



San Francisco is reopening or expanding activities consistent with the State’s Framework for a Safer Economy, with additional modifications in many instances under its health orders and directives. San Francisco’s decisions to reopen or expand balance the public health risks of COVID-19 transmission with the public health risks of economic and mental health stress.

Even though COVID-19 case rates have come down significantly since their peak during the third surge, and more people are vaccinated, there remains a risk that people who you come into contact with when you are outside your Residence may have COVID-19. Most COVID-19 infections are caused by people who have no symptoms of illness. Due to limited supply of vaccine, only a minority of San Franciscans are fully vaccinated. We also have confirmed there are new, more contagious virus variants in the San Francisco Bay Area and that some of these variants are more likely to cause serious illness and death in unvaccinated people.

The opening or expansion of sectors does not necessarily signify that these activities are “safe.” The purpose of the required safety protocols contained in the health orders and directives is to make these activities and sectors safer for workers and the public. But reopening and expansion requires that all individuals and businesses use particular care and do their part to make these activities as safe as possible by strictly and consistently wearing Face Coverings and following Social Distancing Requirements and all other safety protocols.

People at risk for severe illness with COVID-19—such as unvaccinated older adults, and unvaccinated individuals with health risks—and members of their household are urged to defer participating at this time in activities with other people outside their household where taking protective measures of wearing face masks and social distancing may be difficult, especially indoors or in crowded spaces.

DIRECTIVE OF THE HEALTH OFFICER No. 2020-29h

**DIRECTIVE OF THE HEALTH OFFICER OF
THE CITY AND COUNTY OF SAN FRANCISCO REGARDING REQUIRED BEST
PRACTICES FOR LODGING FACILITIES, INCLUDING HOTELS, MOTELS AND
SHORT-TERM RENTALS**

(PUBLIC HEALTH DIRECTIVE)
DATE OF DIRECTIVE: April 14, 2021

By this Directive, the Health Officer of the City and County of San Francisco (the “Health Officer”) issues industry-specific direction that lodging facilities, as described below, must follow as part of the local response to the Coronavirus Disease 2019 (“COVID-19”) pandemic. This Directive constitutes industry-specific guidance as provided under Sections 4.e and 11 of Health Officer Order No. C19-07v issued on April 14, 2021 (the “Stay-Safer-At-Home Order”) and, unless otherwise defined below, initially capitalized terms used in this Directive have the same meaning given them in that order. This Directive goes into effect at 8:00 a.m. on April 15, 2021, and remains in effect until suspended, superseded, or amended by the Health Officer. This Directive has support in the bases and justifications set forth in the Stay-Safer-At-Home Order. As further provided below, this Directive automatically incorporates any revisions to the Stay-Safer-At-Home Order or other future orders issued by the Health Officer that supersede that order or reference this Directive. This Directive is intended to promote best practices as to Social Distancing Requirements



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and sanitation measures, helping prevent the transmission of COVID-19 and safeguard the health of workers, customers, and the community.

UNDER THE AUTHORITY OF CALIFORNIA HEALTH AND SAFETY CODE SECTIONS 101040, 101085, AND 120175, THE HEALTH OFFICER DIRECTS AS FOLLOWS:

- 1. Definitions. For purposes of this Directive, the following terms shall have the meanings given below:**
 - a. “Lodging Facility” means any facility in San Francisco where members of the public can obtain lodging on a short-term basis, including, without limitation, hotels, motels, auto courts, bed and breakfasts, inns, cabins and cottages, hostels, and lodging provided for vacation or short-term rentals (i.e. rentals for fewer than 30 consecutive nights at a time) by owners through on-line services.**
 - b. Lodging Facility does not include:**
 - i. homeless shelters or other facilities used to house persons who are experiencing homelessness or would otherwise become homeless;**
 - ii. single room occupancy hotels, sometimes known as “SROs” or “residential hotels”;**
 - iii. transitional housing designed for individuals or families seeking to transition to independent living;**
 - iv. assisted living facilities and residential care facilities, including, but not limited to, skilled nursing facilities (sometimes known as nursing homes);**
 - v. residential healthcare facilities;**
 - vi. lodging facilities where the average duration of guest occupancy is more than 60 days;**
 - vii. foster homes, including, but not limited to, foster group homes;**
 - viii. lodging that is owned and operated by governmental entities; or**
 - ix. lodging that is being used by governmental entities, or through contracts with governmental entities, for the purpose of responding to COVID-19.**
 - c. A “Guest” of a Lodging Facility refers to any person who rents or stays in a room or rooms at a Lodging Facility.**
 - d. “Isolation Area.” All Lodging Facilities must have an Isolation Area, which is a room or group of rooms set aside for Guests who are COVID-19 positive, exhibiting COVID-19 symptoms, or have recently come into close contact with someone who tested positive for COVID-19 in the last 14 days. The Isolation Area should consist of at least 5 percent of the total rooms available at the Lodging Facility, be all adjacent to one another, and all within a discrete and separable area of the facility. Lodging Facilities with 2 to 20 rooms may create an**



