

Recommended changes to the Universal Guidelines:

All employers & employees to have COVID19 testing within 2 weeks of return to work, when possible. If positive, shelter-at-home for 2 weeks prior to return to work.

Recommended opening date: 5/22/20

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Industries: All rented accommodations. Examples given: Hotel, Motels, short-term rentals, and cabin rentals, Bed and Breakfasts, and Inns.

Lodging Industry – Phase 1

Hotels, Motels, B&B's, Cabin Communities and similar accommodations open to the public, including short-term rentals, **may accept overnight reservations from New Hampshire residents, or out of state visitors who have met the 14 day quarantine requirement.** Operators may require a copy of a NH driver's license or a signed document from the guest(s) attesting they meet the quarantine requirement.

As it refers to quarantine in this guidance, it means that the person or people registering to stay at a lodging facility have remained isolated at home, going into the community only for necessities and when outside of the home maintaining social distancing and wearing face masks when within less than 6 feet of another person.

Safeguarding Guidance:

In addition to strict adherence to CDC guidelines, the State of New Hampshire recommends putting into place measures to protect consumers and employees, including:

Employee Protection:

- 1.) Follow Universal Guidelines
- 2.) Follow sanitation frequency guidance contained in this document at all times
- 3.) If serving food, Provide ServSafe COVID-19 or equivalent training as soon as possible

Consumer Protection:

- 1.) Enhanced housekeeping sanitation strategies after every room use
- 2.) In Common Areas, sanitizing of door handles, faucet handles; all other customer touch-points in common areas, and other areas of hand contact every two hours, at a minimum
- 3.) Common areas are closed, and no congregating in lobby;
- 4.) Provide Room service or grab and go items as an alternative to hotel restaurants where social distancing of 6 feet not possible; Hotel restaurants should align with the food services phase schedule.
- 5.) All congregate amenities e.g pools, hot tubs sauna and exercise facilities will follow the Health and Fitness Guidelines.
- 6.) Guests should be asked the following questions at check-in & a copy kept with their record, Minimum standards signage must be prominently posted at the entrance asking customers regarding COVID-19 symptoms:
 - a. Have you been in close contact with a confirmed case of COVID-19?
 - b. Are you experiencing a cough, shortness of breath or sore throat?
 - c. Have you had a fever in the last 48 hours?
 - d. Have you had changes in your sense of taste or smell ?
 - e. If you answered yes to any of these questions, please do not put our employees and other guests at risk and come back another day when you feel better. Any deposit will be returned.
 - f. A version of this checklist should be included in reservation confirmations.

- 7) Social distancing at check-in. Sneeze guard barriers recommended. All digital check-in where possible.
- 8) If Staff or guests will be coming inside the social distance range of each other, cloth face coverings must be worn by staff, and recommended for guests.

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Business Process Adaptations:

- 1) Capacity for lodging operations that have inside room access should be limited to 50% of capacity. For lodging operations that have individual outside room access, or Inns and BnB's with 10 or less rooms, no capacity restrictions. For the purposes of determining capacity, percentage calculation, room usage by pandemic emergency workers, first responders and existing occupancy by long term residents, shall be exempt from the capacity calculation.
- 2) Place hand sanitizer stations in hotel lobby and bathrooms and throughout the establishment, where appropriate.
- 3) Sanitize all front-of-house surfaces including door handles, screens, phones, pens, keyboards and other areas of hand contact every two hours, at a minimum.
- 4) Use a clearly designated entrance and a separate clearly designated exit to maintain social distancing, if reasonable.
- 5) Businesses should continue to remind all patrons that those with an elevated/High risk should continue to shelter at home.

