Recommended Business Reopening Guidelines for North Lake Tahoe

From April 24-29, 2020, the North Lake Tahoe Resort Association (NLTRA) conducted roundtable sessions with businesses in eastern Placer County to discuss COVID-19 concerns, gather questions for health officials and develop business guidelines to support reopening the North Lake Tahoe tourism economy.

Sessions included business representatives from the following business sectors:
1. Retail
2. Restaurants & Bars
3. Lodging
4. Outdoor Activity Providers
5. Public Lands

This document outlines recommended guidelines informed and provide by over 375 business participants and stakeholders in North Lake Tahoe from these roundtable sessions. Guidelines that apply to any business are listed. Additional guidelines unique to each business sector are also included.

Additional Resources we used in the preparation of this document include:
- National Retail Federation
- California Hotel & Lodging Association
- Airbnb/VRBO cleaning requirements
- National Restaurant Association
Recommended Guidelines for All Business Sectors

Guidance for Employers:

- Prominently display informational signage, including any required social distancing, floor markings indicating 6-foot distancing in common areas (including elevators), restrictions on customers with fever/symptoms from entering, and required hygienic practices and policies in all employee and guest common areas
- Email “Know Before You Go” information fact sheet to the business database and post on social media channels. If business takes advanced reservations, email information to guest prior to their visit.
- Communicate measures to guests, including cleanliness and safety features, as well as expectations for a positive on-site experience on business website
- Require face coverings
- Designate receptacles for discarded face masks
- Guests should enter through doors that are either propped open or are operated by an employee
- Consider flexible reservation cancellation policies to allow guests to cancel without penalty if they are sick or are feeling sick.

Guidance for Employees:

- Stagger shift start and finish times and meal breaks to avoid crowding
- Develop additional protocols for “at-risk” employees
- Limit the number of employees in shared spaces, such as breakrooms
- Provide COVID-19 training, including all protocols and procedures, such as social distancing guidelines/expectations, cleaning protocols, PPE disposal and revised HR policies
- Educate employees on proper hand washing procedures
- Hand washing procedures should emphasize hand washing after using the restroom, cleaning, eating, before and after a shift
- Employees should wear face coverings
- Staff meetings should be conducted with appropriate social distancing measures (outdoor area, virtually, etc.)
- Employee temperatures should be checked at the beginning of each shift
- Employees with a confirmed fever should be sent home

Cleaning Protocols:

- Implement frequent cleaning regimens that target high-touch areas
- Use cleaning supplies, where appropriate, that have been identified to kill COVID-19
- Shared tools and equipment should be sanitized during and after each shift or anytime the equipment is transferred to a new employee
- Use single-use cleaning supplies and clean dishtowels, mop heads, etc. after each use
- Replace air filters and clean HVAC system more regularly
- Suppliers and delivery drivers should be informed of physical distancing and face covering protocols
Recommended Guidelines for Individual Business Sectors

Retail
Guidance for Retail Employers

- Implement touchless check-out procedures
- Avoid exchanging cash
- Encourage curbside pickup
- Request guests and visitors use hand sanitizer and provide dispensers, touchless whenever possible, at key guest entrances, contact areas and fitting rooms
- Avoid reusable bags or request guests bag items if a bag is being reused
- If a business is in a building with other tenants, seek guidance from landlord on guidelines for shared spaces
- Consider suspending or modifying return and exchange policies
- Consider in-store audio messaging to frequently encourage employees and customers to follow these guidelines

Additional Cleaning Protocols

- Clean fitting rooms before and after each use
- Remove any fragrance or beauty testers from the sales floor

Restaurants & Bars
Guidance for Restaurant Employers

- Remove lemons and unwrapped straws from self-service drink stations
- Remove all communal condiments from each table and replace with one-time use items
- Provide take-out options
- Clean drink machines frequently
- Clean all dishes and silverware
- Unused dishes and silverware should be cleaned after business closes to customers each day
- Limit the number of people in waiting area and/or bar area
- Identify outdoor space for guests to wait
- Redesign seating arrangements to ensure physical distancing guidelines are met
- Limit party size at tables to no more than the established “maximums approved” and recommended by CDC
- Consider a reservations-only business model or call-ahead seating to better space diners
- Limit contact between wait staff and guests
- Use technology solutions to reduce person-to-person interaction, including mobile ordering and menu tablets; text on arrival for seating; contactless payment options
- Install floor markings to ensure physical social distancing
- Consider using separate entrances and exits
- Identify and mark ingress and egress to restrooms
Additional Cleaning Protocols
- Clean and sanitize reusable menus
- If you use paper menus, discard after use
- Implement procedures to increase how often you clean and sanitize surfaces in the back-of-house
- Clean and sanitize restrooms more regularly

