



SAN MIGUEL COUNTY PUBLIC HEALTH ORDER # 2020-06

APPENDIX A.

LODGING SECTOR PROTOCOL – OPERATING STANDARDS

*(Updated 11/29/20)*

***LEVEL RED Lodging Occupancy (50% restriction)***

**SUMMARY**

***Occupancy and Capacity Restrictions: New lodging restrictions will go into effect at 1:00 am on Tuesday, December 1<sup>st</sup>. The calculations for occupancy and capacity are different for Lodging Management Companies and Individual/Private Operators.***

***Definitions:***

- ***Capacity refers to the number of people allowed in the unit.***
- ***Occupancy is determined by the number of nights a given unit is rented, not by the number of people in the room.***
- ***Single Household is defined as a person or persons who live together in a single residence.***
- ***Measurement Block Occupancy will be measured on two 15-day blocks each month. The first block is 1st-15<sup>th</sup> and the second block is 16th-final day of the month.***

***Occupancy Limit: 50% Maximum Occupancy***

- a. ***Lodging Management Companies: Companies with multiple short-term rental properties are limited to 50% of unit nights among their properties on the condition that the total occupancy of those units does not exceed 60% on any given night. For example, if a Company manages ten separate properties, they would be allowed only 75 nights of total occupancy during the 15 days. That is calculated by taking the ten properties times the 15 nights for a total of 150 available nights. 50% of that number is 75. At no point during the 15 day measurement period may a multiple unit manager have more than 60% of their available lodging booked on a single day. Therefore, if a***

*Company has ten units, they may never have more than 6 of those units occupied on any individual night. Owner stays will be excluded from the calculation.*

- b. Individual/Private Operators: Each individually managed short-term rental property is limited to 50% occupancy during each block based on the number of nights and regardless of number of guests. For example, an Operator may only rent his/her unit for eight days out of the 15 day measurement period. Should a reservation span two separate measurement periods, the respective days occupied in each period will count only toward that period's occupancy.*

**Single Household Limits:** *Lodging shall be limited to a Single Household in any lodging unit, including short term lodging as defined in the [Public Health Order #2020-06](#). The Single Household limit applies to all lodging stays, including those for which reservations have already been made.*

**Lodging Verification Form:** *All Lodging Management Companies and Individual/Private Operators are required to have appropriate licenses and register with San Miguel County pursuant to San Miguel Public Health Agency Order 2020-06 issued May 29, 2020 before any lodging rentals are permitted.*

[Lodging Verification Form](#)

**Cancellation of Reservations:** *Compliance with Level Red may require cancellation of existing reservations. It is the responsibility of the Lodging Management Companies and Individual/Private Operators to cancel any reservations which exceed the 50% occupancy limit.*

**Individual Room Rentals:** *Due to the state prohibition on gatherings, the rental of individual rooms in a residence as a short lodging unit where other occupants are present are prohibited. For example, if you own a 2 bedroom house and rent out a room for a week through a self-managed rental platform, this is not allowed under the current public health order.*

**Room Capacity Limits:** *Notwithstanding the Occupancy limits as set forth above, at no time shall the amount of people located within the short-term lodging unit exceed the designated Capacity for the unit. For example, a condominium that is listed with a sleeping capacity of 8 persons may not have more than 8 people in the condominium and any given time. That maximum capacity should be limited to persons within a single-household and not include other parties. \* Room Capacity Limits do not include limited lodging staff and outside service providers that may need to enter the short-term rental space for a limited amount of time to perform a service or minor maintenance function.*

**Requirements for Short-Term Lodging Operations:** *Lodging Management Companies and Individual/Private Operators will advise all current and future guests of the "same household occupancy restriction" in each unit. Lodging Management Companies and Individual/Private Operators responsible for the booking and renting of short-term lodging units should take reasonable steps to ensure compliance with these orders so all renters upon arrival are arriving from the same residence, as required by CDPHE PHO 20-36.*

Every lodging facility in San Miguel County must complete the [Lodging Verification Form](#) and review the [COVID-19 Business Safety Plan Checklist](#) with your employees. Short Term Lodging that does not meet the requirements in the protocol below must remain closed to guests.

