



## LIST OF HOTEL OPERATIONAL, CLEANING AND SAFETY BEST PRACTICES DURING COVID-19 PANDEMIC

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This document provides a list of best practices on the following topics identified in the Table of Contents. Noting this is an ever-evolving situation with research ongoing, this information is subject to change. Accordingly, we will update this material from time to time. Please check the WorldHotels [member portal](#) to review the most up-to-date information. For questions or additional information, please contact Shirley Perezic, VP WorldHotels at [sperezic@worldhotels.com](mailto:sperezic@worldhotels.com) or Gregory Habeeb, President, WorldHotels NA at [ghabeeb@worldhotels.com](mailto:ghabeeb@worldhotels.com) or BWH Hotel Groups' [Best Western Supply](#).

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## 1. Greeting Guests at Check In

- Promote “social distancing” measures. Consider adding a table in front of the front desk to keep a greater distance between guests and front desk employees.
- Add professional markings six feet apart to remind guests of social distancing. Social distancing floor decals can be [purchased through Hubert](#).
- Consider adding a plexiglass or acrylic partition at the front desk. Vendors selling these partitions include Hubert, Staples, and Office Depot, and their contact information is below on the topic of [“Supplies You Will Likely Need.”](#)
- Consider alternatives to a paper check-in to reduce contact, such as:
  - Using technology such as Mobile Concierge that allows for a pre-arrival check-in and answers all needed registration questions. For questions about how to use Mobile Concierge, contact your [Regional Services Manager](#).
  - Utilize tablets to complete the registration process. Tablets are inexpensive and can be wiped down with a disinfecting product after each use.
  - Set up the credit card reader in a position for the guests to swipe their card themselves to eliminate a point of contact of front desk agent. With card swipe, recommend bypassing guest signature on registration form to support social distancing.
- For hotels with exterior corridors and/multiple buildings, consider implementing “curb side” exterior check-in, to include:
  - A staff member available to meet and greet the guest at their car. Perhaps establish a portable table and chair outside for the staff member (essentially create an exterior curb-side front desk).
  - Utilize a tablet to complete the check in process. Wipe down the table with a disinfecting product after each use.
  - Use the tablet to swipe the credit card or establish a portable credit card reader so guests swipe their card themselves to eliminate a point of contact of front desk agent. With card swipe, recommend bypassing guest signature on registration form to support social distancing.
- Encourage guests to use the SMS Text feature available through Mobile Concierge to communicate with you during their stays to further promote social distancing.
- Have a container for guests to drop off used pens and key cards, to be sanitized prior to any future use. Consider not having pens available for guests to handle and touch.
- Sanitize pens and payment equipment after being used by each guest.
- Sanitize key cards before providing to guest and upon receipt of used cards. Wash hands or disinfect hands with hand sanitizer after each guest.
- Make hand sanitizer available for guests and employees in lobby area.
- Disinfect all front desk surfaces and equipment between guests, to include front desk counter, payment machines, pens, keyboards, and computer mouse.
- Consider closing the guest business center, or at minimum disinfect the computer keyboard after each guest use.
- Notify guests that: (i) there will be no regular stayover cleaning, trash removal, or linen changing; (ii) the pool, spa, and fitness center are closed; (iii) the breakfast service has been suspended or modified depending on the hotel’s specific circumstances (e.g., no breakfast or simply “grab and go” items); and (iv) inform guests about any other alterations to services typically provided.



- For a guest who is showing signs of COVID-19 at check-in, including a fever or cough, the hotel will not accommodate that guest. Add front desk signage stating this information.
- Ask guests that if they begin showing symptoms during their stay to:
  1. Contact a health care provider or local health authority to determine how they can get tested.
  2. Notify the front desk or general manager.
  3. To self-isolate and limit all contact with staff and other guests if unable to safely leave. [Please refer to section 9.](#)

