



## REQUIREMENTS & RECOMMENDATIONS

### FIVE AREAS:

1. Arrivals/Departures Process
2. Temporary Breakfast Standards
3. Guestroom Amenities, Standards and Cleaning Procedures
4. Lobby and Public Spaces
5. Employee Safety Standards

### 1. ARRIVALS/DEPARTURE PROCESS

#### REQUIREMENTS

1. Install professional signage at the front entrance and front desk regarding the We Care Clean program (template to be provided by Best Western).
2. Establish social distancing signage, procedures and touchless practices throughout the arrival/departure process. Consider which practice(s) will work at your hotel and ensure they meet any local government requirements. Hotels must implement the following:
  - a. Professional floor markings installed six (6) feet apart. Hotels will have option to adopt the decals or signage or submit other methods for approval.



- b. Plexiglass or similar partition or table partition. Vendors selling these partitions are available through BW Supply.
- c. If signature is required on registration card, sanitize pen after every use.
- d. Either position credit card machine for guest access, and “show” identification to clerk (without touching) or sanitize cards before returning to guest.
- e. Front desk counter and pens to be sanitized if touched by guest.



3. Install a hand sanitizer station or have hand sanitizer available for guests and employees at entry and in lobby area, and ideally at the elevator and other entrances if possible.
4. At check-in, attempt to collect from the guest:
  - a. Mobile phone number to provide texting service (for hotels that use a texting platform, i.e. Runtriz mobile concierge).
  - b. Implement express check out in an electronic/digital (email) format only for all guests, unless the guest requests otherwise.
  - c. Do not deliver paper folios under the guest room door; guests may receive a paper copy at the front desk upon request. Refer to “Front Desk Talking Points”.
5. Using the approved template in the Appendix, provide to each guest a General Manager We Care Clean welcome letter. Hotel has the option to provide a letter to each guest at check in or the guest room, or to post/display at the front desk, or display on the hotel’s Wi-fi landing page.
5. Once existing stock has been depleted, implement the new branded key packets with text “Key Card Sanitized for Your Safety” with We Care Clean logo, stickers will also be available to apply to existing key packets, but are not required (available through BW Supply).
6. For Best Western Rewards® Elite members, provide 500 points only (to replace the welcome gifts). Optional: The property may provide a small bottle of Best Western branded hand sanitizer in addition to the 500 points. Refer to the “Front Desk Talking Points”.
7. Add a container for guests to drop off used pens and key cards (key card drop box in the lobby area), to be sanitized prior to any future use.
8. If property operates transportation/shuttle van, sanitize interior between trips.
9. Luggage carts are to be sanitized, hotel to provide wipes for guests and staff.

## **ARRIVALS/DEPARTURE RECOMMENDATIONS**

1. Consider providing a paper-less check-in to reduce and eliminate contact, such as:

- a. Use technology such as Mobile Concierge that allow for a pre-arrival check-in and answers all needed registration questions. For questions about how to use Mobile Concierge, contact your [Regional Services Manager](#).
  - b. Use inexpensive tablets for the registration process which promotes social distancing and can be wiped down with a disinfecting product after each use. Contact your PMS vendor or Best Western for information.
2. For hotels with exterior corridors or multiple buildings, consider implementing “curb side” exterior check-in.
  3. Ensure you are disinfecting the business center or have sanitized wipes available for computer keyboard after each guest use. Remove all paper and office supplies from this area.
  4. Increase visibility of disinfecting processes and use disinfecting checklist and log
  5. Disinfect all front desk surfaces and equipment between guests and behind the desk including front desk counter, payment machines, pens, keyboards, and computer mouse, any handles, etc.

## 2. TEMPORARY BREAKFAST STANDARDS

### REQUIREMENTS

Newly adopted temporary standards should comply with local regulations. The breakfast room should be closed if possible and not available for guests to congregate; if open, re-set the room for social distancing and possibly control quantity of guests in the room. Unless restricted by local government regulations, breakfast is to be provided to guests using any of the options below.



#### **Breakfast Service\***

Option A - Self-serve Grab & Go or Limited Breakfast Offering.

Option B - Staff may provide table service for breakfast items.

Option C - Pre-plate all breakfast items (gloves and mask must be worn).

*\*May reduce breakfast hours from three (3) hours to two (2) hours dependent on occupancy.*

#### **Breakfast Offerings:**

- Hot breakfast item.
  - Pre-packaged or homemade breakfast sandwich, burrito or similar, with egg and with and without protein; or

- Served/plated breakfast with egg and protein.
- Oatmeal, Grits or Cream of Wheat - PC or served.
- Yogurt - PC or provided in covered container, toppings not required.
- Choice of two dry cereals - PC or provided in bowl and covered.
- Pre-wrapped muffin, pastry or breakfast bread.
- Fruit - Two varieties - PC or fresh whole fruit.
- Self-serve beverage stations to include: coffee, tea, orange juice, milk and water.
  - Napkins and signage so guests do not touch the handles. Also, pre-separate cups.

