



LODGING OVERVIEW

The framework below represents the City of Boston’s operational recommendations for operators of **Lodging**. For the purposes of reopening, the Commonwealth of Massachusetts’ definition for “lodging” includes hotels, motels, inns, bed and breakfast accommodations, and all other short-term residential rentals including those arranged through online hosting platforms such as Airbnb and VRBO.

These operational recommendations incorporate the [Commonwealth’s Sector Specific Workplace Safety Standards for Operators of Lodging](#) and supplement them with recommendations based on guidance from the Centers for Disease Control and Prevention (CDC) and industry associations to offer best practices for ensuring social distancing and reducing risk at events as well as preparing and returning to the physical workplace, preparing the workforce, and ensuring continuity of operations.

These operational recommendations apply to operations permitted during Phase 2 and Phase 3, Step 1 of the Commonwealth’s phased reopening plan and are subject to change by the City of Boston at any time based upon changes to the Commonwealth’s Workplace Safety Standards, CDC guidance, or other public health information or analysis.

These recommendations acknowledge Boston’s specific and unique characteristics as a travel destination for both professional and leisure purposes, which may result in a higher vulnerability to rapid spread of COVID-19.

These operational recommendations provide City of Boston businesses with clarity about how to operate in Boston given its unique diversity, density, population, and built environment. Businesses, however, must comply with all current state standards at all times.

All actions undertaken to comply with Commonwealth standards and City of Boston recommendations must also comply with regulations of the Americans with Disabilities Act and the Massachusetts Architectural Access Board. In addition to these standards, event organizers should continue to abide by any and all applicable local, state, and federal regulations, policies, certifications, and licensure requirements for their facility.

Following these recommendations will ensure greater public health and safety. The City of Boston strongly encourages people in vulnerable populations, especially the elderly and those with underlying medical conditions, to continue to avoid unnecessary public outings and inessential services. Staff health is also a critical factor in whether lodging can safely open and serve guests.



Key Considerations

- Reopening services will increase the risk of COVID-19 spread; thus, the goal is to know, communicate and manage transmission risk.
- Programs, services, and industries must be altered—some significantly—for several months or longer until a vaccine or effective treatment is developed.
- All plans must include mechanisms for how programs and services can be quickly scaled back if COVID-19 cases and deaths begin to spike.
- Linguistically and culturally appropriate public messaging and communications are critical.
- The experiences and needs of those disproportionately affected will be overlooked if not explicitly considered in all plans.

COMMONWEALTH OF MASSACHUSETTS MANDATORY STANDARDS

No activity at any lodging facility shall occur without meeting these COVID-19 safety standards. These standards apply to all enterprises permitted to operate until rescinded or amended by the state, unless where sector-specific standards are applicable to part or all of the enterprise's activities, in which case enterprises must follow those sector-specific standards. The owner of the enterprise shall be responsible for meeting these standards:

- [Operators of Lodging: MA Protocol Summary \(Guidance\)](#)
- [Operators of Lodging: MA Protocol Summary \(Checklist\)](#)
- [Massachusetts State Sector Specific Workplace Safety Standards for Operators of Lodging](#)

COMMONWEALTH OF MASSACHUSETTS OPERATIONAL REQUIREMENTS

- Ballrooms, meeting rooms, function halls, and all other indoor or outdoor event facilities co-located with the lodging operation are permitted to operate in Phase 3, Step 1 of the State Reopening plan and must meet the safety standards provided in the [Commonwealth's Sector Specific Workplace Safety Standards for Indoor Events](#). Please note: Large-capacity event venues and activities organized to draw together large crowds must continue to remain closed until Phase 4. On-site [restaurants, pools, gyms, spas, golf courses](#), and other amenities co-located with the lodging operation may operate only as these categories are authorized to operate elsewhere in the Commonwealth and are subject to COVID-19 safety rules that apply to free-standing facilities of the same sort. Lodging operators must consult the [Reopening Massachusetts](#) website to review these additional sector-specific safety standards. Potential applicable sector specific workplace standards are listed below.



