

COVID-19 General Checklist for Hotels and Lodging Employers

May 7, 2020

This checklist is intended to help hotels and lodging employers implement their plan to prevent the spread of COVID-19 in the workplace and is supplemental to the [Guidance for Hotels and Lodging Employers](#). This checklist is a summary and contains shorthand for some parts of the guidance; familiarize yourself with the guidance before using this checklist.



Contents of Written Worksite Specific Plan

- ✓ The person(s) responsible for implementing the plan.
- ✓ A risk assessment and the measures that will be taken to prevent spread of the virus.
- ✓ Training and communication with employees and employee representatives on the plan.
- ✓ A process to check for compliance and to document and correct deficiencies.
- ✓ A process to investigate COVID-cases, alert the local health department, and identify and isolate close workplace contacts of infected employees until they are tested.
- ✓ Update the plan as necessary to prevent further cases.



Topics for Employee Training

- ✓ Information on [COVID-19](#), preventing spread, and who is especially vulnerable.
- ✓ Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- ✓ The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- ✓ When to seek medical attention.
- ✓ The importance of hand washing.
- ✓ The importance of physical distancing, both at work and off work time.
- ✓ Proper use of cloth face covers.



Individual Control Measures & Screening

- ✓ Symptom screenings and/or temperature checks.

- ✓ Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- ✓ Encourage frequent handwashing and use of hand sanitizer.
- ✓ Provide disposable gloves to workers using cleaners and disinfectants and consider them as a supplement to frequent hand washing for tasks such as handling commonly touched items or conducting symptom screening.
- ✓ Strongly recommend cloth face covers.
- ✓ Communicate frequently to customers that they should use face masks/covers.
- ✓ Housekeepers and others who must enter guest rooms should be provided with face covers.
- ✓ Housekeeping must only service rooms when guests are not present.
- ✓ Housekeepers should be instructed to minimize contact with guests' personal belongings when cleaning.
- ✓ Housekeepers should be instructed to have ventilation systems operating and/or windows open if possible, to increase air circulation.
- Hotels should allow housekeepers extra time to clean rooms without loss of pay to account for required precautions and to allow them to conduct more thorough cleaning and disinfection of rooms between guests.
- Guests and visitors should be screened upon arrival and asked to use hand sanitizer and to wear a face cover.
- ✓ Appropriate signage should be prominently displayed at all entrances and strategically throughout the property on face covering and physical distancing.



Cleaning and Disinfecting Protocols

- ✓ Perform thorough cleaning in high traffic areas.
- ✓ Frequently disinfect commonly used surfaces.
- ✓ Clean and sanitize shared equipment between each use.
- ✓ Clean touchable surfaces between shifts or between users, whichever is more frequent.
- ✓ Make hand sanitizer and other sanitary supplies readily available to employees.
- ✓ Ensure that sanitary facilities stay operational and stocked at all times.
- ✓ Use products approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list and follow product instructions and Cal/OSHA requirements.
- ✓ Adjust or modify hours and quotas to provide adequate time for additional cleaning.
- ✓ Provide time for workers to implement cleaning practices before, during, and after shifts.
- ✓ Install hands-free devices if possible, including motion sensor lights, contactless payment systems, automatic handwashing water, soap, paper towel dispensers, and timecard systems.
- Encourage the use of debit or credit cards by customers.
- ✓ Consider upgrades to improve air filtration and ventilation.

Additional Cleaning and Disinfecting Protocols for Hotel Operations

- ✓ Remove reusable collateral from rooms. Critical information should be provided as single-use collateral and/or electronically posted.
- ✓ Bag dirty linens for transport and wash at a high temperature and cleaned in accordance with CDC guidelines.
 - Consider leaving rooms vacant for 24 to 72 hours between occupancy.
- ✓ Develop a quarantine and cleaning plan for rooms where an infected guest has been.
- ✓ Install hand sanitizer dispensers throughout the property.
- ✓ Consider providing guests an amenity bag during check-in containing face cover, hand sanitizer, and a COVID-19 awareness card.



Physical Distancing Guidelines

- ✓ Implement measures to physically separate workers by at least six feet using measures such as physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers should stand).
- ✓ Use signage to remind customers of physical distancing at every opportunity.
- ✓ Reconfigure, restrict or close breakrooms and create alternative space for breaks where physical distancing is possible.
- ✓ Adjust in-person meetings, if they are necessary, to ensure physical distancing.
- ✓ Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.