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Isolation Area that contains one room. This requirement does not apply to Lodging Facilities with one room.

- e. “Personnel” includes all of the following people who provide goods or services associated with a Lodging Facility: employees; contractors and sub-contractors (such as those who sell goods or perform services onsite or who deliver goods for the business); independent contractors; vendors who are permitted to sell goods onsite; volunteers; and other individuals who regularly provide services onsite at the request of the Lodging Facility. “Personnel” includes “gig workers” who perform work via the business’s app or other online interface, if any.
 - f. “Unoccupied Unit” means a residence or unit in a Lodging Facility that is rented while the operator is not physically present or has a separate exterior entrance and exit that does not require the use of shared facilities, and is otherwise unoccupied.
2. This Directive applies to all owners, operators, managers, and supervisors of any Lodging Facility. While hotels, motels, and other lodging facilities are critical for safe travel and business operation, Lodging Facilities can pose significant risks to public health in light of the COVID-19 pandemic. Because Lodging Facilities typically involve members of different households staying in close proximity within an enclosed area for days or weeks at a time, and often using shared equipment or spaces, Lodging Facilities must take extra precautions to reduce the risk of COVID-19 transmission for Personnel, Guests, and others. Because many individuals may be pre-symptomatic, or show no symptoms at all there is a heightened need for comprehensive and medical-based cleaning, disinfecting, and operating standards. To mitigate virus transmission risks, this Directive outlines minimum requirements for Lodging Facilities, including encouraging contactless interactions, and appropriate precautions for the cleaning of rooms. Due to the transient nature of Guest stays at Lodging Facilities, this Directive also takes precautions to avoid unnecessary risks presented by cumulative or cross-contamination between individuals. This Directive, in combination with the incorporated CDC guidelines, and the California DPH guidelines, collectively represent the most stringent cleaning and disease prevention standards applicable to Lodging Facilities in San Francisco.
- a. Lodging Facilities are not required to screen Guests for COVID-19 symptoms. Lodging Facilities should not refuse to accept guests who are COVID-19 positive, exhibiting COVID-19 symptoms, or have recently come into close contact with someone who tested positive for COVID-19 in the last 14 days, unless the Guest needs immediate medical attention.
 - b. Property managers, timeshare operators, and other rental unit owners and operators are only allowed to rent Unoccupied Units and cannot rent rooms or spaces within an occupied residence until otherwise notified through a written directive from the Health Officer.
3. Attached as Exhibit A to this Directive is a list of best practices that apply to Lodging Facilities (the “Best Practices”). Each Lodging Facility must comply with all of the relevant requirements listed in the Best Practices.
4. Before it begins to offer lodging, services or allow Personnel onsite, each Lodging Facility, must create, adopt, and implement a written health and safety plan (a



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“Health and Safety Plan”). The Health and Safety Plan must be substantially in the form attached to this Directive as Exhibit B.