- Operators of unstaffed, individual unit lodging facilities such as short-term home or apartment rentals are required to comply with the hygiene standards specified below, including cleaning requirements and minimum periods of separation between rentals.
- Lodging operators must inform guests at the time a reservation is made and at check-in of the Commonwealth's [current travel order](#).
- Per the [Commonwealth's COVID-19 Travel Order](#) updated on July 24, 2020, effective on August 1st, 2020, all visitors and Massachusetts residents returning home must fill out a [Massachusetts Travel Form](#) and quarantine for 14 days unless they are coming from a [COVID-19 lower risk state](#) or they can produce a negative COVID-19 test result administered no more than 72 hours prior to arriving in Massachusetts, or they are included in one of the [other, limited exemptions](#). If your COVID-19 test result has not been received prior to arrival, visitors, and residents must quarantine until they receive a negative test result. Failure to comply may result in a \$500 fine per day.

ADDITIONAL INFORMATION

These additional safety guidelines and resources are available to support Lodging Space operators.

U.S. Department of Labor, Occupational Safety and Health Administration (OSHA)

- [OSHA – COVID-19 Webpage](#)
- [OSHA – Enforcement Guidelines Webpage](#)
- [OSHA Fact Sheet](#) – Protecting Workers During a Pandemic

Centers for Disease Control and Prevention (CDC)

- [CDC – Environmental Cleaning and Disinfection Recommendations](#)
- [CDC – Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease](#) (Updated 3/21/20)
- [CDC Travelers' Health website](#)
- [CDC – Mold and Legionella Guidance for Reopening Buildings after Prolonged Shutdown or Reduced Operation](#)
(<https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html>)

U.S. Environmental Protection Agency (EPA)



List of EPA-approved disinfectants:

- <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

U.S. Department of Labor

Information on employee leave rights:

- [Department of Labor Families First Coronavirus Response Act](#)



LODGING OPERATIONAL CHECKLISTS

The following workplace safety standards are organized around four distinct categories covering Physical Space and Social Distancing; Management and Employee; Cleaning, Disinfecting, and Hygiene Protocols; and Confirmed Cases. This Operational Guidance is based on the [Commonwealth of Massachusetts Sector Specific Workplace Safety Standards for Lodging](#), updated as of July 6, 2020. *Please note: For all the following checklists, items listed in bold are standards that have been issued by the Commonwealth of Massachusetts. Items not listed in bold are additional standards required or recommended by the City of Boston.*

PHYSICAL SPACE AND SOCIAL DISTANCING CHECKLIST

Lodging management and employee personnel must implement physical amendments and procedures to ensure social distancing is available and followed for all workers and guests. Lodging operators should also consider implementing items listed as “Best Practices/Recommendations” when appropriate and feasible.

Mandatory Requirements	Status
<p>Each facility must monitor guest entries and exits and limit occupancy of common areas (not including guest rooms) at all times to the greater of the following:</p> <ul style="list-style-type: none"> ● 50% of the space’s maximum permitted occupancy as documented in its occupancy permit on record with the municipal building department or other municipal record holder; or ● Spaces for which no permitted occupancy limitation is on record may allow 10 persons (including staff) per 1,000 square feet of accessible space ● In any case, no enclosed space within the facility may exceed occupancy of 10 persons per 1,000 square feet. ● All occupancy counts and calculations shall include guests, staff, and other workers. 	<input type="checkbox"/> Ongoing
<p>Ensure separation of 6 feet or more between individuals unless this creates a safety hazard:</p> <ul style="list-style-type: none"> ● Close or reconfigure worker and guest common spaces and high-density areas where workers or guests are likely to congregate (e.g., break rooms, eating areas, sitting areas, business centers, concierge service areas, lobbies, and front-desk check-in) to allow 6 feet of physical distancing. 	<input type="checkbox"/> Ongoing