Lodging Industry – Phase 2

Safeguarding Guidance:

In addition to strict adherence to CDC guidelines, the State of New Hampshire recommends putting into place measures to protect consumers and employees, including:

Employee Protection:

- 1.) Follow Universal Guidelines
- 2.) Follow sanitation frequency guidance contained in this document at all times
- 3.) If serving food, Provide ServSafe COVID-19 or equivalent training as soon as possible

Consumer Protection:

- 1.) Enhanced housekeeping sanitation strategies after every room use
- 2.) In Common Areas, sanitizing of door handles, faucet handles; all other customer touch-points in common areas, and other areas of hand contact every two hours, at a minimum
- 3.) Common areas are open, groups no larger than 10, social distancing guidelines remain in effect.
- 4.) Lodging restaurants should align with the food services phase schedule.
- 5.) All congregate amenities e.g pools, hot tubs sauna and exercise facilities will follow the Health and Fitness Guidelines.
- 6.) Guests should be asked the following questions at check-in & a copy kept with their record, Minimum standards signage must be prominently posted at the entrance asking customers regarding COVID-19 symptoms:
 - a. Have you been in close contact with a confirmed case of COVID-19?
 - b. Are you experiencing a cough, shortness of breath or sore throat?
 - c. Have you had a fever in the last 48 hours?
 - d. Have you had changes in your sense of taste or smell ?
 - e. If you answered yes to any of these questions, please do not put our employees and other guests at risk and come back another day when you feel better. Any deposit will be returned.
 - f. A version of this checklist should be included in reservation confirmations.
- 7.) Social distancing at check-in. Sneeze guard barriers recommended. All digital check-in where possible.
- 8.) If Staff or guests will be coming inside the social distance range of each other, cloth face coverings must be worn by staff, and recommended for guests.

Business Process Adaptations:

- 1) Capacity restrictions are removed, for all lodging operations.
- 2) Place hand sanitizer stations in hotel lobby and bathrooms and throughout the establishment, where appropriate.
- 3) Sanitize all front-of-house surfaces including door handles, screens, phones, pens, keyboards and other areas of hand contact every two hours, at a minimum.
- 4) Businesses should continue to remind all patrons that those with an elevated/High risk should continue to shelter at home.

Lodging Industry – Phase 3

Safeguarding Guidance:

In addition to strict adherence to CDC guidelines, the State of New Hampshire recommends putting into place measures to protect consumers and employees, including:

Employee Protection:

- 1.) Follow Universal Guidelines
- 2.) Follow sanitation frequency guidance contained in this document at all times
- 3.) If serving food, Provide ServSafe COVID-19 or equivalent training as soon as possible

Consumer Protection:

- 1.) Enhanced housekeeping sanitation strategies after every room use
- 2.) In Common Areas, sanitizing of door handles, faucet handles; all other customer touch-points in common areas, and other areas of hand contact every two hours, at a minimum
- 3.) Common areas are open, groups no larger than 50, social distancing guidelines remain in effect.
- 4.) Lodging restaurants should align with the food services phase schedule.
- 5.) All congregate amenities e.g pools, hot tubs sauna and exercise facilities will follow the Health and Fitness Guidelines.
- 6.) Minimum standards are signage must be prominently posted throughout the venue, to ask customers regarding COVID-19 symptoms.
 - a. Have you been in close contact with a confirmed case of COVID-19?
 - b. Are you experiencing a cough, shortness of breath or sore throat?
 - c. Have you had a fever in the last 48 hours?
 - d. Have you had changes in your sense of taste or smell ?
 - e. If you answered yes to any of these questions, please do not put our employees and other guests at risk and come back another day when you feel better. Any deposit will be returned.
 - f. A version of this checklist should be included in reservation confirmations.
- 7.) Social distancing at check-in. Sneeze guard barriers recommended. All digital check-in where possible.
- 8.) If Staff or guests will be coming inside the social distance range of each other, cloth face coverings must be worn by staff, and recommended for guests.

Business Process Adaptations:

- 1) Capacity restrictions are removed, for all lodging operations.
- 2) Place hand sanitizer stations in hotel lobby and bathrooms and throughout the establishment, where appropriate.
- 3) Sanitize all front-of-house surfaces including door handles, screens, phones, pens, keyboards and other areas of hand contact every two hours, at a minimum.
- 4) Businesses should continue to remind all patrons that those with an elevated/High risk should continue to shelter at home.