



## **Tips for Staying in Lodging Facilities During COVID-19**

**Updated March 18, 2021**

### **ALERT: Remain Cautious**

In alignment with the State's recommendations, San Francisco is reopening at the State's Red Tier starting March 3, 2021. The decision to reopen balances 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, there remains a risk that people who you come into contact with may have COVID-19. Most COVID-19 infections are caused by people who have no symptoms of illness. 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 of sectors does not necessarily signify that these activities are "safe."

We have made our best efforts to create guidance to help these activities and sectors provide safer environments for workers and the public. However, this requires that everyone do their part to make these activities as safe as possible, including wearing masks that covers your mouth and nose especially when talking, avoiding indoor settings to the extent possible, maintaining at least 6 feet distance from those you don't live with, avoiding get-togethers and gatherings to the extent possible, if you must gather minimize the amount of time you spend with people you don't live, getting tested and isolating if you are ill, and complying with additional health protocols required of open businesses. People at risk for severe illness from COVID-19 — such as unvaccinated older adults and unvaccinated people with health risks — and those who live with or care for them 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.

This Tip sheet was developed by the San Francisco Department of Public Health for use by Guests staying at Lodging Facilities and is posted at [sfcdcp.org/travel/](https://sfcdcp.org/travel/). This Tip sheet may change as information is updated.

[All guests staying at Lodging Facilities should follow the recommendations concerning non-essential travel and quarantine set forth in the State of California's Travel Advisory.](#)

**Please Note:** Travel increases your chance of getting and spreading COVID-19. Staying home is the best way to protect yourself and others from COVID-19. You can get COVID-19 during your travels. You may feel well and not have any symptoms, but you can still spread COVID-19 to others. You and your travel companions (including children) may spread COVID-19 to other people including your family, friends, and community for 14 days after you were exposed to the virus.

Don't travel if you are sick or if you have been around someone with COVID-19 in the past 14 days.  
Don't travel with someone who is sick.

**AUDIENCE:** These tips are for guests and personnel at Lodging Facilities in San Francisco. Lodging Facilities [must provide guests with a copy of this document.](#)



If you have received the COVID-19 vaccine, please read more about safer social interactions at: [www.sfdcp.org/lifeaftervaccine](http://www.sfdcp.org/lifeaftervaccine)

**Summary of revisions since previous versions**

- Refer to the Business Capacities and Activities Table or BCAT ([English](#), [Chinese](#), [Spanish](#), [Tagalog](#), [Vietnamese](#), [Russian](#)) for all current restrictions, limitations and suspensions.
- Added the recommendation to get tested when feeling symptoms
- Includes information about CA Notify and a recommendation to get a COVID-19 vaccination when it becomes available.
- Aligns non-essential travel and quarantine requirements with the State of California’s [Travel Advisory](#).
- Added link about safer social interactions after being vaccinated.

**COVID-19 Information**

**People at risk for severe illness with COVID-19**, such as [older adults](#) and people with certain **medical conditions**, as well as those **who live with or care** for them are strongly **discouraged** from participating 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.

**How Does Covid-19 Spread?**

Our current understanding is that COVID-19 is mostly spread from person-to-person in the air through virus-containing droplets in the breath of someone with COVID-19. These droplets enter the air when a person breathes. Even more droplets can get in the air when infected people talk, sing, cough, or sneeze. People with COVID-19 may have no symptoms and can still be breathing out virus-containing droplets that can infect others. Transmission can occur through:

- Larger droplets. These larger droplets are sometimes called “ballistic droplets” because they travel in straight lines and are pulled down by gravity. People nearby, usually within 6 feet, are infected when they breathe in these droplets or if the droplets land in their eyes, nose, or mouth.
- Smaller droplets or infectious particles. These can float in the air for a period of time and/or travel beyond 6 feet on indoor air currents, especially in enclosed spaces with poor ventilation. People sharing the same space are infected when they breathe in these smaller droplets and particles or the droplets or particles land on their eyes, nose, or mouth – even if they are further than 6 feet away. These droplets are sometimes referred to as “aerosols” or “bioaerosols”.

COVID-19 can also spread if a person touches their eyes, nose or mouth after touching a contaminated surface (also known as a fomite), however this is less common.

**COVID-19 Prevention**

- [Wash your hands often with soap and water](#). If soap and water are not available, use a hand sanitizer that contains at least 60% ethanol or 70 % isopropanol.



