**CHART Virtual Training Forum (VTF) – Notes on Best Practices**

*Note: Updated information and resources gathered since these VTF notes were taken can be found on* [*CHART’s COVID-19 Resource Page*](https://www.chart.org/training-tools-and-resources/covid-19-resources.html)

**Lodging - New Processes, Social Distancing & Sanitation**

Thursday, May 7, 2020

**What New Processes Have you Implemented?**

**General Concerns and Problems:**

* Massive amounts of information is being provided by vendors telling you what you should do – need to just implement stuff now. Hard to figure out what is effective and what is not, what is important for appearances and what is a waste of effort. Getting very little concrete direction. Do you need to copy competitors just for appearances, to look like you are keeping up?
* Need to keep in mind what is being done because it is effective and what you are doing because it is perceived as reducing risks.
* Trying to find a program that works for multiple brands is hard – for full service AND economy.
* Very difficult for brands that are multi-state and multi-country.
* Talk to vendors and look at CDC to see what is effective in killing COVID.
* Take most stringent regulations and guidelines (right now it is CA) and then apply it everywhere so you are sure you are over the minimum threshold.

**Sanitation in corporate office or on premises:**

* Putting covers over technology like alarm clocks, sealing remotes into sanitized bag or something after cleaning it.
* CleanRemote
* Anti-microbial remotes? UV light filters for PT units?
* UV light – AZ State is doing a study. Seems to show that it helps kill COVID. Do not yet know if UV wands are strong enough to kill COVID.
* [Nanoseptic](https://www.nanoseptic.com/) -  You apply it on a surface and it keeps disinfecting after the original application. Think elevator buttons, etc…. It continually cleans surfaces…  <https://www.nanoseptic.com/>
* Coming up with re-opening kit – floor stickers, signage for tables saying some closed, partnering with vendors like Steritech to get training on COVID. Also showing employees videos on safety, sanitation and COVID Training. Some people took their videos from CDC and Health Canada (so could avoid liability by saying something wrong in self-created videos).
* Spraying all handles every 30 minutes.
* Proctor & Gamble tested and found that Tide Cold Water will kill COVID, so may not need to use hot water on all laundering.
* Spas and Salons – None open yet, but some are planning to open as soon as State lets them. Modifying salon and spa spaces to make sure each station is far enough apart.
* Lobbies – Hard to enforce 6 foot distancing because you don’t always know which groups are together, so more companies are advising only. Removing soft seating to naturally distance and not let people congregate and loiter.
* Food delivery –
	+ Add sanitation station in lobby for food delivery.
	+ Or do not let 3rd party deliver to rooms (guest meets them in lobby).
	+ Or do not let food delivery people even in building (guest meets them outside).
* Increasing room checks. Change “Do Not Disturb” signs to “Privacy Please” or “Room Occupied” so staff can check room daily and there is no expectation of privacy over multiple days.
* [Article of major brands and their cleanliness initiatives](o%09https%3A/lodgingmagazine.com/roundup-hotel-brands-enhance-hygiene-standards-to-prepare-for-guests-return)
* [Marriott messaging to Bonvoy Members](o%09https%3A/lodgingmagazine.com/roundup-hotel-brands-enhance-hygiene-standards-to-prepare-for-guests-return) (great 3 min video)

**Staff Health:**

* ***Temperature Checks***: Most are NOT doing temp checks of staff AND guests. Those that are doing temp checks are concerned as staff has no medical training. Need to look at Fed, State AND local regulations. Owners are split on if they want to. Others just have a check in – “how are you feeling,” etc. Many protocols necessary: Must be consistent, at start of shift, in safe private area, etc. Others have a temperature station and provide thermometers so employees can check they own temperature. Some waiting to see if state is making it necessary.
* HIPAA – concerns have been kind of suspended for COVID. Must be private and documented, but most appear to be operating with relaxed HIPAA requirements.
* What if employee has temperature? What do you say to the rest of the staff? If high, give them time to let body temp comes down. If over 100.4, they get sent home with advice to go see healthcare provider.
* ADA – What do you do with hearing impaired that need to read lips? Clear masks? What do you do with asthma that can’t breathe in masks? Claustrophobia?
* What do you do with employees that are afraid to come back to work? Some states are saying that is a self-separation.
* Finding out if PPE expenses will be covered, or at least be tax credits for it, will be helpful.

**Technology**

* Need to get technology up to speed. Fast.
* [RunTriz](https://runtriz.com/home) – a company that is an SMS Text, Mobile Key Check-in provider.
* Cost for necessary tech upgrades is prohibitive, but so so important.
* General feeling is that companies that hotels that invest in the tech will be the ones that come out ahead.

**Meeting and** Events – How people are modifying to accommodate groups

* Reevaluating and redesigning floor plans to account for 1 per 6 foot instead of 2 per 6 foot.
* Meeting Planners indicating that they want more open room sets.
* Asking wedding and social guests to sign waivers.
* Water stations with disposable cups. No water pitchers.
* 1-time use pens.
* Sanitation stations in meeting spaces.
* Hotel providing masks or asking guests to bring them?
* Speaker in one room but projecting into multiple rooms so attendees can spread out.