5. If an aspect, service, or operation of the Lodging Facility is also covered by another Health Officer order, then the Lodging Facility must comply with all applicable Health Officer orders, and directives, and it must complete all relevant Health and Safety Plan forms.
6. Each Lodging Facility must (a) make the Health and Safety Plan available to every Guest before check in, (b) provide a summary of the Health and Safety Plan to all Personnel working on site or otherwise in the City in relation to its operations and make the Health and Safety Plan available to Personnel upon request, and (c) post the Health and Safety Plan at each entrance to any physical business site within the City. Also, each Lodging Facility must provide a copy of the Health and Safety Plan and evidence of its implementation to any authority enforcing this Directive upon demand.
7. Each Lodging Facility subject to this Directive must provide items such as Face Coverings (as provided in Health Order No. C19-12, and any future amendment to that order), hand sanitizer or handwashing stations, or both, and disinfectant and related cleaning supplies to Personnel, all as required by the Best Practices. If any such Lodging Facility is unable to provide these required items or otherwise fails to comply with required Best Practices or fails to abide by its Health and Safety Plan, then it must cease operating until it can fully comply and demonstrate its strict compliance. Further, as to any non-compliant Lodging Facility, any such Lodging Facility is subject to immediate closure and the fines and other legal remedies described below, as a violation of the Stay-Safer-At-Home Order.
8. This Directive and the attached Best Practices may be revised by the Health Officer, through revision of this Directive or another future directive or order, as conditions relating to COVID-19 require, in the discretion of the Health Officer. Each Lodging Facility must stay updated regarding any changes to the Stay-Safer-At-Home Order and this Directive by checking the Department of Public Health website (<https://www.sfdph.org/directives>) regularly.
9. Implementation of this Directive augments—but does not limit—the obligations of each Lodging Facility under the Stay-Safer-At-Home Order including, but not limited to, the obligation to prepare, post, and implement a Social Distancing Protocol under Section 4.d and Appendix A of the Stay-Safer-At-Home Order. The Lodging Facility must follow these industry-specific Best Practices and update them as necessary for the duration of this Directive, including, without limitation, as this Directive is amended or extended in writing by the Health Officer and consistent with any extension of the Stay-Safer-At-Home Order, any other order that supersedes that order, and any Health Officer order that references this Directive.



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This Directive is issued in furtherance of the purposes of the Stay-Safer-At-Home Order. Where a conflict exists between this Directive and any state, local, or federal public health order related to the COVID-19 pandemic, including, without limitation, the Social Distancing Protocol, the most restrictive provision controls. Failure to carry out this Directive is a violation of the Stay-Safer-At-Home Order, constitutes an imminent threat and immediate menace to public health, constitutes a public nuisance, and is a misdemeanor punishable by fine, imprisonment, or both.

A handwritten signature in black ink, appearing to read "Susan Philip".

Susan Philip, MD, MPH,
Health Officer of the
City and County of San Francisco

Date: April 14, 2021



Exhibit A to Health Officer Directive No. 2020-29h (issued 4/14/2021)

Best Practices for Lodging Facilities

In addition to preparing, posting, and implementing the Social Distancing Protocol (Appendix A of Health Officer Order No. C19-07, and any amendments to that Order) (the “Social Distancing Protocol”), each Lodging Facility that operates in San Francisco must comply with each requirement listed below and prepare a Health and Safety Plan substantially in the format of Exhibit B, below.

1. Section 1 – General Requirements for all Lodging Facilities:

- 1.1.** Follow all applicable public health orders and directives, including this Directive and any applicable State orders or industry guidance. In the event of any conflict between a State order or guidance and this directive, follow the more restrictive measure.
- 1.2.** If all or part of a Lodging Facility has been vacant or dormant for an extended period, ensure that plumbing is functioning and that pipes are flushed before use. The San Francisco PUC provides guidance for flushing and preparing water systems at <https://sfwater.org/index.aspx?page=1327>.
- 1.3.** All Lodging Facilities must comply with the ventilation protocols at Section 4.i of the Stay-Safer-At-Home Order. Review SFDPH’s guidance for improved ventilation available at: <https://www.sfcdec.org/COVID-ventilation>.
- 1.4.** Guests should enter through doors that are propped open or automated, if possible.
- 1.5.** Provide hand sanitizer (using touchless dispensers when possible) at key Guest and Personnel entrances and contact areas such as driveways, reception areas, hotel lobbies, restaurant entrances, elevator and escalator landings, and stairway entrances.
- 1.6.** Clean all high-touch areas and surfaces at least once daily, or more frequently if required by industry standards. Additional cleaning and disinfection is required if the previous user appears symptomatic, or there is visible contamination from nasal or oral secretions.
- 1.7.** If necessary, modify operating hours to ensure time for regular and thorough sanitization.
- 1.8.** Add all COVID-19 related signage to the Lodging Facility as required by Sections 4.g, 4.h, and 4.i of the Stay-Safer-At-Home Order. Templates for signage is available online at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>.
- 1.9.** Lodging Facilities should encourage self-parking options. If valet service is provided, valet service drivers are required to wear face coverings, and maintain social distancing guidelines. If van or shuttle service is provided, windows should be opened, and households should maintain social distance to maximum extent feasible.