Additional Physical Distancing Guidelines for Hotel Operations

- ✓ Guests should enter through doors that are either propped open, if possible, or are automated or manually operated by a dedicated gloved employee.
- ✓ Implement peak period queueing procedures to enforce physical distancing.
- ✓ Employees should not open the doors of cars or taxis.
- ✓ Guest room service should use contactless pick-up and delivery protocols.
 - Limit food and beverage offerings to take-out and "contactless" room service until dine-in establishments are allowed to resume.
- ✓ See detailed guidance for resumption of other facilities such as restaurants, salons, spas, fitness centers and golf courses.



Cal/OSHA COVID-19 General Checklist for Dine-in Restaurants

May 12, 2020

This checklist is intended to help dine-in restaurant employers implement their plan to prevent the spread of COVID-19 in the workplace and is supplemental to the [Guidance for Dine-in Restaurants](#). This checklist is a summary and contains shorthand for some parts of the guidance; familiarize yourself with the guidance before using this checklist.



Contents of Written Worksite Specific Plan

- ✓ The person(s) responsible for implementing the plan.
- ✓ A risk assessment and the measures that will be taken to prevent spread of the virus.
- ✓ Training and communication with employees and employee representatives on the plan.
- ✓ A process to check for compliance and to document and correct deficiencies.
- ✓ A process to investigate COVID-cases, alert the local health department, and identify and isolate close workplace contacts of infected employees until they are tested.



Topics for Employee Training

- ✓ Information on [COVID-19](#), preventing spread, and who is especially vulnerable.
- ✓ Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- ✓ The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- ✓ When to seek medical attention.
- ✓ The importance of hand washing.
- ✓ The importance of physical distancing, both at work and off work time.
- ✓ The proper use of face coverings.
- ✓ Information on leave benefits and workers' compensation for employees.



Individual Control Measures & Screening

- ✓ Symptom screenings and/or temperature checks.

- ✓ Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- ✓ Encourage frequent handwashing and use of hand sanitizer.
- ✓ Provide disposable gloves to workers using cleaners and disinfectants if required. Consider gloves a supplement to frequent hand washing for other cleaning, tasks such as handling commonly touched items or conducting symptom screening.
- ✓ Strongly recommend cloth face covers.
- ✓ Provide disposable gloves to staff handling dirty dishes and impermeable aprons and eye and face protection to dishwashers. Change and/or disinfect frequently.
- ✓ Close or increase distance between tables/chairs in breakrooms or provide break areas in open space to ensure physical distancing.
- ✓ Communicate frequently to customers that they should use face masks/covers.



Cleaning and Disinfecting Protocols

- ✓ Perform thorough cleaning in high traffic areas.
- ✓ Frequently disinfect commonly used surfaces and surfaces touched by patrons.
- ✓ Clean touchable surfaces between shifts or between users, whichever is more frequent.
- ✓ Equip spaces such as dining rooms, bar areas, host stands, and kitchens with proper sanitation products, including hand sanitizer and sanitizing wipes and ensure availability.
- ✓ Ensure that sanitary facilities stay operational and stocked at all times.
- ✓ Use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved](#) list and follow product instructions and Cal/OSHA requirements.
- ✓ Provide time for workers to implement cleaning practices during shifts and consider third-party cleaning companies.
- ✓ Install hands-free devices if possible.
- ✓ Consider upgrades to improve air filtration and ventilation.
- ✓ Provide disposable or digitally available menus.
- ✓ Provide table settings (napkins, cutlery, glassware, etc.) to customers only as needed.
- ✓ Supply shared condiments only as needed or supply single serve containers.
- ✓ Pre-roll utensils in napkins prior to use by customers and store in a clean container.
- ✓ Provide takeout containers as needed and ask customers to pack their own leftovers.
- ✓ Remove dirty linens from dining tables from dining areas in sealed bags.
- ✓ Thoroughly clean each customer dining location after each use.
 - Provide mints, candies, snacks, and toothpicks only as needed. Do not leave out these or other items such as games.
- ✓ Provide hand sanitizer at guest and employee entrances and contact areas.



