

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).

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- 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.

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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.

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- 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.

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- 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

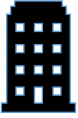
- Have procedures to comply with cleaning requirements, including providing enhanced personal protective equipment to housekeeping staff.
- Confirmed that short-term rental is not a shared rental (e.g. room in an occupied space).
- Have procedures to comply with enhanced cleaning requirements, including 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

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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"/> |

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GUEST ROOMS, DAILY CLEANING

- | | |
|--|---|
| <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

- | | |
|---|---|
| <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
Coffee Area (if provided) | <input type="checkbox"/> Garbage Cans |

Other Cleaning Areas within the Rooms and Spaces

1. KITCHEN, KITCHENETTE, MICROWAVE OR COFFEE AREA

- | | |
|--------------------------------------|---------------------------------------|
| <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

- | | |
|---|--|
| <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

- | | |
|--|--|
| <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

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



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

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

ELEVATORS, ALL SURFACES, INTERNAL AND EXTERNAL

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