2. Section 2 – Guests, and Check in/out Procedures

- 2.1.** Lodging Facilities must make their Health and Safety Plans available to Guests before check in (as required in Directive Section 7(a) above), and require an acknowledgement of the plan from the Guest.



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- 2.2. Each Lodging Facility must require all Guests to self-screen using the “Screening Handout for Guests at Lodging Facilities” form prepared by DPH. In addition, Lodging Facilities must provide Guests a copy of “Tips for Staying in Lodging Facilities” also prepared by DPH, and includes a link to the Travel Advisory issued by the California Department of Public Health. Lodging Facilities must require Guests to acknowledge that they have received and understand this information during the 24-hour period prior to check in. These forms are available at <https://www.sfdph.org/directives> (and attached as Attachment A-1 and A-2 to this Directive, respectively).
- 2.3. Due to the increased risk of transmission presented by mixing households, Guests are strongly encouraged stay in single hotel, motel or other lodging rooms with only members of their household. Visitors (other than another guest of the same Household) are prohibited.
- 2.4. Except for emergencies, Personnel must not enter the Guest room or short-term rental unless the Guest is not present in the room.
- 2.5. If possible, use touch-free check-in and payment systems, such as payment online or over the phone. But Lodging Facilities must accept cash payment if the Guest wishes to pay by cash.
- 2.6. Contract Tracing. For clarity, Lodging Facilities are not required to screen Guests for this information, and should only track this information if it is provided to the Lodging Facilities by the Guest. Each Lodging Facility must provide the following for case investigation and contact tracing purposes upon request of DPH: (i) the Guest’s name, phone number, and email address, (ii) whether the Guest ever reported that they were COVID-19 positive or were recently in close contact with someone who was COVID-19 positive within the past 14 days, and (iii) the date(s), time(s), and duration of the Guest’s visit. Lodging Facilities must retain this information for three weeks, and may discard the information after three weeks. This information will be subject to disclosure to DPH only for case investigation and contact tracing purposes, to protect the health of Personnel, Guests, and others, and will be kept confidential by DPH.

3. Elevators, Escalators and Stairs

- 3.1. Modify policies for using elevators, escalators and stairs serving as access to, from and within the Lodging Facility.
 - 3.1.1. Where feasible, make stairways accessible to Personnel and Guests entering the Lodging Facility. Encourage Personnel who are physically able to use the stairs.
 - 3.1.2. Add signage to stairways and escalators reminding Guests and Personnel to keep at least six feet distance from others.
 - 3.1.3. Limit capacity in elevators to the lesser of: (1) four people (including Guests and Personnel), or (2) the number of people who can fit in the elevator while maintaining at least six feet of distance from each other. More than four members of one Household may ride an elevator together. During peak building entry and exit times, this number of individuals from different Households may be adjusted to up to four individuals at a time for any elevator that does not allow for six feet of physical distance between riders.
 - 3.1.4. Add signage to elevators and on all floors requiring anyone who rides the elevator to wear Face Coverings, and encouraging silent rides in the elevators (“no talking”).