## **2. Housekeeping Procedures for Guest Rooms that Are Occupied**

- Do not provide daily room cleaning for stayover guests.
- Provide towels, fresh linens, or other amenities only upon request, to be left inside the guest room or by pick up at the front desk in a clean laundry bag. Keep social distancing protocols in mind when delivering towels or linens.
- Empty trash and recyclables upon request and have guest leave the trash outside the room where it will be emptied and disinfected by housekeepers who shall wear gloves and a protective mask when handling and disinfecting the trash/recycle bins. Establish a schedule to walk all guest room corridors every two hours to remove trash.
- Remove dirty linens upon request and have guest leave dirty linens outside the room and notify housekeeping/front desk that they have done so, where they will be promptly collected by housekeepers who shall wear gloves and a protective mask. For next steps concerning laundering the items, follow the laundry recommendations described below in [section 5](#).
- Prior to the stay, remove non-essential items from guest rooms, such as flowers, notepad, pens, hotel services advertisements, coffee table books, menus, or other items typically displayed in the room.
- Remove guest room decorative throw pillows and bed scarfs, and do not put items back into service until the local health department has issued guidance on the topic.
- If housekeeping services are requested during the stayover:
  - Insist guests leave the room during any stayover service so as to limit contact with employees and honor social distancing recommendations.
  - Wear disposable gloves and protective masks. Discard disposable gloves after each room cleaning. Gloves should be dedicated for cleaning and disinfecting surfaces and should not be used for other purposes. Clean hands (e.g., use hand sanitizer or wash hands with soap and water for at least 20 seconds) immediately after gloves are removed.
  - Open windows and doors and turn on air movers.
  - Cleaning and disinfecting should be done on all high touch points and pay particular attention to door handles, locks and latches, light switches, desk and counter surfaces, coffee maker, telephones, television remote controls (ensuring clean remotes are being used), clock radios, drapery pulls, lamps, trash receptacle touch points, toilet flush handles, water faucet handles, toilets and toilet seats, and flooring.
  - For disinfecting, many products need to remain on hard surfaces for several minutes in order to work. Follow the manufacturer's instructions for proper use to get the most virus killing protection. [View EPA approved list of products](#) to use against the virus.



- After cleaning and disinfecting the room and handling used bedding and towels, housekeepers should put on fresh gloves to finish refreshing the room and handling clean linens.
- Rags, cleaning cloths, and mop heads should be changed after each room. Do not reuse in another room unless they have been disinfected after use in each room.
- Wash hands at every opportunity and after each service.
- Daily cleaning equipment such as toilet brushes, vacuum cleaners, buckets, brooms and mop handles should be washed and disinfected daily.
- For additional details, visit [“COVID-19 Printable Checklist Housekeeping – March 2020” on the member portal under the section entitled “Ecolab Resources.”](#)

### 3. Housekeeping Procedures for Guest Rooms after Check Out

- After a guest checks out, wait 72 hours if possible before cleaning the room.
- Leave doors/windows open so fresh air and air handlers/air movers dissipate the possible air borne contaminants before attempting to clean.
- Machine-wash soft furnishings, towels, and bed linens, including pillows cases and protectors.
  - Reduce bed pillows to two per bed.
- Avoid shaking soft furnishings (mats, rugs cushions etc.) and linens. These items can carry germs and shaking them can contaminate areas you have already cleaned.
- Using a HEPA filter vacuum is recommended for all floors and upholstery.
- Before cleaning and disinfecting floors, ensure floors are cleaned right to the edges and into the corners.
- When deep cleaning carpeted floors (as often as possible), use steam cleaner or carpet shampoo. Steam cleaning provides the most effective option for removing germs.
- Thoroughly clean and disinfect each guest room. For disinfecting, many products need to remain on hard surfaces for several minutes in order to work. Follow the manufacturer's instructions for proper use to get the most virus killing protection. [Click here](#) for an EPA approved list of products to use against the virus.
- When cleaning and disinfecting, pay particular attention to high touch point areas, to include door handles, locks and latches, light switches, desk and counter surfaces, coffee maker, telephones, television remote controls (ensuring clean remotes are being used), clock radios, drapery pulls, lamps, trash receptacle touch points, toilet flush handles, water faucet handles, toilets and toilet seats, and flooring.
- Wear disposable gloves and protective masks. Discard disposable gloves after each room cleaning. Gloves should be dedicated for cleaning and disinfection of surfaces for the virus and should not be used for other purposes. Clean hands immediately after gloves are removed.
- Thoroughly disinfect waste baskets and recycle bins inside and out.
- Remove all bedding (pillows, pillow covers, pillow protectors and mattress protectors, sheets, blankets) and towels in order to have them all laundered, as described below in [section 5](#).
- Replace unused paper products, unless they are removed from the guest room for at least 72 hours. Consider limiting the number of extra paper products available in each room.



