CLARK COUNTY

RECOVERY FRAMEWORK

MULTI JURISDICTIONAL COVID-19 RETURN TO HOTEL/RESORT OPERATIONS

OPERATIONAL ANNEX A

JUNE 2020

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Executive Summary

Clark County, Nevada, is one of seventeen counties in the state, with a residential population of over 2 million persons living within 8,060 square miles bordering Arizona, California, and Utah. The incorporated cities and unincorporated towns and areas that make up Clark County are a major national and international tourist destination, and at any time prior to COVD-19 there were between 100,000 to 300,000 tourists from around the world visiting the area. The challenges presented with having such a diverse residential and international transient population located in the extreme climate of the high desert with limited transportation options requires optimal planning and efficient distribution of resources.

The Clark County Recovery Framework Multijurisdictional COVID-19 Return to Hotel & Resort Operations Plan (RFMJOP) is an annex to the Clark County Recovery Framework which provides the framework for the coordination of resources and processes related to the needs surrounding reopening business after a public health emergency in Clark County has been declared.

This plan defines the operational policies and procedures for Hotel and Resort properties to implement during the reopening phase after a public health emergency in Clark County.

The Clark County Recovery Organization will require dedicated coordination prior to and during an emergency. Recovery plans are critical for communities to return to normalcy as quickly as possible in order to stabilize the daily lives of so many residents in southern Nevada. The Clark County Office of Emergency Management and Homeland Security (CCOEMHS) will be responsible for the initial coordinating efforts.

- # **1** Introduction

1.1   Purpose

In the event of a public health emergency, the Southern Nevada Health District is the lead agency and serves as the authoritative source of information. The Clark County Multi-agency Coordination Center (MACC) serves as the single point of coordination and support for first responders, transitions to lead community recovery efforts, and most importantly provide a responsive and sensitive support system for those affected by the incident through standing up an Individual and Family Assistance Center (IFAC) either virtually or physically depending on the nature of the incident. The MACC becomes operational immediately after the initial impact of the incident; remains open during at various levels of activation throughout the short-term transition between immediate response and long-term recovery.

1.2 Scope

This plan engages the support and services of:

- **Southern Nevada Health District**
- **Clark County Office of Emergency Management & Homeland Security**
- **Clark County Social Service Department**
- **University Medical Center**
- **AMR/Medic West**
- **Nevada Resort Association**
- **Nevada Gaming Control Board**
- **Las Vegas Security Chiefs Association**

- ## 1.3 Situation

- ### 1.3.1 Disaster Condition

1. A public health emergency has occurred that involves the public health of the whole community.

2. Hotel & Resort Properties as well as their guests who are visitors to our community during the COVID-19 public health emergency requires information on the processes involved with the isolation, testing, and visitor transition to alternate non-congregate isolation lodging.

○   # 1.4 General Considerations

■   ## 1.4.1 Capabilities

The Nevada Gaming Control Board (GCB) established a list of recommended procedures, at minimum, for gaming properties to re-open. These procedures are not intended to be all encompassing. Other steps may be necessary and should be determined on an individual basis, and in consultation with the Board, as necessary.

All procedures performed during the reopening process must be in compliance with the Minimum Internal Control Standards (Group I licensees), the Internal Control Procedures (Group II licensees) or any Board approved variations of these standards/procedures that were active at the time of closure or were approved subsequent to the closure.

Resort properties are also required to submit to the GCB a reopening plan for more information about this process please refer to the following link:

https://gaming.nv.gov/modules/showdocument.aspx?documentid=16703

■   ## 1.4.2 Communications

Visitor Communications: The MACC has established a virtual Individual and Family Assistance Center to share information with visitors about what to expect should they test positive for COVID-19. The web address is EMERGENCY WEB ADDRESS and they may also call 702-XXX-XXXX for assistance from a "Navigator" affiliated with the Vegas Strong Resiliency Center. The Navigator is available to assist them with any issues or needs they may encounter as a result of testing COVID-19 positive while staying in our community.

Southern Nevada Health District Communications: If a provider calls the Health District with notification of a positive COVID-19 case who is reportedly staying at a hotel, the Health District will work to immediately notify the Security Chief at the property as soon as a positive, confirmatory lab report is received. This allows hotel/resort staff to quickly implement infection control measures and assist in identifying potentially exposed individuals. Hotel staff will be expected to provide any exposure details if available.

2 OPERATIONS

2.1 Isolation and testing

○   Upon initial screening, should a guest screen with a high temperature it is recommended that they are moved to an isolation space where they may cool down and be rescreened once acclimated to indoor temperatures. It is further recommended that resorts identify specific liaisons during this time to help guests understand their options, support guests with the necessary technology, make the appropriate phone calls, and liaison with UMC and AMR / MedicWest if additional testing is deemed necessary.