### **Breakfast Room (if allowed to open) Cleaning/Safety Standards**

- Professional signage regarding COVID-19.
- Sanitize tables and chairs after each guest.
- Provide hand sanitizing station and paper towels for guests.
- Observe social distancing - consider removing or re-arranging seating where possible.
- Gloves and masks are to be worn by breakfast staff
- Disinfect floor, trash cans, all serving counter tops, handles and other guest contact surfaces with applicable disinfectants.

## **3. GUEST ROOM AMENITIES, STANDARDS AND CLEANING PROCESSES**

### **REQUIREMENTS: HOUSEKEEPING – GUEST ROOMS**

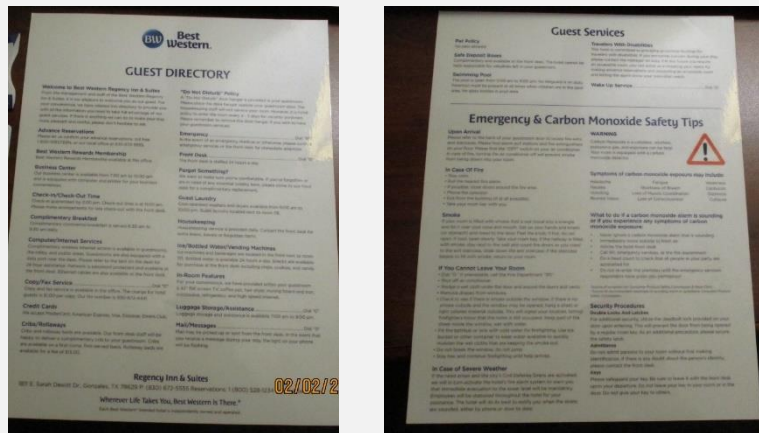
#### **Remove from or modify in all guest rooms:**

1. All decorative room elements including pillows and bed scarves are to be removed. Remove and have upon request extra bedding for sofa beds.
2. Paper note pads and pens are to be removed.
3. Guest room coffee station will include only single use disposable coffee, wrapped condiments, stir sticks and wrapped cups.
4. Use of triple sheeting on the guest room beds is required.
5. Remove the bath amenity tray and replace with a fresh washcloth to display items.





6. Remove laundry bags and provide upon request only.
7. Remove or replace the binder-style guest directory with a single-page double-sided laminated directory (unless room service is offered, then laminate all pages) - OR – have the guest directory information available on the television display or Wi-fi landing page.



**For stayovers, no service is to be provided unless guest requested.**

1. **No Service** – For all stayover guests. However, guest rooms are to be checked daily.
2. **Upon guest request only: Tidy service or Full Clean Service.** Ask the guest(s) to leave the room during any stay over service if possible to limit contact.

## Cleaning Standards and Procedures

1. Complete and enhanced housekeeping service is to only be provided for check-outs.
2. If possible, allow check-out rooms to be vacant for 24 to 72 hours prior to cleaning.
3. Wear required disposable gloves and protective masks. Discard disposable gloves after each room cleaning. Gloves should be dedicated for cleaning and disinfecting surfaces and should not be used for other purposes.
4. Implement enhanced cleaning requirements per “Cleaning Guidelines.”
  - a. Pay particular attention to high touch point areas, to include door handles, locks and latches, light switches, desk and counter surfaces, coffee maker, telephones, television remote controls (ensuring clean remotes are being used), clock radios, drapery pulls, lamps, trash receptacle touch points, toilet flush handles, water faucet handles, toilets and toilet seats, and flooring. Only approved chemicals or equivalent products and rags to be used in cleaning. Hotels may use existing vendors.

- b. Television touchpoints must be disinfected, and the television remote will be disinfected. Use of clean remotes or approved alternative is highly recommended. Clean remote sleeves are not to be used.
  - c. Use appropriate chemicals for each area and surface in the guest room and bathroom. For disinfecting, many products need to remain on hard surfaces for several minutes in order to work. Follow the manufacturer's instructions for proper use to get the most virus killing protection. [View EPA approved list of products](#) to use against the virus.
5. Sanitize iron/board, hairdryer and hangers if used.
6. Use only disposable coffee cups and prewrapped cups.
7. Remove top layer of toilet paper from roll for check out full cleans.
8. Used linen and trash may not be placed on a housekeeping/laundry cart with unused linens and amenities.
9. All clean and ready rooms are to be inspected and misted/fogged before guest arrival.
  - a. Use of electrostatic sprayers, foggers, ozone machines or ultraviolet equipment are required as an enhanced sanitizing practice, with hotel to determine the number of pieces of equipment needed for operational purposes.