- After cleaning and disinfecting the room and handling used bedding and towels, housekeepers should put on fresh gloves to finish refreshing the room and handling clean linens.
- Disinfect any “privacy please” cards.
- If not already removed, remove decorative throw pillows, bed scarfs and all non-essential items from guest rooms, such as flowers, notepad, pens, hotel services advertisements, coffee table books, menus, or other items displayed in the room. Do not put items back into service until local health department has issued guidance on the topic.
- Daily cleaning equipment such as toilet brushes, vacuum cleaners, buckets, brooms and mop handles should then be washed and disinfected daily.
- Any lost and found guest items should be secured in a sealed plastic bag and tagged to identify, then follow hotel procedure for Lost & Found items.
- For additional details, visit the [“COVID-19 Printable Checklist Housekeeping – March 2020” on the member portal under the section entitled “Ecolab Resources.”](#)

#### **4. Cleaning and Disinfecting Procedures for Common Areas**

- Use an EPA-registered disinfectant to disinfect all surfaces, especially high contact areas. [Click here](#) for an EPA approved list of products to use against the virus.
- Schedule and perform routine cleaning and disinfecting of all contact surfaces, such as front desk, lobby furniture and flooring, breakfast area and lobby furniture, counters, business center, water fountains, ice and vending machines, trash bins, stair handrails, and public bathrooms. Fitness center, swimming pool and spa should be closed.
- Keep a documented cleaning schedule or log to be sure this is occurring regularly, at least every two (2) to four (4) hours or more frequently depending on volume of guest, staff, and delivery traffic.
- Pay particular attention to high touch points, to include hotel entrance door handles and other door handles touched by staff and guests, front desk counter/surface, pens, key cards, credit card payment machines, elevator doors and buttons (inside and out), public computers, courtesy coffee station (consider discontinuing), public bathroom door handles, public telephones, toilet flush handles, toilets and toilet seats, water faucet handles, light switches, and flooring.
- Provide hand sanitizer for guests and employees in lobby area.
- Provide disposable disinfectant wipes to front-of-house staff to disinfect surfaces between guests. Alternatively, provide disinfectant spray and paper towels to front-of-house staff to disinfect surfaces between guests.
- Disinfect all food and other items available for guests in the sundry shop (if any) prior to stocking on the shelves and every four (4) to six (6) hours each day.
- Regularly walk the corridors to disinfect the floor, trash cans, elevator buttons, and other surfaces in the corridors (if any).
- For additional details, visit the [“COVID-19 Printable Checklist Housekeeping – March 2020” on the member portal under the section entitled “Ecolab Resources.”](#)



## 5. Laundry Procedures

- Require that employees wear disposable gloves and protective masks when handling used laundry.
- Clean hands immediately after handling used laundry and do not touch face.
- Do not shake dirty laundry. This will minimize the possibility of dispersing virus through the air.
- Close, lock, and do not use any laundry or linen chutes.
- Used laundry must always be kept separate from clean laundry.
- Do not transport used laundry in housekeeping carts. Rather, transport in dedicated laundry bins and avoid transporting in elevators when guests are present.
- Do not handle clean linens if you have handled used linens.
- Implement a process (if not already in place) to distinguish between clean and used linens. For example, clean items could be placed in green or white clean laundry bags and used items could be placed in red or yellow laundry bags for collection and transportation.
- Clean and disinfect linen hampers (if any). Consider placing a bag liner that is either disposable (can be thrown away) or can be laundered.
- After washing, all laundry should immediately be placed in the dryer.
- Launder items using the hottest appropriate water setting for the items and dry items completely. All wash water temperatures should exceed 140 degrees. Do not wash in cold water.
- Add disinfectant when washing laundry. Follow the manufacturer's directions.
- All pillow covers should be removed and washed. Use and wash microbial items according to the manufacturer's suggestions.
- Clean laundry should not be stored on separate floors. All cleaned linen and terry should be issued daily to housekeepers and immediately place inside guest rooms.
- All decorative throw pillows and bed scarfs that have been removed from guest rooms should not be put back into service until local health department has issued guidance on the topic.
- Do not allow laundry to touch the floor.
- All hard surfaces that come into contact with used and clean linens should be disinfected regularly with an EPA registered hard surface disinfectant. [Click here](#) for an EPA approved list of products to use against the virus.
- Implement a cleaning cloth/rag program. If possible, discard all dirty cleaning cloths/rags once used. Alternatively, if you retain these items they must be washed after each use and must be laundered separately from other linens with the hottest water (over 140 degrees). Do not wash in cold water. Do not put dirty cloths or rags in with a load of dirty towels, sheets, or other items. Once washed, immediately place in the dryer and dry completely.
- Disinfect your entire laundry facilities at the end of each work day. This includes laundry carts/bins, laundry baskets, washers, dryers, sinks, folding tables, linen and terry shelving, flooring, and all other surfaces.
- It is recommended that no food or drink be allowed inside the laundry area.



