



Hotels and Accommodations

General Guidelines

(Effective June 1, 2020 at 12:01 AM)



New Normal Guide
MIAMI-DADE COUNTY'S GUIDELINES TO REOPENING BUSINESSES

The following guidelines are outlined within Miami-Dade County's Emergency Order 23-20 Amendment No. 1 for reopening certain retail and commercial establishments in Miami-Dade County.

To view the List of Establishments or to obtain a copy of the entire handbook, visit:
<https://www.miamidade.gov/global/initiatives/coronavirus/emergency-orders.page>

For more information, call (305) 234-4262, email info@cutlerbay-fl.gov, or visit our website at www.cutlerbay-fl.gov

Color Identification System

The color flag identification system below will be used to communicate each day where we are on the continuum of the New Normal. Depending upon the situation, we may take intermediate steps between these phases, but knowing what color phase we are in will help you navigate your activities.

Color

Phase



Most stringent closures; only essential businesses open; social distancing and facial covering requirements in place



Parks and Open Spaces open; preparations taking place to reopen other sectors with strict capacity requirements in place; social distancing and facial covering requirements in place



Limited opening of non-essential businesses and other facilities; strict capacity requirements in place; social distancing and facial covering requirements in place



More expansive opening of businesses and facilities; capacity requirements expanded; social distancing and facial covering requirements in place



New Normal is in place; all businesses and facilities open; social distancing and facial coverings encouraged



Current Phase: Yellow

Initial Reopening Plan



The Yellow flag phase began on May 18, 2020 and allowed selected non-essential businesses to open with stringent capacity and safety rules in place. The guidebook now includes protocols for the reopening of beaches, hotels and other accommodations. Protocols for wellness facilities, including gyms, yoga studios and other facilities, as well as summer camps and entertainment venues will be released in the next edition with designated start dates.

While designated businesses are permitted to open, you are not required to open. Furthermore, if we experience a surge in cases, we may be required to return to the Orange flag phase. Should this happen, we will communicate this to the community with adequate time to prepare prior to the effective date.

As you prepare to reopen your establishment, please consider these examples of general safeguarding guidelines for reopening. All guidelines are categorized by workforce protection measures, employee protection measures, non-employee (or customer) protection measures, business process adaptations, employer-led public health interventions and industry-wide safeguards. This list is not intended to be all-inclusive, but rather examples of actions to be taken so that you may protect your employees and your customers. If a particular commercial establishment supports multiple business lines, only those permitted to operate may be opened in any particular phase. You may wish to enforce more stringent guidelines or procedures.

General Reopening Guidelines

- I. Workforce protection
 - a. **Facial coverings must be worn inside businesses and commercial establishments or wherever social distancing is not possible**
 - b. **Do not allow employees who have flu like symptoms to report to work for 14 days after the onset symptoms**
 - c. Provide or coordinate safe transportation to work allowing for social distancing
 - d. Allow for flexible schedules for childcare and sick time
 - e. Staggered breaks to reduce large group gatherings
 - f. **Install hand sanitizer at entry points and through site**
- II. Employee protection
 - a. **Enforce personal protective equipment (e.g., face masks, gloves)**
 - b. **Ensure employees (and customers) stay more than 6 feet apart (use visual markers to help with implementation)**
 - c. **Enhanced sanitization of all common areas / touch points (doors, stairwell handles, light switch, elevator switch, etc.)**
 - d. **Procure increased amounts of soap, hand sanitizer, cleaning materials and protective equipment**
- III. Non-employee Protection
 - a. **Visually mark separation 6 ft. apart for areas where people would group (e.g., queues and elevators)**
 - b. Discourage entry to site of visitors and contractors, unless needed for operations
 - c. **Eliminate car valet services, unless self-parking is unavailable. Where self-parking is unavailable, valet may be utilized. Valet operator will step away 6 feet after opening car door (visual markers should be placed on the ground to assist). After parking, vehicle operator will switch or sanitize gloves prior to servicing the next vehicle.**
 - d. Set up self-checkout lines and contactless payments, as applicable
- IV. Business Process Adaptations
 - a. Upgrade/Install ventilation including HVAC filters per OSHA guidance
 - b. **Clean and disinfect bathrooms every two to three hours**
 - c. **Eliminate the use of common water fountains and interactive displays**
 - d. **Limit capacity of elevators to ensure social distancing**
 - e. Designate quarantine rooms for infected individuals and deep clean after use
 - f. Require non-core functions to work from home, as possible
 - g. Avoid meetings of more than 5 participants, encourage virtual meetings
 - h. Reduce seating in breakrooms / common areas to ensure minimum 6' physical distance. If not possible, close common areas
 - i. **Prior to re-open, flush plumbing and run water in sinks to eliminate stagnant water from the period of mall/store's closure**