<ul style="list-style-type: none"> • Redesign office spaces, work stations or cubicles, if possible, to ensure workspaces allow for at least 6 feet of physical distancing. • Physical partitions must separate workstations that cannot be spaced out. Partitions must be at least 6 feet tall. • Arrange for separation of 6 feet or more for guests during check in and check out times by installing separation markers on the floor and otherwise limiting opportunities for crowding in lobby and front desk areas. • Establish directional hallways and passageways for foot traffic if possible to minimize contact among persons in transit. Post clearly visible signage regarding these policies. 	
Face coverings are required for all workers and guests when inside hallways and common areas, except when an individual is unable to wear a face covering due to a medical condition or disability.	<input type="checkbox"/> Ongoing
Guests should enter through doors that are either propped open, if possible, or are automated or manually operated by a worker that is frequently handwashing and/or using proper hand sanitizer.	<input type="checkbox"/> Ongoing
Prohibit gatherings of 10 or more workers during work hours.	<input type="checkbox"/> Ongoing
Limit the number of individuals riding in an elevator and ensure the use of face coverings. Use signage to communicate these requirements.	<input type="checkbox"/> Ongoing
Require workers to avoid handshakes and similar greetings that break physical distance.	<input type="checkbox"/> Ongoing
Workers should not open the doors of cars or taxis. Valet parking operations should be avoided unless necessary due to physical or geographic constraints in order to accommodate individual guests with disabling conditions.	<input type="checkbox"/> Ongoing
Best Practices/Recommendations	Status
Improve ventilation for enclosed spaces where possible (e.g., open doors and windows).	<input type="checkbox"/> Ongoing
Encourage contactless payment methods.	<input type="checkbox"/> Ongoing
<i>Entrances, Lobbies, Reception</i>	
Display clear signage of 6-foot social distancing best practices at all high-traffic areas.	<input type="checkbox"/> Ongoing
Clearly display 6-foot social distance markers on floors in high-traffic areas, particularly where queues and lines form at security checkpoints and elevators.	<input type="checkbox"/> Ongoing



Limit entry and access points unless required for compliance with building safety regulations.	<input type="checkbox"/> Ongoing
Limit public interactions and public access to buildings by closing lobby seating areas or other public gathering spaces in the building.	<input type="checkbox"/> Ongoing
Deploy sanitizing stations at high-traffic areas at entry and exit points internal and external to the building.	<input type="checkbox"/> Ongoing
Where possible, establish standalone single-use sanitizing wipe dispensers paired with touchless (automatic opening, open top, etc.) trash receptacles.	<input type="checkbox"/> Ongoing
Discourage or limit use of revolving doors in favor of swing doors.	<input type="checkbox"/> Ongoing
Encourage use of door-stoppers wherever possible to minimize contact with or individual use of doorknobs.	<input type="checkbox"/> Ongoing
<i>Elevators, Stairwells, Hallways, Corridors</i>	
Limit the number of people in an elevator at a time to no more than three. All individuals must wear face coverings in elevators, except where unsafe due to medical condition or disability.	<input type="checkbox"/> Ongoing
For smaller elevators, consider further limitations to ensure that there is still room for physical distancing.	<input type="checkbox"/> Ongoing
To alleviate heavy elevator use, building occupants who are able should be instructed to use the stairs to travel down where feasible. Stair usage should be limited to one direction (down) except in cases of emergency.	<input type="checkbox"/> Ongoing
Display clear signage explaining elevator and stair usage policies at all elevator banks and entry/exit points to stairwells.	<input type="checkbox"/> Ongoing
<i>Food Service</i>	
Clearly demarcate one-way directional traffic flows and 6-foot social distancing standards for queuing at checkout and cash registers.	<input type="checkbox"/> Ongoing
Install touchless payment options where possible and sanitize point of sale terminals after customer use.	<input type="checkbox"/> Ongoing
Supply individually wrapped single-use disposable utensils and products.	<input type="checkbox"/> Ongoing
Eliminate self-serve fountain machines and coffee stations in favor of closed-bottled drinks and beverages.	<input type="checkbox"/> Ongoing
Restrict self-serve condiment stations in favor of individually pre-packaged items or portion-controlled single use containers distributed by cafeteria personnel.	<input type="checkbox"/> Ongoing
Regularly sanitize napkin dispensers at points of contact.	<input type="checkbox"/> Ongoing
Install safety barriers to protect food-service workers at points of contact such as cashier stands and checkout lines.	<input type="checkbox"/> Ongoing