## 6. Requirements for Employees

- Require sick employees stay home.
- Require staff to change into freshly laundered uniforms when they arrive at work and to place their clothing in a laundry bag to change back into after their shifts. Have staff uniforms freshly laundered by the hotel after each shift and provided clean to the staff for the next shift.
- Require staff to wash hands upon arriving at work and direct employees to wash hands frequently, avoid touching eyes, nose, and mouth, cover mouth and nose with a tissue if they must cough or sneeze and wash hands immediately with soap and water for at least 20 seconds.
- At the end of each shift, clean and disinfect any items used by staff in the back office (e.g. computers, photo copier, telephones, etc.)
- Direct housekeepers to wear gloves while cleaning all common areas, guestrooms, and handling soiled laundry.
- Require all personal portable communication devices (e.g., phones, walkie-talkies, pagers) to be disinfected at a minimum at start of each shift and again at the end of each shift.
- Direct employees to regularly disinfect their workspaces (e.g., computers, housekeeping carts, vacuums, hotel laundry counters and machines).
- Require hotel employees to report to management if they believe they have been exposed to anyone who has tested positive for COVID-19 or who may be displaying symptoms consistent with COVID-19 (e.g., family members or others they have been in contact with). If an employee reports testing positive for COVID-19, immediately contact your local health officials for guidance.
- Notify all employees of any high-risk guests staying in the hotel. If any employee feels uncomfortable about being in contact with a high-risk guest or the guest room, other work arrangements should be made.
- If an employee believes a guest has COVID-19, notify the general manager to determine next steps.
- Ensure all staff are trained in proper cleaning procedures, social distancing, and receiving of all hotel operating and cleaning supplies and equipment.
- View and provide hotel staff [CNN's resource on "How to coronavirus-proof your home."](#)

## 7. Hotel Transportation for Guests

- Noting the need for "social distancing", it is strongly recommended that hotels discontinue providing hotel transportation (e.g., airport transportation and courtesy vehicles) and consider reimbursing guests taxi, Uber or Lyft expense. Notify guests who make reservations directly through the hotel, update any websites, cancel any transportation-related advertisements, and notify your Revenue Manager and [Regional Services Manager](#) so that information will be updated on bestwestern.com and other websites
- If hotel provided transportation is absolutely necessary, reduce operating hours or radius from the hotel.
- All hotel transportation should be disinfected regularly, to include each morning, after each trip, at shift change, and after the vehicle's last use each night. Use EPA-approved disinfectant for hard surfaces (e.g., door handles (inside and out), seat belt latches, steering wheel, air vents, and dash) and for soft surfaces (e.g., seat





belts, seating, areas where luggage is stowed). [Click here](#) for an EPA approved list of products to use against the virus. Discard all used cleaning rags. Do not launder any rags in your hotel laundry.

- Replace the interior air cabin filter on all vans every two (2) weeks
- Drivers should not handle any guest items (e.g., luggage) and if they do, only with disposable gloves. Discard gloves after each trip.
- Limit the number of passengers to two (2) guests per trip. If more than two (2) guests are requesting transportation at the same time, recommend the guest order a taxi, Uber or Lyft be contacted, and pay for this transportation.
- Provide protective masks for employees to wear while driving your transportation vehicles. Discard mask after each trip.
- Employee drivers shall wash hands after each trip.
- Maintain hand sanitizer dispensers or wipes available for all guest use as they enter or exit the vehicle.
- Remove all trash bags from vehicle after each trip..
- Do not offer guests water during the trip.

