

Guidance for Hotels Providing Isolation and Quarantine Housing

There may be situations where hotels or motels are needed to provide housing for people who have potential exposure to the novel coronavirus disease (COVID-19). Quarantine is needed for a period of up to 14 days to observe an individual to ensure they do not develop symptoms. Sometimes housing is needed to isolate individuals who are diagnosed with COVID-19, but are not ill enough to be in the hospital.

The hospitality industry and other private-sector partners will be critical in aiding the non-congregate sheltering initiative. Businesses such as hotels, motels, colleges, universities and other large-scale facilities that are interested and may be able to serve as non-congregate shelter facilities can submit their details to Jessica McIntire at DEMA (Jessica.McIntire@delaware.gov).

If you are a hotel or motel interested in helping, but want to learn more, please contact the Delaware Emergency Management Agency for more details and refer to the Frequently Asked Questions section on this webpage for more information.

Our collective ability to respond and protect the citizens of Delaware is important during this time. Continue to work together and stay safe.

DEMA Point of Contact: Jessica.McIntire@Delaware.Gov

Recommendations and Frequently Asked Questions

What agency or department is placing individuals in hotels or motels?

Delaware's non-congregate sheltering initiative is a coordinated effort among local partners, emergency managers, housing and public health agencies, homeless Continuums of Care, behavioral health, labor, nonprofit organizations, and health care departments and providers. Agencies across the State of Delaware are supporting the emergency response efforts for COVID-19 by ensuring community members who are homeless, first responders, and community members living in congregate settings with individuals recognized as high-risk, that do not require hospitalization but are required to isolate or quarantine are provided the opportunity to do so appropriately and safely, further minimizing the spread and avert impacts of COVID-19.

Who will oversee and manage the individuals?

This coordinated effort is being managed by many agencies throughout the State of Delaware. The agency that is conducting the placement is responsible for providing oversight and manage the individuals that require isolation and quarantine. Individuals placed into a non-congregate shelter setting are provided instruction and expectations on what their responsibility is in this placement.

Is this a donation or will my hotel or motel be compensated?

Agencies placing individuals in non-congregate sheltering will pay for hotel accommodations and related shelter costs. The agency placing individuals and the hotel or motel will determine compensation prior to non-congregate sheltering being required at those establishments.

Who is paying for costs associated with non-congregate sheltering at a hotel or motel?

Agencies placing individuals are responsible for initial costs related to non-congregate sheltering. These response efforts are using funding opportunities through several grant programs. Funding sources and opportunities are coordinated at the local level. Eligible agencies have several prospective funding sources for emergency non-congregate sheltering. Funding sources include, but are not limited to, the

funding sources through the CARES act, CDBG Emergency Shelter Grant Program (ESG), Delaware Community Foundation, and FEMA's Public Assistance Program.

Does the hotel staff have to provide daily service to the rooms?

No, hotel staff should not service the hotel rooms. Hotel rooms are being used for non-congregate sheltering for citizens unable to safely quarantine or isolate at home. These individuals should remain in isolation throughout their stay. Instructions for cleaning rooms once individuals have left is indicated further in this FAQ.

Will individuals placed in isolation or quarantine stay in their room?

Individuals placed in a non-congregate sheltering site will be provided instructions and rules outlining expectations throughout their 14-day placement. Specific instructions will be determined by the agency that is placing the individuals in accordance with Public Health guidelines. The hotel and agency placing the individual should agree upon specific details and instructions prior to an individual being placed and maintain communication as any issues or concerns arise.

What type of shelter support services will be provided to individuals?

The agency will coordinate with the individuals being placed on necessary support services, also referred to as wrap-around services. Services may include meals, laundry, healthcare and other related services.

What are the risks if I open my hotel to help symptomatic or COVID positive individuals?

Individuals being placed into non-congregate sheltering in response to the COVID-19 pandemic will be provided specific guidance for their stay in a hotel to minimize the risk of exposure to the hotel, staff, and other guests. Agencies are working to minimize risk to the community through non-congregate sheltering. Following CDC recommended guidance for social distance, isolation, education, cleaning, and disinfection will result in minimizing the risk of spreading COVID-19 for the duration of the individual's placement in non-congregate sheltering.

What should I do to educate employees?

Your employees should know the symptoms of COVID-19 and know to **report to management** if they or a guest develops symptoms. Educate employees on proper use of personal protective equipment, cleaning chemicals and the hazards, and OSHA bloodborne pathogens standards. Employers should develop policies for worker protection and provide training to all cleaning staff on-site prior to beginning work. **Keep employees informed** of the actions the facility is taking to protect them, answer their questions, and explain how they can protect themselves and others.

Useful information can be found on the CDC website

- <https://www.cdc.gov/handhygiene/index.html>
- <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

What type of training should I provide to my employees?