If testing occurs the guest must remain in isolation while awaiting test results. Results will be available within six hours of the specimen's arrival at UMC's lab. UMC will call the guest to provide test results. Guests can also view their test results online by signing up for UMConnect at https://umconnect.umcsn.com. Guests are encouraged to call 702-XXX-XXX for UMConnect login assistance should they encounter difficulties.

Due to HIPAA constraints UMC will not be in contact with the property, however resorts will be contacted by an SNHD surveillance investigator once they are notified of the positive results from UMC. There is an expedited process in place and notifications will be made 24 hours a day, seven days a week. Although the guest will receive confirmation before the property, the property will be notified within a very short period of time thereafter.

Depending on property medical staffing, please follow the process charts provided in 2.1.2 and 2.1.3 for testing and collection information.
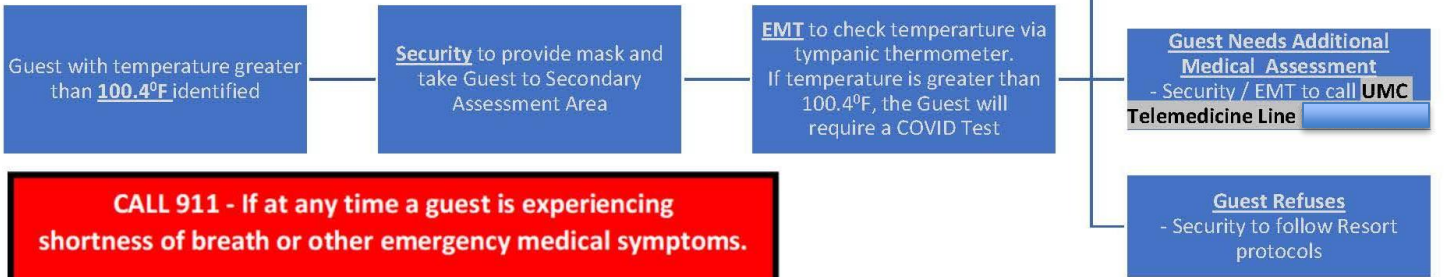
○   **2.1.2   EMT's on Property**

COVID Testing Algorithm - EMT On-Site
06/04/202

AMR. | MEDIC WEST
A Global Medical Response Solution

Identification – First Interactions

| Guest with temperature greater than 100.4°F identified | → | Security to provide mask and take Guest to Secondary Assessment Area | → | EMT to check temperarture via tympanic thermometer. If temperature is greater than 100.4°F, the Guest will require a COVID Test |

Guest Accepts Test
- Go to: "Testing - Specimen Collection" below

Guest Needs Additional Medical Assessment
- Security / EMT to call UMC Telemedicine Line

Guest Refuses
- Security to follow Resort protocols

CALL 911 - If at any time a guest is experiencing shortness of breath or other emergency medical symptoms.

Testing – Specimen Collection

| Guest to Register for Testing Call UMC at | → | EMT to collect & label specimen as per Specimen Collection Instructions, obtains a copy of Guest's Driver License or ID; and Guest's cell phone # | → | EMT to bag and store specimen on ice, and prepare it for pickup | → | EMT to call Courier at to pick up the specimen, and deliver it to UMC (UMC Drop Off |

Security to assist guest with self-isolation until test results come back

Results – Positive Test Actions

| Security will provide Guest with options per Resort Protocols | → | If Transportation is needed to a COVID Isolation Hotel | → | EMT / Security to call AMR Dispatch at and request an "AMR-T Transport for a COVID positive person" (not an ambulance) Information Required: 1. Caller Name & Phone Number 2. Guest Name & Phone Number 3. Origination: Resort Name, Address, Room # 4. Destination: Resort Name, Address, Room # 5. Number of Passengers |

○

o   ### 2.1.3   No EMT's On Property

COVID Testing Algorithm – No EMT's On Site
(Mobile Testing Unit On Demand) 06/12/2020

AMR | M
A Global Medical Response

Identification – First Interactions

Identified Guest with a temperature greater than 100.4°F.

Security will provide a facemask and take Guest to a Secondary Assessment Area

Security will re-check temperature via tympanic thermometer. If temperature is still greater than 100.4°F, the Guest will require a COVID Test

Guest Accepts
- Go to: "Testing - Collection" section

Guest Needs Ad Medical Asses
- Guest to call 702-3 access UMC Telem

CALL 911 - If at any time a guest is experiencing shortness of breath or other emergency medical symptoms.

