

**BE SAFE** ★  
**CHICAGO** ★



**Be Safe. Hotel &  
Accommodations**



## Cautiously reopening Chicago requires:

### Healthy interactions

#### Social distancing



Limitations on physical distance to other individuals

#### Gathering size



Limitations on gatherings of individuals

#### Protective gear



Use of protective gear by individuals

#### Hygiene requirements



Ensuring hygienic interactions (e.g., hand washing)

### Safe spaces and conditions

#### Entry access



Entry/exit condition for access to space

#### Cleaning standards



Actions taken to disinfect space

#### Visual guidance



Hygiene resources and guidance posted in space

#### Workplace conditions



Evaluation of foot traffic, ventilation, etc.

### Operational resilience and monitoring

#### Flexible models



Flexibility with sick leave, remote work (when possible)

#### Operational resiliency



Support for operational flexibility (e.g., multiple shifts)

#### Travel guidelines



Restriction of movement of people between locations

#### Testing / tracking



Facilitation of testing and tracking

# Be Safe. Hotel & Accommodations

Illustrative example



Gradually Resume  
(Phase IV)



## What may be different?

- 1 **6 ft indicators** placed throughout common areas to promote physical distancing; **face coverings** required in all common areas
- 2 Daily **housekeeping during stay upon request only** to limit staff time in guest rooms
- 3 Restaurants and bars open at **reduced capacity** for in-house dining / drinking
- 4 **Visual signage** throughout facility regarding hygiene, social distancing, proper PPE and more
- 5 Guests encouraged to leverage **mobile check-in / out** and keys
- 6 **High touch areas** such as elevators are frequently cleaned by employees
- 7 **Limited gatherings** in common areas such as lobbies

- Recommended guidance -





**Social  
distancing**

## Ensure >6 ft distancing between individuals; manage choke points

- Ensure guests socially distance in choke points or areas of congregation (e.g., in lines, lounges, and if practical, elevators)
- Ensure work stations are 6 feet apart; if impractical, provide appropriate barriers/shields and make all feasible adjustments to space out prep and service areas
- Set-up event seating to allow for social distancing between guests



**Gathering  
size**

## Limit gatherings to no more than 50 individuals, and public spaces to no more than 25% capacity

- Limit gatherings of employees and guests to no more than 50 individuals for indoor spaces, while practicing social distancing
- Limit gatherings of employees and guests to no more than 100 individuals for outdoor spaces, while practicing social distancing
- Limit capacity to 25% for all indoor spaces (excluding individual hotel rooms and overall hotel guest room capacity)
- Optimize elevator occupancy, utilizing floor markings and/or signage, and minimize the size of gatherings in elevator lobbies and other public areas (where practicable)



## Ensure protective gear is worn by employees and guests

- In any outdoor and indoor common spaces (e.g., not including private hotel rooms), face coverings must be worn over nose and mouth (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
- If practical, encourage gloves to be worn as appropriate for the work (e.g., food handling)
- Ensure housekeepers wear face coverings, gloves, and appropriate eye covers



## Ensure hygienic interactions (e.g., regular trainings, ample hand sanitizer)

- If appropriate, provide training to all employees on enhanced cleaning and sanitizing procedures
- Ensure frequent handwashing among employees and customers
- Provide hand sanitizer and/or wipes for guest and colleagues at all key locations throughout the hotel/accommodations space (e.g., lobby, elevator areas, event spaces)
- Provide amenities (e.g., hand sanitizer, soap, wipes) to the guest rooms upon request

# Be Safe. Hotel & Accommodations

Safe spaces and working conditions



Gradually Resume  
(Phase IV)



## Establish employee screening policy and protocol

- Prior to entering establishment, employees self-screen to ensure no symptoms of COVID-19 (e.g., questionnaire – see appendix)
- Employees or contractors should not report to, or be allowed to remain at, work if exhibiting symptoms or reporting they feel ill

## Establish policy for guest / third-party access to establishments

- Prior to leaving home, all individuals encouraged to self-identify symptoms and stay at home if symptomatic
- If practical, provide guests with pre-arrival notification on arrival experience, social distancing protocols, and PPE requirement
- If applicable, offer guest arrival through doors opened automatically or manually held open as allowed by fire code

- Recommended guidance -



## Establish daily and overnight cleaning protocol for common areas

- Increase cleaning frequency in public areas, focusing on high contact surfaces (e.g., door handles, counter tops, elevator call buttons and key pads, bell desk, front desk, public restrooms, room keys)
- Sanitize shared tools and equipment before and after each shift, or when transferred to a new individual
- Clearly distinguish between handling of "clean" and "dirty" items
- Frequently disinfect touch points where guests and employees interact (e.g., luggage service, valet parking)
- Increase Front of House / Back of House cleaning frequency in high traffic areas

## Establish cleaning policies for housekeeping

- Provide daily housekeeping service during stays upon request only (when guest is not in the room)
- Ensure guest room cleaning follows Hotel Brand, EPA, and CDC approved cleaning procedures, including: providing extra time after guest departs before cleaning, cleaning of high touch areas throughout the room, and proper handling of soiled linen
- Remove room from service to undergo deep cleaning protocol if occupant tests positive for COVID-19

