



Even though COVID-19 case rates have come down significantly from their peak in the third surge and more people are vaccinated, there remains a risk that people who you may come into contact with when you are outside your residence may have COVID-19. Most COVID-19 infections are caused by people who have no symptoms of illness. There are many people you may come into contact with in San Francisco who are not yet fully vaccinated. We have also seen surges in other parts of the country and the world, increasingly impacting younger adults.

The opening or expansion of sectors does not necessarily signify that these activities are “safe.” The purpose of the required safety protocols contained in San Francisco’s Stay-Safer-At-Home Order and companion health directives is to make these activities and sectors safer for workers and the public. But reopening and expansion requires that all individuals and businesses use particular care and do their part to make these activities as safe as possible by strictly and consistently wearing face coverings indoors and outdoors in large crowds and following social distancing requirements and all other safety protocols.

Everyone who is eligible, including people at risk for severe illness with COVID-19 – such as unvaccinated older adults and unvaccinated individuals with health risks – and members of their households are urged to get vaccinated as soon as they can if they have not already done so.

**DIRECTIVE OF THE HEALTH OFFICER No. 2020-29i**

**DIRECTIVE OF THE HEALTH OFFICER OF  
THE CITY AND COUNTY OF SAN FRANCISCO REGARDING REQUIRED BEST  
PRACTICES FOR LODGING FACILITIES, INCLUDING HOTELS, MOTELS AND  
SHORT-TERM RENTALS**

**(PUBLIC HEALTH DIRECTIVE)**  
DATE OF DIRECTIVE: May 6, 2021

**By this Directive, the Health Officer of the City and County of San Francisco (the “Health Officer”) issues industry-specific direction that lodging facilities, as described below, must follow as part of the local response to the Coronavirus Disease 2019 (“COVID-19”) pandemic. This Directive constitutes industry-specific guidance as provided under Sections 4.e and 11 of Health Officer Order No. C19-07w issued on May 6, 2021 (the “Stay-Safer-At-Home Order”) and, unless otherwise defined below, initially capitalized terms used in this Directive have the same meaning given them in that order. This Directive goes into effect immediately, and remains in effect until suspended, superseded, or amended by the Health Officer. This Directive has support in the bases and justifications set forth in the Stay-Safer-At-Home Order. As further provided below, this Directive automatically incorporates any revisions to the Stay-Safer-At-Home Order or other future orders issued by the Health Officer that supersede that order or reference this Directive. This Directive is intended to promote best practices as to Social Distancing Requirements and sanitation measures, helping prevent the transmission of COVID-19 and safeguard the health of workers, customers, and the community.**

**UNDER THE AUTHORITY OF CALIFORNIA HEALTH AND SAFETY CODE  
SECTIONS 101040, 101085, AND 120175, THE HEALTH OFFICER DIRECTS AS  
FOLLOWS:**



**Health Officer Directive No. 2020-29i**

1. **Definitions.** For purposes of this Directive, the following terms shall have the meanings given below:
  - a. **“Lodging Facility”** means any facility in San Francisco where members of the public can obtain lodging on a short-term basis, including, without limitation, hotels, motels, auto courts, bed and breakfasts, inns, cabins and cottages, hostels, and lodging provided for vacation or short-term rentals (i.e. rentals for fewer than 30 consecutive nights at a time) by owners through on-line services.
  - b. **Lodging Facility does not include:**
    - i. homeless shelters or other facilities used to house persons who are experiencing homelessness or would otherwise become homeless;
    - ii. single room occupancy hotels, sometimes known as “SROs” or “residential hotels”;
    - iii. transitional housing designed for individuals or families seeking to transition to independent living;
    - iv. assisted living facilities and residential care facilities, including, but not limited to, skilled nursing facilities (sometimes known as nursing homes);
    - v. residential healthcare facilities;
    - vi. lodging facilities where the average duration of guest occupancy is more than 60 days;
    - vii. foster homes, including, but not limited to, foster group homes;
    - viii. lodging that is owned and operated by governmental entities; or
    - ix. lodging that is being used by governmental entities, or through contracts with governmental entities, for the purpose of responding to COVID-19.
  - c. A **“Guest”** of a Lodging Facility refers to any person who rents or stays in a room or rooms at a Lodging Facility.
  - d. **“Personnel”** includes all of the following people who provide goods or services associated with a Lodging Facility: employees; contractors and sub-contractors (such as those who sell goods or perform services onsite or who deliver goods for the business); independent contractors; vendors who are permitted to sell goods onsite; volunteers; and other individuals who regularly provide services onsite at the request of the Lodging Facility. **“Personnel”** includes **“gig workers”** who perform work via the business’s app or other online interface, if any.
  - e. **“Unoccupied Unit”** means a residence or unit in a Lodging Facility that is rented while the operator is not physically present or has a separate exterior entrance and exit that does not require the use of shared facilities, and is otherwise unoccupied.
2. **This Directive applies to all owners, operators, managers, and supervisors of any Lodging Facility. Because Lodging Facilities typically involve members of different households staying in close proximity within an enclosed area for days or weeks at a**



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time, and often using shared equipment or spaces, Lodging Facilities must take extra precautions to reduce the risk of COVID-19 transmission for Personnel, Guests, and others. Because many individuals may be pre-symptomatic, or show no symptoms at all there is a heightened need for comprehensive and medical-based cleaning, disinfecting, and operating standards. To mitigate virus transmission risks, this Directive outlines minimum requirements for Lodging Facilities, including encouraging contactless interactions, and appropriate precautions for the cleaning of rooms. Due to the transient nature of Guest stays at Lodging Facilities, this Directive also takes precautions to avoid unnecessary risks presented by cumulative or cross-contamination between individuals. This Directive, in combination with the incorporated CDC guidelines, and the California DPH guidelines, collectively represent the most stringent cleaning and disease prevention standards applicable to Lodging Facilities in San Francisco.