Guest Refus
- Security to follo protocols

Testing – Specimen Collection

Guest to Register for Testing
Call UMC

Security to call AMR at
to "Request COVID Test"
Information Required:
1. Caller Name & Phone Number
2. Guest Name & Phone Number
3. Resort Name, Address, Phone #
4. Location of Guest on Property
5. Security to make and provide copy of Guest ID to EMT upon arrival

FMT Arrives: 1) EMT Calls Courier at to pick up the specimen. 2) Then EMT collects & labels Specimen as per Specimen Collection Instructions, obtains the copy of Drivers License or ID, and Guest's cell phone #

EMT to place Specimen Cooler" and have Secur OR hand to Courier if have Courier initial log OR take specimen to U not availabl

Security will assist Guest with self isolation until test results come back, if not already done.

Results – Positive Test Actions

Security will provide Guest with available Options per Resort Protocols

Security will call AMR at If non-medical transportation is needed to a COVID Isolation Hotel

When calling AMR, make sure to "AMR-T Transport for a COVID p guest" (not an ambulan Information Required 1. Caller Name & Phone Nu 2. Guest Name & Phone Nu 2. Pickup Resort Name, Address 3. Destination Resort Name, Addr 4. Number of Passenge

○   **2.2 Alternate Lodging Option for COVID-19 Positive Guest**

If a registered guest tests positive for COVID-19, and it is determined by management that they will be asked to relocate off property due to required self-isolation or quarantine, Clark County has contracted with the COVID HOTEL 702-XXX-XXXX. There will be no charge to your guest for their stay at this property. As a service to your customer, it is highly recommended, that a guest services liaison call and make the hotel reservation for the guest as well as arrange for non-emergency ground transportation with AMR-T (see 2.3 for details)

○   **2.3 Ground Transportation**

○   Guests who are COVID-19 positive but have mild symptoms that do not require hospitalization and are being asked by the property where they are registered to relocate to the alternate lodging facility, the guest may be assisted by AMR Transport (AMR-T) free of charge. This non-emergency medical transportation option is for confirmed COVID-19 positive guests who have mild symptoms (such as temperature above 100.4°F) and require no acute medical care during transport. In order to select the right transportation mode, call AMR-T Dispatch at 702-XXX-XXXX, request an "AMR-T transport for a COVID positive person," and be prepared to provide the following information: 1) Caller's name and phone number; 2) Guest's name and phone number; 3) Pick-up location name, address and room number; 4) Destination location name, address and phone number; 5) Number of passengers   **Please note that public transportation, taxicabs, Uber and Lyft are not appropriate transport options for people with confirmed or suspected cases of COVID-19.**

3 Information

3.1 Resort Information

Properties should refer back to this document for clarification of processes, a master phone directory is available in appendix A page 24. Also found in appendix A is the <u>Resort Employee Guide for Guest COVID-19 Telehealth Assessments and Diagnostic Testing</u> flyer, please refer to this for specific details on specimen collection, storage and transport. Also, please note that law enforcement is not engaged or a point of reference for this health emergency.

3.1.1 Resort Cleaning Recommendations

The Health District has established recommendations for a variety of businesses. For a list of guidelines for different types of facilities, the following link provides information for each type of facility, including restaurants and aquatic facilities: https://www.southernnevadahealthdistrict.org/coronavirus/guidance-to-reopen-businesses-and-permitted-facilities/ (*also found in appendix A*)

For a list of guidelines specific to hotel/resort properties for cleaning and disinfecting guest rooms, common areas utilized by a guest that is suspected or known to have COVID-19, the following links provide recommendations. These recommendations may also be found in the appendices to this document:

http://media.southernnevadahealthdistrict.org/download/COVID-19/reopening/snhd-reopening-cleaning-and-disinfecting-of-guest-rooms.pdf (*also found in appendix A*)

http://media.southernnevadahealthdistrict.org/download/COVID-19/reopening/snhd-reopening-enhanced-cleaning-of-guestrooms.pdf (*also found in appendix A*)

3.1.2 Recommendations for staff exposure

Anyone who has been exposed to a positive case of COVID-19 and is identified as a close contact,   should quarantine. "Close contact" to a case of COVID-19 is defined as someone who was within 6 feet for 15 minutes or more. https://www.cdc.gov/coronavirus/2019-ncov/php/principles-contact-tracing.html

Exceptions to quarantine are made in some circumstances to allow for contacts who are exposed, but remain asymptomatic to remain working. See critical infrastructure defined here. https://www.cisa.gov/identifying-critical-infrastructure-during-covid-19. According to CISA, Hotels and Casinos are listed as critical infrastructure under "Commercial Facilities". Should the agency decide to plan their response under this category, CDC has specific guidance (see below).