4. Section 3 – Guest Amenities

- 4.1. If permitted by the applicable directive, Dining facilities may operate subject to compliance with Health Officer Directive 2020-16 (Dining), and any amendments to that directive.
- 4.2. If permitted by the applicable directive, indoor gyms and fitness centers may operate subject to compliance with Health Officer Directive 2020-31, and any amendment to that directive.
- 4.3. If permitted by the applicable directive, indoor pools may operate subject to compliance with the Health Officer Directive 2020-24, as that directive may be amended. Drowning prevention classes may be offered as may be permitted by the Stay-Safer-At-Home order. Saunas, steam rooms, and indoor hot tubs and spas in Lodging Facilities must remain closed.
- 4.4. Outdoor pools, outdoor tennis courts, pickleball courts, golf, and other outdoor recreational activities offered by Lodging Facilities may open subject to compliance with applicable Health Officer directives.
- 4.5. Personal services, such as hair and nail salons and massage, are permitted subject to compliance with applicable Health Officer directives. In-room spa services are allowed consistent with the safety protocols for Indoor Personal Services, so long as the spa personnel are wearing either a well fitted mask, or non-vented N-95, which the service provider must offer at no cost to their personnel, if requested.
- 4.6. Common area gathering places such as ballrooms, business centers, meeting and conference rooms, and lounge areas may open subject to compliance with the requirements for Conferences, Meetings, and Receptions (Section 28 of Appendix C-1 the Stay-Safer-At-Home-Order), or Live Events and Performances with Live Audiences (Section 27 of Appendix C-1 the Stay-Safer-At-Home-Order).
- 4.7. Discontinue the use of shared food and beverage equipment. Close manually operated ice machines, or use hands-free machines.

5. Cleaning, Facilities Maintenance, and Worker Protection

- 5.1. Lodging Facilities and Guests should consider the increase in risk of transmission of the virus caused by indirect contact between housekeeping staff and Guests that may occur during daily room cleaning. Because many COVID-19 positive individuals never show symptoms at all, housekeeping staff must treat each room as if the Guest is COVID-19 positive. Housekeeping staff must take precautions against the spread of COVID-19 when handling high contact surfaces (e.g. TV remotes), droplets on surfaces (e.g. mirrors in bathrooms), and when entering the room due to the risk of aerosol transmission (infectious virus in the air). Housekeeping staff who enter multiple rooms must take precautions to avoid increased risk due to cumulative exposure created by entering multiple environments inhabited by potentially COVID-19 positive individuals. To minimize the risk of transmission, Lodging Facilities must require and ensure that all Guests and any other persons remain outside the room while housekeeping staff or other Personnel are in the room.
- 5.2. Lodging Facilities may offer daily room cleaning provided that the Lodging Facility complies with the following:



- 5.2.1. Housekeeping staff must be instructed to turn available ventilation systems on, prop open doors and windows, and then wait 15 minutes before re-entering the room to begin cleaning.
- 5.2.2. Lodging Facilities must provide housekeeping staff training on the requirements of this Directive, including instruction to treat every room as potentially housing someone who is COVID-19 positive because of asymptomatic and pre-symptomatic transmission, and the benefits of ventilation.
- 5.2.3. Lodging Facilities must provide at no cost the following personal protective equipment (PPE) to all housekeeping staff and require that housekeeping staff wear all of the following at all times:
 - 5.2.3.1. N95 respirators to any housekeeping staff who requests one, and a well-fitted mask or non-vented N-95 respirator, even if not fit-tested, to all other housekeeping staff. Guidance regarding well-fitted masks can be found at: www.sfdcpc.org/maskingupdate.
 - 5.2.3.2. Eye protection in the form of safety glasses, healthcare eye splash shields, face shields, goggles.
 - 5.2.3.3. Disposable gloves that are used for only one room and then discarded with adequate spares provided so that torn or damaged gloves can be replaced immediately.
 - 5.2.3.4. Smocks, shop coats, uniforms, gowns, or similar garments which will protect the wearer's personal clothing. Replacement garments must be readily available in case garments become soiled during a shift, and all reusable garments must be laundered after a single day's use.

Note Regarding N95 Respirators – Per Cal/OSHA 8 CCR § 5144 “Respiratory Protection” users need to be medically screened to ensure the respirator will not create health issues. Additionally, users must be fit-tested with the brand, model, and size of respirators they will be issued and trained how to properly don, wear, and doff the respirator.

