



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

**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: November 3, 2020

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. C19-07m issued on November 3, 2020 (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 This Directive goes into effect immediately upon issuance, and remains in effect until suspended, superseded, or amended by the Health Officer.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:**

- 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);**



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

- 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. “Isolation Area.” All Lodging Facilities must have an Isolation Area, which is a room or group of rooms set aside for 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. The Isolation Area should consist of at least 5 percent of the total rooms available at the Lodging Facility, be all adjacent to one another, and all within a discrete and separable area of the facility. Lodging Facilities with 2 to 20 rooms may create an Isolation Area that contains one room. This requirement does not apply to Lodging Facilities with one room.
- e. “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.
- f. “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. While hotels, motels, and other lodging facilities are critical for safe travel and business operation, Lodging Facilities can pose significant risks to public health in light of the COVID-19 pandemic. Because Lodging Facilities typically involve members of different households staying in close proximity within an enclosed area for days or weeks at a 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 limitations on the use of common areas and gathering places, encouraging contactless interactions, and requiring thorough cleaning of commonly touched surfaces and appropriate precautions for the cleaning of rooms. Due to the transient nature of Guest stays at Lodging Facilities,



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

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. Lodging Facilities with conference facilities, convention centers or other meeting venues, and banquet halls, if applicable, must keep these areas closed until each of these types of establishments are allowed to resume modified or full operation by the Health Officer.
  - c. 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 directive (all of which are available at <http://www.sfdph.org/directives>), then the Lodging Facility must comply with all applicable 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. C19-12c issued on July 22, 2020, 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 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



**City and County of  
San Francisco**

**Department of Public Health  
Health Officer Directive**

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

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 menace to public health, constitutes a public nuisance, and is a misdemeanor punishable by fine, imprisonment, or both.

A handwritten signature in blue ink that reads "Tomás Aragón".

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Tomás J. Aragón, MD, DrPH,  
Health Officer of the  
City and County of San Francisco

Date: November 3, 2020



**Exhibit A to Health Officer Directive No. 2020-29c (issued 11/3/2020)**

**Best Practices for Lodging Facilities**

**In addition to preparing, posting, and implementing the Social Distancing Protocol required by Section 4.d and Appendix A of Health Officer Order No. C19-07m (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.sfcdep.org/COVID-ventilation>.
- 1.4.** Guests should enter through doors that are propped open or automated, if possible.
- 1.5.** 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.
- 1.6.** In addition to making hand sanitizer available to Guests throughout the Lodging Facility (as required in the Social Distancing Protocol), post signage requiring Guests and Personnel to use hand sanitizer or wash their hands (with soap and water, for at least 20 seconds) before and after using any equipment.
- 1.7.** Regularly disinfect all high-touch areas and surfaces (such as hotel lobbies, check-in counters, bell desks, help counters, doorknobs, handles, rails, light switches, sanitizing stations, restrooms, sinks, toilets, benches, front desk areas, keyboards, computers, phones, break rooms and lunch areas, changing areas, loading docks, kitchens, and areas of ingress and egress, including stairways, stairwells, handrails, and elevator controls is performed), following CDC guidelines.
- 1.8.** If necessary, modify operating hours to ensure time for regular and thorough sanitization.
- 1.9.** Close lobbies and other common areas to members of the public who are not Personnel, Guests or customers of businesses who need access to the common area.
- 1.10.** Add all COVID-19 related signage to the Lodging Facility as required by Sections 4.g and 4.h of the Stay-Safer-At-Home Order. Templates for signage is available online at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>.



**1.11.** Employees are directed to not open the doors of cars or taxis.

**1.12.** Valet service drivers, baggage handlers, and housekeepers must wash their hands regularly during their shift and/or use proper hand sanitizer.

**1.12.1.** Self-parking options are encouraged. If valet service is provided, valet service drivers are required to wear face coverings, gloves and maintain social distancing guidelines. In addition, key fobs must be placed into plastic bags, and steering wheel, ignition button, door handles, shifters must be wiped with an approved disinfecting wipe. Lodging Facilities must notify Guests of the valet cleaning and disinfection procedures.

**1.12.2.** If van or shuttle service is provided, they must adhere to valet service requirements, including, without limitation, cleaning and disinfecting seating areas between Guests.

**1.13.** The capacity for lobbies and common areas must not exceed the lower of: (1) those set by the building code, or (2) the number of people able to fit in the space with required physical distancing (approximately 113 square feet per person) as set forth by the United States Fire Administration online at [https://www.usfa.fema.gov/coronavirus/planning\\_response/occupancy\\_social\\_distancing.html](https://www.usfa.fema.gov/coronavirus/planning_response/occupancy_social_distancing.html)

**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 “Guidance for Staying in Lodging Facilities” also prepared by DPH. 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, 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 has vacated the space.

**2.5.** If possible, use a touch-free check-in system, such as an online or app-based platform, and discontinue use of paper documents.

**2.6.** If possible, use a touch-free payment system, such as payment online or over the phone. But Lodging Facilities must accept cash payment if the Guest wishes to pay by cash.