The CDC guidance for response planning for critical infrastructure agencies is found here h[ttps://www.cdc.gov/coronavirus/2019-ncov/community/critical-infrastructure-sectors.html](https://www.cdc.gov/coronavirus/2019-ncov/community/critical-infrastructure-sectors.html) If the agency decided to allow individuals exposed to a case of COVID-19, who remain asymptomatic, to continue working, the guidance includes but is not limited to:

Reduce transmission among employees and the public

●   Actively encourage sick employees to stay home.
●   Immediately send any employee who becomes sick during the day home or to seek further care from a healthcare provider.
●   Have sick employees follow CDC- recommended guidance. Employees should not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers and state and local health authorities.
●   Pre-screen employees (e.g., measuring the employee's temperature and assessing symptoms of COVID-19 prior to starting work) and perform regular medical monitoring (e.g., the employee should self-monitor for symptoms or follow up with the employer's occupational health program) of exposed workers.

Consult with an occupational health provider and state and/or local health officials to
      ensure   that medical monitoring is conducted appropriately.

●   Ensure exposed workers wear a facemask or cloth face covering in accordance with CDC and OSHA guidance and any state of local requirements.
●   Implement social distancing to minimize the chances of workers exposing one another.
●   Educate employees about how they can reduce the spread of COVID-19.
●   Please regularly check the CDC website as guidance is subject to updates often.

3.1.3 Specimen Collection for EMTs

Onsite EMTs collecting specimens for transport to UMC need to follow labeling processes set forth by UMC (see attached instructions in appendix A)

AMR/Medic West, Guardian Elite and Community Ambulance are aware of the labeling process in place.

3.2 Visitor Information

3.2.1 Resident guests

If a guest is a resident of Clark County or surrounding counties, and the guest is well enough to not warrant hospitalization, they will be asked to return home for home isolation. The property should provide the guest with the Health District visitor card (*found in appendix A*) and follow Health District guidance on getting tested for COVID-19. Non-emergency transportation to another property or home will not be provided for these guests. If the guest needs immediate medical attention, contact 9-1-1 for transport to hospital or the guest may choose to self-report to the hospital of their choice in their own personal vehicle.

3.2.2 Out of state guests

Visitors who arrive by air and subsequently become COVID-19 positive, require special accommodations due to their inability to return home until they are no longer symptomatic. Clark County has provided for alternate lodging and basic needs for these visitors to ensure they are

well-cared for while visiting our community. Please see the document titled "<u>Clark County Letter to Visitors</u>" found in the appendix A3 and <u>provide a copy to the guest</u>.

Visitors who self-transported to our community and feel well enough to return home should be encouraged to do so. Self-isolation will be more comfortable for these visitors if they are able to do so in their own surroundings as well as have the ability to seek medical attention from their home providers.

APPENDIX A

A-1

Visitor Information for Coronavirus Disease (COVID-19)

Symptoms

Symptoms may appear 2–14 days after exposure to the virus. The most common symptoms of COVID-19 are:

Fever
(100.4°F/38°C or higher)

Cough

Shortness of breath

Other symptoms include chills, shaking, muscle pain, headaches, sore throat and a new loss of taste or smell.

Learn more at **www.snhd.info/coronavirus.**

If you feel sick and have symptoms:

- Avoid contact with others.
- Contact your hotel's registration desk via your room telephone.
- Describe to the hotel staff your symptoms, travel history, and if you have been in contact with anyone known to have COVID-19.
- Remain in your room until contacted by hotel or health care staff.
- If you need immediate medical attention, instruct hotel staff to contact 911.

SNHD 05-20-2020

Resort Employee Guide for Guest COVID-19 Telehealth Assessments and Diagnostic Testing

UMC, AMR / MedicWest and Clark County have developed the following process to support local resorts as they address and resolve suspected COVID-19 cases. We recommend that resorts identify specific liaisons to help guests understand their options, support guests with the necessary technology, make the appropriate phone calls, and liaison with UMC and AMR / MedicWest.

If at any time a guest experiences shortness of breath or any other severe emergency medical symptoms, call 911 immediately.

Secondary Assessment Room Requirements

• In order to be successful, each secondary assessment room will require the following equipment:
  o Smartphone or tablet for telehealth assessments
  o Telephone for guests to use to call UMC to register for telehealth assessments and/or COVID-19 testing
  o Printer and scanner (each specimen collection bag must contain a copy of the guest's photo ID)

Making Contact with UMC

• After the resort follows its screening and quarantine process and determines that the guest requires further assessment, the resort may choose to offer the guest the option to seek telehealth services through UMC or the guest's own private provider, or to directly seek a COVID-19 diagnostic test performed by UMC.

