



# Hospitality, Tourism & Accommodations

## Utah's Moderate Risk Phase Guidelines

Version 4.9 Guidelines



### Moving to orange

A color-coded health guidance system has been developed by the State of Utah to guide health behaviors for individuals and businesses. Each level of the dial is guided by a rigorous measurement system which can be different by each region, county, city, or community.

#### Hotels and other accommodations take extreme safety precautions for both staff and guests.

- Follow all employer guidelines (see below)
- Staff and guests wear face coverings
- Maintain signage to remind groups to stand at least 6 feet apart and avoid congregating in common areas
- Physical distancing maintained in all common areas or meeting rooms
- Digital check-in and checkout encouraged
- Consider installing plexiglass partition in areas coming into close contact with guests (e.g. registration, concierge, valet desks)
- Symptomatic guests should stay in their room and wear a face covering anytime they leave the room
- Consider designating one staff member to attend to sick guests
- Discontinue or decrease housekeeping services to prevent transmission between rooms during guest stays
- Guest room cleaning should include a complete change of towels, linens, bedding, and guest consumable items while all hard surfaces and high-touch areas are completely disinfected with an EPA-registered chemical disinfectant
- When possible, rooms should remain vacant for 48 hours after check-out and prior to cleaning
- Launder all exposed linens and cleaning supplies separately
- Provide guests with their own sanitation solutions or wipes to instill guest confidence (e.g., alcohol wipes for remote controls or shared surfaces)

#### Pool guidelines

- Pools are limited to lap swim only, one swimmer per lane; no congregating on pool decks
- Swim team is allowed as long as physical distancing is allowed on pool deck
- Symptom screening
- Maintain signage that encourages physical distancing guidelines to be met at all times



## Fitness center guidelines

- Employees must go through symptom checking before every shift, including temperature. Log must be kept and available for inspection by health department
- Screen patrons upon entering the facility with a questionnaire asking about symptoms, travel, and any sicknesses in the home
- Employees must wear face coverings; patrons encouraged to wear face coverings whenever possible
- Patrons of different households must maintain 10 feet of distance at all times (limit the number of patrons in the gym or class, space or close off equipment accordingly)
- Do not engage in sporting activities requiring teammates or opponents to be closer than 10' from one another
- Skills development and conditioning activities are allowable under physical distancing guidelines
- Staff must disinfect all equipment after each use
- No sign-in sheets, touchpads, or touch surfaces required for entry
- Higher-risk individuals discouraged from using facilities at this time

## Restaurant guidelines

Dine-in services, including buffets and bars, may be open under the following requirements

- Limit tables to groups of 10, preferably members of the same household
- Groups of patrons at a table must maintain a distance of 6 feet from patrons of other parties at all times. Either move tables or mark off tables not to be used
- In waiting areas, a 6-foot distance must be maintained between parties, whether indoor or outdoor
- Maintain signage to remind individuals from separate parties to stand at least 6 feet apart; waiting area has floor markers to indicate proper spacing
- Hosts preferably open doors for customers and guide them to their seats to prevent traffic or congregating; hand sanitizer available at door
- Recommendation that upon entry, hosts point guests to signage that includes the following information:
  - Outlines symptoms and encourages that if the patron, or someone they live with, has experienced COVID-19 symptoms, to please order takeout instead
  - Recommendation for higher-risk individuals to order takeout/delivery instead of dining in for the protection of that individual
- Manager checks each employee for symptoms before every shift and asks if any member of the employee's household has tested positive for COVID-19 in the past 14 days. Log must be kept and available for inspection by the local health officer or designee
- Staff must wear face coverings at all times and perform hand hygiene between interactions with each table