**2.7.** Contract Tracing. For clarity, Lodging Facilities are not required to screen Guests for this information, and should only track this information if it is provided to the Lodging Facilities by the Guest. Each Lodging Facility must provide the following for case investigation and contact tracing purposes upon request of DPH: (i) the Guest’s name, phone number, and email address,



(ii) whether the Guest ever reported that they were COVID-19 positive or were recently in close contact with someone who was COVID-19 positive within the past 14 days, and (iii) the date(s), time(s), and duration of the Guest's visit. Lodging Facilities must retain this information for three weeks, and may discard the information after three weeks. This information will be subject to disclosure to DPH only for case investigation and contact tracing purposes, to protect the health of Personnel, Guests, and others, and will be kept confidential by DPH.

**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, and to sanitize and wash hands frequently, especially after touching a handrail or other commonly touched item.
- 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.
- 3.1.4.** Add signage to elevators and on all floors requiring anyone who rides the elevator to wear Face Coverings, and encouraging silent rides in the elevators ("no talking").

**4. Section 3 – Guest Amenities**

- 4.1.** Indoor restaurants and other dining facilities may operate in accordance with Health Officer Directives 2020-05 (Food Preparation or Essential Delivery Business) and 2020-16d (Indoor and Outdoor Dining) and any amendments to those directives.
- 4.2.** Indoor gyms and fitness centers may operate in accordance with Health Officer Directive 2020-31, and any amendment to that directive.
- 4.3.** Indoor pools, saunas, steam rooms, and indoor hot tubs and spas in Lodging Facilities must remain closed.
- 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.** Indoor personal services, such as hair and nail salons and massage, are permitted subject to compliance with applicable Health Officer directives.
- 4.6.** Until permitted by the Health Officer, common area gathering places such as ballrooms, conference rooms, and lounge areas must remain closed.



- 4.7. Until permitted by the Health Officer, business centers, meeting and conference spaces must remain closed. Lodging Facilities may consider offering services typically provided in business centers such as printing and copying via contactless interactions.
- 4.8. Discontinue the use of shared food and beverage equipment. Close manually operated ice machines, or use hands-free machines.
- 4.9. Mini bars within rooms must have all products removed.
- 4.10. Reusable collateral items (e.g. magazines, menus, coupons, etc.) must be removed from common spaces and Guest rooms. Critical information must be provided as single-use collateral and/or electronically.

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

- 5.1. Lodging Facilities and Guests should consider the increase in 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.
    - 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.** Lodging Facilities must provide housekeepers with receptacles lined with plastic bags for soiled linens. While inside each room, housekeepers must place all towels and linens in the plastic bags and seal the bags. All bed linens and laundry (including reusable cloths used by housekeepers) must be washed at a high temperature and cleaned in accordance with CDC guidelines.
- 5.4.** 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.
- 5.4.1.** Items to be cleaned include, but are not limited to, all surfaces, walls, windows, mirrors, desks, table tops, furniture, minibars, interior and exterior door handles, interior door locks, faucets, toilets, bed headboards and footboards, light switches, TV remote controls, telephones, keyboards, and touch screens; washing of all kitchen items (pots, pans, utensils, and dishes) and kitchen amenities (including refrigerator interiors, stovetops, coffee-makers, toasters, pantry shelves, and other similar areas). Follow the attached comprehensive check list.
- 5.4.2.** At the end of each stay, all linens, towels, bedspreads, etc. regardless of whether they appear to have been used or not must be washed.
- 5.5.** Lodging Facilities must not store extra linens or in the rental unit. Provide such items only on request.
- 5.6.** 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.
- 5.7.** Phones, tablets, laptops, desks, pens and other work supplies are cleaned and disinfected before, during and after each shift or anytime the equipment is transferred to a new employee. This includes, without limitation, phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, carts with cleaning supplies, and cleaning equipment, keys, time clocks, and all other direct contact items.
- 5.8.** Workstations, desks, and help counters are provided with proper sanitation products, including hand sanitizer and sanitizing wipes, and personal hand sanitizers to all staff directly assisting customers.