Physical Distancing Guidelines

- ✓ Prioritize outdoor seating and curbside pickup.
- ✓ Provide takeout, delivery, and drive through options for customers.
- ✓ Encourage customer reservations.
- ✓ Ask customers to wait in their cars away from the establishment and alert them that their table is ready through their mobile phones. Avoid using “buzzers.”
- ✓ Implement measures to physically separate workers and customers by at least six feet using measures such as reconfiguring space, installing physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers should stand).
- ✓ Implement required use of face covers in working areas where physical distancing cannot be maintained.
- ✓ Adjust in-person meetings, if they are necessary, to ensure physical distancing.
- ✓ Stagger employee breaks, in compliance with wage and hour regulations, if needed.
- ✓ Reconfigure, restrict, or close common areas, like employee break rooms, provide alternative where physical distancing can be practiced, and discourage employees from congregating in high traffic areas.
 - Reconfigure kitchens to maintain physical distancing in those areas where practical and if not practical staggers shifts if possible to do work ahead of time.
- ✓ Remove tables and chairs from dining areas, use visual cues to show they are unavailable, or install Plexiglas or other physical barriers to separate customers.
- ✓ Close bar areas.
- ✓ Screen guests for symptoms.
 - Limit the number of patrons at a single table.
- ✓ Show parties to their tables one party at a time.
- ✓ Face coverings are required for any employee who must be within six feet of customers.
- ✓ Do not seat customers where they cannot be six feet away from employee work and food and drink preparation areas.
- ✓ Prop open doors or automate opening if possible.
- ✓ Post physical distancing rules.
- ✓ Implement peak period queueing procedures, including a host to remind customers to practice physical distancing.
 - Use contactless pick-up and delivery protocols to provide takeout food.



COVID-19 General Checklist for Retail Employers

May 7, 2020

This checklist is intended to help retail employers implement their plan to prevent the spread of COVID-19 in the workplace and is supplemental to the [Guidance for Retail Employers](#). This checklist is a summary and contains shorthand for some parts of the guidance; familiarize yourself with the guidance before using this checklist.



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- ✓ A process to check for compliance and to document and correct deficiencies.
- ✓ A process to investigate COVID-cases, alert the local health department, and identify and isolate close workplace contacts of infected employees until they are tested.



Topics for Employee Training

- ✓ Information on [COVID-19](#), preventing spread, and who is especially vulnerable.
- ✓ Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- ✓ The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- ✓ When to seek medical attention.
- ✓ The importance of hand washing.
- ✓ The importance of physical distancing, both at work and off work time.
- ✓ Proper use of cloth face covers.



Individual Control Measures & Screening

- ✓ Symptom screenings and/or temperature checks.
- ✓ Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- ✓ Encourage frequent handwashing and use of hand sanitizer.
- ✓ Provide disposable gloves to workers using cleaners and disinfectants when required. Consider gloves as a supplement to frequent hand washing for other cleaning, tasks such as handling commonly touched items or conducting symptom screening.
- ✓ Strongly recommend cloth face covers.
- ✓ Close or increase distance between tables/chairs in breakrooms or provide break areas in open space to ensure physical distancing.
- ✓ Communicate frequently to customers that they should use face masks/covers.



Cleaning and Disinfecting Protocols

- ✓ Perform thorough cleaning in high traffic areas.
- ✓ Frequently disinfect commonly used surfaces.
- ✓ Clean and sanitize shared equipment between each use.
- ✓ Clean touchable surfaces between shifts or between users, whichever is more frequent.
- ✓ Equip customer entrances and exits, checkout stations, and customer changing rooms with proper sanitation products, including hand sanitizer and sanitizing wipes, and provide personal hand sanitizers to all frontline staff (e.g., cashiers).
- ✓ Ensure that sanitary facilities stay operational and stocked at all times.
- ✓ Make hand sanitizer and other sanitary supplies readily available to employees.
- ✓ Use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved](#) list and follow product instructions and Cal/OSHA requirements.
- ✓ Adjust or modify store hours to provide adequate time cleaning and stocking with physical distancing.
- ✓ Provide time for workers to implement cleaning practices before and after shifts, hire third-party cleaning companies.
- ✓ Install hands-free devices if possible.
- ✓ Encourage the use of debit or credit cards by customers.
- Encourage customers with reusable bags to clean them frequently and require them to bag their own purchases.
- ✓ Consider upgrades to improve air filtration and ventilation.



