



Division of Food and Recreational Safety

May 20, 2020

Recommendations for Lodging Establishments during COVID-19

The following recommendations are intended to help lodging establishments operate while keeping staff and guests safe from COVID-19.

Employee Health & Hygiene

- Train staff on the [symptoms of coronavirus \(COVID-19\)](#) and make sure they stay home when sick.
- Maintain an adequate supply of single-use paper goods, soap and hand sanitizer to allow proper hand hygiene among employees.
- Wear single-use gloves for duties of cleaning and sanitizing.
- Avoid touching your eyes, nose and mouth.
- Wash your hands often with soap and water for at least 20 seconds.
 - If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol.
- Provide tissues for proper cough/sneeze etiquette and no-touch disposal receptacles.

Face Masks

- The Centers for Disease Control and Prevention (CDC) recommends [wearing cloth face coverings](#) in public settings, especially in areas of significant community transmission.

Social Distancing

- Front desk: Ensure the layout provides social distancing between employees and guests, and restrict the number of check-ins allowed at one time.
- It is recommended to reduce seating in indoor and outdoor areas.
- Fitness areas should be operated at a capacity to encourage social distancing. Close areas where social distancing is not possible.
- Provide signage or a flier advising guests of safe practices.
- Shared transport should be avoided unless an empty seat can be left between all unrelated passengers. Encourage passengers to wear face coverings and staff to sanitize vehicles after each use.
- Programmed events should be limited in size so that 6 feet of social distancing can be maintained.

Cleaning Public Areas & Guest Rooms

- Review the [CDC's guidance for building water systems](#) prior to reopening lodging facilities that have been completely or partially closed.
- Sanitize surfaces using an [EPA-registered disinfectant](#) or a bleach solution.



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- Prepare a bleach solution by mixing:
 - 5 tablespoons ($\frac{1}{3}$ cup) bleach per gallon of water for non-food contact surfaces.
 - 1 teaspoon bleach per gallon of water for food contact surfaces.
 - Do not mix bleach and ammonia based chemical solutions!
- Sanitizing wipes should be used and must be discarded when visibly soiled.
- Frequently clean and sanitize touch points in all common areas. These include but are not limited to tables, desks, door handles, elevator call buttons, phones, public bathrooms and key cards.
- Cleaning guest rooms:
 - Sanitize all touch points in room. These include but are not limited to door handles, television remotes, clocks, thermostats, coffeemakers and ice buckets.
 - Provide disposable cups in place of glassware.
 - Launder towels, linens, robes and all bedding on the warmest appropriate water setting and dry completely between each guest stay. Blankets and comforters should be laundered between each guest or encased in a duvet cover. The duvet cover should be laundered between each guest.
 - Avoid housekeeping in rooms when occupied, except on request for extended stays, when guests are not in the room.
 - Review the [CDC's cleaning and sanitizing guidance](#) for additional information.

Food & Beverage

- Room service may be delivered and left outside guest rooms.
- In-room mini-bars should be cleaned and sanitized between guests.
- Buffets or self-services operations should not operate. Properly trained employees may prepare to-go orders from the breakfast food service area per customer request. Pre-packaged “Grab and Go” food is encouraged.
- Online and phone orders can be picked up in person, provided there is social distancing of at least 6 feet between customers. Offer cashless and contactless transactions whenever possible.
- Orders can be made onsite, limiting the total number of customers inside the establishment at one time if social distancing can be maintained during order, payment and pickup.
- Seating intended for food consumption shall be limited to allow for 6 feet of social distancing between tables.
- Sanitize all multiuse utensils, dinnerware and glassware provided in guest rooms between each guest stay.

Additional Recommendations for Bed and Breakfast & Tourist Rooming House Businesses

- Encourage guests to reserve and pay online.
- Maintain 6 feet of social distancing. For further social distancing, make innkeeper available by phone, text or email.
- Establish self-check-in and check-out procedures. Hand sanitizer should be placed in the guest entry area.
- The type of breakfast served at a B&B should be communicated to guests prior to



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their stay. Buffets and self-service of foods should be discontinued.

- The B&B seating area capacity should be limited to allow for social distancing. For bar areas, two bar stools should be available between unrelated customers. Breakfast may be provided for takeout to registered guests, delivered to guests' rooms, or offered for seating reservations. Only guests from a single room may reserve to use the dining accommodations at a time. Wash and sanitize all seating areas prior to the next reservation.
- Launder towels, linens, robes and all bedding on the warmest appropriate water setting and dry completely between each guest stay. Blankets and comforters should be laundered between each guest or encased in a duvet cover. The duvet cover should be laundered between each guest.
- Sanitize all touch points in the establishment. These include but are not limited to door handles, television remotes, clocks, thermostats, light switches or lamps, coffeemakers and hair dryers.

- Increase the cleaning frequency of shared toilet facilities and other shared spaces within the home.
- If provided, sanitize all multi-use utensils, dinnerware and glassware between each guest stay.
- For tourist rooming house businesses, guests should be limited to members of a single household or living unit. All other private gatherings of any number of people should be discouraged.

Resources for Lodging Businesses

- [CDC, Resources for Businesses and Employers](#)
- [OHSA, Guidance on Preparing Workplaces for COVID-19](#)
- [Wisconsin Department of Agriculture, Trade and Consumer Protection](#)



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