## **6. Isolation Areas**



## City and County of San Francisco

## Department of Public Health Health Officer Directive

- 6.1.** Lodging Facilities must separate the Isolation Area from the remainder of the facility through (i) a physical barrier such as a door that remains closed or plastic sheeting that is taped closed, and (ii) visually obvious no-entry signs to prevent other guests from entering the area.
- 6.2.** To the extent possible, the Isolation Area should be served by a discrete and separable component of the facility's HVAC system that can be made not to circulate air to other parts of the facility.
- 6.3.** To the extent possible, the rooms in an Isolation Area should have entrances and exits directly to the outdoors, and have operable windows.
- 6.4.** The Isolation Area must be expanded if necessary to ensure adequate space to comply with this Directive, the Mayor's 10th Supplement to the Proclamation Declaration the Existence of a Local Emergency, or other local law.
- 6.5.** All Guests staying in the Isolation Area must stay within the Isolation Area except as strictly necessary to check out or obtain medical care. Guests may not use any area of the Lodging Facility otherwise available to all Guests, including decks, and roofs, except for purposes of transit through the Lodging Facility. Lodging Facilities must refer Guests in the Isolation Area to DPH's directive on isolation, available at: <https://www.sfdph.org/dph/alerts/coronavirus-health-directives.asp>
- 6.6.** When a Guest in the Isolation Area reports that their ability to take care of themselves is impaired, or fails to respond to the Lodging Facility's inquiries regarding the Guest's ability to take care of themselves, the Lodging Facility may refer the Guest to a healthcare facility.
- 6.7.** When a Guest in the Isolation Area checks out of a room, the Guest—not Personnel—must open any operable windows (unless weather or safety does not permit) and turn on any HVAC system and fans to maximize ventilation in the room.
- 6.8.** As to rooms in in the Isolation Area, Lodging Facilities must follow all cleaning requirements listed in Section 5, except as modified as follows:
  - 6.8.1.** Lodging Facilities must not offer daily cleaning service during a Guest's stay.
  - 6.8.2.** Lodging Facilities should consider offering a set of cleaning supplies in each room within the Isolation Area so that the Guest may clean the room and the housekeeper does not take supplies from room to room.
  - 6.8.3.** Lodging Facilities must provide cleaning services in emergencies.
  - 6.8.4.** Lodging Facilities must wait 24 hours before cleaning the room.
  - 6.8.5.** Lodging Facilities must not return a Guest room in the Isolation Area to service until it has undergone an enhanced disinfection protocol in accordance with CDC guidelines.
- 6.9.** When a Guest in the Isolation Area presents the Lodging Facility with a negative result from a PCR test taken within the prior 24 hours, the Lodging Facility may assign the Guest to a room outside of the Isolation Area.



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

- 7.1.** Short-term rentals must comply with each applicable provision of Sections 1 to through 6 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.
- 7.2.** Short-term rentals are permitted to rent out their entire residence, sometimes referred to whole home rentals, but shared short-term rentals and homestays prohibited. 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.
- 7.3.** Comply with the enhanced cleaning requirements in the California state guidelines, including the following.
  - 7.3.1.** Take the proper steps to thoroughly clean and disinfect the rental unit after each Guest stay. This includes wiping down and cleaning and disinfecting all high-touch areas, including, without limitation, bed rails, tables, TV remotes, headboards, countertops, kitchen appliances, refrigerator handles, stove knobs, mirrors, and other items.
  - 7.3.2.** Remove all leftover recycling, garbage, and trash from the rental unit. Line all the garbage cans, which will make it easier to dispose of tissues and other waste. Empty any food items the previous Guest may have left in the refrigerator, freezer, and pantry.
  - 7.3.3.** All linens must be removed and laundered between each Guest stay, including items that appear to not have been used. When cleaning bedding, towels, or other laundered items in rental units, wear disposable gloves when handling dirty laundry and discard them after each use. Wash hands with soap or use hand sanitizer immediately after gloves are removed. Do not store extra linens or in the rental unit. Provide such items only on request.
  - 7.3.4.** Do not shake dirty laundry. This will minimize the possibility of dispersing virus through the air. Launder items as appropriate in accordance with the manufacturer's instructions. Launder items using the warmest appropriate water setting for the items and dry items completely. Clean and disinfect laundry hampers according to guidance above for surfaces. If possible, consider placing a bag liner that is either disposable and thrown away after each use or can be laundered after each use.
  - 7.3.5.** Clean all soft surfaces based on the manufacturer's instructions, as appropriate. Remove visible dirt and grime and then clean with the appropriate cleaner for the material. If possible, machine-wash items according to the manufacturer's directions.
  - 7.3.6.** Kitchen items, including pots, pans, and utensils, must be cleaned between each Guest stay. All dishes must be washed, including the ones in the cabinet and others that may have been left in different rooms. Provide adequate dish soap and new, unused sponges for each Guest upon arrival. Consider replacing utensils with one-time use dinnerware, if feasible.
  - 7.3.7.** After each Guest stay, properly clean all appliances and kitchen areas, including refrigerator shelving, the oven stovetop, coffee-makers, toasters, pantry shelves, and other areas.



- 7.3.8.** Where possible, do not clean floors by sweeping or other methods that can disperse pathogens into the air. Use a vacuum with a HEPA filter wherever possible.
- 7.3.9.** Bathroom toilets, showers, bathtubs, sinks, cabinets, and shelving should be disinfected with a multi-surface cleaner approved for use against COVID19 by the EPA. Mirrors and any glass should be properly wiped down. The bathroom floor should also be vacuumed and/or mopped.
- 7.3.10.** Equip the rental unit with additional hand soap, paper towels, toilet paper, disinfecting spray or wipes, and hand sanitizer.
- 7.3.11.** 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.
- 7.3.12.** Communicate with Guests on the cleaning and safety measures implemented, both pre-stay and during stay, via the listing content and property information booklet. Ensure guests understand all check-in and checkout protocols and any updated building or amenity policies (e.g. changes to services in apartment buildings).

