

With the situation around the 2019 novel coronavirus disease (COVID-19) constantly evolving, it is important for hotels and motels to take steps to help reduce the spread of illness. The following guidelines have been developed to protect all who work, live, and play in Lake County during the COVID-19 pandemic.

1. Use Standard Precautions Regardless of Customer Symptoms

Many individuals with COVID-19 have very mild symptoms or no symptoms at all, so they may not know that they are infected. Therefore, it is important to operate as if every customer has COVID-19. **To ensure the health and safety of both guests and staff, use the same level of care and caution with every customer, regardless of whether they are showing symptoms.**

2. Implement Infection Control Practices for All Staff

The virus that causes COVID-19 is spread mainly through respiratory droplets produced when an infected person coughs, sneezes, or talks. When you are within six feet of another person, you can both inhale each other's droplets. Other ways the virus can spread include:

- Through close personal contact, such as hugging or shaking hands;
- By touching an object or surface that has the virus on it, and then touching your mouth, nose, or eyes before washing your hands

To help limit the spread of COVID-19, ensure that hand soap and alcohol-based hand sanitizer are readily available. Have all staff:

- Wash hands often for at least 20 seconds, particularly:
 - Before/after food preparation;
 - Before/after cleaning and disinfection;
 - After contact with high-touch surfaces (see below for a list of examples);
 - After removing personal protective equipment (PPE) such as gloves and masks; and
 - Before/after assisting guests;
- Use hand sanitizer if soap and water are not available;
- Avoid touching the eyes, nose or mouth with unwashed hands;
- Avoid close contact with others;
- Wear a mask if directed by state or local requirements;
- Seek medical advice immediately if fever or other symptoms arise; and
- Practice social distancing (i.e., if possible, maintain 6 feet of distance from others while working or eating lunch and avoid common areas with other individuals).

3. Encourage Employees Who Are Sick to Stay Home

Employees with symptoms of COVID-19 should not come into work and should be sent home immediately if symptoms develop while on their shift.

- Educate employees on the common symptoms of COVID-19:
 - Fever or chills
 - Cough
 - Shortness of breath or difficulty breathing
 - Fatigue
 - Muscle or body aches
 - Headache
 - New loss of taste or smell
 - Sore throat
 - Congestion or runny nose
 - Nausea or vomiting
 - Diarrhea
- If employees are sent home or do not come into work due to COVID-19 symptoms, emphasize the need to self-isolate until evaluated, tested (if appropriate), and given recommendations by their health care provider about isolation and return to work.
 - Follow LCHD's [Guidance for Non-Clinical Worksites \(Spanish translation\)](#) if a staff member tests positive.

4. Reduce cross-contamination and exposures

- Consider offering “no contact” check-ins where feasible.
 - Guests check-in over the phone and are told their room number.
 - Hotel staff unlock the designated room and leave the room key in the room.
 - Room keys should be cleaned and disinfected before distribution.
- Close access to fitness centers, spas, pools, common meeting areas, and business centers.
- Close off water fountains/water coolers, except for no-touch/automatic water fountains.
- Remove magazines, books, and shared pamphlets from common areas.
- Ensure tissues, soap, paper towels, and trash receptacles are readily available for both guests and staff. Consider increasing standard number of towels/ tissue/ toilet paper/ soap/ pillows in each guest room to limit the requests for additional items by guests.
- Post signs throughout the facility describing ways to prevent the spread of germs.
- Consider adding signage to suggest only one person/ family to use the elevators at a time
- If your hotel had previously offered a continental breakfast/buffet, consider implementing the following changes:
 - Switch to “grab and go” pre-made containers.
 - Place fresh items/baked goods in sealed to-go bags or separate containers.
 - Arrange prepackaged items in a way that limits guests touching multiple items.
- If your hotel has a kitchen, you may still offer room service, carry-out, or catering orders. Be sure to abide by standard food safety and food preparation guidelines.
 - For hotels with full/limited-service restaurants, please refer to [Restore Illinois' Guidance for Restaurants and Bars](#) for additional instruction.