# Be Safe. Hotel & Accommodations

Safe spaces and working conditions



Gradually Resume  
(Phase IV)



**Visual  
guidance**

## Provide visual guidance on hygiene standards and entry requirements for employees / guests

- Post guidelines and criteria for customers to enter the building, including face coverings, social distancing in common areas, and limitations on gathering sizes
- If practical, add markers or guidance on floors to clarify expected 6 ft. spacing between guests



**Work-  
place**

## Optimize workplace to limit interactions, improve airflow in indoor spaces

- Rearrange tables or furniture to be 6 ft apart in common areas to allow for social distancing in-between groups
- Ensure proper cleaning of HVAC system, including air filter replacements to be done on product prescribed intervals to achieve maximum air cleanliness and flow
- If practical, increase airflow of indoor spaces (e.g., windows, ventilations) according to [CDC guidelines](#)





**Flexible  
models**



**Operation  
resiliency**

## Limit in-person work where possible

- If practical, minimize in person interactions (e.g., consider utilizing online trainings / virtual staff meetings)
- Employees that can work from home should continue to do so

## Limit shift overlap

- If practical, stagger employee arrival times and breaks/meals to minimize traffic volumes (work in collaboration with local CBA's, where applicable)

## Encourage behavior to limit interaction

- If practical, promote electronic / keyless / cashless / paperless check-in
- Encourage food delivery and ordering, and replace traditional room service with knock and drop program
- Follow relevant industry guidelines for operations within the hotel (food service guidelines for restaurants and room service, health and fitness guidelines for gyms, etc.)
- Create food and beverage offerings with limited to no physical delivery, and encourage pre-packaged foods (e.g., self-service buffets suspended, replaced with a la carte options or "grab and go," pre-packaged food offerings)
- Promote appropriate social distancing by staggering arrival times, breaks, and heart of the house movements (as needed)



## Travel guidelines

### Limit travel for business

- If practical, limit staff travel across multiple hotel locations to essential travel only



## Testing/ Tracking

### Follow CDPH and CDC guidance for testing and tracing protocols

- If employee does contract COVID-19, they must follow all CDC guidelines before returning to work
- If an employee is identified as being COVID-19 positive by testing, cleaning and disinfecting must be performed according to CDC guidelines
- Any employee who has had close contact with a co-worker or any other person who is diagnosed with COVID-19 should self quarantine according to CDC guidelines
- If a facility becomes aware of 2 or more cases possibly associated with an establishment over a 14 day period, employers are required to report cases to CDPH
- Follow all other CDPH guidance set forth and comply with CDPH recommendations in response to a workplace outbreak



## Glossary

**Gathering:** A group of individuals outside a single household who are part of a spontaneous or planned event convening for more than ten minutes

**Handwashing:** The act of thoroughly cleaning one's hands with soap and water for at least 20 seconds or using a disinfectant capable of eliminating the virus that causes COVID-19

**Social distancing:** The physical spacing of at least six feet between individuals, or groups of individuals.

**PPE:** Personal protective equipment (e.g., face coverings, goggles, face shields); requirements vary based on industry and specific circumstances

## Self-screening sample questionnaire

**Self-screening:** A protocol by which an employee answers questions at the start of a shift. Subject to the guidance of the Commissioner of Health, the questions may include:

- Have you had a body temperature over 100 degrees Fahrenheit or have you used a fever reducer in the previous 24 hours to treat a body temperature over 100 degrees Fahrenheit?
- Do you have a new cough that you cannot attribute to another health condition?
- Do you have a new or worsening sore throat that you cannot attribute to another health condition?
- Do you have new shortness of breath that you cannot attribute to another health condition?
- Have you recently developed a complete loss of smell or taste?



## General workplace guidance

## Hotel Accommodation guidance

## Disclaimer

### National resources for further guidance

**CDC** – *Activities and Initiatives Supporting the COVID-19 Response and the President's Plan for Opening America Up Again:*  
<https://www.cdc.gov/coronavirus/2019-ncov/downloads/php/CDC-Activities-Initiatives-for-COVID-19-Response.pdf>

**CDC** – *Guidance for Businesses and Workplaces*  
<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

**OSHA** *Guidance on Preparing Workplaces for COVID-19:*  
<https://www.osha.gov/Publications/OSHA3990.pdf>

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**American Hotel and Lodging Association** – *Safe Stay Report:*  
<https://www.ahla.com/sites/default/files/SafeStayReport.pdf>

**Illinois Hotel and Lodging Association** – *Clean and Safe Guidance*  
[http://www.illinois-hotels.org/forms/IHLA\\_Hotel\\_ReOpening\\_Guidance.pdf](http://www.illinois-hotels.org/forms/IHLA_Hotel_ReOpening_Guidance.pdf)

**OSHA** – *Guidance for preparing the workplace:*  
<https://www.osha.gov/Publications/OSHA3990.pdf>

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