



SAFER AT HOME Checklist for Hospitality Industry

This checklist is intended to help businesses comply with the Colorado Safer at Home Order and other applicable orders.

- Compliance with all public health orders is mandatory.
- Use of this checklist is voluntary.
- Completion of this checklist does not assure compliance but may be asked for as supporting documentation in cases of compliance investigations.
- Businesses are encouraged to share the completed version of this checklist with employees and post it for the public.

As Orders evolve, be sure to visit www.COVID19.Colorado.gov and www.boco.org/COVID-19 for the most current information.

As directed by the Governor's Executive Order, the Colorado Department of Public Health & Environment (CDPHE) issued the Under the Safer at Home Public Health Order, businesses (including hotels) will continue to operate.

This checklist includes, but is not limited to:

- Hotels
- Motels
- Places of accommodation

This checklist is NOT for:

- Homeowner rentals
- Short term rentals
- Privately owned residences for rent



Requirements & Guidance

Requirements for Workplace

- Deputize workplace coordinator(s) charged with addressing COVID-19 issues
- Maintain 6-foot distancing when possible, and discourage shared spaces
- Frequently sanitize all high-touch areas. See [additional guidance](#)
- Post signage for employees and customers on good hygiene. See [additional resources](#)
- Ensure proper ventilation. See [OSHA guidance](#). Higher than normal ventilation levels are encouraged
- Avoid gatherings (meetings, waiting rooms, etc.) of more than 10 people
- Implement symptom monitoring protocols (including workplace temperature monitoring and symptom screening questions) where possible. See [additional guidance](#)
 - Best practice is to implement a temperature check station at the entrance to the business
 - If this is not feasible, employees can check for symptoms at home and report symptoms either electronically or on paper per the system created by the business
 - Eliminate or regularly sanitize any items in common spaces (i.e., break rooms, elevator lobby) that are shared between individuals (i.e., condiments, coffee makers, vending machines)
 - See [additional guidance](#)
- Eliminate or regularly sanitize any items in common spaces (i.e., break rooms) that are shared between individuals (i.e., condiments, coffee makers, vending machines). See [additional guidance](#)
- Provide appropriate protective gear like gloves, masks, and face coverings and encourage appropriate use. See [additional guidance](#)

Workplace Best Practices

- Ensure clear planning, preparedness and organization in the workplace. This includes assigning a COVID coordinator to facilitate planning and communication, developing a plan for resources like cleaning supplies and internal regular (daily or weekly) communication, planning for employees to be out of the office for quarantine or caring for others, and considering how new precautions will impact workflow, etc
- Modify flow of people traffic to minimize contacts (e.g. doors for entry or exit only)
- Open windows for increased ventilation if available and will not impact HVAC system. Check with your maintenance or HVAC contractor to inquire about installing high efficiency air filters that filter viruses

Requirements for Employees

- Require employees showing any symptoms or signs of sickness, or who has been in contact with known positive cases to stay home. Connect employees to company or state benefits providers
- Provide flexible or remote scheduling for employees who need to continue to observe Stay-at-Home, who may have child or elder care obligations, or who live with a person who still needs to observe Stay-at-Home due to underlying condition, age, or other factor
- Encourage and enable remote work whenever possible
- Minimize all in-person meetings
- Provide hand washing facilities/stations and hand sanitizer
- Encourage breaks to wash hands or use hand sanitizer



- Phase shifts, breaks to reduce employee density
- Wear appropriate protective gear like gloves, masks, and face coverings and encourage appropriate use. See [additional guidance](#) and [guidance to keep employees and customers safe](#)

Employee Best Practices

- Require gloves and face coverings or masks for any interactions with other individuals (e.g. customers, co-workers, vendors).
- Provide employee guidance and encouragement on maintaining 6-foot distancing, PPE, hand washing, guidance on cleaning products, daily cleaning routines, maintaining logs and increased sanitation.
- Use online conferencing, email, or the phone instead of in-person meetings, even when people are in the same building, whenever possible
- Hold weekly or twice weekly check-in meetings to field questions or concerns from employees and/or other stakeholders