- a. Lodging Facilities are not required to screen Guests for COVID-19 symptoms. Lodging Facilities should not refuse to accept guests who are COVID-19 positive, exhibiting COVID-19 symptoms, or have recently come into close contact with someone who tested positive for COVID-19 in the last 14 days, unless the Guest needs immediate medical attention.
  - b. Property managers, timeshare operators, and other rental unit owners and operators are only allowed to rent Unoccupied Units and cannot rent rooms or spaces within an occupied residence until otherwise notified through a written directive from the Health Officer.
3. Attached as Exhibit A to this Directive is a list of best practices that apply to Lodging Facilities (the “Best Practices”). Each Lodging Facility must comply with all of the relevant requirements listed in the Best Practices.
  4. Before it begins to offer lodging, services or allow Personnel onsite, each Lodging Facility, must create, adopt, and implement a written health and safety plan (a “Health and Safety Plan”). The Health and Safety Plan must be substantially in the form attached to this Directive as Exhibit B.
  5. If an aspect, service, or operation of the Lodging Facility is also covered by another Health Officer order, then the Lodging Facility must comply with all applicable Health Officer orders, and directives, and it must complete all relevant Health and Safety Plan forms.
  6. Each Lodging Facility must (a) make the Health and Safety Plan available to every Guest before check in, (b) provide a summary of the Health and Safety Plan to all Personnel working on site or otherwise in the City in relation to its operations and make the Health and Safety Plan available to Personnel upon request, and (c) post the Health and Safety Plan at each entrance to any physical business site within the City. Also, each Lodging Facility must provide a copy of the Health and Safety Plan and evidence of its implementation to any authority enforcing this Directive upon demand.
  7. Each Lodging Facility subject to this Directive must provide items such as Face Coverings (as provided in Health Order No. C19-12, and any future amendment to that order), hand sanitizer or handwashing stations, or both, and disinfectant and related cleaning supplies to Personnel, all as required by the Best Practices. If any such Lodging Facility is unable to provide these required items or otherwise fails to



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comply with required Best Practices or fails to abide by its Health and Safety Plan, then it must cease operating until it can fully comply and demonstrate its strict compliance. Further, as to any non-compliant Lodging Facility, any such Lodging Facility is subject to immediate closure and the fines and other legal remedies described below, as a violation of the Stay-Safer-At-Home Order.

8. This Directive and the attached Best Practices may be revised by the Health Officer, through revision of this Directive or another future directive or order, as conditions relating to COVID-19 require, in the discretion of the Health Officer. Each Lodging Facility must stay updated regarding any changes to the Stay-Safer-At-Home Order and this Directive by checking the Department of Public Health website (<https://www.sfdph.org/directives>) regularly.
9. Implementation of this Directive augments—but does not limit—the obligations of each Lodging Facility under the Stay-Safer-At-Home Order including, but not limited to, the obligation to prepare, post, and implement a Social Distancing Protocol under Section 4.d and Appendix A of the Stay-Safer-At-Home Order. The Lodging Facility must follow these industry-specific Best Practices and update them as necessary for the duration of this Directive, including, without limitation, as this Directive is amended or extended in writing by the Health Officer and consistent with any extension of the Stay-Safer-At-Home Order, any other order that supersedes that order, and any Health Officer order that references this Directive.

This Directive is issued in furtherance of the purposes of the Stay-Safer-At-Home Order. Where a conflict exists between this Directive and any state, local, or federal public health order related to the COVID-19 pandemic, including, without limitation, the Social Distancing Protocol, the most restrictive provision controls. Failure to carry out this Directive is a violation of the Stay-Safer-At-Home Order, constitutes an imminent threat and immediate menace to public health, constitutes a public nuisance, and is a misdemeanor punishable by fine, imprisonment, or both.

A handwritten signature in black ink, appearing to read "Susan Philip".

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Susan Philip, MD, MPH,  
Health Officer of the  
City and County of San Francisco

Date: May 6, 2021



**Best Practices for Lodging Facilities**

**In addition to preparing, posting, and implementing the Social Distancing Protocol (Appendix A of Health Officer Order No. C19-07, and any amendments to that Order) (the “Social Distancing Protocol”), each Lodging Facility that operates in San Francisco must comply with each requirement listed below and prepare a Health and Safety Plan substantially in the format of Exhibit B, below.**

**1. Section 1 – General Requirements for all Lodging Facilities:**

- 1.1.** Follow all applicable public health orders and directives, including this Directive and any applicable State orders or industry guidance. In the event of any conflict between a State order or guidance and this directive, follow the more restrictive measure.
- 1.2.** If all or part of a Lodging Facility has been vacant or dormant for an extended period, ensure that plumbing is functioning and that pipes are flushed before use. The San Francisco PUC provides guidance for flushing and preparing water systems at <https://sfwater.org/index.aspx?page=1327>.
- 1.3.** All Lodging Facilities must comply with the ventilation protocols at Section 4.i of the Stay-Safer-At-Home Order. Review SFDPH’s guidance for improved ventilation available at: <https://www.sfcdec.org/COVID-ventilation>.
- 1.4.** Provide hand sanitizer (using touchless dispensers when possible) at key Guest and Personnel entrances and contact areas such as driveways, reception areas, hotel lobbies, restaurant entrances, elevator and escalator landings, and stairway entrances.
- 1.5.** Clean all high-touch areas and surfaces at least once daily, or more frequently if required by industry standards. Additional cleaning and disinfection is required if the previous user appears symptomatic, or there is visible contamination from nasal or oral secretions.
- 1.6.** Add all COVID-19 related signage to the Lodging Facility as required by Sections 4.g, 4.h, and 4.i of the Stay-Safer-At-Home Order. Templates for signage is available online at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>.
- 1.7.** Lodging Facilities should encourage self-parking options. If valet service is provided, valet service drivers are required to wear face coverings, and maintain social distancing guidelines. If van or shuttle service is provided, windows should be opened, and households should maintain social distance to maximum extent feasible.