- V. Employer-led public health interventions
 - a. **Post CDC signage in publicly trafficked locations emphasizing measures to “Stop the Spread of Germs” and to exercise social responsibility**
 - b. **Train all personnel in new operating protocols and modifications to existing codes of conduct to deal with COVID 19 issues**
 - c. Design work group shifts to minimize contacts between employees and ensure easier tracking and tracing, as possible
 - d. Implement testing programs for high risk employees (e.g., frequent contact with customers or suppliers)
- VI. Industry-wide Safeguards
 - a. Acknowledge in writing the review and understanding of relevant industry association and union organizations guidelines, including capability checklists and reference to WHO, DOH and CDC guidelines
 - b. Establish protocol to immediately disclose infection to state DOH bodies and procedure to safeguard store (e.g., deep cleaning)
 - c. Setup clear reporting protocols based on leading (e.g., thermometer temp spikes, thermal scanning spikes, increased absenteeism) and lagging indicators (e.g., staff health visits above pre-defined rate, community spread in retailer locale)
 - d. Post a contact email address and/or telephone number for employees /customers to contact if they have questions or concerns
 - e. **Any establishment that has an on-site employee or contractor who tests positive shall close for the shorter of:**
 - i. **the time needed for staff who were in contact with the positive employee or contractor to be tested and cleared by a medical professional as being COVID-19 free and the establishment to be deep-santized;**
 - ii. **14 days from the date such employee or contractor was last on-site at such establishment, if deep-santization is not performed.**
 - f. **An establishment shall be deemed to have complied with the above if, after deepsantizing, employees who were in contact with the positive employee or contractor do not report to work for 14 days after the date the positive employee or contractor was last on-site**
 - g. **Where an establishment has multiple floors or structures or square footage of more than 10,000 feet, only those structures, floors or areas where the infected person was present are required to be sanitized as a condition of re-opening, and only those employees working in such structures, floors or or areas must be tested. All employees who came into personal contact with the positive employee must be tested or, in the absence of a test, be excluded from the premises for 14 days after the date the positive employee was last onsite.**
 - h. **Under no circumstances shall an employee or contract who tested positive report to work at an establishment until that employee is cleared by a medical professional as being COVID-19 free.**

Hotels and Accommodations

These protocols were developed by the hotel industry to guide lodging and accommodation facilities of all sizes. Time Share properties shall comply with the relevant provisions of this section.

General Guidelines

- Guests and employees must follow the social distancing and facial covering and personal protection equipment (PPE) guidelines as defined by our Emergency Orders, the Centers for Disease Control (CDC) and consistent with Occupational Safety and Health Administration (OSHA) and other regulatory guidelines:
 - **Gatherings of fewer than 10 people; convention and meeting spaces follow social distancing guidelines as noted in the section covering these spaces below**
 - **Six-foot distance between people, other than family members**
 - **Wash hands and/or use hand sanitizer often**
 - **Staff and guests must wear a mask or cloth face covering that covers the nose and the mouth as required by Emergency Order (EO) 20-20. Facial coverings must be worn by guests in common areas in the interior of the facility and in common areas in the exterior of the facility where social distancing cannot be achieved. Staff must wear facial coverings at all times inside the facility and in common areas outside the facility.**
 - **Until further notice no pets will be allowed in any guest rooms at any hotel other than a Service Animal as defined by the Americans with Disabilities Act –“any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.”**

Facility Requirements

Hand Sanitizer

- **Hand sanitizer dispensers (at least 60% alcohol content) will be placed at key guest and employee entrances and public areas throughout the hotel, unless restrooms with soap and water are readily available close by with signage directing guests to such bathrooms for proper hand hygiene.**
- If able to be sourced, a spray bottle of sanitizer or wipes will be provided in each room for guest use.

