**GUIDANCE FOR LODGING ESTABLISHMENTS**

**Cleaning, Disinfection and Hygiene**

Hotels, motels and inns are deemed essential businesses. Bed & Breakfast/Inns in the red phase are allowed to accept travelers that have life-sustaining travel needs. As PA counties move into the yellow phase, Bed & Breakfasts/Inns can accept leisure travelers.

All counties within Pennsylvania are in the green phase so what does that mean to me as a B&B innkeeper?

Support and post the Pennsylvania Bed & Breakfast Promise at your property. Innkeepers agree to make a set of voluntary commitments to their staff and guests to keep them safe during the COVID-19 recovery period. [View more details](https://www.painns.com/promise) about the Pennsylvania Bed & Breakfast Promise and download a [sign to post](https://www.painns.com/sites/painns.com/files/UserFiles/Image/BB-Inns-Promise_0.pdf) at your property.

To ensure best practices during the COVID-19 outbreak, property owners and your employees need to follow high level infection control procedures in accordance with CDC’s and WHO guidelines. Based on current information from the CDC and WHO, PABBI recommends implementing the below procedures as applicable and appropriate for your property. You, as the property owner, must decide what measures you plan to implement to keep you, your staff, and your guests safe.

**General Guidelines**

* Follow local public health recommendations related to local infection activity and need for isolation and closing. As the state begins to open and travelers begin to travel, these guidelines may change based on whether or not areas are experiencing an increase in COVID-19 cases.
* Reinforce personal hygiene (hand washing and cough etiquette) throughout your operation.
* Provide hygiene materials such as tissues, hand sanitizer stations, and disinfecting wipes.
* Stock applicable disinfectant products.
* Develop a cleaning methodology/process to ensure all surfaces are cleaned.
* Closely monitor employee health. Encourage symptomatic employees to stay home.
* Encourage symptomatic guests to stay home.
* Have masks on hand for guests as well as employees. [Post sign](https://mcusercontent.com/4b48bed08b7607ab59896722f/files/6210b485-34dc-4db9-9b84-960028b5c82c/FaceMask_sign.pdf) that guests must wear masks.
* Promote and encourage social distancing and self-check-ins (if appropriate).
* Take every opportunity to spread out guests and occupied guestrooms such as 2-night separation for room reservations. To the best of your ability, keep a 2-night separation between guest checkout and guest check-in for each of your rooms. This will allow a 48-hour period for thorough sanitation and any residual virus germs to expire prior to the next guest check-in. Assign guests only to rooms that have been thoroughly sanitized/disinfected and that are located at least two guestrooms away from any other currently occupied rooms. This may require limiting the number of guests possibly during the yellow stage.
* Until the pandemic passes, on property gyms, pools, and spas should be shuttered.
* Proper functioning of ventilation and air exchange equipment and monitoring the condition of filters.
* All rooms and common areas should be ventilated.

**Specific Guidelines for Procedural Implementation**

**Cleaning Products**

* Determine if your cleaning products can kill microbes and germs. Consider using commercial-grade eco-friendly disinfectants that meet EPA standards. The EPA has a list of cleaning products along with the time surface it takes for that product to kill germs. Use products that have the shortest period of time. You can also contact your local Janitorial Supply Company for recommended cleaning products.
* If using a concentrate, do not change the dilution ratio as this will change the effectiveness of the cleaning product.
* For safety reasons, do not mix products such as bleach & vinegar, bleach & ammonia, bleach & rubbing alcohol, or hydrogen peroxide & vinegar.
* Use of microfiber rags are best to absorb grime and germs. Wash them separately with no fabric softener and no dryer sheets.
* Consider using a pressurized spray bottle to disinfect larger areas like showers, bathtubs, and shower curtains.
* Need hand sanitizer – visit PABBI’s Allied Partners [Sitronu](https://www.sitronu.com/) and [InnStyle](https://www.innstyle.com/) who both carry hand sanitizer.

