



San Francisco is experiencing a rapid and significant surge of COVID-19 cases. Accordingly, beginning at 11:59 p.m. on November 13, 2020, and until there is a further order of the Health Officer, indoor restaurants and cafes within lodging facilities must temporarily cease operating for indoor dining (although they may operate for outdoor dining and take-out, including for consumption in patrons’ rooms, offsite, or outdoors). See Sections 11 & 20 of Appendix C1 to Health Officer Order No. C19-07n. To the extent of any conflict or inconsistency with any other provision of this directive or guidance, this requirement controls.

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 This Directive goes into effect immediately upon issuance, and remains in effect until suspended, superseded, or amended by the Health Officer.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:**



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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, 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



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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 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.

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

Date: November 3, 2020