Signage

- **Signage for guidelines must be posted in prominent locations**
 - **Must be in multiple languages – English and Spanish**
 - Clear and concise
- Friendly signage explaining new processes to guests is highly recommended.

- **Signage will be posted throughout the property reminding employees of the proper use of personal protection equipment (PPE).** Checklist and visuals for employees should be posted.

Elevators

- **Elevators may be used up to 50 percent capacity, with no more than 4 occupants unless they are from the same family. The distance in the elevator will be marked to organize guests to stand at 3-foot distances between occupants who are all wearing facial coverings or masks, unless traveling as a family unit.**
- **An employee will be present to sanitize the button panels at regular intervals, at least once per hour.**
- If able to be sourced, provide hand sanitizer or paper towels to customers on every floor, at each elevator point so that each guest can avoid directly touching common areas and clean their hands if they have to touch a common area.

Cleaning and Sanitation

- Hotel will make the best effort to follow guidance of the CDC, OSHA and World Health Organization
- **All hotels must maintain regular housekeeping practices and use EPA approved cleaning solutions only**
- **Cleaning and disinfecting in the front and heart of the house will be conducted twice daily in all public spaces to include but not limited to, front desk check-in counters, elevator and elevator buttons, door handles, public bathroom rooms, room keys and locks, escalators and stair handrails, gym equipment, dining surfaces and seating areas.**
 - *Guest Rooms:* Industry leading cleaning and disinfecting protocols are used to clean guest rooms. **Use approved disinfectant to thoroughly clean all high-touch points including telephone, remote control, bathroom sinks, toilets, shower, tubs, hair dryers, desks and mirrors.**
 - *Laundry:* **All bed linens and laundry must be washed at high temperatures and in accordance with CDC guidelines**

Employer Guidelines

- Hotels will first recall displaced employees prior to hiring new employees
- For safety of both guests and employees, hotels will honor the requests of what the CDC defines as high-risk employees to remain on layoff, offering the opportunity to return as the risk continues to diminish
- Design work group shifts to minimize contacts between employees and ensure easier tracking and tracing, as possible
- Implement testing programs for high risk employees (e.g., frequent contact with customers or suppliers)

- Post a contact email address and/or telephone number for employees customers to contact if they have questions or concerns
- **Any establishment that has an on-site employee or contractor who tests positive shall close for the shorter of:**
 - the time needed for staff who were in contact with the positive employee or contractor to be tested and cleared by a medical professional as being COVID-19 free and the establishment to be deep-santized;
 - 14 days from the date such employee or contractor was last on-site at such establishment, if deep-santization is not performed.
- An establishment shall be deemed to have complied with the above if, after deepsantizing, employees who were in contact with the positive employee or contractor do not report to work for 14 days after the date the positive employee or contractor was last on-site
- Where an establishment has multiple floors or structures or square footage of more than 10,000 feet, only those structures, floors or areas where the infected person was present are required to be sanitized as a condition of re-opening, and only those employees working in such structures, floors or or areas must be tested. All employees who came into personal contact with the positive employee must be tested or, in the absence of a test, be excluded from the premises for 14 days after the date the positive employee was last onsite.
- Under no circumstances shall an employee or contract who tested positive report to work at an establishment until that employee is cleared by a medical professional as being COVID-19 free.
 - A 'monitoring/response' team involving members of each relevant department will convene and evaluate the health status of hotel staff each morning.
 - The team will report:
 - Any unusual rise in worker absenteeism, especially those related to respiratory infections,
 - Numbers of staff that test positive for the virus and follow an established protocol for managing the consequences resulting from each positive individual,
 - Lessons learned each day and corrective actions and policies implemented, and
 - Observations of any guests that are exhibiting signs of COVID-19.
 - The team will maintain:
 - Communication with managers of different sectors,
 - Contact information on staff, including emergency telephone numbers (ideally cell phone numbers) and e-mail addresses, and
 - Logbook of actions, measures, and improvements implemented.
 - An individual will be assigned each shift to monitor and supervise the equipment, procedures, and management of the health and safety measures for our guests.