**Attachment A-1**  
**City and County of San Francisco Health Officer Directive No. 2020-29**  
**Screening Handout for Guests at Lodging Facilities**  
(November 3, 2020)

Per Health Officer Directive No. 2020-29b, 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/businesses](http://www.sfgcdcp.org/businesses) 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).

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

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

1. In the last 10 days, have you been diagnosed with COVID-19 or had a test confirming you have the virus?

2. In the past 14 days, have you had “**Close Contact**”<sup>†</sup> with someone who was diagnosed with COVID-19 or had a test confirming they have the virus while they were contagious<sup>‡</sup>?

† “Close Contact” means you had any of the following types of contact with the person with COVID-19 (regardless of whether you or the person with COVID-19 were masked) while they were contagious<sup>‡</sup>:

- Were within 6 feet of them for a total of 15 minutes or more in a 24 hour period
- Lived or stayed overnight with them
- Were their intimate sex partner, including only kissing
- Took care of them or they took care of you
- Had direct contact with their body fluids or secretions (e.g., they coughed or sneezed on you or you shared eating or drinking utensils with them)

‡ Contagious Period: People with COVID-19 are considered contagious starting 48 hours before their symptoms began until 1) at least 10 days have passed since their symptoms began, 2) they haven’t had a fever for at least 24 hours AND 3) their symptoms have improved. If the person with COVID-19 never had symptoms, they are considered contagious starting 48 hours before their positive COVID-19 test was collected until 10 days after they were tested.

3. Have you had one or more of these symptoms today or within the past 24 hours which is new or not explained by another condition?

- Fever (100.4°F/38.0°C or greater), chills, repeated shaking/shivering
- Cough
- Sore throat
- Shortness of breath, difficulty breathing
- Feeling unusually weak or fatigued \*
- Loss of taste or smell
- Muscle or body aches \*
- Headache
- Runny or congested nose \*
- Diarrhea
- Nausea or vomiting

\* Children and youth under 18 years old do not need to be screened for these symptoms.

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**Part 2 – If you answered “YES” to ANY of the questions in Part 1**

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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.

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## Part 2 (continued)– If you answered “YES” to ANY of the questions in Part 1

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**Follow Isolation/Quarantine Steps** at: [www.sfcddcp.org/Home-Isolation-Quarantine-Guidelines](http://www.sfcddcp.org/Home-Isolation-Quarantine-Guidelines)

- 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.
  - 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:
  - You **MUST** follow the rules **mandated by the Health Officer Isolation Directive No 2020-03c**. Follow the rules summarized at: [www.sfcddcp.org/Home-Isolation-Quarantine-Guidelines](http://www.sfcddcp.org/Home-Isolation-Quarantine-Guidelines). If you are at the Lodging Facility, ask the front desk for a copy if you need it.
  - For Considerations for Guests Isolating or Quarantining in a Lodging Facility, refer **Tips for Staying in Lodging Facilities During COVID-19**.
- If you answered “YES” to Question 2:
  - You **MUST** follow the rules **mandated by the Health Officer Quarantine Directive No 2020-02c**. Follow the rules summarized at: [www.sfcddcp.org/Home-Isolation-Quarantine-Guidelines](http://www.sfcddcp.org/Home-Isolation-Quarantine-Guidelines). If you are at the Lodging Facility, ask the front desk for a copy if you need it.
- If you answered “YES” to Questions 2 or 3 and have not been tested, 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/Home-Isolation-Quarantine-Guidelines](http://www.sfcddcp.org/Home-Isolation-Quarantine-Guidelines) to determine next steps depending on your test result.

**Duration of Isolation or Quarantine:** If you answered Yes to any of the questions in Part 1, here is how to figure out how long you have to stay in isolation or quarantine:

- As a reminder, if you have been diagnosed with COVID-19 or had a test confirming you have the virus (you answered Yes to Question 1), you are no longer considered contagious if it has been: at least 10 days since your symptoms began, you have not had a fever for at least 24 hours without the use of fever-reducing medicine, AND your symptoms have improved. If you never had symptoms, then you are considered no longer contagious 10 days after the date of your COVID-19 test.
- If you are a “Close Contact” of someone who was diagnosed with COVID-19 or had a test confirming they had the virus (you answered Yes to Question 2), you can stop quarantining 14 days after your last “Close Contact” with that person.
- If you answered Yes to Question 3 in Part 1, you might be able to end isolation once you have a negative test. See [www.sfcddcp.org/Home-Isolation-Quarantine-Guidelines](http://www.sfcddcp.org/Home-Isolation-Quarantine-Guidelines) for more information.

**Please note:** 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 [www.sfcddcp.org/flu](http://www.sfcddcp.org/flu)



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

Updated November 3, 2020

The following Tip sheet was developed by the San Francisco Department of Public Health for use by Guests staying at Lodging Facilities and will be posted at <https://www.sfdcp.org/COVID-19>. This Tip sheet may change as information is updated.

**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:** This guidance is for guests and personnel at Lodging Facilities in San Francisco.

