

GETTING BACK TO WORK IN NEVADA

SMALL HOTELS TIP SHEET

Your business may look very different as it begins to recover from COVID-19 impacts. To move forward, your business will need to adapt to new safety and health guidelines and respond to new and increased expectations from members and clients. New practices and guidelines will become commonplace in order for your clients to feel comfortable returning to your fitness center.

To help you get started we have put together this tip sheet that focuses on four important areas: **Requirements, React, Recover, Be Resilient**. We conclude the tip sheet with a list of **Resources** to help you.

Requirements: *Nevada Phase 1 & 2 Reopening and Mandatory Masks*



2020 Nevada Governor Steve Sisolak announced a **mandatory** face covering policy. The policy requires that face masks or coverings must be worn by employers, employees and visitors/customers in public spaces. Businesses are required to inform employees of the requirement and mandate the use of face coverings prior to entry into their establishments. The [mandatory guidelines](#) will be enforced by Nevada OSHA.

Nevada Governor Steve Sisolak announced *The Roadmap to Recovery for Nevada: Phase 1* on May 7, 2020 and *Phase 2* on May 26, 2020.

Small Hotels may reopen in Phase 2 (starting May 29, 2020) with the following restrictions:

- Employees:
 - Ensure minimum 6 feet between people, if not possible, install barriers.
 - Face coverings are required for all employees, including disposable gloves.
 - Employees must perform daily symptom assessment.
 - Require employees to stay home if symptomatic.
 - Require regular handwashing.
 - Place hand sanitizers in high-contact locations.
- Shift pattern:
 - Alternate end-of-day shift changes for social distancing.
 - Limit number of employees on employee elevators.
 - Clean and disinfect high-contact areas (e.g. door handles, elevator controls, etc.).
- Physical spaces/rooms
 - Post social distancing signage and disinfect high-contact surfaces hourly.

- Wash as much of the linen that comes in contact with guests. Items that cannot be easily washed, like comforters and pillows, should be enclosed in coverings that are washed after each guest.
- Disinfect high touched areas, taps, faucets, door and drawer handles, door latches, toilet or bath rails, telephones, thermostats, rails on balconies, light and lamp switches, remote control, curtain pulls and wands, guest information books, alarm clocks, hair dryers, irons and pens.
- Use disinfectants outlined on EPA List N.
- Confirmed cases:
 - Immediately isolate and seek medical care for any individual who develops symptoms while at work and follow CDC guidelines.
 - Contact the local health district about suspected cases or exposures and employers should maintain the confidentiality of employee health information.
 - Shutdown any facility for deep cleaning and disinfection, if possible.
 - Remove all linens

React: *Get ready to open your doors again!*

Be Prepared – Based on the above guidelines, below is a starter checklist of what you might need or find helpful to purchase or prepare as you operate through the phases. **Always check with the state, your county, and your local health district for current operating guidelines because local jurisdictions can impose stricter requirements than the state:**

- Face masks for employees (and as a courtesy for guests)
- Face shields for employees, where applicable
- Nitrile gloves for employees
- EPA-approved COVID-19 cleaners & disinfectants (See RESOURCES for link)
- Touchless hand sanitizer stations
- Touchless payment systems
- Tape for marking social distancing
- Plastic coverings for comforters and pillows
- Reminder signs for handwashing, sanitization of equipment, distancing, etc.
- Touchless thermometer for employee use
- Spare HVAC filters
- Touchless water dispensers
- Remove or block off any casual seating

Recover: *Expect new ways of doing business.*

Reopening requires small hotels to adapt to new operating requirements that include the above social distancing and enhanced health and safety guidelines. Some best practices and tips that may help implement the new guidelines include:

Operations

- Establish check-in procedures for guests, and maintain that information for potential contact tracing
- Use every other workstation at the front desk to encourage social distancing between employees
- Ventilation
 - Open exterior doors when possible
 - If available and owner has access, open fresh air handlers
- If possible, provide foot pedals to open doors, or prop doors open to avoid contact
- Install plexiglass/clear acrylic panels or barriers between guests and staff at check-in areas
- Deep clean the hotel each night using US EPA-approved COVID-19 disinfectants
- Deep clean during low traffic times
- Bag the dirty linens in the guest room to minimize contact
- Payment: encourage pre-paid fees, touchless payment systems
- Emphasize self-parking options and eliminate valet service

Employees

- Reinforce social distancing spacing through training with employees
- Provide and require employees to wear face masks
- Provide employees with nitrile gloves to wear and/or provide instruction on proper hand hygiene to practice between interactions with each guest, dispose of gloves between guests
- Group employees by shift to reduce exposure and make contact tracing easier between employees
- Consider no touch thermometers to conduct pre-shift employee temperature checks and do not allow anyone with a temperature over 100F degrees to work (keep a log of daily assessments)