## OPERATING PROCEDURES

### Workspaces - Configuration, Occupancy, Cleaning, and Sanitization:

- Employ strict hygiene guidelines and frequent sanitization procedures for all contact surfaces and tools.
- Ensure a minimum of 6 feet of separation between clients/customers when not directly performing a service.
- Post signage for employees and customers outlining good hygiene and safety measures being taken.
- Sanitize all financial transaction equipment after each use ([Additional Guidance](#) for cleaning a variety of facilities).
- Sanitize all service equipment (spa / workout equipment, etc.) after each use.
- Maintain a log of the name and contact phone number for each person residing in the unit and retain it at least 30 days. Provide the log to the Public Health Department if the need arises for contact tracing.
- For multi-unit residential, mixed-use buildings, homeowners associations, and management companies, review and adhere to the [safety training guidance available on the county website](#).

### Employees:

- Employees should perform daily self-checks for symptoms, which can include taking their temperature prior to arriving for work.
  - Symptoms of COVID-19 can include headache, sore throat, fever, dry cough, inability to taste and smell, shortness of breath, ear aches, body aches, diarrhea, fatigue, vomiting and abdominal pain.
- Any employee with symptoms should stay home and contact their healthcare provider for guidance on whether they should be tested.
- Wear mask or face covering ([Additional Guidance](#)).
- Wear gloves (meticulous and frequent hand-washing if gloves not feasible or appropriate).
- Wash hands and change gloves between customers.
- Remote Working – As available, allow staff to work remotely. In instances where working from home is not possible, attempt to stagger schedules as much as practical to minimize person to person interaction.

### Protecting Customers:

- Provide contactless payment options (whenever possible).
- Limit use of gathering spaces, such as waiting rooms or locker rooms, and encourage customers to maintain physical distance and avoid prolonged contact.
- Encourage customers to wear cloth face coverings when in common areas where other customers or employees are more likely to be present.

- As available, provide hand sanitizer dispensers at all regularly used entries to your building or complex or desks, and keep them stocked. Post appropriate signage above sanitizer dispensers.

### **Messaging:**

- Educate guests of public health orders and expectations prior to their arrival. This can be shared through the lodging website, within a unit listing, and provided with registration confirmation to guests and displayed within the lodging unit. Key County messaging options are [available here](#).
- Signage – Consider mounting signage fixtures where signage can easily be changed. Mount [signage regarding face coverings and current county public health orders](#) at key places including entrances, hallways, elevators where people are likely to see them. When county signage changes, update your signage accordingly.

### **Policies to Support Occupancy Limits:**

- Prior to opening, lodging operators must develop a plan that limits Short Term Lodging occupancy for any given day. Please review the [COVID-19 Business Safety Plan Checklist](#) to ensure all aspects are properly addressed.
- For all operators of multi-unit establishments such as hotels, motels, private residence or resort clubs, condo-tels, ownership associations, and other similar Short Term Lodging establishments, operators must restrict occupancy as stated above. This applies to any business, operator, association, club, or resort that organizes, rents, allocates, or otherwise administers the occupancy of such units as of the date of this order, regardless of how ownership of the unit is held, whether or not the unit is rented or is subject to membership, association, or other fees, or there is otherwise an exchange of money for the services of the operator.
- In addition to all other requirements applicable to Short Term Lodging, operators of facilities that have shared bathrooms or food preparation facilities, including but not limited to hostels, mountain huts, or similar facilities, must follow the applicable guidance of San Miguel County.
- Short Term Lodging operators must inform guests about the restrictions in the state and local public health orders, including by providing all guests with information about the Five Commitments of Containment, and explaining expectations for visitors to follow the orders.
- Short Term Lodging that does not meet the requirements in the State and County orders must remain closed to guests.
- Units where a deed conveying ownership to an owner provides specifically identifiable dates of ownership (examples include: “November 21 - 28”; “Week 20”, or “the third week of January”), and the owner occupies the unit during the dates of their deeded ownership are not be counted toward the maximum occupancy limit.
- The Public Health Director, or their designee, may provide a special exception to the restrictions on Short Term Lodging where the Director determines there is good cause to do so. Such exceptions are only valid if received in writing.

