



Links to resources guiding COVID-19 hospitality business practices regarding enhanced cleaning and sanitation, as well as the promotion of social distancing include:

Centers for Disease Control

- <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-covid-spreads.html>
- <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>
- <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>
- <https://www.cdc.gov/handwashing/when-how-handwashing.html>
- <https://www.cdc.gov/handwashing/show-me-the-science-handwashing.html>
- <https://www.cdc.gov/handwashing/show-me-the-science-hand-sanitizer.html>
- <https://www.cdc.gov/coronavirus/2019-ncov/downloads/workplace-school-and-home-guidance.pdf>

National Restaurant Association

- <https://restaurant.org/Covid19#spread>
- https://foodsafety.ces.ncsu.edu/wp-content/uploads/2020/03/Takeout_COVID-19_Social-Media-Image_032020.png
- https://foodsafetyfocus.com/FoodSafetyFocus/media/Library/pdfs/Coronavirus_2019-nCoV_Info_TipsforRestaurants.pdf
- <https://www.restaurant.org/Articles/News/Best-practices-for-business-continuity>
- <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

American Hotel and Lodging Association

- https://www.ahla.com/sites/default/files/customer-cleaning-and-disinfecting-guidance-hospitality-03202020_0.pdf
- https://www.ahla.com/sites/default/files/member_faqs_operations_1.pdf
- <https://www.ahla.com/sites/default/files/Coronavirus%20One%20Pager.pdf>
- <https://www.ahla.com/sites/default/files/2019-ncov - stop the spread of germs 0.pdf>

National Association of RV Parks and Campgrounds

- <https://www.arvc.org/Blog/1084/Coronavirus-What-You-Can-Do-to-Protect-Yourself,-Your-Employees-and-Campers>
- <https://www.arvc.org/Blog/Category/1/Best-Practices>

In addition, members within our network are sharing best practices with each other. Many of these practices were already being implemented prior to executive order 20-04. Best practices are focused on enhanced cleaning and sanitation and promoting social distancing. These are the types of practices operators are using now and will continue to use to maximize public health when the current restrictions in Minnesota are relaxed or lifted. Some examples of best practices shared by our members include but are not limited to:

- **Front desk/counter.** Utilize a plastic/glass protector (sneeze guard) at front desks/counters where feasible. Develop check-in/check-out (payment) safety procedures that include encouraging electronic payments, limiting and disinfecting pens (or other multi-person use

objects) between each guest's use and other practices that limit physical interaction and promote distancing. Maintain availability of handwipes and/or hand-sanitizer for guests at counter. Consider "virtual" check-in for lodging facilities where possible (code to room emailed the day before reservation, no front desk interaction needed).

- **Waiting areas, lobbies and common areas.** Use of "tape" to de-mark safe distancing for parties in waiting areas, lobbies or other shared spaces that facilitate six-foot distancing from other parties and/or staff where practicable. Increase frequency of cleaning between each guest and sanitize hard surfaces as often as possible. Include use of a disinfectant product for non-food contact surfaces in front-of-house/common areas.
- **Restrooms.** Enhance already robust cleaning practices and increase frequency of cleaning, sanitizing and disinfecting these areas. Consider signage for guests on most effective hand-washing practices.
- **Elevator usage.** Restrict elevator usage to one party at a time. Add signage explaining this policy to guests on each floor.
- **Signage and written communication to guests.** Consider adding signage at the business entry, at the front desk/counter, and in common areas that directs guests to honor the principles of social distancing and minimizing interaction, as well as encouraging best practices for handwashing. Communications should also alert the customers to the businesses new/increased sanitation practices.
- **Housekeeping practices and room occupancy.** Enhance disinfection practices for hard surfaces in all rooms and common spaces, as well as all bedding and cloth surface materials, which should be washed at the highest heat practicable with effective disinfectant products. Consider allowing rooms to remain vacant for a period of time between guests where practicable.
- **Restaurant floor spacing.** To the extent practicable, consider removing tables from the restaurant floor or other measures that provide better separation and social distancing between dining parties.
- **Condiments and common-use items.** Remove salt and pepper shakers, catsup, and other common use items from the restaurant floor. Provide these items only on-demand and wash/sanitize them between uses.
- **Staff practices and training.** Implement enhanced protocols and training for staff so they have the tools necessary to improve sanitation practices, limit physical and object interaction, and promote social distancing.
 - Employees should not come to work if they exhibit any symptoms;
 - Employees should wear gloves and masks where practicable;
 - Implement a robust hand hygiene program inclusive of both hand soap and hand sanitizer products for both front-of-house and heart-of-house staff, including a sanitation training program intended to provide comprehensive education to new hires and returning staff.
 - Employees should disinfect office equipment between shifts;
 - Add hand sanitizer to staff stations and encourage frequent use;
 - Sanitize each table between seating, including menus, guest check books, pens and any other common-use items;
 - Servers should wash hands prior to picking up food from the kitchen;
 - Eliminate cloth server towels and provide single-use paper towels for servers;
 - Employees should not touch a guest's glass when refilling beverages (consider using a new glass with each refill). When handling glassware, touch only the bottom half of the object (i.e. handle stemware by the stem and other glasses by the lower quadrant where possible);
 - Hand washing is required after clearing dishes or glassware, touching money, or other soiled items;
 - Hand washing is required immediately before preparing and/or serving food or beverages;
 - During transactions, place the bill in a sanitized guest check book (encourage electronic payment). Server runs card or processes cash (discouraged) and provides receipt and sanitized pen to guest, then processes pen and guest check book to be sanitized between each party;
 - Direct guests to box their own leftovers to minimize contact;

- Employee breaks should be staggered to limit congregation in one area;
- Use enhanced signage to remind employees of policies regarding hand hygiene (as well as discouraging them from touching their face), and that promotes disinfection practices and social distancing generally.
- **Buffets.** Buffets should continue to be closed in both restaurant and lodging settings for the foreseeable future. Breakfast buffets in lodging settings can be replaced by pre-packaged breakfast options and/or room service delivery. Guests should be encouraged to dine in their rooms.
- **Event spaces.** Reduce capacity for event spaces to facilitate social distancing. Limit large events that are too big to allow for appropriate social distancing. Consider limiting capacity for weddings and other events to promote 6 feet of distancing per guest.
- **Pools and spas.** When it becomes appropriate to open pools and spas, consider limiting capacity by 30% or more to facilitate social distancing. Utilize higher amounts of chlorine within safety limits. Increasing frequency of overnight chlorine “shock” to sanitize pool area. Monitor MDH guidance for enhanced disinfectant practices.
- **Fitness centers, workout rooms and recreation areas.** When it becomes appropriate to open fitness centers, workout rooms and recreation areas, reduce capacity to promote social distancing and post signage to explain your policy to guests and staff. Increase frequency of sanitization and disinfection practices.