



Operating STRs Safely

During the Times of COVID-19

As a New Orleans host, you're an integral part of creating a safe destination for travelers

Safe Operating Procedures

This guide is meant to give you all the tools to ensure the safety of yourself, your guests, and your teams. We'll cover recommendations around operating and cleaning procedures

Personal Protective Equipment (PPE)

We'll provide information on local suppliers of PPE and effective disinfectants, in case your regular retailers are still short of these essential supplies

Cleaning Procedures

Prior to the cleaning of the guest space, ensure you protect yourself by wearing gloves and a mask throughout the cleaning process

Be sure to use EPA approved cleaners (you can find a list at [epa.gov/listn](https://www.epa.gov/listn))

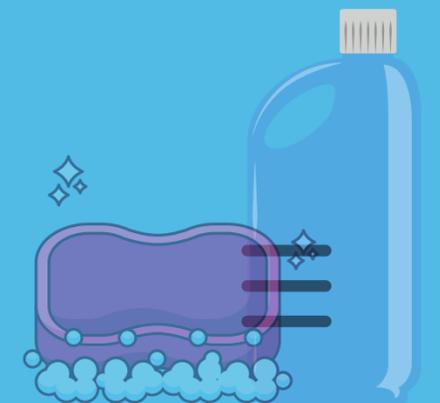
Remove dirt and debris from surfaces using soap and water before disinfecting

Make sure your cleaners are on surfaces for the correct CONTACT TIME to be effective (most cleaners require 5-10 minutes to be effective)

Launder all towels and linen even if they appear to be unused. Launder at the highest temperature possible

Wash hands frequently while cleaning the space. If using hand sanitizer, the CDC recommends using an alcohol based sanitizer of at least 60%

Sanitize upholstery using a fabric sanitizer or disinfectant spray



HIGH TOUCH POINTS

- All door handles and locks front and back
- TV remote controls
- Light switches
- Handles on cabinets, drawers
- Faucet knobs
- Refrigerator handles
- Thermostat controls and buttons
- Trash cans and waste bins inside and out
- Fan cords
- Toilet flush handles, toilet brushes and holders
- Upholstery focusing on couches and armchairs



ELEVATORS & COMMON AREAS



If you operate a space in a building shared with others, work with everyone to establish a **frequency of disinfecting entryways, front doors, and elevators.**

Communicate and work with others in the building to **share the responsibility of disinfecting elevators and common areas.**

Provide **hand sanitizer dispensers** in entryways and common areas so guests can disinfect their hands after using doors or pressing elevator buttons.

****the AHLA suggests disinfecting common spaces and shared areas several times a day. CDC recommends washing hands with soap and water whenever possible because handwashing reduces the amounts of all types of germs and chemicals on hands. But if soap and water are not available, using a hand sanitizer with at least 60% alcohol can help you avoid getting sick and spreading germs to others.***

Guest Service Interactions

Limited in person interaction and practicing social distancing is the safest, best service you can offer your guests. Communicate this ahead of time to ensure everyone is on the same page.



Check In



Eliminate in-person check-in procedures. If a digital access option is not available for you, store keys in a lock box and update access instructions for your guests. Ensure all keys, fobs, and lock box are thoroughly disinfected between stays

Deliveries



Inform guests that any items delivered mid-stay will be left outside the door to eliminate in person interactions. Can't leave something outside? Deliver the item while the guest is not present, or while practicing social distancing measures. Wear a face covering at all times.

Maintenance



Eliminate in-person check-in procedures. If a digital access option is not available for you, store keys in a lock box and update access instructions for your guests. Ensure all keys, fobs, and lock box are thoroughly disinfected between stays

Handwashing

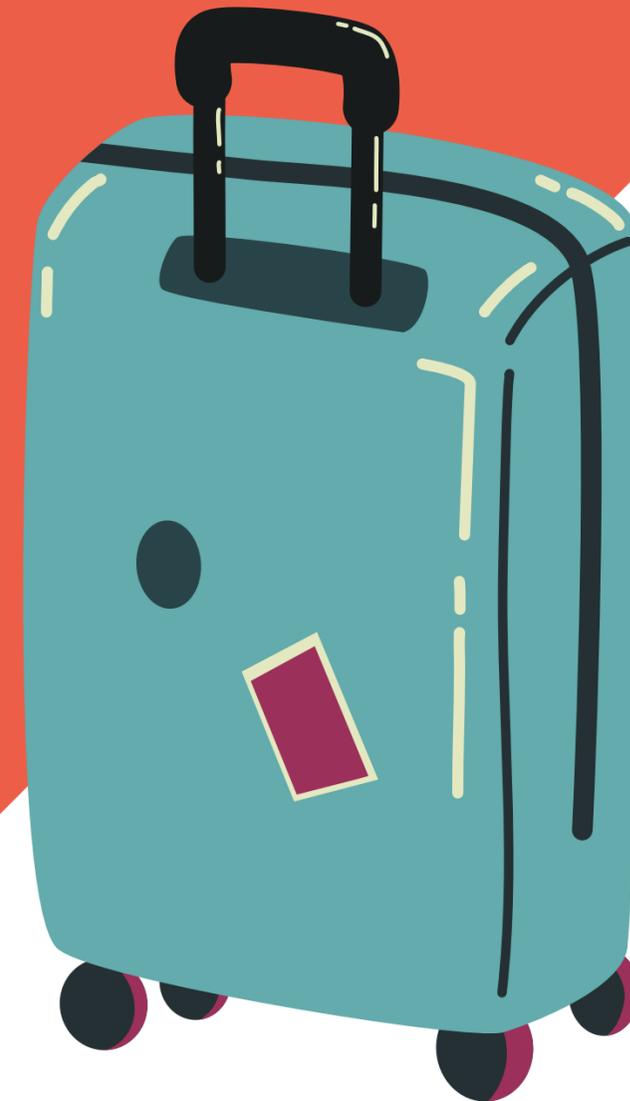


- Wash your hands often with soap and water for at least **20 seconds** especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains **at least 60% alcohol**.
- **Cover all surfaces of your hands** and rub them together until they feel dry. Avoid touching your eyes, nose, and mouth with unwashed hands.