Install touch-free trash receptacles, either automated, foot-pedal operated, open-topped, or similar.	<input type="checkbox"/> Ongoing
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LODGING MANAGEMENT AND EMPLOYEE CHECKLIST

Lodging management and employee personnel must ensure these mandated staffing and operations requirements are being implemented and followed at all times. Lodging management should also consider implementing items listed as “Best Practices/Recommendations” when appropriate and feasible.

Mandatory Requirements	Status
<p>Provide training to workers on up-to-date safety information and precautions including hygiene and other measures aimed at reducing disease transmission, including the following:</p> <ul style="list-style-type: none"> • Social distancing, handwashing, and proper use of face coverings • Self-screening at home, including temperature and symptom checks • Reinforce that workers who are sick may not appear for work • When to seek medical attention if symptoms become severe • Which underlying health conditions may make individuals more susceptible to contracting and suffering from a severe case of the virus 	<input type="checkbox"/> Ongoing
Adjust workplace hours and shifts (working teams with different schedules or staggered arrival and/or departure) to minimize contact across workers and reduce congestion.	<input type="checkbox"/> Ongoing
Permit breaks outside to enable social distancing, if possible.	<input type="checkbox"/> Ongoing
Stagger staff meal and break times, regulate the maximum number of people in one place, and ensure at least 6 feet of physical distancing. Adjust training and onboarding processes to allow for social distancing, and conduct remotely if possible.	<input type="checkbox"/> Ongoing
Daily pre-shift meetings should be conducted virtually or in areas that allow social distancing.	<input type="checkbox"/> Ongoing
Minimize shared touch surfaces such as kiosks, tablets, pens, credit cards, receipts, and keys.	<input type="checkbox"/> Ongoing
Guest room service, laundry and dry-cleaning services, and amenity deliveries should be made available using contactless pick-up and delivery protocols.	<input type="checkbox"/> Ongoing
No buffets or self-service areas with multi-use items are allowed.	<input type="checkbox"/> Ongoing
Additional on-site amenities and services may only open and operate when those amenities or services would otherwise be authorized to operate	<input type="checkbox"/> Ongoing



<p>under the Commonwealth’s Phased Reopening Plan and then must adhere to all sector-specific safety protocols, available on the Reopening Plan website, applicable to the amenity or service. Examples include the following:</p> <ul style="list-style-type: none"> ● Restaurants and cafes: Must follow the latest restaurant guidance ● Gift shops: Must follow the latest retail guidance ● Gyms: Must follow the latest fitness guidance ● Pools: Must follow the latest pool guidance ● Spas: Must follow the latest close contact business guidance ● Golf courses: Must follow the latest golf guidance ● Private events: Must follow the latest indoor and outdoor event guidance 	
<p>Limit interaction between workers and outside visitors or delivery; implement touchless receiving when possible.</p>	<input type="checkbox"/> Ongoing
<p>Maintain a log of workers and guests to support contact tracing (name, date, time, contact information) if needed.</p>	<input type="checkbox"/> Ongoing
<p>Remove non-essential amenities (guest-facing water or coffee, coat rooms etc.) from public locations.</p>	<input type="checkbox"/> Ongoing
<p>Remove or limit paper amenities in guest rooms. Remove pens, paper, guest directory, magazines, and brochures; supplement with digital material or make materials available upon request.</p>	<input type="checkbox"/> Ongoing
<p>If the employer is notified of a positive case at the workplace, the employer shall notify the local Board of Health (LBOH) in the city or town where the workplace is located and work with them to trace likely contacts in the workplace and advise workers to isolate and self-quarantine. Testing of other workers may be recommended consistent with guidance and/or at the request of the LBOH.</p>	<input type="checkbox"/> Ongoing
<p>Post notice to workers and customers of important health information and relevant safety measures as outlined in the Commonwealth’s Mandatory Safety Standards for Workplace.</p>	<input type="checkbox"/> Ongoing
<p>Additional City of Boston recommendations:</p> <ul style="list-style-type: none"> ● Communicate workplace policies clearly, frequently, and through various channels. ● Consider daily team all-staff conference calls or virtual check-ins to disseminate information and policy changes. ● Prevent stigma and discrimination in the workplace by keeping health information private in compliance with state and federal laws. 	<input type="checkbox"/> Ongoing