## GUEST ROOM RECOMMENDATIONS

1. To reduce the risk of cross-contamination and to ensure a clear, simple room cleaning process, implement a colored-coded rag use system. Contact your RSM or Best Western Supply for more information.
2. Leave doors/windows open so fresh air and air handlers/air movers dissipate the possible air borne contaminants before attempting to clean.
3. Reduce bed pillows to two per bed.
4. Consider bulk dispenser style bath amenities when possible, not required
  - a. After cleaning and disinfecting the room and handling used bedding and towels, housekeepers should put on fresh gloves to finish refreshing the room and handling clean linens.
5. Avoid shaking soft furnishings (mats, rugs cushions etc.) and linens. These items can carry germs and shaking them can contaminate areas you have already cleaned.
6. Using a HEPA filter vacuum is recommended for all floors and upholstery.
7. When deep cleaning carpeted floors (as often as possible), use steam cleaner or carpet shampoo. Steam cleaning provides the most effective option for removing germs.
8. Disinfect any "privacy please" cards.
9. Daily cleaning equipment such as toilet brushes, vacuum cleaners, buckets, brooms and mop handles should then be washed and disinfected daily.
10. Usage of UV Wands is optional pending research regarding effectiveness on COVID-19.

10. Any lost and found guest items should be secured in a sealed plastic bag and tagged to identify, then follow hotel procedure for Lost & Found items.

## **HOTEL LAUNDRY**

### **REQUIREMENTS**

1. Regular (minimum quarterly) vendor training and equipment calibration is required. Only specified chemicals or equivalent products may be used. Hotels may use existing vendors.
2. Implement enhanced sanitation practices:
  - a. Same gloves cannot be used for loading used linen/terry and clean linen/terry. Consider aprons for associates (not required).
  - b. Use separate laundry carts or trash bags for used linen/terry to avoid transmission of virus.
  - c. Sanitize laundry carts for delivery of clean linen/terry.

## **HOUSEKEEPING/MAINTENANCE**

### **REQUIREMENTS**

1. Housekeeping carts are to be sanitized each night/day before restocking.
2. Use HEPA filters in vacuum cleaners where possible.
3. Change/clean the PTAC/HVAC filters monthly.

## **4. LOBBY AND PUBLIC SPACES, POOL, FITNESS CENTER, MEETING ROOMS, VENDING**

### **REQUIREMENTS**

1. **Lobby/Public Areas**
  - a. Professional signage regarding health and safety best practices (brand to provide template).
  - b. Hand sanitizing station or sanitizing wipes available in lobby (Best Western logo dispensers available through Supply).
  - c. Increase frequency of lobby cleaning, be visible.
  - d. Remove all lobby brochures, magazines, newspapers. May be offered at the front desk.
2. **Sundry Shop/Area**
  - a. Consider adding safety and sanitizing products (not required).
  - b. Consider additional food and beverages items (not required).
3. **Public Restrooms**
  - a. Consider, not required, installing handsfree faucets and toilets (not required).

- b. Consider, not required, handsfree dispensers for soap and paper towels (generally complimentary with purchase of product) (not required).
- c. Frequent cleaning based on guest usage.

**4. Pool/Fitness**

- a. Only open for use when authorized by government officials.
- b. Sanitizing spray/wipes and hand sanitizing station must be provided with appropriate signage to wipe down equipment and furniture before and after each use.
- c. Furniture and equipment to be sanitized nightly.
- d. Consider electrostatic fogging or using ozone machine or UV system for fitness room and indoor pool daily after closing (not required).

**5. Restaurant/Lounge**

- a. Comply with federal, state, provincial and municipal requirements.
- b. Recommend offering food and beverage “to go” items (not required).

**6. Meeting Rooms**

- a. All chairs, tables, equipment sanitized after each use.
- b. Comply with federal, state, provincial and municipal requirements.
- c. Note pads/pens upon request only – sanitize pens after each use.
- d. Self-serve beverage stations with napkins.
  - 1. Same standards for breakfast or box breakfast items.
  - 2. Box lunches recommended (not required).
  - 3. Hand sanitizing station or sanitizing wipes available in room.

## RECOMMENDATIONS

- 1. Consider installing handsfree faucets and toilets in public area restrooms, and handsfree dispensers for soap and paper towels in public area restrooms.
- 2. Remove towels from the pool and fitness area and provide to guests upon request.
- 3. Regularly walk the corridors to disinfect the floor, trash cans, elevator buttons, vending and ice machines and other surfaces in the corridors (if any).