**2. Section 2 – Guests, and Check in/out Procedures**

- 2.1.** Lodging Facilities must make their Health and Safety Plans available to Guests before check in (as required in Directive Section 7(a) above), and require an acknowledgement of the plan from the Guest.
- 2.2.** Each Lodging Facility must require all Guests to self-screen using the “Screening Handout for Guests at Lodging Facilities” form prepared by DPH. In addition, Lodging Facilities must provide Guests a copy of “Tips for Staying in Lodging Facilities” also prepared by DPH, and includes a link to the Travel Advisory issued by the California Department of Public Health.



# City and County of San Francisco

# Department of Public Health Health Officer Directive

Lodging Facilities must require Guests to acknowledge that they have received and understand this information during the 24-hour period prior to check in. These forms are available at <https://www.sfdph.org/directives> (and attached as Attachment A-1 and A-2 to this Directive, respectively).

- 2.3. Due to the increased risk of transmission presented by mixing households, Guests are strongly encouraged stay in single hotel, motel or other lodging rooms with only members of their household. Visitors (other than another guest of the same Household) are prohibited.
- 2.4. Except for emergencies, Personnel must not enter the Guest room or short-term rental unless the Guest is not present in the room.
- 2.5. If possible, use touch-free check-in and payment systems, such as payment online or over the phone. But Lodging Facilities must accept cash payment if the Guest wishes to pay by cash.
- 2.6. Lodging Facilities should be prepared to assist public health authorities in potential contact tracing efforts.

### 3. Elevators, Escalators and Stairs

- 3.1. Modify policies for using elevators, escalators and stairs serving as access to, from and within the Lodging Facility.
  - 3.1.1. Where feasible, make stairways accessible to Personnel and Guests entering the Lodging Facility. Encourage Personnel who are physically able to use the stairs.
  - 3.1.2. Add signage to stairways and escalators reminding Guests and Personnel to keep at least six feet distance from others, wear Face Coverings, and discouraging people from talking while riding the elevators.
  - 3.1.3. Limit capacity in elevators to the lesser of: (1) four people (including Guests and Personnel), or (2) the number of people who can fit in the elevator while maintaining at least six feet of distance from each other. More than four members of one Household may ride an elevator together. During peak building entry and exit times, this number of individuals from different Households may be adjusted to up to four individuals at a time for any elevator that does not allow for six feet of physical distance between riders.

### 4. Section 3 – Guest Amenities

- 4.1. If permitted by the applicable directive, Dining facilities may operate subject to compliance with Health Officer Directive 2020-16 (Dining), and any amendments to that directive.
- 4.2. If permitted by the applicable directive, indoor gyms, fitness centers, and any saunas, steam rooms, and spas may operate subject to compliance with Health Officer Directive 2020-31, and any amendment to that directive.
- 4.3. If permitted by the applicable directive, indoor pools and hot tubs may operate subject to compliance with the Health Officer Directive 2020-24, as that directive may be amended. Drowning prevention classes may be offered as may be permitted by the Stay-Safer-At-Home order.



- 4.4. Outdoor pools, outdoor tennis courts, pickleball courts, golf, and other outdoor recreational activities offered by Lodging Facilities may open subject to compliance with applicable Health Officer directives.
- 4.5. Personal services, such as hair and nail salons and massage, are permitted subject to compliance with applicable Health Officer directives. In-room spa services are allowed consistent with the safety protocols for Indoor Personal Services, so long as the spa personnel are wearing either a well fitted mask, or non-vented N-95, which the service provider must offer at no cost to their personnel, if requested.
- 4.6. Common area gathering places such as ballrooms, business centers, meeting and conference rooms, and lounge areas may open subject to compliance with the requirements for Conferences, Meetings, and Receptions (Section 28 of Appendix C-1 the Stay-Safer-At-Home-Order), or Live Events and Performances with Live Audiences (Section 27 of Appendix C-1 the Stay-Safer-At-Home-Order).