## **8. Breakfast and Other Food Offerings**

- The breakfast room should be closed for dining and not available for guests to congregate. It is likely the closure is required by government order.
- Breakfast may be offered as a “grab and go” and you may provide an expanded “grab and go” offering.
- Breakfast or any food offering must be individually wrapped and single serve items only. Suggestions and product offerings are available on the [member portal](#). Items must be cleaned and disinfected (for packaged items, e.g., yogurt, granola bars) prior to being offered.
- “Grab and go” offerings should be done in a brown bag and guests should not be touching the options. An attendant should ask guests which items they would prefer, and the attendant should bag the items wearing gloves.
- If coffee service is available in the lobby, the coffee machine should have a sign that asks guests to use a napkin to dispense coffee.
- Place hand sanitizer beside the machine and ask guests to sanitize their hands prior to making their coffee.
- Disinfect all food and other items available for guests in the sundry shop (if any) prior to stocking on the shelves. Clean and disinfect the area and items at least twice a day, once in the morning and once in the evening.
- Visit the member portal for additional information on breakfast recommendations, which can be found under the link for [“COVID-19 Supplies and Resources” and the heading “Breakfast Recommendations.”](#)

## **9. How to Handle Guests Suspected of Having or Confirmed to Have COVID-19**

- Once learning of a COVID-19 case in someone who has been at the hotel or is at the hotel, immediately reach out to local public health officials. These officials will help the hotel management to determine a course of action for their hotel.
- Coordinate with local health officials about notifying employees and other guests.
- Offer that other guests may cancel remainder of their stays or move to other rooms at the hotel.





- The hotel may require that the guest depart in the health interests of all other guests of the hotel and associates.
- Notify your [District Manager](#).
- While the guest remains at the hotel, staff shall limit contact with that person and ensure no touching while maintaining at a minimum a 6-foot separation. Do not enter the room to clean or disinfect. Have the guest leave dirty linens and trash inside the guest room. The room should not be entered for at least 72 hours. Staff must wear gloves and other personal protection equipment (e.g., protective masks) while collecting items. Thoroughly wash hands after handling items. Seek other appropriate direction from local public health officials.
- Once the infected guest has vacated the room, close off areas used by the ill person for as long as practical and at least 72 hours before beginning cleaning and disinfecting to minimize potential for exposure to respiratory droplets. Perform a deep clean of the guest's room. Open outside doors and windows to increase air circulation in the area.

## 10. Supplies You Will Likely Need

- EPA-approved soap or detergents for cleaning hard surfaces (e.g., tables, counters, door handles), soft surfaces (e.g., upholstered furniture, drapery, carpets), and laundry.
- EPA-approved disinfectants that are appropriate for hard surfaces (e.g., tables, counters, door handles), soft surfaces (e.g., upholstered furniture, drapery, carpets), and laundry.
- If in doubt of approved disinfectants, [view an EPA approved list of products](#) to use against the virus.
- Hand sanitizer that is alcohol based.
- Sanitizing wipes.
- Paper towels.
- Soap for washing hands.
- Toilet paper.
- Disposable gloves for cleaning rooms and handling soiled laundry.
- Trash bags.
- Thermometers (we recommend infrared forehead thermometers, at least two (2) – one front of house and one for back of house).
- Floor decals to encourage and specify social distancing in the hotel lobby. See below in [section 13](#) about companies that offer such items.
- A list of supplies and resources can be found on the member portal under the link entitled "[COVID-19 Cleaning Resources and Supplies](#)," to include information on a variety of distributors in the link titled "[Distributor Order Forms for COVID-19 Protection](#)." In addition, Ecolab and Proctor & Gamble have products that meet CDC recommendations with information identified under the headings "[Ecolab Resources](#)" and "[P&G Resources](#)."
- If you are considering adding a plexiglass or acrylic partition at the front desk, the following vendors sell these partitions:
  - Hubert - Valerie Baker, [vbaker@hubert.com](mailto:vbaker@hubert.com) or 513-367-8870
  - Staples – Alma Huizar, [Alma.Huizar@staples.com](mailto:Alma.Huizar@staples.com) or 623-432-3249
  - Office Depot – Pat Nichols, [Pat.nichols@officedepot.com](mailto:Pat.nichols@officedepot.com) or 480-286-3369



- If you have any questions or are having any trouble finding any particular product, the BWH Hotel Group Supply team can assist.
  - US Members, please call 800-528-3601, option 3, or email [supply@bestwestern.com](mailto:supply@bestwestern.com).
  - Canadian Members, please call 800-297-8775, option 2, or email [supplycan@bestwestern.com](mailto:supplycan@bestwestern.com).
  - You can also contact your [Regional Services Manager](#).