For additional details, visit:

[COVID-19 Printable Checklist Housekeeping – March 2020” on the member portal under the section entitled “Ecolab Resources.”](#)



## 5. EMPLOYEE SAFETY STANDARDS

### REQUIREMENTS

New adopted standards should comply with local laws and regulations however please consult with your local and state authorities.

#### Requirements for Employees

1. Require staff to wear clean uniforms when they arrive at work each day.
2. Ensure sick employees do not come to work.
3. Require staff to wash hands upon arriving at work and direct employees to wash hands frequently, and wash hands with soap and water for at least 20 seconds.
4. Review the back-office timeclock procedures to minimize contact. Make the process hands free or disinfect the touch points daily.
5. All staff are to wear gloves, with face masks highly recommended. These are to be provided by the hotel.

### RECOMMENDATIONS

1. Direct housekeepers and laundry staff to wear gloves and mask while cleaning all common areas, guestrooms, and handling soiled laundry in any location, or as required by law. These gloves must be sanitized by the employee during their use and between guest rooms to minimize cross contamination. Ensure all staff are trained in proper cleaning procedures, social distancing, and receiving of all hotel operating and cleaning supplies and equipment. Require sick employees stay home.
2. Avoid touching eyes, nose, and mouth, cover mouth and nose with a tissue if they must cough or sneeze.
3. Recommended to wear 12" minimum length gloves for forearm protection.
4. At the end of each shift, clean and disinfect any items used by staff in the back office (e.g. computers, photo copier, telephones, etc.)
5. Provide and use 'touchless' thermometers to measure employee temperatures as applicable.
  - a. Refer to Exhibit A below.
6. Require all personal portable communication devices (e.g., phones, walkie-talkies, pagers) to be disinfected at a minimum at start of each shift and again at the end of each shift.
7. View and provide hotel staff [CNN's resource on "How to coronavirus-proof your home."](#)
8. Require hotel employees to report to management if they believe they have been exposed to anyone who has tested positive for COVID-19 or who may be displaying symptoms consistent with COVID-19 (e.g., family members or others they have been in contact with).
  - a. If an employee reports testing positive for COVID-19, immediately contact your local health officials for guidance.
  - b. Notify all employees of any high-risk guests staying in the hotel. If any employee feels uncomfortable about being in contact with a high-risk guest or the guest room, other work arrangements should be made.
9. If an employee believes a guest has COVID-19, notify the general manager to determine next steps.

NOTE: While thermometers may be among the recommended supplies that hotels may consider purchasing and having available, at this point in time Best Western does not (and our “best practices” document does not) advocate for the mandatory taking of temperatures of either associates or guests, recognizing that COVID-19 matters and best practices continue to evolve as more and more is learned as the result of research.

Best Western’s current recommendation is that hotels emphasize to their associates that associates should not go to work if they are not feeling well or are exhibiting flu-like symptoms. Likewise, hotels should require social distancing and cleaning protocols. Hotels may consider having thermometers on hand so that if an associate begins to not feel well, or questions their health, they can take their temperature.

The Centers for Disease Control and Prevention considers a reading of 100.4 degrees Fahrenheit a fever. And, if hotel management witnesses an associate with flu-like symptoms, management may ask the associate to take his or her temperature and verify that he or she is not sick. Hotel management should allow the associate privacy and ask him or her to report if he or she has a fever relying upon their honor and truthfulness noting the seriousness of the matter and they are not wanting to infect fellow associates and guests. If an associate is sick, hotel management may direct the associate to leave and self-quarantine for fourteen (14) days.

Noting this, every situation is different. Hotel management may decide that it wants to require its employees to take their temperature prior to starting their shifts – using an honor system to report a “normal” reading – without creating a log with temperatures noting ADA health privacy requirements. Whether to implement such a requirement is fact-specific and may vary based on a number of risk factors, including the volume of cases and community transmission data in the hotels’ area, how employees get to work (e.g., public transportation), whether the hotel is housing healthcare workers, first responders or others who could be exposed to the virus, what other mitigation measures the hotel is taking, and what local health authorities in the area are recommending, among others.

If this is a measure hotel management wishes to pursue, it is recommended that hotel management consider the guidance from the Equal Employment Opportunity Commission (“EEOC”), which does not prohibit the practice, but requires other mitigation measures and protocols to be followed. See FAQs 5, 6 and 7 at:

[https://www.eeoc.gov/facts/pandemic\\_flu.html](https://www.eeoc.gov/facts/pandemic_flu.html)