

Room Cleaning Protocol

Updated: August 15, 2020

The following room cleaning and sanitizing process may vary from the detailed procedures listed below; however, the general protocol is as follows for different room types.

1. General Room Cleaning - Check Out
2. Stay-Over Room Cleaning
3. Special Room Cleaning - Check Out (guest with flu, SARs, Covid, MERs)
4. Quarantine Services
5. Deep Cleaning

General:

All housekeepers cleaning rooms should wear gloves and protective masks (unless room has been pre-sanitized), face-shields when necessary, smocks, and other appropriate clothing.

If there are questions or concerns, immediately contact the Head Housekeeper, or if that person is unavailable, contact the Front Desk Staff and/or Manager.

At NO time shall a housekeeper be cleaning or servicing a room with a guest present - a long standing policy for the safety of staff.

Room inspection occur before a new guest occupies the room.

1. General Room Cleaning (check-out):

* Inspect the room (visual observation of condition) to determine if anything appears to be hazardous, unusual or missing. If anything appears to be hazardous or dangerous, STOP immediately and notify the Head Housekeeper, Desk Staff and/or Manager

* Before stripping the room, use electrostatic sprayer or UV-C germicidal light. If electrostatic sprayer or UV-C light is not used, wear a both a mask and gloves.

* Bag any items left by guests and mark the room number (take to desk when finished)

* Strip the bedding, pillows cases, etc.

* Inspect the condition of the bed for wear/tear, stains, or anything unusual

* Empty trash

- * Open the refrigerator and microwave to check for food and function of the equipment. Check and clean one-cup coffee maker.
- * Sanitize/disinfect shower, and bathroom including sinks/toilet, etc. (use proper disinfectants)
- * Replace linens on the bed/pillows, etc.
- * Clean all flat surfaces (night stands, dressers, wardrobes, tops of refrigerators, microwaves, chair-side tables, pay special attention to hi-touch areas)
- * Check all lights and switches, organize motel written notices & information pamphlets
- * Check HVAC setting (put it on 72 degrees in summer, 68 degree in winter)
- * Finish cleaning bathroom, including cleaning floor
- * Restock room (soaps, shampoos, amenities, toilet paper, pens, paper, etc)
- * Vacuum throughout
- * Dust (including window sills)
- * Make a written list regarding anything that needs to be done in the room such as repairs or items that need to be replaced (clocks, phones, desk lights, etc.) and determine if shampooing the carpet and/or other special cleaning is necessary.
- * Return list to Head Housekeeper and/or Desk staff as may be appropriate

2. Stay-Over Room Cleaning

- * As per new policies due to the Covid-19 virus and to maintain social distancing stay-over room will not be cleaned daily. Towels and toiletries will be resupplied upon request.

3. Special Room Cleaning - Check Out - previous guest was ill or suspected to be so. (SARS, H1N1, Covid-19, Flu, etc.)

- * Inspect the room (visual observation of condition) to determine if anything appears to be hazardous, unusual or missing. If anything appears to be hazardous or dangerous, STOP immediately and notify the Head Housekeeper or Desk Staff
- * Before stripping the room, use either an electrostatic sprayer or UV-C germicidal light

(follow the instructions and/or contact the staff person designated to use the equipment)

Note: Procedures after sanitizing same as General Room cleaning, except electrostatic spraying at the end of the process.

- * Bag any items left by guests and mark the room number (take to desk when finished)
- * Strip the bedding, pillows cases, etc.
- * Inspect the condition of the bed for wear/tear, stains, insects, or anything unusual
- * Empty trash
- * Open the refrigerator and microwave to check for food and function of the equipment
- * Sanitize/disinfect shower, and bathroom including sinks/toilet, etc. (use proper disinfectants)
- * Start with replacing linens on the bed/pillows, etc.
- * Clean all flat surfaces (night stands, dressers, wardrobes, tops of refrigerators, microwaves, chair-side tables, pay special attention to hi-touch areas)
- * Check all lights and switches, organize motel written notices & information pamphlets
- * Check HVAC setting (put it on 72 degrees in summer, 68 degree in winter)
- * Finish cleaning bathroom, including cleaning floor
- * Restock room (soaps, shampoos, amenities, toilet paper, pens, paper, etc)
- * Vacuum throughout
- * Dust (including window sills)
- * Final application of electrostatic spray
- * Make a written list regarding anything that needs to be done in the room that you could not do such as repairs or items that need to be replaced (clocks, phones, desk lights, etc.) or if shampooing the carpet and/or other special cleaning is necessary.
- * Return list to Head Housekeeper and/or Desk staff as may be appropriate

4. Quarantine Room

- * Housekeeping staff with NOT clean any room or come in direct contact with any guest staying in a quarantine room.
- * All linens to be provided the guest during their quarantine period, shall be placed in a bag and set outside the door.
- * Persons in quarantine shall clean their own room during their stay. Special vacuums and supplies shall be provided, but shall be set outside the door.

4. Deep Cleaning (off-season, total room strip and clean)

Deep cleaning occurs only in the off-season, or when special circumstances dictate.

- * The room shall have all beds and other furnishing removed from the room.
- * Walls shall be washed and repainted as necessary.
- * All carpets shall be shampooed.
- * Rooms may be re-carpeted.
- * All furniture must undergo a inspection (bed frames, chairs, desks, recliners, TV=s, clock, headboards, photos and art work, etc).
- * The room shall be reassembled and restocked when the process is complete
- * The Head Housekeeper will inspect and release the room for service.