



Cleaning Guidance for Hotels and Motels During COVID-19

The Oregon Health Authority recommends that staff at hotels and motels consider that any visitor might have COVID-19. Therefore, staff should only begin cleaning and disinfection after visitors have checked out of the room. A 24-hour period of time before entering a room is recommended, but not required. This will allow time to reduce possible exposure to respiratory droplets and aerosols from the virus. Before starting to clean, open doors and windows to increase air circulation in the area. All personnel should wear face coverings and gloves while cleaning and disinfecting. The length of stay of a visitor, including for houseless people, does not change the cleaning practices for COVID-19 purposes.



Cleaning refers to removing germs and dirt from surfaces.

- Cleaning does not necessarily kill germs. Cleaning removes germs and lowers the risk of spreading infection.
- Clean dirty surfaces by using a detergent or soap and water before disinfecting them.

Disinfecting refers to using chemicals to kill germs on surfaces.

- This process does not necessarily clean dirty surfaces or remove germs. However, killing any remaining germs on a surface **after** cleaning can further lower the risk of spreading infection.

How to clean and disinfect

- Clean and disinfect all areas that guests used.
- Pay special attention to cleaning and disinfecting frequently touched surfaces such as light switches, doorknobs, handles, keyboards, bathroom fixtures, equipment screens, remote controls, coffee makers, ice buckets and other items.

Note: Another option for disinfection is to leave the room vacant for seven (7) days. After seven (7) days there is no risk of virus infection and hotel personnel can proceed with routine cleaning.

Surfaces

To **disinfect hard (non-porous) surfaces**, properly apply any of the disinfectants below by following the manufacturer's instructions (e.g., concentration, application method and contact time):

- An alcohol solution with 70%–95% alcohol content
- An Environmental Protection Agency ([EPA](#)) [registered household disinfectant](#), or
- A diluted household bleach solution:
 - You can use diluted household bleach solutions if appropriate for the surface.
 - Follow manufacturer's instructions for application and proper ventilation.
 - Never mix household bleach with ammonia or any other cleaner.
 - Check to ensure the product is not past its expiration date. Unexpired household bleach will be effective against coronaviruses when properly diluted.
 - Prepare a bleach solution by mixing:
 - 5 tablespoons (one-third cup) bleach per gallon of water, or
 - 4 teaspoons bleach per quart of water.

To **disinfect soft (porous) surfaces** such as carpeted floor, rugs and drapes, remove visible dirt, if present, and clean with appropriate cleaners indicated for use on these surfaces.

- Launder washable items by following the manufacturer's instructions. Use the warmest appropriate water setting for the items and completely dry items.
- The EPA has approved hydrogen peroxide for use against the SARS-CoV-2, the virus that causes COVID-19, for disinfection of porous surfaces.
- Heat or steam can also be used to sanitize porous surfaces. The surfaces should be heated to 70° C (158° F) for five minutes or to 100° C (212° F) for one minute. Hot water extraction or steam cleaning are common ways to reach these temperatures for non-washable items.
- If you cannot use high temperature or hydrogen peroxide treatment, consider storing smaller objects for 10 days until the risk of virus infection is gone.

Electronics and appliances

- For items such as tablets, touch screens, keyboards, coffee makers and remote controls, remove visible dirt, such as crumbs, streaks or smudges, if present:
 - Follow the manufacturer's instructions for all cleaning and disinfection products.
 - Consider use of wipeable covers for electronics.
 - If you do not have the manufacturer's instructions, use alcohol-based wipes or sprays containing 70%–95% alcohol to disinfect touch screens. Dry surfaces fully after wiping.

Linens, clothing and other items that go in the laundry

- Do not shake dirty laundry. Shaking can cause the virus to spread through the air.
- Follow the manufacturer's directions to wash items. Launder items using the warmest appropriate water setting and completely dry them.
- Clean and disinfect hampers or other carts used to move laundry by using the above guidance for hard or soft surfaces.
- For all guests, remove and clean all bedding covers. If a guest is known to have or highly suspected of having COVID-19, wash all covers. Quarantine comforters, duvets and pillows for 72 hours between guests. This will help reduce or eliminate any virus in bedding and save washing and dry-cleaning resources.

Long-term stays

Some guests might stay in a room for two weeks or longer, including during a quarantine period. For these long-term stays, hotel and motel operators must clean rooms *during* the guest's stay in one of the following ways:

For guests who are **NOT confirmed or suspected to have COVID-19**, hotel and motel operators may choose to clean rooms weekly, or as needed, using the following guidance:

- Open doors and windows and let room air out before entering for cleaning.
- Require cleaning staff to wear a mask, face shield or face covering, disposable gloves and gowns for all tasks, including handling trash.
- Avoid vacuuming as this may cause virus in the carpet to become airborne and increase the chances of exposure to cleaning staff.
- Hotel and motel operators must clean the room using the cleaning guidance above once the guest checks out.

For guests who are **confirmed or suspect COVID-19 cases**, hotel and motel operators must offer cleaning supplies and cleaning tips so that guests may clean their own rooms during their stay.

- Hotel and motel management must provide cleaning supplies free of charge to long-term guests.
- Hotel and motel operators must clean the room using the cleaning guidance above once the guest checks out.

Personal protective equipment and hand hygiene

The risk of exposure is low for cleaning staff. Cleaning staff should wear a mask, face shield or face covering, disposable gloves and gowns for all tasks, including handling trash. If worn, cloth face coverings should be washed daily in hot water and detergent. As businesses and public spaces begin to reopen, it may be difficult to make sure people stay six (6) feet away from others at all times. If everyone uses face coverings, we can all protect each other.

- Make sure to use disinfectants that do not ruin the gloves and gowns used.
 - Staff may need to use additional personal protective equipment (PPE) if the cleaning/disinfectant products they use could splash.
 - Launder cloth face coverings daily.
 - After cleaning a room, carefully remove gloves and gowns to avoid possible transfer of virus to the wearer and the surrounding area. Be sure to **clean hands immediately** after removing gloves.
 - Coveralls, aprons or work uniforms can be worn to clean and disinfect if gowns are not available. Reusable (washable) clothing should be laundered each day. Staff may consider bringing a change of clothes to change into at the end of the day. Clean hands after handling dirty laundry.
- Cleaning staff should immediately report to their supervisor any problems with PPE (e.g., tear in gloves) or potential exposures.
- **Cleaning staff and others should wash hands often.** This includes immediately after removing gloves and after contact with guests. Wash hands with soap and water for 20 seconds. If soap and water are not available and hands are not visibly dirty, you may use an alcohol-based hand sanitizer with 60%–95% alcohol content. However, if hands are visibly dirty, always wash hands with soap and water.
- Follow normal preventive actions while at work and home, including washing hands and not touching eyes, nose or mouth with unwashed hands.

- Additional key times to wash hands include:
 - After blowing one's nose, coughing or sneezing;
 - After using the restroom;
 - Before eating or preparing food;
 - After contact with animals or pets, and
 - Before and after providing routine care for another person who needs assistance (e.g. a child or parent).

Accessibility: For individuals with disabilities or individuals who speak a language other than English, OHA can provide documents in alternate formats such as other languages, large print, braille or a format you prefer. Contact Mavel Morales at 1-844-882-7889, 711 TTY or OHA.ADAModifications@dhsoha.state.or.us.