• Should the guest choose UMC telehealth or a COVID-19 diagnostic test, please direct the guest to call ▮▮▮▮▮▮ to schedule an appointment for either service.

Specimen Collection and Storage

• If the guest receives a telehealth assessment with a recommendation for COVID-19 diagnostic testing or chooses to go directly to testing, the resort liaison must make contact with AMR / MedicWest.
  o **Resorts WITH On-Site EMTs from AMR / MedicWest**: The on-site EMT will collect the specimen and place it in a cooler with ice.
  o **Resorts WITHOUT On-Site EMTs from AMR / MedicWest**: The resort liaison must call AMR / MedicWest at ▮▮▮▮▮▮ and direct the team to the guest's location on property. There is a fee associated with this service. the EMT will place the specimen in a biohazard bag, and the specimen should be stored in a cooler with ice provided by the resort.

• Follow the UMC Lab specimen collection instructions and store the specimen at a temperature between 35°F-46°F before arranging for transportation to UMC's lab.

Specimen Transportation

• There are two options for transporting specimens to the UMC lab:
  o **Option 1**: The property self-transports the specimen directly to UMC. Call UMC Public Safety Dispatch at ▮▮▮▮▮▮, provide the estimated arrival time and meet UMC's team at the Adult Emergency Department ambulance bay (located off of Tonopah Drive between Charleston Boulevard and Pinto Lane).
  o **Option 2**: When the specimen is ready for pickup, please contact Specialized Delivery Services at ▮▮▮▮▮▮. Please provide specific instructions and have a team member meet the courier at an entrance with the specimen.

Test Results

• The guest should remain in isolation while awaiting test results.

• Results will be available within six hours of the specimen's arrival at UMC's lab. UMC will call the guest to provide test results. Guests can also view their test results online by signing up for UMConnect at **https://umconnect.umcsn.com**. Guests are encouraged to call ▮▮▮▮▮▮ for UMConnect login assistance.

• SNHD will contact the resort with test results, as needed.

Non-Emergency Medical Transportation

• If the result of the test is positive, the resort might ask the guest to relocate to a facility that reserves hotel rooms for people who have tested positive for COVID-19 but have mild symptoms that do not require a hospitalization.

• AMR Transport (AMR-T) can assist with transportation to the new facility. This non-emergency medical transportation option is for confirmed COVID-19 positive guests who have mild symptoms (such as temperature above 100.4°F) and require no acute medical care during transport.

• In order to select the right transportation mode, call AMR-T Dispatch at ▮▮▮▮▮▮, request an *"AMR-T transport for a COVID positive person*," and be prepared to provide the following information:

  1) Caller's name and phone number 2) Guest's name and phone number 3) Pick-up location name, address and room number
  4) Destination location name, address and room number 5) Number of passengers

• Public transportation, taxicabs, Uber and Lyft are not appropriate options for people with confirmed or suspected cases of COVID-19.

If you have any questions about this process, please call UMC at ▮▮▮▮▮▮ *and ask for the on-duty supervisor.*

A-3

Dear Valued Visitor,

We are happy to welcome back our visitors and patrons to the entertainment capital of the world. We also recognize that social distancing, and other health and safety protocols continue to be of utmost importance during this time of COVID-19 recovery and per Nevada State mandates.

If during your visit to Clark County you are exposed to COVID-19 or experience COVID-19 symptoms, and are required to self-isolate or quarantine for a period of time, Clark County has partnered with the below hotel property for this alternative stay and for your convenience.

Until you are able to resume your visit or travel home, your stay at [redacted] includes a hotel room, meals, linen service and non-emergent medical support at no cost to you. Additionally, onsite staff will assist you with making other arrangements that may arise during your stay.

WHAT HAPPENS NOW?

Testing: You will be tested for COVID-19. If you test positive, you will be transported to [redacted].

Transportation: You will be transported to the [redacted] by ambulance for your safety.

Baggage: Your personal items that are not able to be transported with you will be delivered to the [redacted] within four hours of your arrival.

Hotel Amenities: The pool and fitness center are not available for use. [redacted] is a non-smoking hotel. There are two designated outdoor smoking areas.

Well Care Concierge: Well Care Concierge staff will assist you with meal orders, linen changes, access to medical care and any other needs you may have during your stay at [redacted]. Well Care Concierge Kevin Morss can be reached at (702) 8[redacted].

Costs:
- Your hotel room, meals and Well Care Concierge services are free of charge, courtesy of Clark County.
- Costs incurred for items beyond those provided by the [redacted] and Clark County, such as sundries and outside food deliveries by GrubHub, Postmates, UberEats, etc. are not covered.
- COVID-19 testing may be charged to your existing insurance provider.