Lodging - Motels, Hotels & Resorts
Guidelines of Lodging Employers
- Communicate expectations to guests, including cleanliness and safety features, as well as expectations for a positive on-site experience through business websites. This should include an overview of the check-in process.
- Include an amenity bag at check-in that contains regional and business-specific COVID-19 information, hand sanitizer, disposable mask and gloves
- Provide face coverings and include messaging on proper use
- Bell carts should be sanitized after each use
- Employees should not open the doors of guest vehicles
- Valet services should not be provided
- Provide a spray bottle of sanitizer or wipes in each room for guest use
- Elevator button panels should be sanitized at least once per hour, and/or hand sanitizer should be available at or in elevators
- The number of guests per elevator should be limited
- Multi-use items should be removed from guest rooms
- Housekeeping should not enter guest rooms during a stay, unless by special request
- Room service should be adjusted to include pickup/delivery protocols, sanitation of cutlery, and single use condiments.
- Dining services should not include buffets, instead using cafeteria style or grab-and-go services
- Limit the number of patrons using gym
- Provide cleaning supplies and ask guests to clean all gym equipment prior to and after use

Additional Cleaning Protocols
- Proven cleaning and sanitizing protocols are in place to clean guest rooms, with attention paid to high touch items.
- The frequency of cleaning and sanitizing in all high traffic areas, including back of house areas, with an emphasis on employee dining rooms, locker rooms, restrooms and kitchens, is increased. Including written protocols for key “touch points”, e.g. light switches, phones, door handles, etc.
- Rooms should be ‘sealed’ or mechanisms/notices are in place for clean rooms not to be entered between guests
- All bed linens and laundry are washed at a high temperature in accordance with CDC guidelines, and dirty laundry is bagged/contained in the guest room to eliminate excess contact while being transported
- Rooms are left vacant for 24-72 hours prior to or after cleaning
In the case of a presumptive COVID-19 positive guest, the guest’s room is removed from service and quarantined until the case is confirmed or cleared.

In the event of a positive case, the unit is only returned to service after undergoing an enhanced sanitization protocol (per county regulations, if applicable), which is encouraged to be performed by a licensed third-party service.

**Lodging - Short Term Vacation Rentals**

**Guidelines for Lodging – Short Term Vacation Rental Employers**

- Prominently display informational signage for any communal spaces
- Communicate expectations to guests, including cleanliness and safety features, as well as expectations for a positive on-site experience through business websites. This should include an overview of the check-in process.
- Request guests and visitors use hand sanitizer and provide dispensers, touchless whenever possible, at key guest entrances and contact areas.
- Include an amenity bag upon arrival contains regional COVID-19 information, hand sanitizer, masks, and gloves.
- Provide a spray bottle of sanitizer or wipes in each room for guest use.
- Multi-use items should be removed from the lodging unit
- Housekeeping should not enter the unit during a stay, unless by special request
- Have specific home instructions on any communal spaces, such as gyms, communal living areas, spas, jacuzzis, etc.
- Stock up on paper towels, disinfectant wipes and disposable cleaning supplies

**Additional Cleaning Protocols**

- Ventilate rooms before you clean.
- Clean sofas, rugs, drapes and other soft surfaces
- Clean and disinfect laundry baskets and hampers
- Empty the vacuum cleaner after every cleaning
- Do not provide any communal kitchen condiments
- Clean all dishes and silverware, even if they were not used
- All bed linens and laundry are washed at a high temperature in accordance with CDC guidelines, and dirty laundry is bagged/contained in the guest room to eliminate excess contact while being transported
- Rooms are left vacant for 24-72 hours prior to or after cleaning
- In the case of a presumptive COVID-19 positive guest, the unit is removed from service and quarantined until the case is confirmed or cleared
- In the event of a positive case, the unit is only returned to service after undergoing an enhanced sanitization protocol (per county regulations, if applicable), which is encouraged to be performed by a licensed third-party service
- Confirm that all changed protocols for cleaning, recommended by the CDC, can be accommodated by cleaning company
Recreation and Outdoor Activity Providers
Guidelines for Recreation and Activity Employers

- Provide hand sanitizer or wipes for guests to use throughout recreation activity
- Provide digital release forms in advance
- Provide sanitized pens and clipboards as needed for waivers and other required forms
- Offer outdoor check-in
- Encourage guests to use their own equipment instead of renting - helmets, shoes, gloves, etc.
- Provide a digital instructional video on safety requirements that can be viewed prior to arrival
- Provide activity instructions in outdoor area