**5. Cleaning, Facilities Maintenance, and Worker Protection**

- 5.1. Lodging Facilities and Guests should consider the increased risk of transmission of the virus caused by indirect contact between housekeeping staff and Guests that may occur during daily room cleaning. Because many COVID-19 positive individuals never show symptoms at all, housekeeping staff must treat each room as if the Guest is COVID-19 positive. Housekeeping staff must take precautions against the spread of COVID-19 when handling high contact surfaces (e.g. TV remotes), droplets on surfaces (e.g. mirrors in bathrooms), and when entering the room due to the risk of aerosol transmission (infectious virus in the air). Housekeeping staff who enter multiple rooms must take precautions to avoid increased risk due to cumulative exposure created by entering multiple environments inhabited by potentially COVID-19 positive individuals. To minimize the risk of transmission, Lodging Facilities must require and ensure that all Guests and any other persons remain outside the room while housekeeping staff or other Personnel are in the room.
- 5.2. Lodging Facilities may offer daily room cleaning provided that the Lodging Facility complies with the following:
  - 5.2.1. Housekeeping staff must be instructed to turn available ventilation systems on, prop open doors and windows, and then wait 15 minutes before re-entering the room to begin cleaning.
  - 5.2.2. Lodging Facilities must provide housekeeping staff training on the requirements of this Directive, including instruction to treat every room as potentially housing someone who is COVID-19 positive because of asymptomatic and pre-symptomatic transmission, and the benefits of ventilation.
  - 5.2.3. Lodging Facilities must provide at no cost the following personal protective equipment (PPE) to all housekeeping staff and require that housekeeping staff wear all of the following at all times:
    - 5.2.3.1. N95 respirators to any housekeeping staff who requests one, and a well-fitted mask or non-vented N-95 respirator, even if not fit-tested, to all other housekeeping staff. Guidance regarding well-fitted masks can be found at: [www.sfdcpc.org/maskingupdate](http://www.sfdcpc.org/maskingupdate).



- 5.2.3.2. Eye protection in the form of safety glasses, healthcare eye splash shields, face shields, goggles.
- 5.2.3.3. Disposable gloves that are used for only one room and then discarded with adequate spares provided so that torn or damaged gloves can be replaced immediately.
- 5.2.3.4. Smocks, shop coats, uniforms, gowns, or similar garments which will protect the wearer's personal clothing. Replacement garments must be readily available in case garments become soiled during a shift, and all reusable garments must be laundered after a single day's use.

**Note Regarding N95 Respirators** – Per Cal/OSHA 8 CCR § 5144 “Respiratory Protection” users need to be medically screened to ensure the respirator will not create health issues. Additionally, users must be fit-tested with the brand, model, and size of respirators they will be issued and trained how to properly don, wear, and doff the respirator.

- 5.3. Each room must be thoroughly cleaned between Guest stays in accordance with CDC guidelines. The room should be cleaned as close to the next Guest's arrival (i.e., as many days after check-out) as possible. Lodging facilities must provide additional time for Personnel to thoroughly clean the Guest room.
- 5.4. Consider leaving rooms vacant for 24 to 72 hours after a Guest has departed, if feasible. Housekeeping staff must still wear Face Coverings, but are not required to wear N95 respirators if the room has been left vacant for at least 24 hours after the Guest has checked out.

**6. Additional Requirements for Short-Term Rentals**

- 6.1. Short-term rentals must comply with each applicable provision of Sections 1 to through 5 of this Directive. For clarity, the cleaning obligations (including the obligation to provide enhanced PPE to housekeeping staff) in Section 5 apply to each operator of a short-term rental.
- 6.2. Short-term rentals are permitted to rent out their entire residence, sometimes referred to whole home rentals, or has a separate exterior entrance and exit that does not require the use of shared facilities. This means that no person may rent out a portion of their residence (for example, renting out a bedroom through Airbnb or VRBO) while they stay in another portion of the residence.
- 6.3. If using an external or professional cleaning company, communicate expectations and plans for cleaning and disinfection standards, and get periodic confirmation that they are being followed by the contracted company. Cleaning companies and services are required to provide the personal protective equipment outlined in Section 5.4 for employees and independent contractors performing cleaning duties.



**City and County of San Francisco Health Officer Directive No. 2020-29**  
**Screening Handout for Guests at Lodging Facilities**  
 (updated March 23, 2021)

Per Health Officer Directive No. 2020-29, this handout must be given to you prior to checking-in at a Lodging Facility. It asks questions you must answer to understand your risk of transmitting COVID-19 during your stay. Go to [www.sfgcdcp.org/travel](http://www.sfgcdcp.org/travel) for more information or a copy of this form.

Note: this form is for Lodging Facilities Guests. Screening forms for Lodging Facility Personnel can be found at [www.sfgcdcp.org/screening-handout](http://www.sfgcdcp.org/screening-handout).

**Part 1 – Answer the following questions.**

**Guests have a right to keep their answers confidential if they choose.**

**Question #1: In the last 24 hours, including today, have you had ANY of the symptoms below, that is new or not explained by another condition?**

Fever (100.4°F/38°C or greater)	Feeling unusually weak or fatigued*	Diarrhea
Chills or shivering*	Loss of taste or smell	Runny or congested nose*
Cough	Muscle or body aches*	Nausea*
Sore throat	Headache	Vomiting
Shortness of breath, difficulty breathing		

\*Children and youth under 18 years old don't have to be screen for symptoms marked by an Asterix. They need to be screened for the other symptoms.

**Question #2: In the past 10 days, have you been diagnosed with COVID-19 or had a test confirming you have the virus?**

**Question #3: In the past 10-14 days, have you had “close contact” with anyone who has COVID19, during their contagious period?** (Please note: If you have received the COVID-19 vaccine, see [www.sfgcdcp.org/quarantineaftervaccination](http://www.sfgcdcp.org/quarantineaftervaccination). If you do not need to quarantine based on what is explained there, for the purposes of this screening form, you may answer “No” to this question.)

**If you have recovered from COVID-19 in the last three months, speak to your healthcare provider.**

“Close contact” means having any of following interactions with someone with COVID-19 while they were contagious (they are contagious 48 hours before their symptoms began until at least 10 days after the start of symptoms). If the person with COVID-19 never had symptoms, they are contagious 48 hours before their COVID-19 test was collected until 10 days after they were tested.