- 5.3. Lodging Facilities must provide housekeepers with receptacles lined with plastic bags for soiled linens. While inside each room, housekeepers must place all towels and linens in the plastic bags and seal the bags. All bed linens and laundry (including reusable cloths used by housekeepers) must be washed at a high temperature and cleaned in accordance with CDC guidelines.
- 5.4. Each room must be thoroughly cleaned between Guest stays in accordance with CDC guidelines. The room should be cleaned as close to the next Guest's arrival (i.e., as many days after check-out) as possible. Lodging facilities must provide additional time for Personnel to thoroughly clean the Guest room.
 - 5.4.1. Items to be cleaned include, but are not limited to, all surfaces, walls, windows, mirrors, desks, table tops, furniture, minibars, interior and exterior door handles, interior door locks, faucets, toilets, bed headboards and footboards, light switches, TV remote controls, telephones, keyboards, and touch screens; washing of all kitchen items (pots, pans, utensils, and dishes) and kitchen amenities (including refrigerator interiors,



stove-tops, coffee-makers, toasters, pantry shelves, and other similar areas). Follow the attached comprehensive check list.

- 5.4.2. At the end of each stay, all linens, towels, bedspreads, etc. regardless of whether they appear to have been used or not must be washed.
 - 5.5. Lodging Facilities must not store extra linens or in the rental unit. Provide such items only on request.
 - 5.6. Consider leaving rooms vacant for 24 to 72 hours after a Guest has departed, if feasible. Housekeeping staff must still wear Face Coverings, but are not required to wear N95 respirators if the room has been left vacant for at least 24 hours after the Guest has checked out.
 - 5.7. Phones, tablets, laptops, desks, pens and other work supplies are cleaned and disinfected at least once daily, or more frequently if required by industry standards. Cleaning and disinfection does not have to occur after each use, unless there user appears symptomatic or there is visible contamination from nasal or oral secretions.
 - 5.8. Workstations, desks, and help counters are provided with proper sanitation products, including hand sanitizer and sanitizing wipes, and personal hand sanitizers to all staff directly assisting customers.
- 6. Isolation Areas**
- 6.1. Lodging Facilities must separate the Isolation Area from the remainder of the facility through (i) a physical barrier such as a door that remains closed or plastic sheeting that is taped closed, and (ii) visually obvious no-entry signs to prevent other guests from entering the area.
 - 6.2. To the extent possible, the Isolation Area should be served by a discrete and separable component of the facility's HVAC system that can be made not to circulate air to other parts of the facility.
 - 6.3. To the extent possible, the rooms in an Isolation Area should have entrances and exits directly to the outdoors, and have operable windows.
 - 6.4. The Isolation Area must be expanded if necessary to ensure adequate space to comply with this Directive, the Mayor's 10th Supplement to the Proclamation Declaration the Existence of a Local Emergency, or other local law.
 - 6.5. All Guests staying in the Isolation Area must stay within the Isolation Area except as strictly necessary to check out or obtain medical care. Guests may not use any area of the Lodging Facility otherwise available to all Guests, including decks, and roofs, except for purposes of transit through the Lodging Facility. Lodging Facilities must refer Guests in the Isolation Area to DPH's directive on isolation, available at: <https://www.sfdph.org/dph/alerts/coronavirus-health-directives.asp>
 - 6.6. When a Guest in the Isolation Area reports that their ability to take care of themselves is impaired, or fails to respond to the Lodging Facility's inquiries regarding the Guest's ability to take care of themselves, the Lodging Facility may refer the Guest to a healthcare facility.