Your health and safety are our priority during your visit to Clark County. However, these times are still uncertain, and if you are exposed to the virus or experience symptoms during your visit, we will attempt to make the remainder of your stay as comfortable as possible. Stay safe and well!

A-4

Public Health Notice
June 5, 2020
Guidelines for Healthcare Providers Reporting COVID-19 Positive Patients Staying Onsite at Local Hotel and Resort Properties

<u>Situation</u>

As Southern Nevada hotels and resort properties reopen, there will be an increase in the number of guests from these facilities requiring medical evaluation and COVID-19 testing. SNHD is requesting the assistance of healthcare providers in immediately reporting to the Health District any visitor/guest of these facilities who tests positive for COVID-19.

<u>Recommendations for Healthcare Providers:</u>

- During interview and evaluation of any suspected COVID-19 case, take appropriate infection control precautions as recommended by the CDC and your facility's policies (https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Finfection-control%2Fcontrol-recommendations.html).
- In addition to the clinical history, please ask suspected COVID-19 cases about their travel history and whether they are currently guests at local hotel/resort properties.
- If patients confirmed to have COVID-19 are currently staying at a local hotel/resort property or were staying at the facilities while potentially infectious, immediately notify the Southern Nevada Health District (SNHD) Office of Epidemiology and Disease Surveillance (OEDS) at 702-759-1300, it's a 24/7 service with dedicated surveillance personnel.
- If available, report information about the individual's arrival dates, name(s) of hotel/resort that they have stayed at, their method of transportation to the medical facility, and the names of any travel companions.
- The Health District will work to immediately notify hotel/resort properties as soon as a positive, confirmatory lab report is received so that they can quickly implement infection control measures and assist in identifying potentially exposed individuals.

<u>Additional Information:</u>

The Health District is working with hotels, resorts and other community partners to rapidly screen, evaluate, diagnose, and isolate suspected COVID-19 cases staying at or visiting local hotel and resort properties. The ability to do this effectively is paramount in helping Southern Nevada to reopen safely and prevent a resurgence of COVID-19 transmission in our community.

Fermin Leguen, MD
Acting Chief Health Officer
Southern Nevada Health District

Health Alert: conveys the highest level of importance; warrants immediate action or attention
Health Advisory: provides important information for a specific incident or situation; may not require immediate action
Health Update: provides updated information regarding an incident or situation; unlikely to require immediate action
280 South Decatur Boulevard, Las Vegas, NV 89127 • Phone (702) 759-1000 • www.snhd.info

A-5

REOPENING

Cleaning and Disinfecting of Guest Rooms and Common Areas Used or Occupied by a Guest Suspected or Known to Have Coronavirus (COVID-19)

SNHD Southern Nevada Health District

This guidance provides recommendations on the cleaning and disinfection of rooms or areas occupied by suspected or confirmed COVID-19 cases. It is aimed at limiting the survival of the virus that causes COVID-19 in key environments. Please note that facilities may alternatively opt to close off affected areas/rooms for a period of not less than seven days. Once that time has elapsed, it would not be necessary to deep clean/disinfect to these standards, but the high touch areas should be cleaned and disinfected as described in "Enhanced Guest Room Cleaning." These recommendations will be updated as additional information becomes available.

Background

Based on what is currently known about the spread of COVID-19, it happens most frequently among close contacts (within about 6 feet). This type of transmission occurs via respiratory droplets. Likely transmission of COVID-19 to persons from surfaces contaminated with the virus has also been documented. Current evidence suggests that COVID-19 may remain viable for several days on a variety of materials. Cleaning of visibly dirty surfaces followed by disinfection is a best practice measure for the prevention of COVID-19 and other viral respiratory illnesses in community settings.

Cleaning and Disinfection Guidelines After Persons Suspected/Confirmed to Have COVID-19 Have Occupied a Guest Room

It is recommended to **close off areas used by suspected or confirmed COVID-19 cases and wait as long as practical before beginning cleaning and disinfection** to minimize the potential for exposure to respiratory droplets. If possible, **open outside windows to increase air circulation in the area** and wait up to 24 hours before cleaning and disinfecting.

- Once the suspected or confirmed COVID-19 case has checked out, treat the room as a "hot room" and deep clean it to ensure that any contamination has been removed. Consideration should be given to having a specially trained team available for the cleaning of rooms with known ill guests.
- Treat all areas of rooms with suspected or confirmed COVID-19 cases as if they are contaminated with a highly infectious organism.
- Staff entering the room should wear appropriate personal protective equipment (PPE), including a disposable mask, gloves, eye shield, disposable shoe covers, and a plastic disposable apron.
- Emetic or fecal accidents should be reported and cleaned as per the facility's Biohazard Response Plan.
- Discard all disposable paper products (e.g., tissues, toilet paper, cups, Keurig Cups, coffee filters).
- Remove all towels, linens, pillows, bedspreads, and blankets. Contaminated linen and other fabric materials should be placed carefully into separate laundry bags. They should be washed in a hot wash and completely dried. If an outside laundry is used, they should be advised that the laundry is potentially infectious.
- The disinfectant(s) used in the rooms needs to be registered by the EPA and on the EPA's List N.