- Cups, lids, napkins and straws must be handed directly to customers by staff
- Do not place utensils on table until patron is seated
- Encourage contactless and non-signature payment; when not possible, card and payment stations must be sanitized after each use. Staff must sanitize hands between handling payment options and food/containers
- Staff avoid touching items that have been placed on the table (menus, plates, utensils, pens, cups, etc.). The table will be cleared by a dedicated staff member once all guests have left
- Staff member sanitizes the area occupied by customers upon departure including tables, menus, pens, salt and pepper shakers, etc. and conducts sanitization of high-touch surfaces throughout the day as needed
- Consider use of disposable items if possible
- The restaurant may not operate if PPE, EPA-approved disinfectants and sanitizers, soap, and other necessary cleaning supplies are not available; sanitizer is effective against COVID-19
- Hand sanitizer must be available immediately adjacent to bathrooms
- Close restaurant for cleaning and disinfecting in the morning. If the restaurant operates 24 hours per day, close restaurant for cleaning and disinfecting each morning and evening. Cleaning and disinfecting includes all tables, chairs, door handles, floors, bathrooms, and any high-touch surfaces
- Buffet and self-serve restaurants will hand utensils, cups, plates and other service items directly to patrons. None of these items will be set out for patrons to self-serve. Buffet restaurants will either provide staff who serve meals from the food bars, or patrons may self-serve from food bars if hand sanitizer is used by each patron each time they enter a different food bar line. Where patrons are allowed to self-serve, serving utensils are replaced with clean serving utensils every 30 minutes. Face coverings must be worn by patrons in food serving areas
- Stagger workstations so employees are not facing one another and are 6 feet apart unless barriers are used, or face coverings are worn
- To-go boxes, pizza boxes, paper cups, and any other paper product that touches food must be treated as food
- Staff are only required to use gloves when handling ready-to-eat foods (including ice). Gloves are not required when handling foods that have yet to be cooked
- Indoor playgrounds in restaurants remain closed

### General Employer Guidelines

Employers exercise extreme caution, with employees working remotely, evaluating workforce concerns, and enacting strategies to minimize economic impact. Businesses that necessitate on-site work should monitor workforce for symptoms and well-being.

- Employers take extreme precautions
- Provide accommodations to higher-risk employees



- Employees and volunteers operate remotely, unless not possible
- Symptom\* checking in business interactions
- Face coverings worn in settings where other physical distancing measures are difficult to maintain; ensure that face coverings are available
- Make every possible effort to enable working from home as a first option; where not possible, workplaces comply with distancing and hygiene guidelines
- Minimize face-to-face interactions, including with customers (e.g. utilize drive-thru, install partitions)
- Where distancing and hygiene guidelines cannot be followed in full, businesses should consider whether that activity needs to continue for the business to operate
- Eliminate unnecessary travel and cancel or postpone in-person meetings, conferences, workshops, and training sessions
- Require employees to self-quarantine when returning from higher-risk\*\* areas
- Employers evaluate workforce strategy and concerns and enact strategies to minimize economic impact
- Employers must not allow any individuals under isolation or quarantine to come to work at any time unless authorized by LHD

\* Symptoms include fever of 100.4 degrees Fahrenheit or above, cough, trouble breathing, sore throat, sudden change in taste or smell, muscle aches or pains; refer to CDC symptoms list for updated details <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

\*\* Higher-risk individuals at increased risk of severe illness from COVID-19 are people of any age with underlying medical conditions such as: chronic kidney disease; COPD (chronic obstructive pulmonary disease); immunocompromised state (weakened immune system) from solid organ transplant; obesity (body mass index of 30 or higher); serious heart conditions, such as heart failure, coronary artery disease, or cardiomyopathies; sickle cell disease; type 2 diabetes mellitus

Children who are medically complex, who have neurologic, genetic, metabolic conditions, or who have congenital heart disease are at higher risk for severe illness from COVID-19 than other children

Risk increases with age; to see if your age puts you at higher risk, visit

<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/older-adults.html>

Risk increases with certain underlying medical conditions, visit

<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-medical-conditions.html>

\*\*\* <https://www.cdc.gov/coronavirus/2019-ncov/travelers/map-and-travel-notice.html>