- Within 6 feet of them for a total of 15 minutes or more in a 24-hour period
- Having direct contact with their bodily fluids (coughed or sneezed on you or shared food utensils)
- Living or staying overnight with them
- Having physical or intimate contact including hugging and kissing
- Taking care of them, or having them take care of you

**Part 2 – If you answered “YES” to ANY of the questions above (info continues on page 2)**

You will need to modify your trip by either cancelling your stay or by making plans to isolate by yourself in your room to avoid any interaction with Personnel or other guests.

**Follow Isolation/Quarantine Steps at: [www.sfgcdcp.org/isolationandquarantine](http://www.sfgcdcp.org/isolationandquarantine)**

- Consider cancelling your stay if you are able to isolate/quarantine from others in your home
- If you are staying in the Lodging Facility to isolate/ quarantine from others in your home:
  - Follow the **Isolation/Quarantine Steps** referenced above and treat your temporary room at the Lodging Facility as if it were your residence; meaning do not leave your room to the extent possible until your isolation/quarantine period ends.

## City and County of San Francisco Health Officer Directive No. 2020-29

- Ask the front desk for a copy of **Isolation/Quarantine Steps** if you need it.
- Ask if there is a designated block of rooms for those who are isolating/quarantining and request a room in that block
- **If you answered “YES” to Question 1...**
  - **...AND you are NOT COVID-19 vaccinated: GET TESTED.**
    - If you have insurance, contact your healthcare provider to get tested for COVID-19.
    - If you do not have insurance, you can sign up for free testing at CityTestSF <https://sf.gov/get-tested-covid-19-citytestsf>.
    - Follow the instructions in [www.sfcddcp.org/isolationandquarantine](http://www.sfcddcp.org/isolationandquarantine) to determine next steps and how long you have to isolate depending on your test result.
  - **... AND it has been at least 2 weeks since you completed your COVID-19 vaccination:** Talk to a healthcare provider to determine whether you need to isolate during your stay and if you need a COVID-19 test.
- **If you answered “YES” to Question 2 OR 3:**
  - You **MUST** follow the rules **mandated by the Health Officer Isolation/Quarantine Directive No 2020-03/02**. Follow the rules summarized at [www.sfcddcp.org/isolationandquarantine](http://www.sfcddcp.org/isolationandquarantine) which also explains how long you need to isolate/quarantine (likely for at least 10 days). If you are at the Lodging Facility, ask the front desk for a copy if you need it.
    - If you answered “YES” to Question 3 and have not been tested, GET TESTED. See the information above about how to get tested.
  - For Considerations for Guests Isolating or Quarantining in a Lodging Facility, refer **Tips for Staying in Lodging Facilities During COVID-19** at [www.sfcddcp.org/travel](http://www.sfcddcp.org/travel).

### The COVID-19 vaccine is here

The vaccine is one of the most important ways to end the pandemic. Medical experts and doctors from the CDC and California agree that all approved vaccines are safe and effective at preventing severe illness and death from COVID-19. **When the vaccine is available to you, step up for your health, the health of your loved ones, the health of your community, and get vaccinated.**

Even after being vaccinated, there is still a small chance you can get the virus and spread COVID-19 to others. Therefore it remains important to **wear a well-fitting mask that covers your mouth and nose, choose outdoor settings over indoor, maintain at least 6 feet of distance from those you don't live with, get tested and isolate if you are ill, and wash your hands often.** Find out more about the vaccine, including where and when to get it by contacting your healthcare provider or visiting [www.sf.gov/covidvax](http://www.sf.gov/covidvax).

If you are fully vaccinated (i.e., 14 days have passed since your final shot), you can feel safer about your own health. However, please consider the possible risk you might still pose to those around you, especially those you live with and those who are unvaccinated. Learn more at [www.sfcddcp.org/lifeaftervaccine](http://www.sfcddcp.org/lifeaftervaccine).



## Tips for Staying in Lodging Facilities During COVID-19

Updated May 6, 2021

### ALERT: Stay Informed

In alignment with the State's recommendations, San Francisco began reopening at the State's Yellow Tier starting May 6, 2021 to allow some additional activities and increased capacity for others. The decision to reopen balances the public health risks of COVID-19 transmission with the public health risks of economic and mental health stress.

Even though COVID-19 case rates have come down, and more people are vaccinated, **there remains a risk that people who you come into contact with may have COVID-19.** Most COVID-19 infections are caused by people who have no symptoms of illness and to date, only about 50% of people you may come into contact with in San Francisco are fully vaccinated. We have also seen surges in other parts of the country and the world, increasingly impacting younger adults. Therefore, **the opening of sectors does not necessarily signify that these activities are "safe" but getting fully vaccinated can help us get there.**

We have made our best efforts to create guidance to help these activities and sectors provide safer environments for workers and the public. However, this requires that everyone do their part to make these activities as safe as possible, including wearing a well-fitted mask that covers your mouth and nose in all recommended settings (refer to [Face Covering Health Order](#) and [Gatherings Directives](#) for more information), avoiding indoor settings to the extent possible, maintaining at least 6 feet distance from those you don't live with, getting tested and isolating if you are ill, and complying with additional health protocols required of open businesses. People at risk for severe illness from COVID-19 — such as older adults, people with health risks, and those who live with or care for them are urged to get fully vaccinated. If you are fully vaccinated (i.e., 14 days have passed since your final dose), you can feel safer about your own health risks when participating in activities permitted by our state and local health departments. However, please consider the possible risk your exposure may have on those around you, especially those you live with and those who are unvaccinated, when you take part in activities that involve people outside your household.