**Personal Protection Equipment**

* Gloves, masks, glasses, and closed shoes should be worn by those cleaning the facility.
* Reinforce the correct way to remove and dispose of gloves and masks. (put in links for these instructions)

**Guest Rooms**

* Remove items that cannot be cleaned i.e., decorative pillows, journals, magazines, books, etc.
* Thoroughly clean and disinfect all hard surfaces including high touch items such as: TV changers, TV buttons, door knobs, safety latch, light switches, fan & light pull chains, thermostats, blind wands & strings, dresser drawer handles, alarm clock, trash receptacle touch points, faucet, and toilet handles.
* Consider using two pillow protectors plus the pillow case. Wash all three or at least the pillow protector next to the pillow case and the pillow case itself.
* Consider using two fitted sheets to prevent having to wash the mattress pad each time. If you have extra mattress pads, use two mattress pads. Remove and wash the mattress pad under the fitted sheet in addition to the fitted sheet.
* Blankets, bedspreads, sheets, comforters and duvets should be washed after each guest. Duvets/comforters can be tripled sheeted, but it is recommended that the duvet/comforter be sanitized by spraying it with a disinfectant.
* Remove linens and towels and immediately take them to the laundry room. The goal is to prevent the spread of any germs by putting them on the floor or in hallways. Bag or properly contain all linens and consider using a basket or bag linens to carry them to the laundry room and then sanitizing the laundry basket. Another option would be to bag sheets and towels in separate plastic bags and then transport to the laundry room.
* Wipe down walls and ceilings each time. While deep cleaning takes time, you may want to consider doing a deep clean of each room every two weeks or after 4 or 5 guest stays in that room.
* Sanitize soft goods like draperies, chairs, couches with a disinfectant spray.
* Thoroughly vacuum carpets.
* For guests staying multiple nights, you will need to determine the risk level for you or your employees to do daily service such as replacing towels, making the bed, etc. At minimum, if you decide to provide daily service, you will need to ensure that masks and gloves are worn and disposed of properly.

**Laundry Room**

* Thoroughly clean and disinfect all hard surfaces including high touch items such as: light switches, door handles, trash receptacles, handles on push caddies, and washing and drying machine knobs and handles.
* Understand the limitations of your home machines.
* Washer: How much can be loaded into the washing machine to ensure cleanliness? Use a quality cleaning detergent. Temperature setting depends upon manufacturer recommendations for the textile. Chlorine bleach can be added, but this will weaken the fibers limiting the life of the textile. Do not allow linens to be left in the washing machine overnight.
* Dryer: Does your dryer have a sanitizing setting? Use the highest heat setting recommended for the textile.
* Maintain a proper separation between soiled and clean linens in the laundry room.
* Storage, transportation, and packaging of fabrics or linens after washing need to be by methods that ensure their cleanliness.

**Dining Room/Breakfast**

* Provide alcohol based hand sanitizer stations.
* Increase cleaning and disinfecting frequency for high-touch surfaces.
* Evaluate how you serve breakfast.
  + Reconsider having all guests sit at one large table. Depending upon your space, have individual tables separated by 6 feet or in separate rooms. Outdoor dining an option weather permitting.
  + Eliminate self-serve buffets, beverage stations and cookie jars.
  + Consider delivering breakfast to the room, or a boxed breakfast to be eaten on premise or to-go.
  + Eliminate breakfast and offer a no-breakfast rate. Before implementing this option consider your brand and whether or not this would greatly disappoint your guests if no breakfast was offered.
* Follow [ServSafe](https://www.servsafe.com/) food preparation guidelines.
* Replace table linens after each guest.
* If serving a plated breakfast, wrap salt & pepper shakers so guest knows it has been sanitized, provide individual packets of sweetener/sugar rather than using a sugar caddy, serve condiments in individual portions such as ketchup, jams, and honey as requested by the guest.

**Kitchen**

* Wash hands frequently.
* Thoroughly clean and disinfect all hard surfaces including high touch items such as: light switches, door handles, trash receptacles, handles of dispensers, stove handles and knobs, soap dispensers at sink, and refrigerator handles.
* All dishes, silverware, and glassware should be washed and disinfected in a dishwashing machine, including items that have not been used, as they might have been in contact with the hands of guests or staff.
* Practice ServSafe techniques for food storage and preparation.
* Wear a mask when preparing and serving food.