### **Special Considerations for Lodging with Shared Restroom or Kitchen Facilities:**

- Communal or shared sleeping quarters (one space with multiple beds) cannot be shared by non-household members at this time.
- For lodging that has shared facilities like kitchens and bathrooms, those areas can be shared. In these cases:
  - People should always maintain a minimum of 6 feet physical distance from non-household members;
  - People should limit the time they are in common or shared areas with non-household members;
  - People should wear face coverings while using shared facilities, especially in the presence of non-household members;
  - People should be reminded to wash or sanitize your hands upon exiting these shared areas.

### **Special Considerations for Lodging with Shared Sleeping Quarters (e.g. hostels, mountain huts, yurts):**

- Communal or shared sleeping quarters (one space with multiple beds) cannot be shared by non-household members at this time.
- Sleeping in enclosed spaces increases the contact or exposure time that enables spread of COVID-19.
- Since many individuals can be asymptomatic and still spread the virus, these settings should be limited to household groups at this time.
- Specific cleaning instructions should be provided where guests are expected to perform these duties.
- **It is strongly recommended** that a gap of 24 hours should be provided in between groups.
- The risks and individual responsibilities must be clearly explained to all guests.

### **Cleaning Protocols:**

- [Cleaning protocol for vacation rentals](#) must be adhered to.
- In the event that a guest tests positive for COVID-19, once they vacate the room, the affected guest room must be removed from service and quarantined for at least 24 hours in accordance with CDC guidelines. The guest room should not be returned to service until undergoing an enhanced cleaning and disinfecting utilizing EPA approved products within CDC guidelines.

### **Guests that Become Sick:**

- All guests that experience symptoms of COVID-19 should isolate away from others and contact a local health care provider for guidance and schedule testing for COVID-19.
- Individuals in close contact (e.g. family members, travel companions, sharing same lodging, and anyone within 6 feet for longer than 10 minutes) with a guest with COVID-19 symptoms should be quarantined for 14 days **at their own expense**.
- Lodging operators that learn of a guest with a positive COVID-19 test shall notify San Miguel County Public Health immediately.

- Adhering to isolation and quarantine requirements may prolong a guest(s) stay. Lodging management should work with these guests to continue lodging arrangements at the guest's expense or as negotiated with lodging management for the remainder of the isolation/quarantine period.
- Expectations and financial responsibility of guests if they must isolate or quarantine in place and prolong their stay should be communicated in advance to guests.

**Cleaning Guidance After Sick Guests Depart:**

Hotels and other public accommodations cleaning rooms used by a known case or a quarantined or isolated individual should follow recommended CDC guidance: [Interim Guidance for Environmental Cleaning and Disinfection for U.S. Households with Suspected or Confirmed Coronavirus Disease 2019.](#)

- It is recommended to close off areas used by the ill persons and wait as long as practical before beginning cleaning and disinfection to minimize potential for exposure to respiratory droplets.
- Open outside doors and windows to increase air circulation in the area.
- Restrict access for two hours after the sick person has left.
- **It is strongly recommended** to wait up to 24 hours before beginning cleaning and disinfection.
- In areas where ill persons have visited or used, continue routine cleaning and disinfection as in this guidance.
- Symptoms of COVID-19 include, but are not limited to: **Fever OR Cough OR Sore Throat OR Shortness of Breath.** Workers who develop symptoms should immediately notify their supervisor AND stay home from work.
- All lodges must follow the symptom guidance for getting tested for all employees and guests.