#### **11. Take Out Food and Deliveries for Guests and Staff (Non-Supply)**

- Guests should be encouraged to collect food deliveries outside, and food delivery people should be asked to drop off orders outside.
- Encourage all guests to prepay for food deliveries so that the delivery person can deliver the food outside. The guest should request prewrapped utensils, plates, condiments, etc. at time of ordering.
- Do not allow delivery drivers to take food to guest rooms. If necessary, call the guest and advise that the food delivery person is at the hotel.
- Staff should not handle food from a delivery person on behalf of the guest.
- Set up a disinfecting/transfer station in the lobby so that guests or staff who bring in food can disinfect packaged food prior to proceeding to their rooms or work areas. The station should be set up so that social distancing recommendations can be followed.
- A disinfecting transfer station should include a table or counter for food to be placed on, sanitizing wipes to clean surface when finished unpacking, and trash receptacle for all delivered packaging. The table should have a "clean" side for cleaned food to be placed after the packaging is disinfected. Trash should be regularly collected and bins sanitized.
- Guests or staff should be requested to remove their food from delivery packaging before taking it to their rooms. This may mean the hotel needs to offer the guest disposable plates and/or trays that can be sanitized after use.
- If a guest takes packaged food to their room, they should be requested to return the empty packaging to the disinfecting/transfer station immediately after the completion of their meal and dispose of it in the trash receptacle, which hotel staff shall regularly collect and then sanitize.
- Guests and staff who bring in food should be encouraged to wash their hands for 20 seconds after they have touched any packaging before they eat any food or touch their face.

#### **12. Receiving Supply Order Products and Handling the Mail**

- Ask delivery workers to drop off orders outside and not through the front entrance.
- Keep a six (6) foot distance.
- Pre-pay or pay online.
- Wear gloves while accepting packages.
- Remove the products from their shipping packaging; dispose of exterior cartons and packaging and do not bring it inside.
- Dispose of gloves after each delivery.



- With clean gloves or clean hands, disinfect products if possible, prior to bringing them inside (e.g., the inner packaging). Do not use dirty gloves to handle disinfected deliveries.
- Disinfect all food and other items available for guests for “grab and go” breakfast items and in the sundry shop (if any) prior to stocking on the shelves.
- Open mail wearing gloves and disinfect any surfaces that touched mail after opening. Keep six (6) feet away from mail delivery person.
- Disinfect any surfaces that may have been touched during the delivery (e.g., door handle, pen, elevator button, stylus to sign for a package)
- Wash hands after all deliveries and handling any mail.

### 13. Displaying Signage at Hotel

- Recall the proposed [template guest letter](#) that we provided previously, which you can modify for your **WorldHotels** and use to have a member of your hotel management team sign and post at the front desk and place in guest rooms that provides assurance as to the health and safety measures your hotel is taking.
- Various other professional signage is also available through various vendors, including the following:
  - [A free “COVID-19 Breakfast Poster”](#) is available through BWH Hotel Group Hotel Supply.
  - [A variety of other COVID-19 posters](#) entitled “Preventing the Spread of Germs,” “How to Wash Your Hands,” “Stop, Did You Wash Your Hands,” are also available for free.
  - [ADA Hotel Signs](#) offers a variety of signs, including a “Dear Guests” sign.
  - [American Image Signs](#) offers various vinyl decal and public area signs.
  - [Social distancing floor decals](#) can be purchased through Hubert.
- Other signage resources can be found on the member portal page [“COVID-19 Supplies and Resources.”](#)

### 14. Companies that Offer Sanitizing Services

- Several companies provide sanitizing services relative to COVID-19, including:
  - [Orkin VitalClean](#) or 888-474-5137
  - [Terminix](#) or 877-TERMINIX
  - [First on Site](#) or 877-778-6731
  - [Stanley Steemer](#) or 800-783-3637