

CLEAN + SAFE CHECKLIST

For the Hotel Industry

Please complete this checklist, sign, and return to CHLA. You will then be sent a Clean + Safe window decal for posting at your property and images for website and promotional use indicating compliance with the CHLA Clean + Safe standards.



GUEST CONSIDERATIONS:

- Prominent signage is displayed, including any required social distancing signage, floor markings indicating 6-foot distancing in common areas, including elevators, and required hygienic practices and policies in all employees and guest common areas.
- Where physical distancing is not possible, 'sneeze guards,' mask requirements, or usage limits and layout adjustments are in place.
- Request guests and visitors use hand sanitizer and provide dispensers, touchless whenever possible, at key guest entrances and contact areas.
- An amenity bag is provided during check-in containing COVID-19 awareness information, hand sanitizer, and perhaps masks/gloves (if possible).
- Guests enter through doors that are either propped open or are automated or manually operated by an employee (if possible).
- Employees do not open the doors of guest vehicles and there are no valet services.
- Guests requesting bell service are assisted and the bell cart is sanitized after each use.
- If masks are required, the hotel provides the masks and displays signage prominently, outlining proper mask usage
- Provide a spray bottle of sanitizer or wipes in each room for guest use (if possible).
- Elevator button panels are sanitized at least once per hour and the number of guests per elevator is limited.
- Multi-use and unnecessary items and amenities are removed from guest rooms.
- Housekeeping does not enter guest rooms during a stay, unless by special request (if possible).
- Room service is adjusted for proper pickup/delivery protocols, sanitation of cutlery and single use condiments.
- Dining services are updated to discontinue buffets, using cafeteria style or grab-and-go services instead.
- The property website communicates expectations to guests, including cleanliness and safety features, as well as expectations for arrival and stay.

EMPLOYEE CONSIDERATIONS:

- Employees are educated on COVID-19 and all guest protocols and procedures.
- Employees have been educated on proper hand cleaning practices and follow guidelines hourly and after activities such as using the restroom, cleaning, eating, and before and after starting shifts.

- Employees wear appropriate PPE in accordance with state or local regulations and are trained on proper use and disposal of PPE. Masks and gloves have been provided to employees when appropriate/required.
- Housekeepers are required to wear eyewear, masks and gloves.
- Staff meetings are conducted with appropriate social distancing (outdoors, virtually, or in other appropriate areas).
- Temperatures of employees are checked and employees with a confirmed temperature of over 100.0°F will not be allowed entry to the property. Temperatures are never recorded to comply with HIPAA (optional).

CLEANING PROTOCOLS:

- The frequency of cleaning and sanitizing in all public spaces, with an emphasis on frequent contact surfaces, is increased.
- Proven cleaning and sanitizing protocols are in place to clean guest rooms, with particular attention paid to high-touch items.
- Rooms are 'sealed' or mechanisms/notices are in place for clean rooms not to be entered between guests.
- All bed linens and laundry are washed at a high temperature in accordance to CDC guidelines, and dirty laundry is bagged/contained in the guest room to eliminate excess contact while be transported.
- Rooms are left vacant for 24-72 hours prior to or after cleaning (if possible).
- The frequency of cleaning and sanitizing in all high traffic back of house areas, with an emphasis on employee dining rooms, locker rooms, restrooms and kitchens, is increased.
- Shared tools and equipment are sanitized during and after each shift or anytime the equipment is transferred to a new employee.
- The use of shared food and beverage equipment, including shared coffee/tea service, has been discontinued.
- In the case of a presumptive COVID-19 positive guest, the guest's room is removed from service and quarantined and the guest room is not returned to service until case is confirmed or cleared. In the event of a positive case, the room is only returned to service after undergoing an enhanced sanitization protocol, which is encouraged to be performed by a licensed third-party service.
- The frequency of air filter replacement and HVAC system cleaning is increased to maximize fresh air exchange.
- Suppliers, delivery drivers, and other individuals from third-party companies are reminded of social distancing requirements.

I, _____ the _____
PRINT NAME JOB TITLE
 at _____ located at _____,
PROPERTY NAME PHYSICAL ADDRESS

certify that the above checked items are correct and accurate to the best of my knowledge.

Signature _____ Date _____

Please return this form to the CHLA and you will be sent a Clean + Safe Certified window decal and images for website and promotional use.

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