A-5 Cont'd

REOPENING | **Cleaning and Disinfecting of Guest Rooms and Common Areas Used or Occupied by a Guest Suspected or Known to Have Coronavirus (COVID-19)**

◀ *Continued from previous page*

- Clean and disinfect high-touch areas such as taps, faucets, door and drawer handles, door latches, toilet or bath rails, telephones, rails on balconies, light and lamp switches, thermostats, remote controls, curtain pulls and wands, covers on guest information books, alarm clocks, hair dryers, irons, and pens.
- Carpets contaminated with vomit or diarrhea should be cleaned in a three-step process, similar to norovirus prevention. First, carpets must be cleaned with carpet detergent and hot water. Second, carpets must be disinfected by applying an appropriate disinfectant. Finally, carpets should be steam cleaned (158°F for 5 minutes or 212°F for 1 minute will inactivate the virus).
- Cleaning carpets without visible contamination should be performed using an EPA-registered disinfectant intended for porous surfaces and effective against the virus that causes COVID-19 (List N).
- Soft furnishings should be cleaned and disinfected with an appropriate cleaner and disinfectant.

Note: A sample response plan can be found in the Southern Nevada Health District regulations entitled "Regulations Governing the Sanitation and Safety of Public Accommodation Facilities 2006 Appendix G: Example Guest Room Clean-up Standard Operating Procedure (SOP)."

Public Areas visited by a suspected or confirmed COVID-19 case should be cleaned using the steps listed in the CDC guidance "Cleaning and Disinfecting Your Facility."

Rev. 5-14-2020

A-6

REOPENING

Enhanced Cleaning of Guestrooms During COVID-19 Pandemic

SNHD — Southern Nevada Health District

Facilities throughout Nevada have been closed due to the COVID-19 pandemic. As facilities reopen, the Southern Nevada Health District is recommending steps to reduce further transmission in our communities. The following information is based on Centers for Disease Control and Prevention (CDC) guidance and public health principles to help facilities open in a safe manner. SNHD's recommendation is to sanitize and disinfect as many of the surfaces guests come in contact with, including laundering as much of the linen as possible between guests.

The CDC states the length of time that coronavirus can live on surfaces is from a "few hours to several days". Time is a critical control with virus viability and SNHD recommends keeping rooms vacant for at least 24 hours between guests to minimize any possible virus spread.

Ultimately a facility needs to determine what their best management practices will be, keeping in mind SNHD's recommendations and their operational ability. These guidelines are intended for the initial phase of reopening the economy and are subject to change depending on how the outbreak progresses. The guidelines are intended to supplement your routine cleaning procedures.

Clean and Disinfect

- Clean visibly dirty surfaces using detergent and water. Follow with a registered disinfectant on EPA's List N. Follow the directions on the label for use, including contact time, to ensure safe and effective use of the products.
- Practice routine cleaning and disinfection of frequently touched surfaces. These include: tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.
- If your facility provides dishware in guest rooms, it is recommended that it is only provided upon guest request. Consider using disposable items where possible.

Soft Surfaces

- For soft surfaces such as carpeted floor, upholstered furniture, rugs, and drapes: clean the surface using soap and water or with cleaners appropriate for use on these surfaces as needed. Launder per manufacturer's directions or use a registered disinfectant from EPA's List N.
- Consider removing decorative pillows and other hard-to-clean items from guest rooms. All bed linens, blankets, comforters, pillow protectors, and towels must be changed upon guest checkout.
- When possible, bed pillows in guest rooms should be washed upon guest checkout or pillows can be fitted with an impervious cover. In that case, the used cover can be washed and a replacement provided for the next guest. If these options are not feasible, the next best practice is to enclose pillows in two cotton pillowcases that are changed in between guests. Any soiled or damp pillows should be laundered or discarded.

A-6 Cont'd

REOPENING / Enhanced Cleaning of Guestrooms During COVID-19 Pandemic

◀ *Continued from previous page*

- When possible, duvets or comforters should be washed upon guest check out. Ensure duvets and comforters are washed after a predetermined number of guest rentals as required by the Public Accommodation Regulations.
- Mattress encasements are recommended, covered with an extra pad or sheet which may be washed upon guest checkout.