<ul style="list-style-type: none"> Uphold stringent anti-discrimination policies, with a zero-tolerance policy for any assumption of COVID-19 risk or infection status based on race or country of origin and offer a safe way for workers to report an instance of discrimination. 	
Best Practices/Recommendations	Status
<p>Workers who are particularly vulnerable to COVID-19 according to the CDC (e.g., due to age or underlying conditions) are encouraged to stay home.</p>	<input type="checkbox"/> Ongoing
<p>Encourage workers to self-identify symptoms or any close contact to a known or suspected COVID-19 case to the employer.</p>	<input type="checkbox"/> Ongoing
<p>Encourage workers who test positive for COVID-19 to disclose to the workplace employer for purposes of cleaning / disinfecting and contact tracing.</p>	<input type="checkbox"/> Ongoing
<p>Consider setting aside specific hours of operation exclusively for vulnerable populations.</p>	<input type="checkbox"/> Ongoing
<p>Limit employees to discrete work zones to minimize overlap where possible.</p>	<input type="checkbox"/> Ongoing
<p>Facilities must screen workers at each shift by ensuring the following:</p> <ul style="list-style-type: none"> Worker is not experiencing any symptoms such as fever (100°F and above) or chills, cough, shortness of breath, sore throat, fatigue, headache, muscle and/or body aches, runny nose and/or congestion, new loss of taste or smell, or nausea, vomiting, or diarrhea. Worker has not had “close contact” with an individual diagnosed with COVID-19. “Close contact” means living in the same household as a person who has tested positive for COVID-19, caring for a person who has tested positive for COVID-19, being within 6 feet of a person who has tested positive for COVID-19 for 15 minutes or more, or coming in direct contact with secretions (e.g., sharing utensils, being coughed on) from a person who has tested positive for COVID-19 while that person was symptomatic. Worker has not been asked to self-isolate or quarantine by their doctor or a local public health official. Workers who fail to meet the above criteria must be sent home. 	<input type="checkbox"/> Ongoing
<p>Lodging operators should perform symptom-screening checks as guests check in. Encourage guests to return home if there are potential COVID-19 symptoms indicated by the guest or possibly by someone in the household. Draft: “In the last 2–14 days, have you or a person in your household been exposed to the COVID-19 virus and/or are experiencing the following COVID-19 symptoms?”</p>	<input type="checkbox"/> Ongoing



