



# Resuming hotel and resort operations

## ***Risk Control insights***



Our planning guide can be helpful as you look to reopen or expand operations. Remember to always adhere to federal, state, and local requirements, CDC guidelines, and recommendations of in-house counsel.

Due to the rapidly evolving nature of exposure, we recommend that your organization appoints a manager to coordinate efforts for COVID-19 response.

### **Reopening considerations**

#### **Operations**

- Follow CDC, state, and local public health department guidelines for cleaning, disinfecting, and guidance on maintaining physical distance.
- Monitor capacity limits in accordance with current state and local public health regulations for building occupancy.
- Post signs notifying customers of the following:
  - Not to enter if they feel sick.
  - Etiquette surrounding coughing and sneezing.
  - Proper hand-washing hygiene.
  - Use of face coverings in accordance with state and local public health recommendations
- Stagger occupied rooms to allow for increased distancing between guests.
- When reopening buildings, work with maintenance to assess the operation of the HVAC and water systems, change air filters, and flush water systems.
- Identify, address, and modify areas where people tend to congregate.
- Post signs to limit elevator capacity, reminding guests of social distancing. Encourage the use of stairs and consider utilizing more rooms on lower floors.
- Analyze and modify operations as needed, for example:
  - Eliminate self-service beverage stations.
  - Eliminate self-service buffet lines.
  - Promote online check out.
  - Utilize virtual guest directory vs. in-room hard copy directories. Remove in-room magazines and menus.

- Follow CDC guidelines
- Consult your legal counsel and safety professionals
- Federal, state, and local regulations may change frequently

---

## Employee safety

- Follow CDC guidelines for approved cleaning products and appropriate cleaning and disinfecting techniques.
- Increase staff or consider utilizing third-party cleaning vendors to assist your staff with reopening, as well as ongoing increased cleaning demands.
- Equip staff with proper personal protective equipment (PPE) based on job tasks and follow state and local public health recommendations on the use of face coverings. Ensure housekeeping staff is trained on changes in increased cleaning and disinfecting protocols.
- Address employee wellness by providing frequent breaks and open communication channels.
- Follow CDC and state guidelines reminding employees who feel sick to stay home.

## Guest safety

- Provide hand sanitizer at check-in counters.
- Separate tables and seating in common areas to at least six feet apart.
- Increase cleaning and disinfecting frequency in high-touch areas, such as restrooms, check-in counters, common areas, elevators, handrails, etc.
- Post guidelines and instructions to help enforce physical distancing and proper hygiene practices for hand washing.
- Clean/sanitize/disinfect common high-touch items in guest rooms (remote control, thermostat, door handles, chairs, luggage racks, irons, hair dryers, etc.).
- Encourage customers to use touchless payment options when available.

## Pools, spas and fitness areas

- Re-evaluate the necessity of re-opening the pool, spa, fitness areas, and other amenities.
- Consider making amenity use by reservation only to control the number of users, and to allow time for cleaning and disinfecting between use.
- Close water fountains and encourage bottled water use.
- Frequently clean all equipment with approved disinfecting solution, paying extra attention to high-touch areas (weights, treadmill interfaces, handrails, etc.).
- Consider using a “ready to clean” sign after equipment is used by guests to alert staff to clean and disinfect equipment in a timely manner.
- Frequently clean spaces around the pool and fitness areas (changing rooms, showers, toilets, pool chairs/tables, and handrails).
- Work with your local tourism board to develop destination standards.

## Conclusion

Communicate to employees and guests about the steps you are taking to help keep them safe.

Capture and document your programs and efforts for future reference.

Looking for more comprehensive safety information? As a customer, you have exclusive access to risk control tools and resources through SafetyNet – visit [lmi.co/safetynet](https://lmi.co/safetynet)



For more information, contact your local service director or the Risk Control Consulting Center. Email anytime – [RCConsultingCenter@LibertyMutual.com](mailto:RCConsultingCenter@LibertyMutual.com) – or call 1-866-757-7324, Monday – Friday, 9 a.m. to 7 p.m. eastern.



**Helmsman**  
Management Services LLC®

Your safety and well-being are our primary concern. These suggestions are general in nature, so please ensure that any activities you contemplate comply with all federal, state, and local COVID-19 orders impacting your facilities or operations as well as CDC guidelines for social distancing, hygiene, and other recommended best practices.

Our risk control services are advisory only. We assume no responsibility for: managing or controlling customer safety activities, implementing any recommended corrective measures, or identifying all potential hazards. No attempt has been made to interpret any referenced codes, standards, or regulations. Please refer to the appropriate government authority for interpretation or clarification.

Insurance underwritten by Liberty Mutual Insurance Co. or its affiliates or subsidiaries.

<https://www.helmsmantpa.com/solutions/risk-control>

© 2020 Helmsman Management Services LLC,  
175 Berkeley Street, Boston, MA 02116.

05/20 RC 2047 HMS