This Tip sheet was developed by the San Francisco Department of Public Health for use by Guests staying at Lodging Facilities and is posted at [sfgdp.org/travel/](https://www.sfgdp.org/travel/). This Tip sheet may change as information is updated.

The [CDC recommends delaying travel until you are fully vaccinated](#). All guests staying at Lodging Facilities should follow the recommendations concerning [non-essential travel, testing before and after travel, and self-quarantine set forth in the State of California's Travel Advisory](#).



**Please Note:** Travel increases your chance of getting and spreading COVID-19. Staying home is the best way to protect yourself and others from COVID-19. You can get COVID-19 during your travels. You may feel well and not have any symptoms, but you can still spread COVID-19 to others. You and your travel companions (including children) may spread COVID-19 to other people including your family, friends, and community for 14 days after you were exposed to the virus.

Don't travel if you are sick or if you have been around someone with COVID-19 in the past 14 days.  
Don't travel with someone who is sick.

**AUDIENCE:** These tips are for guests and personnel at Lodging Facilities in San Francisco. Lodging Facilities [must provide guests with a copy of this document.](#)

**Summary of revisions since previous versions**

- Updated the Alert: Stay Informed message above

**COVID-19 Information**

**People at risk for severe illness with COVID-19**, such as [older adults](#) and people with certain **medical conditions**, as well as those **who live with or care** for them are strongly **discouraged** from participating in activities with other people **outside** their **household** where taking protective measures of wearing face masks and social distancing may be difficult, especially indoors or in crowded spaces.

**How Does Covid-19 Spread?**

Our current understanding is that COVID-19 is mostly spread from person-to-person in the air through virus-containing droplets in the breath of someone with COVID-19. These droplets enter the air when a person breathes. Even more droplets can get in the air when infected people talk, sing, cough, or sneeze. People with COVID-19 may have no symptoms and can still be breathing out virus-containing droplets that can infect others. Transmission can occur through:

- Larger droplets. These larger droplets are sometimes called “ballistic droplets” because they travel in straight lines and are pulled down by gravity. People nearby, usually within 6 feet, are infected when they breathe in these droplets or if the droplets land in their eyes, nose, or mouth.
- Smaller droplets or infectious particles. These can float in the air for a period of time and/or travel beyond 6 feet on indoor air currents, especially in enclosed spaces with poor ventilation. People sharing the same space are infected when they breathe in these smaller droplets and particles or the droplets or particles land on their eyes, nose, or mouth – even if they are further than 6 feet away. These droplets are sometimes referred to as “aerosols” or “bioaerosols”.

COVID-19 can also spread if a person touches their eyes, nose or mouth after touching a contaminated surface (also known as a fomite), however this is less common.

**COVID-19 Prevention**

- [Wash your hands often with soap and water.](#) If soap and water are not available, use a hand sanitizer that contains at least 60% ethanol or 70 % isopropanol.



- [Avoid Close Contact](#). To the greatest extent, maintain at least six feet of social distancing between yourself and the people who don't live in your Household.
- [Wear a Face Covering](#). Cover your mouth and nose with a Face Covering in public settings and when around people who don't live in your Household.
- Routinely [clean and disinfect](#) frequently touched surfaces.
- [Monitor Your Health Daily](#). Be alert of symptoms such as fever, cough, shortness of breath, or other symptoms. If you are experiencing any of these symptoms, stay home, and get tested.

### Indoor Risk

Scientists agree that the risk of transmitting COVID-19 is generally much greater indoors than outdoors. Consider the increased risk to yourself and your community while planning activities and dining. Any increase in the number of people indoors or the length of time spent indoors increases risk. Small rooms, narrow hallways, small elevators, and weak ventilation all increase indoor risk. Each activity that can be done outdoors, remotely, or by teleconference reduces risk. More detail can be found at [sfcdcp.org/indoorrisk](https://sfcdcp.org/indoorrisk)

### The Role of Ventilation

Good ventilation controls droplets and infectious particles to prevent COVID-19 transmission by:

- removing air containing droplets and particles from the room,
- diluting the concentration of droplets and particles by adding fresh, uncontaminated air,
- filtering room air, removing droplets and particles from the air.

Whenever you are in a room or space that has been shared or is shared with people from outside your household assure yourself that there is good ventilation and that doors and windows are open, if possible.

## Guidance for All Guests at Lodging Facilities

### Before Your Stay

- Lodging facilities are required by The Health Officer of the City and County of San Francisco to provide all guests with a [Screening Handout](#) prior to their stay.
- Review your Lodging Facility's mechanisms for remote check-in, mobile room key, and contactless payment options that would minimize your contact with others.
- Make sure you packed all your essentials, including medicines, tissues, disinfectant wipes, etc.
- Consider bringing your own non-essentials including pens, papers, drinks, cups etc.
- Review the Lodging Facility's COVID-19 policies. Your facility may have modified the availability of housekeeping services and may have removed frequently touched items such as TV remotes from your room. Some amenities such as indoor swimming or self-serve coffee may not be available.
- Flu vaccines are critical in the fight against COVID-19 by (1) keeping workers and communities healthy and (2) reducing strain on our healthcare and testing systems that are responding to COVID-19. Those over the age of 6 months are strongly encouraged to get a flu shot. Find out how to get one at [sfcdcp.org/flu](https://sfcdcp.org/flu).



### **CA Notify – another way for us to stop the spread**

CA Notify ([canotify.ca.gov](https://canotify.ca.gov)) is an app you can add on your smartphone. It uses Bluetooth technology to recognize when you and your phone have been in close proximity to others infected with COVID-19 to help stop the spread of the virus in our community.