***refer to www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html for further information on preventing the spread of COVID-19**

LUGGAGE STORAGE

Be sure to give yourself enough time between guest stays to properly sanitize and clean the space. To protect your guests, they should never enter before the space has been completely sanitized and is checkin ready. If you'd like to store bags, use social distancing measures, face coverings, and gloves when handling other's luggage.



01

Keep your guests safe and informed. Provide disposable face coverings and sanitizer if possible.

02

Allow time between guest stays. Wait 24 - 48 hours before entering the space to clean if possible.

03

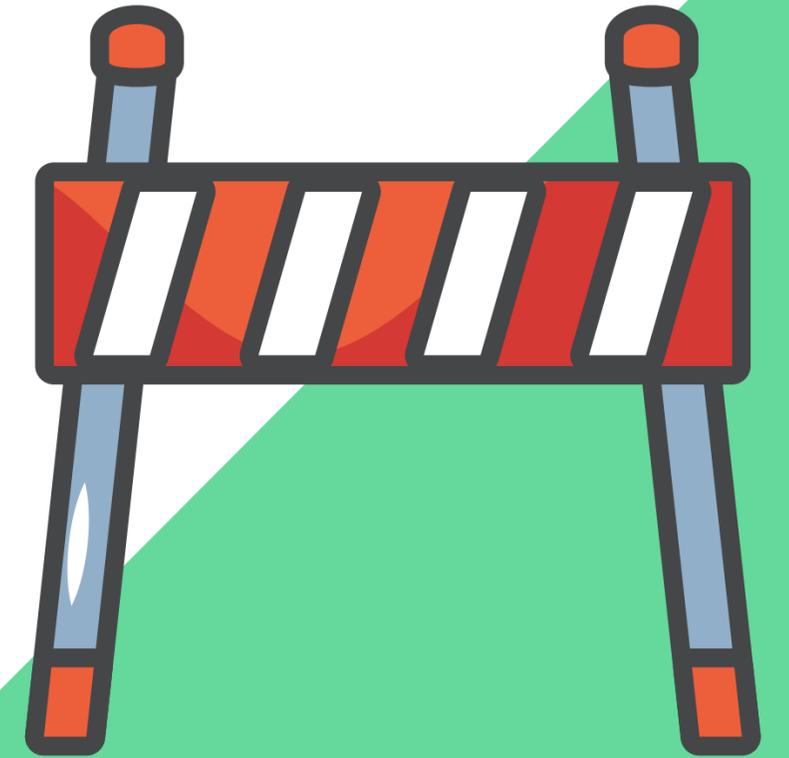
Reduce the amount of kitchenware provided to guests to an amount you're able to clean all of between guest stays.

04

Reduce any consumable items to single use or eliminate from the space if possible.

05

Always practice social distancing, frequent hand washing, and wear a face covering!



OTHER SAFE OPERATING TIPS

- Ask the guest to **isolate** and stay in their space as much as possible
- **Do not enter the space** during the guests' stay. Only enter in the case of emergency
- Periodically check on the guest via phone, text or email
- After the guest checks out, **leave the unit vacant** for as long as possible before entering to clean
- **Protect yourself with PPE** when cleaning the unit
- Launder all upholstery possible, use a disinfectant spray on furniture or upholstery that cannot be laundered
- Be sure that disinfectants and cleaning agents have enough **contact time** on surfaces to be effective
- Wash hands frequently and immediately after handling any items in the space

**IF YOUR
GUEST HAS A
CONFIRMED
OR SUSPECTED
CASE OF
COVID-19**

**LOCAL PPE &
DISINFECTANT
SUPPLIERS**

For further resources and vendors
visit gnopivot.org

Hand Sanitizer - Cavalry Sanitizers www.cavalrysanitizers.com

Washable Cloth Face Masks - Skobel's www.skobels.com

Commercial Janitorial - Economical Janitorial & Paper Supplies
www.economicaljanitorial.com

Latex Gloves and Janitorial Supplies - Ricard's Paper and Chemical
www.ricardspaperandchemical.com



Check these trusted resources frequently for up-to-date information

01

American Hotel & Lodging Association (AHLA)
www.ahla.com/safestay

02

CDC Guidance for Cleaning & Disinfecting
www.cdc.gov/coronavirus/2019-ncov/community/clean-disinfect/index.html

03

EPA Approved Products for Use Against COVID-19
www.epa.gov/listn

04

Louisiana's Updates by Sector
www.opportunitylouisiana.com/resilientlouisiana

05

City of New Orleans' Updates
<https://ready.nola.gov/incident/coronavirus/>



RESOURCES