

UPDATED CORONAVIRUS MANAGEMENT GUIDELINES FOR HOTELS

The Greater Miami Convention & Visitors Bureau and the Greater Miami & the Beaches Hotel Association are committed to helping local hotel operators respond to challenges presented by the coronavirus. This set of guidelines will help hotels maintain a healthy environment for guests and staff.

We have created information cards for display in lobbies, break rooms and other areas where guests and staff may congregate. These cards outline simple steps individuals can take that can help prevent the spread of illness:

- Wash your hands often with soap and water for at least 20 seconds.
- If soap and water are not available, use hand sanitizer with at least 60% alcohol.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands.
- Avoid touching your face. Infection can enter through your eyes, nose or mouth.
- Avoid shaking hands.
- Avoid close contact with people who are sick.
- Strengthen your immune system with a balanced diet, plenty of sleep, regular exercise and by not smoking.

ON THE OPERATIONS SIDE, WE ADVISE HOTEL MANAGEMENT TO TAKE THE FOLLOWING

Communication

Communicate often with staff to remind them of the importance of adhering to sanitization guidelines. Inform guests that hotel management has introduced risk mitigation measures. Encourage guests and staff to reach out to management with any questions or concerns.

Supplies

Provide staff members with the necessary supplies to adhere to best practices. Regularly monitor staff to ensure that they are following proper protocol.

Business Continuity

Review business continuity plans to ensure that hotel management is prepared for a worst-case scenario. Develop an action plan in case a guest or staff member reports symptoms or infection. Communicate this plan to all employees. If necessary, consult the Florida Department of Health for guidance about quarantining guests or staff.

Cleaning Guest Service Areas

Regularly disinfect anything a traveler would touch frequently. This can include but is not limited to elevator call buttons, light switches, door handles, toilets and the front desk. Keep disinfecting wipes, hand-sanitizer and tissues easily accessible for staff and guests. Stock public and staff restrooms with sufficient sanitizing liquid soap.

Housekeeping

Stock housekeeping carts with disinfecting wipes, hand-sanitizer and disposable gloves. Housekeeping staff should wear gloves when cleaning guest rooms and handling trash. Dirty bed linens and towels should be handled as little as possible and kept separate from clean linens.

Food and Beverage

Keep disinfecting wipes, hand-sanitizer, tissues and disposable gloves easily accessible for kitchen and restaurant staff members. They should wear disposable gloves for food handling, food preparation and dishware clean-up.



PARTNERS IN HOSPITALITY

THE FOLLOWING ORGANIZATIONS ARE AVAILABLE TO PROVIDE UPDATES AND INFORMATION:

LOCAL RESOURCES

GREATER MIAMI CONVENTION & VISITORS BUREAU
305-539-3000
miamiandbeaches.com

GREATER MIAMI & THE BEACHES HOTEL ASSOCIATION
305-531-3553
gmbha.com

MIAMI BEACH CONVENTION CENTER
786-276-2600
miamibeachconvention.com/health-advisory-coronavirus-covid-19

MIAMI INTERNATIONAL AIRPORT
305-876-7000
miami-airport.com

PORTMIAMI
305-371-7678
miamidade.gov/portmiami

HEALTH INFORMATION RESOURCES

FLORIDA DEPARTMENT OF HEALTH CORONAVIRUS (COVID-19) CALL CENTER
866-779-6121, Monday-Friday from 8 a.m.-midnight (hours are subject to change)
Email COVID-19@flhealth.gov after hours and on weekends.
floridahealth.gov/diseases-and-conditions/COVID-19/index.html

FLORIDA DEPARTMENT OF HEALTH IN MIAMI-DADE COUNTY
305-324-2400
miamidade.floridahealth.gov

CENTERS FOR DISEASE CONTROL AND PREVENTION
cdc.gov/coronavirus/2019-ncov/index.html
800-232-4636

NATIONAL INSTITUTES OF HEALTH
nih.gov/health-information/coronavirus
301-496-4000

WORLD HEALTH ORGANIZATION
who.int/emergencies/diseases/novel-coronavirus-2019

TOURISM & MEETINGS INFORMATION

AMERICAN HOTEL & LODGING ASSOCIATION
ahla.com/facts-about-coronavirus

PCMA'S RESOURCE HUB: WHAT BUSINESS EVENT PROFESSIONALS NEED TO KNOW ABOUT THE COVID-19
pcma.org/coronavirus-business-events-professionals-need-to-know-faq

U.S. TRAVEL ASSOCIATION'S COVID-19 TOOLKIT
ustravel.org/toolkit/emergency-preparedness-and-response-coronavirus-covid-19

GOVERNMENT RESOURCES

U.S. CUSTOMS AND BORDER PROTECTION
305-810-5120
cbp.gov/contact/ports/field-office/miami

U.S. DEPARTMENT OF STATE
state.gov

U.S. DEPARTMENT OF STATE – BUREAU OF CONSULAR AFFAIRS
travel.state.gov/content/travel/en/traveladvisories/traveladvisories.html