If you are using CA Notify and you test positive, your diagnosis will not be shared with others. However, if other people in close contact with you are also enrolled in the app, they will be told they had an exposure. They will be told the date of the exposure, but not the time, location or identity.

If you are using CA Notify and you were exposed to someone who tested positive and they entered their result into the app, you will be told the date of the exposure, but not the time, location or identity.

CA Notify is available through Apple and Google. See [canotify.ca.gov](https://canotify.ca.gov) for more information.

### **COVID-19 vaccine is here**

The vaccine is one of the most important ways to end the pandemic. The FDA, CDC, and California's own Scientific Safety Review Workgroup have reviewed data from clinical trials to ensure the safety and effectiveness of COVID-19 vaccines. **We strongly encourage all persons to get vaccinated.** The first vaccines approved in the US are about 95% effective in preventing sickness from COVID-19, however we do not know how well they prevent infections that do not cause symptoms. This means that we do not know how common it is for a person who got the vaccine to carry the virus and transmit to others, including [those who have increased risk for severe illness or death](#). Therefore, it is still very important for those who are vaccinated, and for the rest of the population who waits for their vaccines, to continue using all the tools available to help stop this pandemic: wear a mask that covers your mouth and nose when outside your home, avoid get-togethers/gatherings, avoid being indoors with people you don't live with, stay at least 6 feet away from others, and wash your hands after touching shared objects or after touching your face. Find out more about the vaccine, including where and when to get it at: [sf.gov/covidvax](https://sf.gov/covidvax)

### **During Your Stay**

- Follow all signage. The Lodging Facility may have markers on the floors to help you maintain social distancing, some hallways may be marked for one-way travel, and elevators will have rider limits.
- No visitors. Because the risk of infection rises when members of different households share space, you are strongly encouraged to stay in your room or accommodations with only members of your household. For the same reasons, you must not use your accommodations to entertain visitors who are not household members with your group.
- Consider taking the stairs. Otherwise wait to use the elevator until you can either ride alone or only with people from your household.
- Minimize use of areas that may lead to close contact with other people, for example outside patios, outdoor pools, outdoor hot tubs, and salons. Intense exercise that leads to heavy breathing is much safer outdoors. Any activity requiring mask removal increases risk and is best postponed until returning home.
- Request contactless delivery for any room service order. If you ask for items to be brought to your room, ask that they be left at the door to avoid your exposure to others outside of your household.
- Minimize what you touch while staying in your room, especially areas that may be hard to clean such as inside the refrigerator, upholstered furniture, etc.



- If lodging with children, ensure that your children stay close to you and that they avoid touching any other person(s) or any item that does not belong to them. Children ages 2 and over are required to wear face coverings in San Francisco to the greatest extent feasible.
- Daily Housekeeping/Cleaning Service: All Guests should consider the increased risk of virus transmission when cleaning staff and Guests are breathing and touching surfaces in the same room— even when cleaning staff and Guests are not in the room at the same time.
  - Many to most COVID-19 positive individuals never show symptoms, so housekeeping staff must treat each room as if the Guest is COVID-19 positive. Asking for daily cleaning increases the risk of community transmission because housekeeping staff enter multiple environments inhabited by potentially COVID-19 positive individuals.
  - If you request Daily room cleaning, to minimize the risk of transmission for you and housekeeping staff, housekeeping staff will not begin cleaning until you have left the room, and you will not be able to return to your room until the housekeeping staff has completed your Daily room cleaning request. Cleaning service may take extra time because staff must take precautions against the spread of COVID-19 with enhanced safety and cleaning.

### Fitness Center or Gym

Fitness and exercise facilities and pools may or may not be open; see the [BCAT](#) for a list of current restrictions. Please review the [guidance on staying safe in fitness facilities](#).

### Dining Room and Coffee/Tea Shop

Dining rooms and coffee/tea shops may or may not be open; see the [BCAT](#) for a list of current restrictions. Please review our [guidance for safer dining](#).

### At the End of Your Stay

- Place anything that you will be leaving behind in the garbage or trash bins. This includes removing and disposing of any food items that may have been left in the refrigerator, freezer, and pantry.
- Open windows for as long as you can to help ventilate the room before cleaning staff must enter, unless weather or safety does not permit. If available, make sure your AC/heating unit is on to exhaust air from the room and provide fresh outdoor air.
- Ask for remote check-out that does not require you to be around others.
- To help prevent the spread of the COVID-19, do not delete the CA Notify ([canotify.ca.gov](https://canotify.ca.gov)) app for 14 days after you leave California. This will allow you to receive notice if you had possible exposure during your visit. If you test positive for COVID-19 after leaving California during the 14 days after your visit please report the exposure using the app.

## Additional Considerations for Guests if you are Isolating or Quarantining in a Lodging Facility

**When planning your trip, consider building in enough time in case you need to quarantine due to symptoms, close contact, or the recommendations of the California [Travel Advisory](#).**

Local guidelines for quarantine can be found at [sfcdcp.org/i&q](https://sfcdcp.org/i&q)



In addition to the guidance for all guests above, anyone who is isolating or quarantining in a Lodging Facility because they have COVID-19 symptoms, tested positive, or have been in Close Contact with someone who is positive (that is, if you answered yes to one of the screening questions) should take additional measures to make their stay safer. Refer to the guidance on [how to safely isolate and quarantine](#) and the detailed information in the [Screening Handout for Guests at Lodging Facilities](#) that was given to you by the lodging facility.