### Summary of Revisions since the 10/2/2020 Version

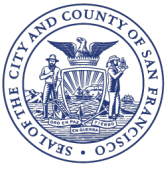
- Revised language, for consistency with other documents, on:
  - how COVID-19 is spread ,
  - indoor risk, and
  - flu vaccination.
- Additional information on:
  - the role of ventilation, and
  - contact tracing.

## COVID-19 Information

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.**

### 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

- 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 any COVID-19 policies that the Lodging Facility may have. 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 [www.sfcdcp.org/flu](https://www.sfcdcp.org/flu)





### **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. When requesting items to be brought to your room, ask that they be left at the door to avoid exposure to others outside 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 over the age of 5 are required to wear face coverings in San Francisco.
- 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.
- The San Francisco Department of Public Health, in partnership with community, including hotels, restaurants and businesses, helps identify those who have had close contact with anyone who has COVID-19. People can transmit the virus 48 hours before they develop symptoms. Some people never develop symptoms and can still transmit the virus. We can help prevent COVID-19 transmission by contact tracing which helps identify people who may have been exposed and helping them quarantine, so they don't inadvertently spread the disease. We do this whenever there is an outbreak of infectious diseases like measles, tuberculosis, and others to protect the community's health.



### Fitness Center and Gym

Fitness and exercise facilities and outdoor pools may be open. Guidance on staying safe in fitness facilities is available [Fitness Centers and Gyms](#).

### Dining Room and Coffee/Tea Shop

Dining rooms and coffee/tea shops may be open. 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.

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

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 detailed information in [Screening Handout for Guests at Lodging Facilities](#) that was given to you by the lodging facility.

### Before and During Your Stay

- 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.
- Additional information can be found on [how to safely isolate and quarantine](#).

### Resources

Useful COVID-19 resources from San Francisco:

- [San Francisco Department of Public Health \(SFPDH\) COVID-19 Guidance](#)
- [City and County of San Francisco COVID-19 Information](#)

*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. 2020-29c, 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.
- Implemented all sanitization requirements as described in Directive 2020-29c, including developing a plan and schedule for disinfecting all high touch areas and surfaces, and evaluating whether modification to operating hours are necessary to ensure regular and thorough sanitization.
- Closed lobbies and other common areas to members of the public who are not Personnel, Guests or customers of businesses who need access to the common area.
- Directed employees to not open the doors of cars or taxis.
- Required valet service drivers to wear face coverings, gloves and follow social distancing guidelines. Directed Personnel to place key fobs into plastic bags, and wipe down steering wheel, ignition button, door handles, and shifters with an approved disinfecting wipe after exiting car.
- Determined the capacity for lobbies and common areas based on the lower of: (1) those set by the building code, or (2) the number of people able to fit in the space with required physical distancing (approximately 113 square feet per person).

### Health Officer Directive No. 2020-29c (Exhibit B) Health and Safety Plan (issued 11/03/2020)

- Modified policies for using elevators, escalators and stairs serving as access to, from and within the Lodging Facility.
- Closed indoor pools, saunas, steam rooms, and indoor hot tubs and spas.
- Closed business centers, meeting spaces, conference facilities, convention centers, and banquet halls.
- Discontinued the use of shared food and beverage equipment (e.g. self-serve coffee makers in lobbies). Closed manually operated ice machines.
- 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.)
- Removed all items from mini-bar.
- Removed all reusable collateral items (e.g. magazines, menus, coupons, etc.) from common spaces and Guest rooms. Critical information provided as single-use collateral and/or electronically.
- Ensured that phones, tablets, laptops, desks, pens and other work supplies are cleaned and disinfected before, during and after each shift or anytime the equipment is transferred to a new employee.
- 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.
- Personnel do not enter Guest rooms while Guests are present.

#### **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.
- Implemented touch-free check-in system, such as an online or app-based platform, and discontinued use of paper documents, if possible.
- Encouraged the use of a touch-free payment system, such as payment online or over the phone. (must still accept cash payment).
- Have procedures to keep contact tracing information for at least one month, including whether Guest reports having a positive test, or recently being in close contact with someone who was COVID-19 positive within the past 14 days.

## Checklist

### Signage

- Posted all required signage:
  - 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 sanitize and wash hands frequently, especially after touching a handrail or other commonly touched item.
  - Requiring anyone who rides the elevator to wear Face Coverings, and encouraging silent rides in the elevators (“no talking”).
  - Posted no-entry signs to prevent other guests from entering Isolation Area. (If applicable)
  - Encouraging self-parking, and disclosing cleaning practices for valet service.
  - Posted maximum capacity for lobbies and common areas based on maintaining social distance.
  - Advising Guests at public entrances that (1) COVID-19 is transmitted through the air and that the risk is much higher indoors, and (2) seniors and those with health risks should avoid indoor settings with crowds.
  - Informing employees how to report violations of COVID-19 health orders (applies starting November 10, 2020)

### Cleaning

- Personnel have access to cleaning supplies so that they can clean surfaces as required.
- Completed attached “Hotel/Short Term Rental Cleaning Checklist.”
- High touch surfaces in common areas are cleaned and disinfected routinely throughout the day.
- Provided housekeeping staff the following personal protective equipment, at no cost to Personnel:
  - N95 respirators.
  - Eye protection in the form of safety glasses, healthcare eye splash shields, face shields, goggles.
  - 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.

