially providing additional PPE
- Providing additional hygiene and cleaning breaks

The Hotel General Manager and Humans Resources will engage in an interactive process to determine a reasonable accommodation