- If an engineer visit is required (i.e., to repair heating/air conditioning, television, etc.), ensure that the engineer wears gloves and a mask and completes their work without the guest in the room.

5. Complete Extensive Cleaning of Facilities Frequently

If possible, dedicate a shift to extensive cleaning and disinfection to ensure safe operations for both guests and staff. **Pay special attention to high-touch surfaces**, including (but not limited to):

Front of House/ Common Areas	Guest Rooms	Restrooms	Back of House/ Kitchen/ Employee Breakroom
<ul style="list-style-type: none"> • Door handles and push plates • Tables, chairs (including armrests) and booths • Cash register/kiosks • Host/bellhop stand and phones • Luggage carts • Elevator buttons • Water fountains • Public computers and telephones • Keys/key cards • Telephone, touchscreen, and keypads • Pens • Remotes • Light switches • Phones • Coffee and brewing stations • Menus and bill folders • Hand railings • Fitness equipment • Handrails • Ice/vending Machines 	<ul style="list-style-type: none"> • Door handles • Phones • Safety latch and peephole • Tables, chairs, and lamps • Furniture • Light switches • Thermostats • Drapery pull handles • Telephones • Remote controls • Alarm clocks • Minibar, microwave, refrigerator, menu, and brochures • Trash receptacles • Iron • Luggage rack • Hair dryer 	<ul style="list-style-type: none"> • Door handles • Sink and shower faucets • Toilet/urinal handles • Seat covers • Stall latches • Stall partitions • Toilet paper dispenser • Sanitary receptacle • Countertops • Towel and soap dispensers • Baby changing station • Trash receptacle • Light switches 	<ul style="list-style-type: none"> • Kitchen equipment handles and push plates • Operating buttons for all equipment • Dispenser handles (i.e., beverage machine) • Handles for refrigerators and freezers • Sink faucets • Towel and soap dispensers • Trash receptacles • Cleaning tools • Computers and keypads • Light switches • Chair armrests • Highchairs • Storage/delivery carts • Dish caddy • Laundry machine controls and handles • Dirty laundry hampers

Front of House/ Common Areas	Guest Rooms	Restrooms	Back of House/ Kitchen/ Employee Breakroom
<ul style="list-style-type: none"> • Bar tabletops and seating 			

- Follow proper cleaning and disinfection protocols:
 - Pre-clean: visibly soiled areas by removing things such as food or dirt;
 - Disinfect: use an [EPA-registered disinfectant](#) and follow instructions on label;
 - Ensure you are using a [food contact sanitizer](#) where appropriate.
 - Wait: allow the surface to remain wet for the time indicated on the label;
 - Dry: wipe the surface or allow it to air dry.

6. Modify housekeeping practices

- Train housekeeping staff to use disinfectants safely and correctly. For example, many cleaning products need to remain on hard surfaces for several minutes prior to drying to work effectively.
- Consider modifying the standard number of guest rooms cleaned per housekeeper per day to account for the extra time required for enhanced cleaning procedures.
- Provide adequate personal protective equipment (PPE) for housekeeping and instruct them to wear gloves, masks, and gowns when cleaning rooms.
 - If gowns are unavailable, provide housekeeping staff with disposable aprons or additional uniforms/cloth aprons that can be removed and washed as needed.
 - Ensure gloves are changed between tasks and rooms (especially after removing dirty linens and after cleaning the bathroom);
 - Linens may become contaminated with the virus, so instruct housekeeping to strip dirty linens with minimal agitation. Roll dirty sheets into a ball and place in the laundry receptacle (do not hug dirty sheets). Add disinfectants when washing laundry. Bed scarfs and bedspreads should be washed more frequently.
- Consider changing housekeeping/turn down services to “upon request” rather than daily.
- Inform guests to place trash receptacles and soiled linens outside their rooms if they do not want housekeeping entering.
 - Consider incentivizing guests to skip housekeeping services during their stay (e.g., through extra member points, free breakfast, late check-out, etc.)