## Checklist

- 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.
- Provided housekeepers with receptacles lined with plastic bags for soiled linens.
- Have procedures to ensure that at the end of each stay, all linens, towels, bedspreads, etc. regardless of whether they appear to have been used or not, are washed.
- All bed linens and laundry (including reusable cloths used by housekeepers) are washed at a high temperature and cleaned in accordance with CDC guidelines.
- 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.

## **Isolation Area**

- Separated the Isolation Area from the remainder of the facility through: (i) a physical barrier such as a door that remains closed or plastic sheeting that is taped closed, and (ii) visually obvious no-entry signs to prevent other guests from entering the area.
- Evaluated and implemented feasible changes to serve Isolation Area by a discrete and separable component of the facility's HVAC system that can be made not to circulate air to other parts of the facility.
- Evaluated whether to the extent possible, rooms in the Isolation Area can have entrances and exits directly to the outdoors, and have operable windows.
- Advised Guests in the Isolation Area that they must stay within the Isolation Area except as strictly necessary to check out or obtain medical care. Advised these Guests that they may not use any area of the Lodging Facility otherwise available to all Guests, including decks, and roofs, except for purposes of transit through the Lodging Facility.
- Have procedures to refer Guest to a healthcare facility, if Guest in the Isolation Area reports that their ability to take care of themselves is impaired, or fails to respond to the Lodging Facility's inquiries regarding the Guest's ability to take care of themselves.
- Advised Guests in the Isolation Area, that upon check out, the Guest—not Personnel—must open any operable windows (unless weather or safety does not permit) and turn on any HVAC system and fans to maximize ventilation in the room.
- Advised Guests in the Isolation Area that daily cleaning is not available, except in the event of an emergency.
- Waited 24 hours after check out to clean room.

## Checklist

- Cleaned room using enhanced disinfection protocol in accordance with CDC guidelines.

### **Training**

- Instructed Personnel to not enter the Guest room or short-term rental unless the Guest has vacated the space.
- Advised Personnel to minimize contact with Guests' personal belongings when cleaning.
- Advised Personnel to not enter the room when Guests are present (e.g. baggage deliveries are to be placed at door, and brought into the room by the Guest).
- 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 require N95 masks (e.g. housekeeping staff).
- Instructed housekeepers to place all towels and linens in the plastic bags and seal the bags.
- Provided housekeeping staff with training on enhanced disinfection protocol in accordance with CDC guidelines.

### **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, including to:
  - Take proper steps to thoroughly clean and disinfect the rental unit after each Guest stay. This includes wiping down and cleaning and disinfecting all high-touch areas, including, without limitation, bed rails, tables, TV remotes, headboards, countertops, kitchen appliances, refrigerator handles, stove knobs, mirrors, and other items.
  - Remove all leftover recycling, garbage, and trash from the rental unit. Line all the garbage cans, which will make it easier to dispose of tissues and other waste. Empty any food items the previous Guest may have left in the refrigerator, freezer, and pantry.
  - All linens must be removed and laundered between each Guest stay, including items that appear to not have been used. When cleaning bedding, towels, or

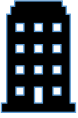
### Health Officer Directive No. 2020-29c (Exhibit B) Health and Safety Plan (issued 11/03/2020)

other laundered items in rental units, wear disposable gloves when handling dirty laundry and discard them after each use. Wash hands with soap or use hand sanitizer immediately after gloves are removed. Do not store extra linens or in the rental unit. Provide such items only on request.

- Not shake dirty laundry. This will minimize the possibility of dispersing virus through the air. Launder items as appropriate in accordance with the manufacturer's instructions. Launder items using the warmest appropriate water setting for the items and dry items completely. Clean and disinfect laundry hampers according to guidance above for surfaces. If possible, consider placing a bag liner that is either disposable and thrown away after each use or can be laundered after each use.
- Clean all soft surfaces based on the manufacturer's instructions, as appropriate. Remove visible dirt and grime and then clean with the appropriate cleaner for the material. If possible, machine-wash items according to the manufacturer's directions.
- Kitchen items, including pots, pans, and utensils, must be cleaned between each Guest stay. All dishes must be washed, including the ones in the cabinet and others that may have been left in different rooms. Provide adequate dish soap and new, unused sponges for each Guest upon arrival. Consider replacing utensils with one-time use dinnerware, if feasible.
- Properly clean all appliances and kitchen areas, including refrigerator shelving, the oven stovetop, coffee-makers, toasters, pantry shelves, and other areas, after each Guest stay.
- Not clean floors by sweeping or other methods that can disperse pathogens into the air, where possible. Use a vacuum with a HEPA filter wherever possible.
- Disinfect bathroom toilets, showers, bathtubs, sinks, cabinets, and shelving with a multi-surface cleaner approved for use against COVID-19 by the EPA. Mirrors and any glass should be properly wiped down. The bathroom floor should also be vacuumed and/or mopped.
- Equip the rental unit with additional hand soap, paper towels, toilet paper, disinfecting spray or wipes, and hand sanitizer.
- 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.
- Communicated with Guests on the cleaning and safety measures implemented, both pre-stay and during stay, via the listing content and property information booklet. Ensured Guests understand all check-in and checkout protocols and any updated building or amenity policies (e.g. changes to services in apartment buildings).