Training

- Training will be provided by the hotel in English, Spanish and Creole (as needed)
- Miami Dade College will be the training provider for the Lead Trainers. Each hotel will have a Lead Trainer responsible for providing ongoing training and daily reinforcement, based on each hotel's needs.
- All employees will receive a comprehensive program of training on COVID-19, based on compliance with published guidelines by the Center for Disease Control (CDC), Occupational Safety and Health Administration (OSHA), World Health Organization (WHO) and Department of Health. Training will include procedures relating to disinfection, safety training, social distancing, how to properly use and

dispose all PPE, prior to returning to work whenever possible, or within 5 days of the return date.

- Staff training regarding COVID-19 will:
 - enable them to safely carry out assigned tasks,
 - take actions via following procedures to reduce the spread of COVID-19,
 - be able to answer guest questions about hotel policies that address:
 - preventive measures,
 - obtaining medical and pharmacy services,
 - provide advice about self-quarantine if guests develop respiratory symptoms,
 - Room occupancy policy for accompanying persons in the event of a suspected or confirmed case of COVID-19.
- How to protect themselves from respiratory infections
- Hotel staff will have readily available the telephone numbers of health authorities, medical centers, hospitals within proximity to their respective hotel.

Prevention Measures

- Promote frequent and thorough hand washing, by providing workers, customers, and worksite visitors with a place to wash their hands. If soap and running water are not immediately available, provide alcohol-based hand rubs containing at least 60% alcohol.
- Encourage workers to stay home if they are sick.
- Encourage respiratory etiquette, including covering coughs and sneezes.
- Provide customers and the public with tissues and trash receptacles.
- Discourage workers from using other workers' phones, desks, offices, or other work tools and equipment, when possible. Each employee will clean their workstations (e.g. computer keyboards, mouse and mousepad, etc. after each use)

Hotel Operations

Parking

- **Valet service is suspended where onsite parking is available. Where parking is unavailable, valet may be utilized.**
 - **Valet operators must wear facial coverings and gloves**
 - **Valet operator will step away 6 feet after opening car door**
 - **Visual marker will be placed on the ground to assist**
 - **Guests need to remove and carry their own luggage (if physically able)**
 - **After parking, vehicle operator will switch or sanitize gloves prior to servicing the next vehicle or re-entry into the building**

Guest Check In

- **Guests entry will be staggered by group/individual with a limit of 10 total occupants in the lobby or 10/500SF (including employees);**

- **Guest will wait for assistance in lobby on furniture or visible markers that are 6 feet apart.**
- **Only 1 person/group will approach front desk for assistance (should be one guest/person per station if stations are six feet apart)**
- Guest check-in should be accomplished with minimal contact points. If chip and pin hardware can be placed so it is accessible to the guest, guests should insert their own credit card into the chip reader for approvals. Hardware will be sanitized after each use.
 - Hotels with the capability to provide virtual or remote check-in procedures are encouraged to be utilized.
- **The reception desk will have a medical kit that includes the following items:**
 - **Germicidal disinfectant/wipes for surface cleaning Tissues**
 - **Face/eye masks (separate or combined, face shield, goggles). Note that disposable face masks can only be used once**
 - **Gloves (disposable)**
 - **Protective apron (disposable); and**
 - **Biohazard disposable waste bag**
- Employees who self-identify as high risk should be reassigned, if possible.
- **In preparation that a guest may be ill, the reception desk should have immediately available the telephone numbers of the following:**
 - **health authorities,**
 - **Medical centers, public and private hospitals, and**
 - **Assistance centers (Florida COVID-19 phone number).**

Restaurants and Food Service

- **Must follow all requirements for Restaurants indicated in this Guidebook (see page 53)**

Meeting and Convention Spaces:

- **Meeting and banquet set-up arrangements must be limited to no more than 50% of room occupancy.**
- **Tables must be set up to allow for 6 feet of distance between participants, unless they are from the same family.**
- **Self-serve buffet-style food service will be suspended and replaced by alternative service styles.**
- **All equipment and meeting amenities will be disinfected before and after each use or be single use if not able to be sanitized.**
- **Each meeting room must be sanitized prior to being occupied**
- **All linen, including underlays must be replaced after each use**
- **All food and beverage items must be individually plated and served**
- **Coffee and other break items must be attended and served by a server**
- **Flatware must be provided as a roll up or grab and go concept**
- **Condiments must be served in individual sealed containers**

- **Individual bottled water must be provided instead of water carafes on meeting tables and all water stations**

Building Considerations

- Flush plumbing to eliminate stagnant water if establishment has been non-operational during closure period
- Hotels must change and/or upgrade HVAC filters as necessary to maximize fresh air (using the maximum filtration for the design of the ventilation system) and increase outdoor airflow rates where possible.
- Increase fresh air flow whenever possible to dilute containments, while keeping humidity levels as low as possible.
- Workspaces for offices and the front desk will need to be spaced at least 6 feet between each employee
- Front desks may provide a physical buffer between guest and employee; such as a plexiglass shield
- Establish a disposal plan for contaminated materials, such as PPE and soiled cleaning supplies.
- Furniture in common areas should be shifted to accommodate social distancing guidelines.
- If possible to source, install high efficiency air filters and HVAC systems.
- Install or adjust existing trash bins to those with lids that open without the need to touch the lids placed and available for use to staff and guests in all common areas.
- **Pools, gyms and other amenities must follow Emergency Orders and guidelines as developed.**



COVID-19

Guidance for Businesses & Employees

Florida Department of Health • [FloridaHealthCOVID19.gov](https://www.floridahealth.gov/covid-19)

Reduce Transmission Among Employees

Encourage sick employees to stay home

- Employees who have symptoms (**fever, cough, or shortness of breath**) should notify their supervisor and stay home.
- Employees should not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers. **Learn more at tinyurl.com/vgx83aq.**
- Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor. Follow the Centers for Disease Control and Prevention's (CDC) recommended precautions at **tinyurl.com/sdf3p46**.
- Reduce the in-office workforce to 50% by encouraging employees to telecommute if possible.
- For more information, refer to the Florida Public Health Advisory at **[FloridaHealthCOVID19.gov/News](https://www.floridahealth.gov/covid-19)**.



Have Flexible Sick Leave Policies

- Ensure that sick leave policies are flexible and consistent with public health guidance and that employees are aware of and understand these policies.
- Maintain flexible policies that permit employees to stay home to care for a sick family member or take care of children due to school and childcare closures.
- Employers should not require a positive COVID-19 test result or a healthcare provider's (HCP) note for employees who are sick to validate their illness, qualify for sick leave, or to return to work. HCP offices and medical facilities may be extremely busy and not able to provide such documentation quickly.



Maintain a Healthy Work Environment

- Provide tissues and no-touch disposal receptacles if possible.
- Provide soap and water in the workplace.
- Place hand sanitizers with at least 60% alcohol in multiple locations to encourage hand hygiene.
- Discourage handshaking—encourage the use of other noncontact methods of greeting.
- Encourage social distancing by maintaining a distance of **6 feet** from others when possible.



Perform Routine Cleaning and Disinfection

- Routinely clean and disinfect all frequently touched surfaces in the workplace, such as workstations, keyboards, telephones, handrails, and doorknobs.
- Discourage workers from using other workers' phones, desks, offices, or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Provide disposable wipes so that commonly used surfaces can be wiped down by employees before each use.



Advise Employees Before Travel

- Check the CDC's Traveler's Health Notices for the latest guidance and recommendations for each country to which you will travel.
- Advise employees to check themselves for symptoms of COVID-19 (fever, cough, or shortness of breath) before starting travel and notify their supervisor and stay home if they are sick.
- Ensure employees who become sick while traveling or on temporary assignment understand that they should notify their supervisor and promptly call a healthcare provider for advice if needed.