**Common Areas**

* Thoroughly clean and disinfect all hard surfaces including high touch items such as: TV changers, TV buttons, door knobs, safety latch, key pads, light switches, fan & light pull chains, thermostats, blind wands & strings, and Keurig machines.
* Consider eliminating public information kiosks and brochure displays. Ask the guest if they need information and provide the appropriate brochures.
* If you have common refrigerator for guests to get drinks, wipe handles on a regular basis.
* Replace the cookie jar with individually wrapped cookies in the guests’ room.

**Common Restroom**

* Thoroughly clean and disinfect all hard surfaces including high touch items such as: door knobs, light switches, thermostats, soap dispenser, towel dispenser handle, trash receptacle touch points, faucet, and toilet handles.

**Tell Your Story**

* Communicate to your guests what you are doing to address COVID-19 to ensure their safety via Facebook posts, other social media outlets, message on your website, blogs, etc.
* Post signage in guest rooms that everything has been thoroughly sanitized/disinfected.
* Post the Pennsylvania Bed & Breakfast Inns Promise.

**Proper Hand Washing / Use of Gloves**

* Wash hands often with soap and warm water for at least 20 seconds, paying special attention to in between fingers and underneath nails
* Hand sanitizer should not be used in place of hand washing. If hand sanitizer is used after hand washing, allow time for it to dry completely prior to touching any surfaces or food products
* No Bare-hand contact should occur with ready to eat food. Ensure gloves are worn at all times, follow proper glove usage protocols
  1. Gloves should be single use ONLY
  2. Hands must be washed prior to placing gloves on
  3. Ensure the proper size of glove is available at all times
  4. Gloves should be changed when:
     + Gloves become dirty
     + Before beginning a different task
     + After an interruption, such as taking a phone call
     + After handing raw meat, seafood, or poultry and before handling ready to eat food
     + After four hours of continuous use
* When should hands be washed?

1. When entering the establishment
2. Before and after each guest interaction
3. After handling money, credit cards or dirty dishes
4. After touching eyes, nose or mouth
5. After using the restroom
6. When switching tasks
7. When switching gloves
8. Anytime a task is interrupted

**Related Articles**

The coronavirus pandemic has radically redefined what it means to be clean – and major hotel brands are launching enhanced cleanliness initiatives to ease travelers’ fears

<https://www.businessinsider.com/marriott-airbnb-hilton-redefine-hotel-cleanliness-standards-2020-4>

**References**

Guidance from Governor Wolf to Businesses Opening in the Yellow Phase

<https://www.governor.pa.gov/wp-content/uploads/2020/05/20200504-COVID-19-Business-Guidance.pdf>

Bringing PA Back, An Initiative of the PA Chamber: Prepare Your Workplace

<https://bringingpaback.com/prepare-your-workplace/>

AHLA-Safe Stay Initiative: Enhanced Industry-Wide Hotel Cleaning Standards in response to COVID-19

<https://www.ahla.com/sites/default/files/SafeStayReport.pdf>

Coronavirus (COVID-19): Preparation and Response Strategies for Hospitality

<https://www.ecolab.com/pages/coronavirus-hospitality-precautions>

Centers for Disease Control and Prevention. Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 (COVID-19)

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

Hospitality Resource Library. Novel Coronavirus (COVID-19)

<https://ecolab.widencollective.com/portals/armw0ait/LodgingCOVID-19ResourceLibrary?fbclid=IwAR0CjR5Zs53J6RauI7qwGetH2ub1UNjNeHyS2YLAePqk-Jnz9vdaFMENcek>

Infection prevention and control during health care when COVID-19 is suspected: interim guidance. Geneva: World Health Organization 2020.

<https://www.who.int/publications-detail/infection-prevention-and-control-during-health-care-when-novel-coronavirus-(ncov)-infection-is-suspected-20200125>

Water, sanitation, hygiene and waste management for COVID-19: Interim guidance.

<https://www.who.int/publications-detail/water-sanitation-hygiene-and-waste-management-for-covid-19>