Guests

- Require guests to wear face coverings throughout public spaces in the hotel; provide masks for those not arriving with their own
- If a guest is suspected to have COVID-19 during their stay consider removing the room from service until the entire room is thoroughly disinfected using EPA approved disinfectants within CDC guidelines
- Post information signs regarding social distancing, face coverings, and COVID-19 symptoms at entry
- Replace traditional room service with a no-contact delivery method
- Consider limiting traditional buffet service, if offered, it should be served by an attendant wearing PPE and utensils should be washed and changed more frequently
- Portion controls should be encouraged to reduce food exposed for long periods
- Install sneeze and cough screens at food displays. Minimal items should be placed on guest tables to allow for effective disinfection in between each guest, including condiments, silverware, etc.
- Consider using prepackaged foods and 'grab & go' items
- Housekeeping should not enter a guest room during a stay unless specifically requested, or approved, by the guest, or to comply with established safety protocols
- If there is a pool or jacuzzi, limit the number of people allowed & remove toys and equipment
 - Have a signup sheet and have the guest sign up for available times
 - Place any seating at least six feet apart
 - Require guests to wear face coverings except in pools or when social distancing is not possible

Be Resilient: *This is all new. Adapt as necessary. Let's stay in business together.*

Business basics will be more important than ever. Evaluate your profit and loss statement. Look for ways to reduce operating and product costs. Analyze your cash flow and breakeven to evaluate the impacts of the new guidelines and best practices on your business. As Nevada reopens in phases, you may need to continually adjust your operations. Here are a few things to think about:

Get Help

- Contact a business development counselor at the Nevada SBDC by calling 800.240.7094 – we can help you assess your operations and decide on best strategies for keeping your business open
- For questions about cleaning and disinfecting, strategies to control new waste streams, or other environmental questions, contact an environmental business advisor at BEP at 800.882.3233

Communicate

- Keep communicating with your customers on social media and your website with announcements about your reopening and new requirements at your facility
- Be open about the measures you are taking to meet the Phase 1 and Phase 2 reopening guidelines; add signage at your entrance so customers are aware of the steps you are taking to prevent the spread of COVID-19 and to meet new industry guidelines
- Be patient, communicate openly with staff while waiting for guests to return

Expanded Services

- Offer incentives for discounted or free stays, meals, or activities
- Consider additional benefits such as upgraded rooms
- Offer gift cards

Potential Cost-Saving Measures

- Only turn on utilities that are needed – do not use all fans, lights, or air conditioners in the hotel when fewer people are occupying it

Creative Marketing

- Update or redesign your website; make sure it is mobile friendly
- Create a following on social media and keep in touch with guests
- Use micro social media and focus more on the immediate neighborhood in order to bring in local guests
- Advertise through local homeowner associations and apartment and condo complexes
 - Supply homeowners associations, apartment complexes, and condos with special promotional codes to help drive business
- Place ads in the local visitors center

Resources

Below are additional resources to help retailers react, recover, and be resilient in the face of COVID-19.

Nevada SBDC Small Business Recovery Procurement List

<https://docs.google.com/spreadsheets/d/e/2PACX-1vRaNqMHmNRt3ZAIsoivMUghuvuZBOsNx8d6WG-S7HVjfPlsqrb5HfYXd6OCl2-9FA/pubhtml>

US EPA List N: Disinfectants Approved for Use Against SARS-CoV-2

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

Center for Disease Control (CDC) Guidance for Businesses and Employers

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

Nevada Health Response | COVID-19 in Nevada

<https://nvhealthresponse.nv.gov/info/business/>

Southern Nevada Health District Guidance to Reopen Businesses

<https://www.southernnevadahealthdistrict.org/coronavirus/guidance-to-reopen-businesses-and-permitted-facilities/>

Nevada Governor's Office of Economic Development

<https://www.diversifynevada.com/covid-19-reopening-guidance-and-assistance/>

Nevada Department of Business & Industry, Occupational Safety & Health Administration

<http://dir.nv.gov/OSHA/Home/>

Small Business Federal Financial Assistance

<https://www.coronavirus.gov/smallbusiness>

Nevada Hotel and Lodging Association

<https://www.nvhotels.com/coronavirus/>

American Hotel and Lodging Association

<https://www.ahla.com/safestay>

U.S. Securities Exchange Commission Resources for Small Business

<https://www.sec.gov/page/covid-19-resources-small-businesses>

This tip sheet will be updated as new information becomes available.

Stay Safe to Stay Open Nevada!

The Nevada Small Business Development Center (SBDC) guides and assists Nevadans looking to start and grow businesses. We are available to counsel on business planning and management issues raised in this tip sheet. One-on-one counseling services are free and confidential.

The Business Environmental Program is affiliated with the Nevada SBDC and provides free and confidential environmental compliance and management assistance and can help your business think about cleaning and waste issues. Our focus is on making Nevada's businesses stronger and more environmentally responsible.

DISCLAIMER: This guidance document is intended as general information and is not provided nor intended to act as a substitute for legal advice or other professional services. The Nevada SBDC advises the regulated business community to read all applicable regulations and to check with state and local authorities, including local health districts, for the latest in guidelines and requirements for businesses reopening during the COVID-19 pandemic. This tip sheet is funded, in part, through a Cooperative Agreement with the US Small Business Administration and funding support from the Nevada Division of Environmental Protection. All opinions, conclusions, and/or recommendations expressed herein are those of the author(s) and do not necessarily reflect the views of the SBA.