<ul style="list-style-type: none"> ● Fever or chills ● Cough ● Shortness of breath or difficulty breathing ● Fatigue ● Muscle or body aches ● Headache ● New loss of taste or smell ● Sore throat ● Congestion or runny nose ● Nausea or vomiting ● Diarrhea” 	
<p>If possible, implement a reservation system for the facility. Use the reservation system to contact guests with reservations 24 hours before their scheduled arrival to confirm their reservation and ask if they or someone in their household is exhibiting any COVID-19 symptoms. If the guest answers in the affirmative, the guest should be reminded that he or she should only visit the facility if the guest does not pose a health risk to other guests or lodging facility workers. Such communication can be done via app, email, or text, if possible.</p>	<input type="checkbox"/> Ongoing
<p>Use an Emergency Notification System and maintain updated contact information for employees.</p>	<input type="checkbox"/> Ongoing
<p>Provide employees with personal protective equipment.</p>	<input type="checkbox"/> Ongoing
<p>Encourage workers to report any safety and health concerns.</p>	<input type="checkbox"/> Ongoing
<p>Provide temperature and/or symptom screenings for all workers at the beginning of their shift and for any vendors or contractors entering the facility. Make sure the temperature and/or symptom screener avoids close contact with workers to the extent possible</p>	<input type="checkbox"/> Ongoing
<p>If providing temperature screenings on-site is not feasible, self-screening at home may be implemented. Ensure that screening is performed prior to the worker leaving the home for his or her shift and follows CDC guidelines.</p>	<input type="checkbox"/> Ongoing
<p>When possible, allow for flexibility in working hours so employees can commute during non-peak times.</p>	<input type="checkbox"/> Ongoing



Encourage employees to wash their hands as quickly as possible upon entering the workplace.	<input type="checkbox"/> Ongoing
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CLEANING, DISINFECTING, AND HYGIENE CHECKLIST

Lodging management and employees must ensure these mandated cleaning and hygiene requirements are implemented and being followed at all times. Management should also consider implementing items listed as “Best Practices/Recommendations” when appropriate and feasible.

Mandatory Requirements	Status
Ensure access to handwashing facilities on site, including soap and running water, and allow sufficient break time for workers to wash hand frequently; alcohol-based hand sanitizers with at least 60% alcohol may be used as an alternative.	<input type="checkbox"/> Ongoing
Supply workers at workplace location with adequate cleaning products (e.g., sanitizer, disinfecting wipes).	<input type="checkbox"/> Ongoing
Require that workers wash hands or use hand sanitizer frequently.	<input type="checkbox"/> Ongoing
Provide hand sanitizer in public areas throughout the facility for guest and worker use.	<input type="checkbox"/> Ongoing
Limit sharing of handheld equipment, phones, desks, workstations, and other tools and equipment between workers to the extent possible Any shared equipment should be sanitized before, during, and after each shift or any time the equipment is transferred to a worker.	<input type="checkbox"/> Ongoing
Post visible signage throughout the site (front and back of the lodging site) to remind workers and guests of the hygiene and safety protocols.	<input type="checkbox"/> Ongoing
Discontinue the use of shared food and beverage equipment in lobbies (including shared coffee brewers). Close manually operated ice machines or use hands free machines.	<input type="checkbox"/> Ongoing
Conduct frequent cleaning and disinfection within all common areas of the lodging site (multiple times a day if the lodging site has multiple guest rooms),	<input type="checkbox"/> Ongoing
Practice enhanced room sanitation by cleaning and sanitizing all hard surfaces at a minimum each time a guest checks out and before the next guest is admitted, and laundering all linens, bedspreads, and covers.	<input type="checkbox"/> Ongoing
Dirty linens should be removed and transported from guest rooms in single-use, sealed bags, and pillow protectors on the guest room beds should be changed in between guests at a minimum. Bagging of these items should be done in the guest room to eliminate excess contact while being transported. All bed linen and laundry should be washed at a high temperature and cleaned in accordance with CDC guidelines.	<input type="checkbox"/> Ongoing

If you have any questions about the City of Boston’s operational recommendations for businesses, employers, and commercial landlords for return-to-work strategies for office workplaces, please email reopening@boston.gov.