Requirements for Customers

- Create special hours for people at higher risk of severe illness from COVID-19
- Encourage and facilitate 6-foot distancing inside of the business for all patrons
- Encourage use of protection like gloves, masks, and face coverings
- Provide hand sanitizer at entrance
- Install shields or barriers where possible between customers and employees
- Use contactless payment solutions, no touch trash cans, etc. whenever possible
- [Guidance to keep employees and customers safe](#)

Customer Best Practices

- Maintain a six-foot radius from both employees and customers to reduce risk of transmission. Place signs or use other methods throughout your business that encourage social distancing by employees and customers.
- Adopt practices that encourage rapid service, line management and reduce wait time for customers. Consider using valet ropes, signage and floor markers to help maintain 6' social distancing.
- Encourage the use of digital files, rather than paper formats (e.g., documentation, invoices, inspections, forms, agendas) and request contactless signatures for deliveries
- Disinfect keys and key cards after each customer use
- Perform routine cleaning and disinfecting of frequently touched surfaces by customers and employees such as counters, registers, and door handles, countertops and doorknobs and clean between each customer
- Have ample supplies of hand sanitizer on hand for your customers at reception check/in area
- Discourage gatherings in reception/lounge/lobby of more than 10 people.
- Eliminate self-serve beverage/snack stations and regularly sanitize all high touch items in the lobby/reception/waiting/lounge areas multiple times daily.
- Consider temporarily closing public seating in lobby areas.
- Encourage customer to wear masks, and face coverings when in the public spaces of the facility and provide education to customer on local safer at home requirements/protocols for when they are venturing outside of the facility. Create and post signage to encourage the use of face coverings or masks. [See additional resources](#)



Housekeeping Requirements

Cleaning & Sanitation

Hotels and other public accommodations cleaning rooms used by a person known to have COVID-19 or a quarantined or isolated individual should follow recommended CDC guidance: [Interim Guidance for Environmental Cleaning and Disinfection for U.S. Households with Suspected or Confirmed Coronavirus Disease 2019](#).

It is recommended to close off areas used by the ill persons and wait as long as practical before beginning cleaning and disinfection to minimize potential for exposure to respiratory droplets.

- Open outside doors and windows to increase air circulation in the area.
- Restrict access for two hours after the sick person has left. If possible, wait up to 24 hours before beginning cleaning and disinfection.
- In areas where ill persons have visited or used, continue routine cleaning and disinfection as outlined in this guidance: <https://covid19.colorado.gov/cleaning-guidance> and <https://drive.google.com/file/d/1XQnjAL2nzdPnb7Dabz7-fx8Pw7XlyUe8/view>

Spa Service

See personal services checklist: <https://assets.bouldercounty.org/wp-content/uploads/2020/05/safer-at-home-checklist-for-personal-services.pdf>

Hotel Fitness Center

Fitness centers are limited to use only by hotel guests who are following social distancing requirements of at least six feet between individuals. Hotel or property managers must increase sanitation and cleaning for these areas. Pools and hot tubs may not be open under the Colorado Safer at Home Order.

Hotel Retail Store

See retail checklist: <https://assets.bouldercounty.org/wp-content/uploads/2020/05/safer-at-home-checklist-for-retail.pdf>

Hotel Restaurant

Restaurants are only allowed to do takeout/delivery and room service until further notice. Restaurant may open at limited capacity at a future date. See the grocery and food service checklist: <https://assets.bouldercounty.org/wp-content/uploads/2020/05/grocery-and-food-service-checklist.pdf> and https://drive.google.com/file/d/1pXAFPXCTLqBZvTJpuqrH45YeLB_Jc2wP/view

Local and Personal Recreation

Review the guidance at: <https://covid19.colorado.gov/safer-at-home/safer-at-home-local-and-personal-recreation>

Additional Resources and Guidelines

- [Workplace Outbreak Guidance](#)
- [Cleaning Guidance for COVID-19](#)
- [Worker and customer protection for non-healthcare industries](#)
- [Masks and protective equipment](#)
- [How to conduct a facility health screening](#)
- [Employee Health Screening Form](#)



- [Employee Health Self-Screening Log](#)
- [CDC recommendations for businesses and employers](#)
- [Colorado Hotel and Lodging Association](#)