You should train your employees on the following:

- An understanding of when to use personal protective equipment (PPE)
- What PPE is necessary and why
- How to properly don (put on), use and doff (take off) PPE
- How to properly dispose of PPE

How should I promote good hand hygiene?

Employers should ensure employees know how to practice hand hygiene. Employees should perform hand hygiene often including immediately after removing PPE by washing hands with soap and water for 20 seconds. Hand sanitizer containing 60%-95% alcohol may be used if soap and water are not available and hands are not visibly dirty. Consider posting signs reminding guests to wash hands. Place **alcohol-based hand sanitizer** (containing at least 60% alcohol) in easily accessible areas for employees and guests to use. Make sure tissues are available and all sinks have soap and paper towels.

How can I limit guest activities during periods of quarantine or isolation?

Preventing transmission of respiratory pathogens in hotel and motel settings requires cleaning and disinfection procedures, separation of sleeping quarters and bathroom facilities, and avoiding congregating and shared spaces in the hotel. Restrict guests in quarantine or isolation from using communal space and equipment, including ice machines, communal bathrooms, lobbies, etc.

Food should be provided in single-service packages, and food being delivered should be left at the door and the guest notified that food has arrived to minimize interaction between staff and guest. All reusable glassware, plates, utensils, etc. should be removed from the room if possible, prior to the guest entering the room, to minimize items inside room that must be disinfected once room is vacant.

How should cleaning staff handle services from rooms with individuals symptomatic or tested positive for COVID-19?

Provide individual cleaning supplies for each room so that the guests can clean rooms themselves (tissues, paper towels, cleaners, EPA-registered disinfectants). Personal trash from guest rooms should be bagged and placed outside door for pickup by cleaning staff. Soiled linens should be bagged and placed outside door for pickup by cleaning staff.

Implement the following procedures for cleaning staff when handling trash or laundry:

- Wear disposable gloves and gowns when handling picking up laundry and removing trash
- Changing gloves when moving from one room or area to another
- Any hard surfaces such as laundry carts or counters where trash or soiled linen were stored should be cleaned and then disinfected using an EPA-registered disinfectant (<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>)
- Once gloves have been removed, staff should perform hand hygiene immediately by washing hands with soap and warm water for at least 20 seconds.

Rooms that have been vacated should be left closed until proper cleaning and disinfecting procedures can be completed. Vacant rooms should be left for at least 24 hours before staff enter for cleaning and disinfecting. Clean and disinfect all common touch surfaces in the room, including doorknobs, light switches, phones, bathroom fixtures, tables, chairs, keyboards, tablets, remotes, etc.)

Soft surfaces such as carpets, bedding, drapes, etc. should be cleaned to remove visible contamination. Launder all soft surfaces such as bedding, curtains, etc. if possible. All hard surfaces in rooms that have been vacated should be cleaned and disinfected.

Will additional cleaning be provided after a quarantine or isolation guest vacates the hotel or motel?

Additional cleaning services should be coordinated with the responsible agency, prior to an individual being placed in the hotel or motel.

How should I source critical items during COVID-19?

Collaborative efforts with the Delaware Emergency Management Agency, Division of Public Health, and State Central Contracting are underway to supply PPE to these priority agencies. Agencies not directly involved with healthcare activities that need these items are encouraged to reach out directly to the vendor community and make direct purchases as the items are available. Government Support Services Central Contracting offers the following recommendations when sourcing in the current environment.

1. **Utilize Vendors awarded state contracts.** These vendors have current business relations with the State. State Central contracts are for Agency use and available to any municipality, political subdivision, or local government within the State. Central contracts are those beginning with “GSS” in the contract number listed in the Awarded Contract [Directory](#).
2. **Use known vendors.** Look to vendors you have business relationships with and have purchased with regularly in the past.
3. **Research new vendors.** If your Agency has exhausted all contract vendors and received approvals necessary from the Agency Head to source off contract, research any new Vendors before purchasing. Evaluate their product offering, validate needed safety certifications, compare their price against what is reasonable, explore their website, and search their business location to ensure it is legitimate. Validate responsible vendors to known business accreditations such as a [Better Business Bureau](#) (BBB) rating, or if they have a [Dun & Bradstreet](#) (DUNS) number. Research any past business transactions with the State through the State’s [Online Checkbook](#).
4. **Explore alternative sources.** Several businesses have adapted their operations to produce critical needed items. For example, hand sanitizer is being produced by local breweries including Dog Fish Head in Lewes, The Painted Stave in Smyrna, and Easy Speak in Milford. Face Shields are being produced by Sound FX in Lewes. Additional businesses are taking similar steps and become new opportunities each day.
5. **Explore alternative products.** Consider the product use and if you can use existing materials available for your needs. Refer to direction from the Surgeon General on [how to make a facemask](#).
6. **Supply chain replenishment.** The current supply chain is extremely volatile. Check repeatedly with your Vendors for replenished stocks. As supplies become available be prepared to act quickly and responsibly.