## Checklist



## HOTEL / SHORT TERM RENTAL CLEANING CHECKLIST

### PUBLIC SPACES AND COMMUNAL AREAS

- |   |   |
|---|---|
| <input type="checkbox"/> Front Desk Check-in Counters     | <input type="checkbox"/> Phones   |
| <input type="checkbox"/> Bell Desks                       | <input type="checkbox"/> Room Keys                                      |
| <input type="checkbox"/> Credit card Processing terminals | <input type="checkbox"/> Vending Machines                               |
| <input type="checkbox"/> Seating Areas                    | <input type="checkbox"/> Light Switches                                 |
| <input type="checkbox"/> Elevators and Elevator Buttons   | <input type="checkbox"/> Stair Handrails                                |
| <input type="checkbox"/> Door Handles                     | <input type="checkbox"/> Dining Surfaces                                |
| <input type="checkbox"/> Public Bathrooms                 | <input type="checkbox"/> Other porous and non-porous surfaces           |
| <input type="checkbox"/> Elevators                        | <input type="checkbox"/> Lobbies  |
| <input type="checkbox"/> Stairways                        | <input type="checkbox"/> Lounges  |
| <input type="checkbox"/> Hallways                         | <input type="checkbox"/> Waiting Areas                                  |
| <input type="checkbox"/> Restroom                         | <input type="checkbox"/> Breakrooms                                     |
| <input type="checkbox"/> Meeting Rooms                    | <input type="checkbox"/> Kitchen, Kitchenette, Microwave or Coffee Area |

### BACK OF THE HOUSE

- |  |   |
|--|---|
| <input type="checkbox"/> Employee Entrances    | <input type="checkbox"/> Offices        |
| <input type="checkbox"/> Uniform Control Rooms | <input type="checkbox"/> Kitchens       |
| <input type="checkbox"/> Employee Restrooms    | <input type="checkbox"/> Breakrooms     |
| <input type="checkbox"/> Loading Docks         | <input type="checkbox"/> Locker room(s) |

### SHARED EQUIPMENT

- |  |   |
|--|---|
| <input type="checkbox"/> Phones                      | <input type="checkbox"/> Engineering tools              |
| <input type="checkbox"/> Radios                      | <input type="checkbox"/> Safety buttons                 |
| <input type="checkbox"/> Computers / keyboards       | <input type="checkbox"/> Cleaning equipment             |
| <input type="checkbox"/> Touch screens               | <input type="checkbox"/> Keys                           |
| <input type="checkbox"/> Printers                    | <input type="checkbox"/> Time clocks                    |
| <input type="checkbox"/> Other communication devices | <input type="checkbox"/> Light Switch                   |
| <input type="checkbox"/> Payment terminals           | <input type="checkbox"/> All Other Direct Contact Items |
| <input type="checkbox"/> Kitchen implements          | <input type="checkbox"/>                                |

### Health Officer Directive No. 2020-29c (Exhibit B) Health and Safety Plan (issued 11/03/2020)

#### GUEST ROOMS, DAILY CLEANING

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- |  |   |
|--|---|
| <input type="checkbox"/> Walls                       | <input type="checkbox"/> Furniture                                    |
| <input type="checkbox"/> Windows                     | <input type="checkbox"/> Minibars                                     |
| <input type="checkbox"/> Mirrors                     | <input type="checkbox"/> Interior/Exterior door Handles               |
| <input type="checkbox"/> Desks                       | <input type="checkbox"/> Door Locks                                   |
| <input type="checkbox"/> Table Tops                  | <input type="checkbox"/> Faucets                                      |
| <input type="checkbox"/> Toilet                      | <input type="checkbox"/> Light Switches                               |
| <input type="checkbox"/> Restrooms                   | <input type="checkbox"/> TV Remote Controls                           |
| <input type="checkbox"/> Bed Headboards / Footboards | <input type="checkbox"/> Telephones                                   |
| <input type="checkbox"/> Keyboards                   | <input type="checkbox"/> Porous Surfaces (e.g. Carpets, Rugs, Drapes) |
| <input type="checkbox"/> Touchscreens                | <input type="checkbox"/>  |