### **Before and During Your Isolation or Quarantine Time in a Lodging Facility**

- Plan for how you will stay entertained and feel supported while you stay away from people until your isolation/quarantine period ends.
- Make sure you packed all your essentials, including medicines, tissues, disinfectant wipes, etc. so that you do not have to leave your room for the period of your isolation/quarantine.
- **No Daily Housekeeping Service.** You must not ask for room cleaning unless there is an emergency, to avoid exposing cleaning staff to possible infection.

## Resources

Useful COVID-19 resources from San Francisco:

- [San Francisco Department of Public Health \(SFDPH\) COVID-19 Guidance: www.sfdcp.org/covid19](http://www.sfdcp.org/covid19)
- [City and County of San Francisco COVID-19 Information: sf.gov/covid](http://sf.gov/covid)

*The San Francisco Department of Public Health thanks you for your help in keeping yourself, your family, and your community safe amid the COVID-19 crisis.*



## Checklist

Each Lodging Facility must complete, post onsite, and follow this Health and Safety Plan.

Check off all items below that apply and list other required information.

*Business/Entity name:*

*Contact name:*

*Facility Address:*

*Email / telephone:*

*(You may contact the person listed above with any questions or comments about this plan.)*

### **General**

- Familiarized with and completed all requirements set forth in Health Officer Directive No. 2020-29, available at: <http://www.sfdph.org/directives>.
- Evaluated DPH guidance on ventilation and made all feasible upgrades or modifications.
- Completed evaluation of electrical safety and implemented all required precautions.
- Confirmed that plumbing is functioning and, if the facility was dormant, flushed the pipes.
- Developed a plan to ensure Personnel and Guests comply with social distancing requirements.
- Provided hand sanitizer (using touchless dispensers when possible) at key Guest and Personnel entrances, contact areas, elevator and escalator landings, and stairway entrances.
- Required customers to wear a Face Covering or alternative Face Covering at all times. Personnel are required to wear Face Coverings as provided in the Face Covering Order.
- Ensured daily COVID-19 symptom self-verifications are completed for all Personnel as required by the Social Distancing Protocol.
- Required valet service drivers to wear face coverings, gloves and follow social distancing guidelines.
- Modified policies for using elevators, escalators and stairs serving as access to, from and within the Lodging Facility.
- Complied with any applicable directive for other services (e.g. indoor and outdoor dining, indoor gym, outdoor pools, outdoor tennis courts, pickleball courts, golf, personal services, etc.)
- Provided proper sanitization product to workstations, desks, and help counters, including hand sanitizer and sanitizing wipes, and personal hand sanitizers to all staff directly assisting customers.

## **Checklist**

### **Guest Experience**

- Made Health and Safety Plans available to Guests before check in, and received an acknowledgement of the plan from the Guest.
- Provided Guests with DPH forms: Screening Handout for Guests at Lodging Facilities, and Guidance for Staying in Lodging Facilities, and received acknowledgement from the Guest.

### **Signage**

- Posted all required signage, including:
  - Reminding Personnel and Guests to maintain social distance, wear Face Coverings, use hand sanitizer or wash their hands before and after touching common surfaces or items, and to stay home if they feel ill.
  - Reminding Personnel and Guests that SARs-CoV-2 can be spread by individuals who do not feel sick or show outward symptoms of infection.
  - Reminding Personnel and Guests of social distancing based capacity limits for elevators.
  - Reminding Personnel and Guests to keep at least six feet distance from others in elevators, on escalators, and in stairways, and to wash hands frequently.
  - Advising Guests at public entrances that (1) COVID-19 is transmitted through the air and that the risk is much higher indoors, and (2) unvaccinated older adults and unvaccinated individuals with health risks should avoid indoor settings with crowds.
  - Informing employees how to report violations of COVID-19 health orders, and get vaccinated.

### **Cleaning**

- High touch surfaces in common areas are cleaned and disinfected at least daily, or more frequently if required by industry standards.
- Provided housekeeping staff the following personal protective equipment, at no cost to Personnel:
  - N95 respirators or well-fitted mask.
  - Eye protection in the form of safety glasses, healthcare eye splash shields, face shields, goggles.
- Each room is thoroughly cleaned between Guest stays in accordance with CDC guidelines.
- Provided additional time for Personnel to thoroughly clean each Guest room.
- Attempted to leave rooms vacant for 24 to 72 hours after a guest has departed, if feasible.

## **Checklist**

### **Training**

- Instructed Personnel to not enter the Guest room or short-term rental unless the Guest is not present in the room.
- Instructed housekeeping staff to turn available ventilation systems on, prop open doors and windows, and then wait 15 minutes before re-entering the room to begin cleaning.
- Provided housekeeping staff training on the requirements of this Directive, including instruction to treat every room as potentially housing someone who is COVID-19 positive because of asymptomatic and pre-symptomatic transmission, and the benefits of ventilation.
- Provided fit-testing for Personnel who request N95 masks (e.g. housekeeping staff).

### **Additional Requirements for Short Term Rentals**

- Have procedures to comply with cleaning requirements, including providing enhanced personal protective equipment to housekeeping staff.
- Confirmed that short-term rental is not a shared rental (e.g. room in an occupied space).
- Have procedures to comply with enhanced cleaning requirements for Lodging Facilities.
- If using an external or professional cleaning company, communicated expectations and plans for cleaning and disinfection standards, and received periodic confirmation that they are being followed by the contracted company. Cleaning companies and services are required to provide the personal protective equipment outlined in Section 5 for employees and independent contractors performing cleaning duties.