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- 6.7. When a Guest in the Isolation Area checks out of a room, the Guest—not Personnel —must open any operable windows (unless weather or safety does not permit) and turn on any HVAC system and fans to maximize ventilation in the room.
 - 6.8. As to rooms in in the Isolation Area, Lodging Facilities must follow all cleaning requirements listed in Section 5, except as modified as follows:
 - 6.8.1. Lodging Facilities must not offer daily cleaning service during a Guest’s stay.
 - 6.8.2. Lodging Facilities should consider offering a set of cleaning supplies in each room within the Isolation Area so that the Guest may clean the room and the housekeeper does not take supplies from room to room.
 - 6.8.3. Lodging Facilities must provide cleaning services in emergencies.
 - 6.8.4. Lodging Facilities must wait 24 hours before cleaning the room.
 - 6.8.5. Lodging Facilities must not return a Guest room in the Isolation Area to service until it has undergone an enhanced disinfection protocol in accordance with CDC guidelines.
 - 6.9. When a Guest in the Isolation Area presents the Lodging Facility with a negative result from a PCR test taken within the prior 24 hours, the Lodging Facility may assign the Guest to a room outside of the Isolation Area.
7. **Additional Requirements for Short-Term Rentals**
- 7.1. Short-term rentals must comply with each applicable provision of Sections 1 to through 6 of this Directive. For clarity, the cleaning obligations (including the obligation to provide enhanced PPE to housekeeping staff) in Section 5 apply to each operator of a short-term rental.
 - 7.2. Short-term rentals are permitted to rent out their entire residence, sometimes referred to whole home rentals, or has a separate exterior entrance and exit that does not require the use of shared facilities. This means that no person may rent out a portion of their residence (for example, renting out a bedroom through Airbnb or VRBO) while they stay in another portion of the residence.
 - 7.3. Comply with the enhanced cleaning requirements in the California state guidelines, including the following.
 - 7.3.1. Take the proper steps to thoroughly clean and disinfect the rental unit after each Guest stay. This includes wiping down and cleaning and disinfecting all high-touch areas, including, without limitation, bed rails, tables, TV remotes, headboards, countertops, kitchen appliances, refrigerator handles, stove knobs, mirrors, and other items.
 - 7.3.2. Remove all leftover recycling, garbage, and trash from the rental unit. Line all the garbage cans, which will make it easier to dispose of tissues and other waste. Empty any food items the previous Guest may have left in the refrigerator, freezer, and pantry.
 - 7.3.3. All linens must be removed and laundered between each Guest stay, including items that appear to not have been used. When cleaning bedding, towels, or other laundered items in rental units, wear disposable gloves when handling dirty laundry and discard them after each use. Wash hands with soap or use hand sanitizer immediately after gloves are



removed. Do not store extra linens or in the rental unit. Provide such items only on request.

- 7.3.4.** Do not shake dirty laundry. This will minimize the possibility of dispersing virus through the air. Launder items as appropriate in accordance with the manufacturer's instructions. Launder items using the warmest appropriate water setting for the items and dry items completely. Clean and disinfect laundry hampers according to guidance above for surfaces. If possible, consider placing a bag liner that is either disposable and thrown away after each use or can be laundered after each use.
 - 7.3.5.** Clean all soft surfaces based on the manufacturer's instructions, as appropriate. Remove visible dirt and grime and then clean with the appropriate cleaner for the material. If possible, machine-wash items according to the manufacturer's directions.
 - 7.3.6.** Kitchen items, including pots, pans, and utensils, must be cleaned between each Guest stay. All dishes must be washed, including the ones in the cabinet and others that may have been left in different rooms. Provide adequate dish soap and new, unused sponges for each Guest upon arrival. Consider replacing utensils with one-time use dinnerware, if feasible.
 - 7.3.7.** After each Guest stay, properly clean all appliances and kitchen areas, including refrigerator shelving, the oven stovetop, coffee-makers, toasters, pantry shelves, and other areas.
 - 7.3.8.** Where possible, do not clean floors by sweeping or other methods that can disperse pathogens into the air. Use a vacuum with a HEPA filter wherever possible.
 - 7.3.9.** Bathroom toilets, showers, bathtubs, sinks, cabinets, and shelving should be disinfected with a multi-surface cleaner approved for use against COVID19 by the EPA. Mirrors and any glass should be properly wiped down. The bathroom floor should also be vacuumed and/or mopped.
 - 7.3.10.** Equip the rental unit with additional hand soap, paper towels, toilet paper, disinfecting spray or wipes, and hand sanitizer.
- 7.4.** If using an external or professional cleaning company, communicate expectations and plans for cleaning and disinfection standards, and get periodic confirmation that they are being followed by the contracted company. Cleaning companies and services are required to provide the personal protective equipment outlined in Section 5.4 for employees and independent contractors performing cleaning duties.
 - 7.5.** Communicate with Guests on the cleaning and safety measures implemented, both pre-stay and during stay, via the listing content and property information booklet. Ensure guests understand all check-in and checkout protocols and any updated building or amenity policies (e.g. changes to services in apartment buildings).