



SAN MIGUEL COUNTY PUBLIC HEALTH ORDER # 2020-06
APPENDIX A.
LODGING SECTOR PROTOCOL – OPERATING STANDARDS

San Miguel County includes a wide range of lodging options including hotels, short term rental, bed & breakfasts, fractional accommodations, private homes, and more. Each type of property offers different guest experiences which require varying numbers of employees and include many different physical layouts. Each individual and establishment needs to consider how best to decrease the spread of COVID-19 and lower their impact. The following requirements for reopening your lodging establishment includes guidance that is intended to:

- Reduce transmission among employees and customers
- Maintain healthy business operations
- Maintain a healthy work environment
- Reduce the impact of COVID-19 on the community and high risk populations
- Provide the information necessary to support containing the spread of the virus

Every lodging facility in San Miguel County must complete the [Lodging Verification Form](#) and review the [COVID-19 Business Safety Plan Checklist](#) with your employees. Short Term Lodging that does not meet the requirements in the protocol below must remain closed to guests.

Operating Procedures

Workspaces - configuration, occupancy, cleaning, and sanitization

- Employ strict hygiene guidelines and frequent sanitization procedures for all contact surfaces and tools
- Ensure a minimum of 6 feet of separation between clients/customers when not directly performing service
- Post signage for employees and customers outlining good hygiene and safety measures being taken
- Sanitize all financial transaction equipment after each use ([Additional Guidance](#) for cleaning a variety of facilities)
- Sanitize all service equipment (spa / workout equipment, etc.) after each use.
- Maintain log of the name and contact phone number for each person residing in the unit and maintain on files for at least 30 days. Provide to the Public Health Department if need arises for contact tracing.
- For multi-unit residential, mixed-use buildings, homeowners associations, and management companies, review and adhere to the [safety training guidance available on the county website](#).

Employees

- Employees should perform daily self-checks for symptoms, which can include taking their temperature prior to arriving for work.
 - Symptoms of COVID-19 can include headache, sore throat, fever, dry cough, inability to taste and smell, shortness of breath, ear aches, body aches, diarrhea, fatigue, vomiting and abdominal pain.
- Any employee with symptoms should stay home, contact their healthcare provider for guidance on whether they should be tested or not.
- Wear mask or face covering ([Additional Guidance](#))
- Wear gloves (meticulous and frequent hand-washing if gloves not feasible or appropriate)
- Wash hands and change gloves between customers
- Remote Working – As available, allow staff to work from remotely. In instances where working from home is not possible, attempt to stagger schedules as much as practical to minimize person to person interaction.

To protect customers

- Provide contactless payment options (whenever possible)
- Limit use of gathering spaces, such as waiting rooms or locker rooms, encouraging customers to maintain physical distance and avoid prolonged use.
- Encourage customers to wear cloth face coverings when in common areas where other customers or employees are more likely to be present.
- As available, provide hand sanitizer dispensers at all regularly used entries to your building or complex or desks, and keep them stocked. Post appropriate signage above sanitizer dispensers.

Messaging

- Educate guests of public health orders and expectations prior to their arrival. This can be shared through the lodging website, within a unit listing, and provided with registration confirmation to guests and displayed within the lodging unit. Key County messaging options are [available here](#) under Posters tab.
- Signage – Consider mounting signage fixtures where signage can easily be changed. Mount [signage regarding face coverings and current county public health orders](#) at key places including entrances, hallways, elevators where people are likely to see them. When county signage changes, update your signage

Policies to support 25% occupancy standard as outlined in the San Miguel County Public Health Order:

- Prior to opening, lodging operators must develop a plan that limits Short Term Lodging occupancy for any given day. Please review the [COVID-19 Business Safety Plan Checklist](#) to ensure all aspects are properly addressed.
- For all operators of multi-unit establishments such as hotels, motels, private residence or resort clubs, condo-tels, ownership associations, and other similar Short Term Lodging establishments, operators must restrict occupancy to no more than 25% of the total number of units in the establishment. This applies to any business, operator, association, club, or resort that organizes, rents, allocates, or otherwise administers the occupancy of such units

as of the date of this order, regardless of how ownership of the unit is held, whether or not the unit is rented or is subject to membership, association, or other fees, or there is otherwise an exchange of money for the services of the operator.

- In addition to all other requirements applicable to Short Term Lodging, operators of facilities that have shared bathrooms or food preparation facilities, including but not limited to hostels, mountain huts, or similar facilities, must follow the applicable guidance of San Miguel County.
- Short Term Lodging operators must inform guests about the restrictions in the order, including by providing all guests with information about the Five Commitments of Containment, and explaining expectations for visitors to follow the order.
- Short Term Lodging that does not meet the requirements in the San Miguel County Public Health Order must remain closed to guests.
- Units where a deed conveying ownership to an owner provides specifically identifiable dates of ownership (examples include: “June 21-27”; “Week 20”, or “the third week of January”), and the owner occupies the unit during the dates of their deeded ownership need not be counted toward the 25% occupancy limit.
- The Public Health Director, or their designee, may provide a special exception to the restrictions on Short Term Lodging where the Director determines there is good cause to do so.

Special Considerations for lodging with shared restroom or kitchen facilities

- Communal or shared sleeping quarters (one space with multiple beds) cannot be shared by non-household members at this time.
- For lodging that has shared facilities like kitchens and bathrooms, those areas can be shared. In these cases:
 - People should always maintain a minimum of 6 feet physical distance from non-household members;
 - People should limit the time they are in common or shared areas with non-household members;
 - People should wear face coverings while using shared facilities, especially in the presence of non-household members;
 - People should be reminded to wash or sanitize your hands upon exiting these shared areas.

Special considerations for lodging with shared sleeping quarters (e.g. hostels, mountain huts, yurts)

- Communal or shared sleeping quarters (one space with multiple beds) cannot be shared by non-household members at this time.
- Sleeping in enclosed spaces increases the contact or exposure time that enables spread of COVID-19.
- Since many individuals can be asymptomatic and still spread the virus, these settings should be limited to household groups at this time.
- Specific cleaning instructions should be provided where guests are expected to perform these duties.
- To the degree possible, 24 hours should be provided in between groups.
- The risks and individual responsibilities must be clearly explained to all guests.

Cleaning Protocols

- [Cleaning protocol for vacation rentals](#) must be adhered to.

Guests that Become Ill

- All guests that experience symptoms of COVID-19 should isolate away from others, and contact a local health care provider for guidance and schedule testing for COVID-19.
- Individuals in close contact (e.g. family members, travel companions, sharing same lodging, and anyone within 6 feet for longer than 10 minutes) with a guest with COVID-19 symptoms should be quarantined for 14 days.
- Adhering to isolation and quarantine requirements may prolong a guest(s) stay. Lodging management should work with these guests to continue lodging arrangements at the guest's expense or as negotiated with lodging management for the remainder of the isolation/quarantine period.
- Expectations and financial responsibility of guests if they must isolate or quarantine in place and prolong their stay should be communicated in advance to guests.

Cleaning Guidance After Ill Guests Depart

Hotels and other public accommodations cleaning rooms used by a known case 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 in this guidance
- Symptoms of COVID-19 include: **Fever OR Cough OR Sore Throat OR Shortness of Breath**. Workers who develop symptoms should immediately notify their supervisor AND stay home from work.
- All lodges must follow the symptom guidance for getting tested for all employees and guests.