Physical Distancing Guidelines

- ✓ Implement measures to physically separate people by at least six feet using measures such as physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers should stand).
- ✓ Minimize exposure between cashiers and customers. Where physical distancing cannot be maintained, use barriers such as Plexiglas. Where barriers are not feasible, strongly recommend that employees and customers wear face covers.
- ✓ Use signage to remind customers of physical distancing at every opportunity.
- ✓ Adjust in-person meetings, if they are necessary, to ensure physical distancing.
- ✓ Place additional limitations on the number of workers in enclosed areas to ensure at least six feet of separation.
- ✓ Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.
- ✓ Close in-store bars, bulk-bin options, and public seating areas and discontinue product sampling.
- Dedicate shopping hours for seniors and other vulnerable populations.
- ✓ Increase pickup and delivery service options such as online ordering for curbside pickup.
- Provide separate, designated entrances and exits.
- ✓ Limit the number of in-store customers based on the size of the facility.
- ✓ Be prepared to queue customers outside while still maintaining physical distance.
- ✓ Encourage and train employees to practice physical distancing during pickup and delivery.
- ✓ Make some locations pickup- or delivery-only to minimize physical interaction, if possible.
- ✓ Install transfer-aiding materials, such as shelving and bulletin boards, to reduce person-to-person hand-offs where possible. Wherever possible, use contactless signatures for deliveries.
- ✓ Expand direct store delivery window hours to spread out deliveries and prevent overcrowding.
- ✓ Ask non-employee truck drivers, delivery agents, or vendors who are required to enter retail locations to have their employees follow the guidance of local, state, and federal governments regarding wearing masks.



Cal/OSHA COVID-19 General Checklist for Office Workspaces

May 7, 2020

This checklist is intended to help employers implement their plan to prevent the spread of COVID-19 in the workplace and is supplemental to the [Guidance for Office Workspaces](#). This checklist is a summary and contains shorthand for some parts of the guidance; familiarize yourself with the guidance before using this checklist.



Contents of Written Worksite Specific Plan

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Topics for Employee Training

- ✓ Information on [COVID-19](#), preventing spread, and who is especially vulnerable.
- ✓ Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- ✓ The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- ✓ When to seek medical attention.
- ✓ The importance of hand washing.
- ✓ The importance of physical distancing, both at work and off work time.



Individual Control Measures & Screening

- ✓ Symptom screenings and/or temperature checks.

- ✓ Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- ✓ Encourage frequent handwashing and use of hand sanitizer.
- ✓ Provide disposable gloves to workers using cleaners and disinfectants if required. Consider gloves a supplement to frequent hand washing for other cleaning, tasks such as handling commonly touched items or conducting symptom screening.
- ✓ Strongly recommend cloth face covers.
- ✓ Close or increase distance between tables/chairs in breakrooms or provide break areas in open space to ensure physical distancing.
- ✓ Communicate frequently to customers that they should use face masks/covers.



Cleaning and Disinfecting Protocols

- ✓ Perform thorough cleaning in high traffic areas.
- ✓ Frequently disinfect commonly used surfaces and personal work areas.
- ✓ Clean and sanitize shared equipment between each use.
- ✓ Clean touchable surfaces between shifts or between users, whichever is more frequent.
- ✓ Equip shared spaces with proper sanitation products, including hand sanitizer and sanitizing wipes and ensure availability.
- ✓ Ensure that sanitary facilities stay operational and stocked at all times.
- ✓ Use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved](#) list and follow product instructions and Cal/OSHA requirements.
- ✓ Provide time for workers to implement cleaning practices before and after shifts and consider third-party cleaning companies.
- ✓ Install hands-free devices if possible.
- ✓ Consider upgrades to improve air filtration and ventilation.



Physical Distancing Guidelines

- ✓ Implement measures to physically separate workers by at least six feet using measures such as physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers should stand).
- ✓ Reconfigure office spaces, cubicles, etc. and decrease maximum capacity for conference and meeting areas.
- ✓ Adjust in-person meetings, if they are necessary, to ensure physical distancing.
- ✓ Stagger employee breaks, in compliance with wage and hour regulations, if needed.
- ✓ Reconfigure, restrict, or close common areas and provide alternative where physical distancing can be practiced.

- ✓ Limit the number of individuals riding in an elevator and ensure the use of face covers.
- ✓ Utilize work practices, when feasible and necessary, to limit the number of employees at the office at one time, such as telework and modified work schedules.

