



Revival, a Joie de Vivre Hotel

ROADMAP TO RECOVERY  
MARYLAND STRONG

## Best Practices for Businesses to Reopen ACCOMMODATIONS



### OPEN FOR ACCOMMODATIONS

- Develop a plan for reopening, including staff training and policies, physical facility evaluation, social distancing, communications, and cleaning.
- If reopening, conduct facility assessment for any damage or issues caused by vacancy including mechanical, air and water systems according to [CDC guidance on reopening buildings](#).
- Develop a plan to maximize social distancing and minimize opportunities for disease transmission at entrances, bottlenecks, pinch points, and customer interactions through barriers, signage, process controls, and other means.
- Review high-contact points and plan for protocol to eliminate or minimize employee and customer interaction
- Develop a plan for vendors to bring products safely into the business by arranging for deliveries when there are the fewest guests and employees.
- Fitness centers, spas, pools, conference centers, restaurants and bars (including self-service breakfast areas) in hotels are subject to additional requirements under Executive Orders and, in some cases, State or local regulation or requirements.



### OPEN FOR EMPLOYEES

- Employees should be trained in and understand current COVID-19 health and workplace guidelines, such as hand hygiene and cleaning protocol, along with proper PPE use and disposal.
- Implement a daily screening process for workers, which includes CDC or MDH recommended health questions, and consider temperature testing.
- Direct sick workers to follow [CDC](#) and state guidelines regarding home isolation for suspected or confirmed COVID infections and returning to work.
- Train employees on the proper responses to customers who challenge social distancing, facial covering, and other protocols.
- Face coverings should be required when interacting with other staff or guests, particularly if social distancing can not be assured. Housekeeping staff should wear facial covering when entering a room and should avoid touching guest belongings.
- Shared tools and equipment should be sanitized during and after each shift or anytime the equipment is transferred to another employee.



### OPEN FOR SOCIAL DISTANCING

- Minimize congregating in common areas through signage, floor markings, barriers, and employee communications. Restrict access to areas where social distancing and social gathering requirements cannot be followed.
- Shuttles should follow practices for passenger spacing, face covering usage, and cleaning recommended by [CDC](#).
- Limit the number of individuals riding in an elevator and ensure the use of face coverings. Use signage to communicate these requirements.
- Establish a 6-foot marking system to visually demonstrate the recommended social distancing at all locations where customers and staff congregate.
- Designate and post signs indicating the direction of foot traffic in main circulation paths and stairways. Consider one-way circulation routes.
- Consider staggered check-in and check-out times to minimize bottlenecks at the front desk and elevators. If possible, set aside special hours for check-in and check-out for vulnerable or at risk guests.

For more information go to [open.maryland.gov/backtobusiness](https://open.maryland.gov/backtobusiness)



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## Best Practices for Businesses to Reopen ACCOMMODATIONS



### OPEN FOR CLEANLINESS AND COMFORT

- Increase cleaning and disinfecting of public areas, back of the house and guest rooms of the facility in accordance with [CDC guidelines](#).
- Launder soft goods in the warmest water possible and disinfect laundry trolleys after each use.
- Multi-use amenities and unnecessary items such as magazines, coupons, menus and brochures should be removed from guest rooms and areas open to the public.
- Make hand sanitizer, disinfecting wipes, soap and water, or similar disinfectant readily available to employees and customers, particularly at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobbies, elevator landings, and other areas where guests are likely to congregate.
- Where possible, implement and encourage touchless payment.
- Baggage service, guest room service, laundry and dry-cleaning services, and amenity deliveries should be made available using contactless pick-up and delivery protocols.
- Develop a record retention system to alert guests and employees that have been at the property if a guest or employee has a confirmed case of COVID-19. Consult with the local health department on next steps should a case occur at the hotel.
- In the case of a presumptive COVID-19 positive guest, the guest's room should not be returned to service until cleaned and disinfected as recommended per [CDC guidelines](#). Return the room to service 24 hours after cleaning and disinfecting.
- Post signage advising customers to not enter the property if they are sick or symptomatic.
- Encourage the use of facial coverings for guests and employees in all common areas.



### OPEN FOR COMMUNICATIONS

- Communicate commitment to cleanliness by posting compliance adherence with the [CDC's guidelines](#).
- Show customers care by having signage that details social distancing protocol and COVID-19 prevention.
- Communicate with employees and guests on the measures taken for their comfort and on the shared responsibility to monitor their health and stay home if not feeling well.
- Reach out to customers through communication channels that you are open for business.

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All Executive Orders still in effect must be complied with. See most up to date orders here: [governor.maryland.gov/covid-19-pandemic-orders-and-guidance](https://governor.maryland.gov/covid-19-pandemic-orders-and-guidance).