#### GUEST ROOMS, ROOM RESET

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- |   |   |
|---|---|
| <input type="checkbox"/> Nightstands  | <input type="checkbox"/> Alarm Clocks                                 |
| <input type="checkbox"/> Telephone  | <input type="checkbox"/> Luggage Racks and Flooring                   |
| <input type="checkbox"/> In-Room Control Panels   | <input type="checkbox"/> Remove all linens and towels                 |
| <input type="checkbox"/> Temperature Control Panels   | <input type="checkbox"/> HEPA-Vacuum the floors                       |
| <input type="checkbox"/> Walls  | <input type="checkbox"/> Furniture                                    |
| <input type="checkbox"/> Windows  | <input type="checkbox"/> Minibars                                     |
| <input type="checkbox"/> Mirrors  | <input type="checkbox"/> Interior/Exterior door Handles               |
| <input type="checkbox"/> Desks  | <input type="checkbox"/> Door Locks                                   |
| <input type="checkbox"/> Table Tops   | <input type="checkbox"/> Faucets                                      |
| <input type="checkbox"/> Toilets Seat and Handles   | <input type="checkbox"/> Light Switches                               |
| <input type="checkbox"/> Restrooms  | <input type="checkbox"/> TV Remote Controls                           |
| <input type="checkbox"/> Bed Headboards / Footboards  | <input type="checkbox"/> Telephones                                   |
| <input type="checkbox"/> Keyboards  | <input type="checkbox"/> Touchscreens                                 |
| <input type="checkbox"/> Lamps  | <input type="checkbox"/> Porous Surfaces (e.g. Carpets, Rugs, Drapes) |
| <input type="checkbox"/> All Kitchen / Kitchen Area / Microwave or<br>Coffee Area (if provided) | <input type="checkbox"/> Garbage Cans                                 |

**Other Cleaning Areas within the Rooms and Spaces**

**1. KITCHEN, KITCHENETTE, MICROWAVE OR COFFEE AREA**

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- |                                      |                                       |
|--------------------------------------|---------------------------------------|
| <input type="checkbox"/> Floors      | <input type="checkbox"/> Cabinets     |
| <input type="checkbox"/> Walls       | <input type="checkbox"/> Dinnerware   |
| <input type="checkbox"/> Counters    | <input type="checkbox"/> Cookware     |
| <input type="checkbox"/> Back Splash | <input type="checkbox"/> Refrigerator |
| <input type="checkbox"/> Microwave   | <input type="checkbox"/> Coffee Maker |
| <input type="checkbox"/> Faucet      | <input type="checkbox"/>              |

**2. RESTROOM, ALL SURFACE, FIXTURES, AND FACILITIES IN PUBLIC AND NON-PUBLIC RESTROOMS**

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- |   |  |
|---|--|
| <input type="checkbox"/> Sinks                  | <input type="checkbox"/> Engineering tools                   |
| <input type="checkbox"/> Faucets                | <input type="checkbox"/> Safety buttons                      |
| <input type="checkbox"/> Mirrors                | <input type="checkbox"/> Toilets                             |
| <input type="checkbox"/> Soap Dispensers        | <input type="checkbox"/> Doors                               |
| <input type="checkbox"/> Dryers                 | <input type="checkbox"/> Walls and Floors of Bathroom Stalls |
| <input type="checkbox"/> Paper Towel Dispensers | <input type="checkbox"/> Toilet Paper Dispensers             |
| <input type="checkbox"/> Walls                  | <input type="checkbox"/> Door Handles                        |
| <input type="checkbox"/> Floors                 | <input type="checkbox"/>                                     |

**DOORS, DOOR HANDLES AT ALL EXTERIOR AND INTERIOR ENTRANCES**

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- |  |  |
|--|--|
| <input type="checkbox"/> Door Handles          | <input type="checkbox"/> Door Key      |
| <input type="checkbox"/> Door Key Card Systems | <input type="checkbox"/> Door Peephole |
| <input type="checkbox"/> Door Locks            | <input type="checkbox"/> Door hinges   |
| <input type="checkbox"/> Door Locking devices  | <input type="checkbox"/>               |

**1. ELEVATORS, ALL SURFACES, INTERNAL AND EXTERNAL**

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- |                                   |                                    |
|-----------------------------------|------------------------------------|
| <input type="checkbox"/> Controls | <input type="checkbox"/> Floors    |
| <input type="checkbox"/> Buttons  | <input type="checkbox"/> Handrails |
| <input type="checkbox"/> Walls    | <input type="checkbox"/>           |

**STAIRWAYS, STAIRWELLS & ESCALATORS, ALL SURFACES ON STAIRWAYS,  
STAIRWELLS & ESCALATORS**

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- |                                  |                                    |
|----------------------------------|------------------------------------|
| <input type="checkbox"/> Walls   | <input type="checkbox"/> Handrails |
| <input type="checkbox"/> Buttons | <input type="checkbox"/>           |

**ELEVATORS, ALL SURFACES, INTERNAL AND EXTERNAL**

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- |                                   |                                    |
|-----------------------------------|------------------------------------|
| <input type="checkbox"/> Controls | <input type="checkbox"/> Floors    |
| <input type="checkbox"/> Buttons  | <input type="checkbox"/> Handrails |
| <input type="checkbox"/> Walls    | <input type="checkbox"/>           |