- [Avoid Close Contact](#). To the greatest extent, maintain at least six feet of social distancing between yourself and the people who don't live in your Household.
- [Wear a Face Covering](#). Cover your mouth and nose with a Face Covering in public settings and when around people who don't live in your Household.
- Routinely [clean and disinfect](#) frequently touched surfaces.
- [Monitor Your Health Daily](#). Be alert of symptoms such as fever, cough, shortness of breath, or other symptoms. If you are experiencing any of these symptoms, stay home, and get tested.

### Indoor Risk

Scientists agree that the risk of transmitting COVID-19 is generally much greater indoors than outdoors. Consider the increased risk to yourself and your community while planning activities and dining. Any increase in the number of people indoors or the length of time spent indoors increases risk. Small rooms, narrow hallways, small elevators, and weak ventilation all increase indoor risk. Each activity that can be done outdoors, remotely, or by teleconference reduces risk. More detail can be found at [sfcdcp.org/indoorrisk](https://sfcdcp.org/indoorrisk)

### The Role of Ventilation

Good ventilation controls droplets and infectious particles to prevent COVID-19 transmission by:

- removing air containing droplets and particles from the room,
- diluting the concentration of droplets and particles by adding fresh, uncontaminated air,
- filtering room air, removing droplets and particles from the air.

Whenever you are in a room or space that has been shared or is shared with people from outside your household assure yourself that there is good ventilation and that doors and windows are open, if possible.

## Guidance for All Guests at Lodging Facilities

### Before Your Stay

- Lodging facilities are required by The Health Officer of the City and County of San Francisco to provide all guests with a [Screening Handout](#) prior to their stay.
- Review your Lodging Facility's mechanisms for remote check-in, mobile room key, and contactless payment options that would minimize your contact with others.
- Make sure you packed all your essentials, including medicines, tissues, disinfectant wipes, etc.
- Consider bringing your own non-essentials including pens, papers, drinks, cups etc.
- Review the Lodging Facility's COVID-19 policies. Your facility may have modified the availability of housekeeping services and may have removed frequently touched items such as TV remotes from your room. Some amenities such as indoor swimming or self-serve coffee may not be available.
- Flu vaccines are critical in the fight against COVID-19 by (1) keeping workers and communities healthy and (2) reducing strain on our healthcare and testing systems that are responding to COVID-19. Those over the age of 6 months are strongly encouraged to get a flu shot. Find out how to get one at [sfcdcp.org/flu](https://sfcdcp.org/flu).



### **CA Notify – another way for us to stop the spread**

CA Notify ([canotify.ca.gov](https://canotify.ca.gov)) is an app you can add on your smartphone. It uses Bluetooth technology to recognize when you and your phone have been in close proximity to others infected with COVID-19 to help stop the spread of the virus in our community.

If you are using CA Notify and you test positive, your diagnosis will not be shared with others. However, if other people in close contact with you are also enrolled in the app, they will be told they had an exposure. They will be told the date of the exposure, but not the time, location or identity.

If you are using CA Notify and you were exposed to someone who tested positive and they entered their result into the app, you will be told the date of the exposure, but not the time, location or identity.

CA Notify is available through Apple and Google. See [canotify.ca.gov](https://canotify.ca.gov) for more information.

### **COVID-19 vaccine is here**

The vaccine is one of the most important ways to end the pandemic. The FDA, CDC, and California's own Scientific Safety Review Workgroup have reviewed data from clinical trials to ensure the safety and effectiveness of COVID-19 vaccines. **We strongly encourage all persons to get vaccinated.** The first vaccines approved in the US are about 95% effective in preventing sickness from COVID-19, however we do not know how well they prevent infections that do not cause symptoms. This means that we do not know how common it is for a person who got the vaccine to carry the virus and transmit to others, including [those who have increased risk for severe illness or death](#). Therefore, it is still very important for those who are vaccinated, and for the rest of the population who waits for their vaccines, to continue using all the tools available to help stop this pandemic: wear a mask that covers your mouth and nose when outside your home, avoid get-togethers/gatherings, avoid being indoors with people you don't live with, stay at least 6 feet away from others, and wash your hands after touching shared objects or after touching your face. Find out more about the vaccine, including where and when to get it at: [sf.gov/covidvax](https://sf.gov/covidvax)

### **During Your Stay**

- Follow all signage. The Lodging Facility may have markers on the floors to help you maintain social distancing, some hallways may be marked for one-way travel, and elevators will have rider limits.
- No visitors. Because the risk of infection rises when members of different households share space, you are strongly encouraged to stay in your room or accommodations with only members of your household. For the same reasons, you must not use your accommodations to entertain visitors who are not household members with your group.
- Consider taking the stairs. Otherwise wait to use the elevator until you can either ride alone or only with people from your household.
- Minimize use of areas that may lead to close contact with other people, for example outside patios, outdoor pools, outdoor hot tubs, and salons. Intense exercise that leads to heavy breathing is much safer outdoors. Any activity requiring mask removal increases risk and is best postponed until returning home.
- Request contactless delivery for any room service order. If you ask for items to be brought to your room, ask that they be left at the door to avoid your exposure to others outside of your household.
- Minimize what you touch while staying in your room, especially areas that may be hard to clean such as inside the refrigerator, upholstered furniture, etc.