Following each departure, consider leaving guest rooms vacant for 24 hours as part of cleaning protocol to allow for deep cleaning, disinfectant and cleaners to dry, and reasonable air exchange.	<input type="checkbox"/> Ongoing
Housekeeping should not enter a guest room while the guest is physically present within the room except at the guest’s specific request. Housekeeping must otherwise only service rooms when guests are not present and minimize contact with guest personal belongings. Housekeepers should open the doors and windows when possible to increase air circulation.	<input type="checkbox"/> Ongoing
Keep cleaning logs that include date, time, and scope of cleaning.	<input type="checkbox"/> Ongoing
Conduct frequent disinfecting of heavy-transit areas and high-touch surfaces (e.g., doorknobs, rolling carts, bathrooms).	<input type="checkbox"/> Ongoing
In the event that a guest presents a presumptive case of COVID-19 or a positive case, the room used by that guest may only be returned to service after undergoing an enhanced sanitization protocol, in accordance with CDC guidelines.	<input type="checkbox"/> Ongoing
Conduct daily cleaning of each occupied guest room unless a guest opts out of daily cleaning via a “do not disturb” signifier on guest room door.	<input type="checkbox"/> Ongoing
Best Practices/Recommendations	Status
Consider installing portable high-efficiency air cleaners, upgrading the building’s air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in offices, guest rooms, and other spaces.	<input type="checkbox"/> Ongoing
Consider providing cleaning “kits” (portable containers with cleaning supplies) accessible throughout the hotel for areas that will be cleaned periodically throughout the day.	<input type="checkbox"/> Ongoing
Establish a Response Action protocol to clean spaces where there are confirmed cases of infection and/or exposure and notification to the workplace coordinator. If management is notified of a positive case in a building, close the section of the building to which that person had access for deep cleaning.	<input type="checkbox"/> Ongoing
Prohibit any mutual touching of equipment or supplies between guests or workers without sanitation between uses.	<input type="checkbox"/> Ongoing



CONFIRMED CASES CHECKLIST

Confirmed COVID cases for lodging operators will require review and adherence to this checklist.

Mandatory Requirements	Status
<p>If the employer is notified of a positive case at the workplace (including from other employees, guests, vendors, delivery personnel, or anyone accessing the facility), the employer should notify the local Board of Health (LBOH) where the workplace is located and work with them to trace likely contacts in the workplace and advise workers and others who may have accessed the space to isolate and self-quarantine. Testing of others who accessed the same space may be recommended consistent with guidance and/or at the request of the LBOH.</p> <p>In the event of an employee notifying an employer of a positive COVID case, the employer should obtain consent from the employee to share his or her personal information with the Boston Public Health Commission (BPHC). If the employer does not have consent to share the employee’s information, the employer can still call BPHC for general guidance on closures and identifying close contacts. The employer cannot reveal information about the confirmed case to close contacts due to privacy concerns. This function may be supported by public health agencies other than BPHC depending on the location of the confirmed case.</p> <p>When calling BPHC, employers should be able to identify whether the employee worked 48 hours prior to onset of symptoms or was asymptomatic 48 hours prior to the test. The employer should also be able to identify if the employee was wearing a face covering at work, details of work conditions, locations of work (i.e., inside, outside), proximity to other employees or attendees, level of interaction with the public, and barriers or face coverings that were in place.</p> <p>The employer will help the LBOH to identify employee(s) who may have had contact with the confirmed case. The employer will notify these employees of the need to quarantine. The employer and LBOH will reach out to affected healthcare providers. Contacts to a confirmed case should be encouraged to have a COVID-19 test. Any employee who is identified as a close contact should not return to work for at least for 14 days.</p>	<p><input type="checkbox"/> Ongoing</p>
<p>In the event that a guest presents a presumptive case of COVID-19 or a positive case, the room used by that guest may only be returned to service after undergoing an enhanced sanitization protocol, in accordance with CDC guidelines.</p>	<p><input type="checkbox"/> Ongoing</p>



Best Practices/Recommendations	Status
Workers who test positive for COVID-19 should not be allowed to return to work until cleared by a medical professional as being symptom-free for at least 3 days and having been at least 10 days since symptoms first appeared.	<input type="checkbox"/> Ongoing
Any previous guest who has notified the lodging operator of a positive case should be encouraged to contact LBOH. The lodging operator should also contact any employee and known guest(s) who may have come into contact with that guest.	<input type="checkbox"/> Ongoing
Maintain and review guest and employee records as necessary for information to support contact-tracing efforts.	<input type="checkbox"/> Ongoing