- If lodging with children, ensure that your children stay close to you and that they avoid touching any other person(s) or any item that does not belong to them. Children ages 2 and over are required to wear face coverings in San Francisco to the greatest extent feasible.
- Daily Housekeeping/Cleaning Service: All Guests should consider the increased risk of virus transmission when cleaning staff and Guests are breathing and touching surfaces in the same room— even when cleaning staff and Guests are not in the room at the same time.
  - Many to most COVID-19 positive individuals never show symptoms, so housekeeping staff must treat each room as if the Guest is COVID-19 positive. Asking for daily cleaning increases the risk of community transmission because housekeeping staff enter multiple environments inhabited by potentially COVID-19 positive individuals.
  - If you request Daily room cleaning, to minimize the risk of transmission for you and housekeeping staff, housekeeping staff will not begin cleaning until you have left the room, and you will not be able to return to your room until the housekeeping staff has completed your Daily room cleaning request. Cleaning service may take extra time because staff must take precautions against the spread of COVID-19 with enhanced safety and cleaning.

### Fitness Center or Gym

Fitness and exercise facilities and pools may or may not be open; see the [BCAT](#) for a list of current restrictions. Please review the [guidance on staying safe in fitness facilities](#).

### Dining Room and Coffee/Tea Shop

Dining rooms and coffee/tea shops may or may not be open; see the [BCAT](#) for a list of current restrictions. Please review our [guidance for safer dining](#).

### At the End of Your Stay

- Place anything that you will be leaving behind in the garbage or trash bins. This includes removing and disposing of any food items that may have been left in the refrigerator, freezer, and pantry.
- Open windows for as long as you can to help ventilate the room before cleaning staff must enter, unless weather or safety does not permit. If available, make sure your AC/heating unit is on to exhaust air from the room and provide fresh outdoor air.
- Ask for remote check-out that does not require you to be around others.
- To help prevent the spread of the COVID-19, do not delete the CA Notify ([canotify.ca.gov](https://canotify.ca.gov)) app for 14 days after you leave California. This will allow you to receive notice if you had possible exposure during your visit. If you test positive for COVID-19 after leaving California during the 14 days after your visit please report the exposure using the app.

## Additional Considerations for Guests if you are Isolating or Quarantining in a Lodging Facility

**When planning your trip, consider building in enough time in case you need to quarantine due to symptoms, close contact, or the recommendations of the California [Travel Advisory](#).**

Local guidelines for quarantine can be found at [sfcdcp.org/i&q](https://sfcdcp.org/i&q)



In addition to the guidance for all guests above, anyone who is isolating or quarantining in a Lodging Facility because they have COVID-19 symptoms, tested positive, or have been in Close Contact with someone who is positive (that is, if you answered yes to one of the screening questions) should take additional measures to make their stay safer. Refer to the guidance on [how to safely isolate and quarantine](#) and the detailed information in the [Screening Handout for Guests at Lodging Facilities](#) that was given to you by the lodging facility.

### **Before and During Your Isolation or Quarantine Time in a Lodging Facility**

- Plan for how you will stay entertained and feel supported while you stay away from people until your isolation/quarantine period ends.
- Make sure you packed all your essentials, including medicines, tissues, disinfectant wipes, etc. so that you do not have to leave your room for the period of your isolation/quarantine.
- **No Daily Housekeeping Service.** You must not ask for room cleaning unless there is an emergency, to avoid exposing cleaning staff to possible infection.

## Resources

Useful COVID-19 resources from San Francisco:

- [San Francisco Department of Public Health \(SFDPH\) COVID-19 Guidance: www.sfdcp.org/covid19](http://www.sfdcp.org/covid19)
- [City and County of San Francisco COVID-19 Information: sf.gov/covid](http://sf.gov/covid)

*The San Francisco Department of Public Health thanks you for your help in keeping yourself, your family, and your community safe amid the COVID-19 crisis.*