Electronics

- For electronics, such as tablets, touch screens, keyboards, remote controls, consider putting a wipeable cover on electronics. Follow the manufacturer's instructions for cleaning and disinfecting.

Wear Disposable Gloves, Gowns and Masks for All Tasks in the Cleaning Process, Including Handling Trash

- Additional personal protective equipment (PPE) might be required based on the cleaning/disinfectant products being used and whether there is a risk of a splash. Additional personnel may be required, as the use of additional PPE may decrease staff productivity.
- Gloves and gowns should be removed carefully to avoid contamination of the wearer and the surrounding area.

Handwashing

- Always wash immediately after removing gloves and after contact with a person who is sick.
  - Hand sanitizer. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.
- Additional key times to wash hands include:
  - After blowing one's nose, coughing, or sneezing
  - After using the restroom
  - Before eating or preparing food
  - After contact with service animals or pets.
- Consider installing soap and hand towel dispensers at all available sinks so staff have increased availability to adequate handwashing facilities.

A-7

REOPENING

Public Accommodations Operating Checklist

SNHD Southern Nevada Health District

To reduce the spread of COVID-19 and comply with the Governor's orders and guidelines provided by the Centers for Disease Control and Prevention (CDC), the permit holder should consider implementing the following public health best practice interventions on this checklist.

Physical Facility

- ☐ Social distance cues are in place to maintain social distancing of 6 feet between people.
- ☐ If the facility has been partially or entirely closed, ensure that the water system has been properly flushed to prevent legionellosis. This may need to be done more than once when opening different floors, wings, or towers. If not already done, please complete this internet form: SNHD Baseline Survey COVID-19 Response.
- ☐ High-touch surfaces are removed or reduced where possible.
- ☐ Frequently clean and disinfect the floors, walls, and equipment.
- ☐ Follow an increased cleaning schedule for restrooms, customer areas, and employee areas.

Facility Operation

- ☐ Review the Biohazard Response Plan to ensure it is up to date.
- ☐ Ensure a Biohazard Event Log system is in place to document possible cases of COVID-19 for both employees and guests.
- ☐ Screen employees for illness daily using the Employee Screening Questionnaire.
- ☐ Screen all guests for fever and symptoms upon entry into the facility.
- ☐ Train all employees on the Employee Illness Policy and signs/symptoms of COVID-19.
- ☐ Verify that all employees are trained and have personal protective equipment (PPE) such as cloth face coverings, gloves, etc.
- ☐ Document all trainings provided to staff.
- ☐ Hand sinks and restrooms are stocked and operational.
- ☐ Portable handwashing stations are provided in areas where permanent facilities are not available.
- ☐ Ensure that the disinfectants used are listed as being effective for coronavirus and are on EPA's List N. Ensure that the products are not past their use-by date and are mixed at the proper concentrations and used following the label directions.
- ☐ Ensure housekeeping staff is trained on the increased sanitation and PPE requirements needed to maintain the facility.
- ☐ If a response team will be handling the cleaning of rooms which have been occupied by known or suspected cases of COVID-19, ensure training is up-to-date and that proper PPE is available. See the "Cleaning and disinfecting of guest rooms and common areas used or occupied by a guest suspected or known to have coronavirus (COVID-19)" handout for more detailed information.
- ☐ Frequently clean and disinfect high-touch surfaces (e.g., doorknobs, touch screens, counters, etc.).
- ☐ Recommend increased handwashing for employees.

A-7 Cont'd

REOPENING / **Public Accommodations Operating Checklist**

◀ *Continued from previous page*

☐ Provide hand sanitizer for customers and employees, if possible.

☐ Post informational signs (social distance, wear a cloth face covering, hand hygiene, respiratory etiquette, etc.).

☐ Create a system where staff can confidentially report persons exhibiting COVID-19 symptoms within the facility.

Program-specific

☐ Person in Charge is available and knowledgeable.

Rev. 5-26-2020

IMPORTANT NUMBERS

UMC Telehealth……………………………………………………...702-XXX-XXXX

AMR/Medic West………………………………………………....702-XXX-XXXX

(use this number if you do not have EMTs on property and need a test administered)

UMC Public Safety Dispatch…………………………………………..702-XXX-XXXX

(use this number if your team is transporting the specimen for AMR)

Specialized Delivery Services…………………………………………702-XXX-XXXX

(use this number for courier service to have specimen delivered to UMC - no cost to property)

Non-Emergency AMR-T Transport………………………………..702-XXX-XXXX

(transport for a COVID positive person to new lodging location)

EMERGENCY COVID HOTEL……………………………………………………...702-XXX-XXXX

(Isolation hotel - no cost to guests or property (ADDRESS OF EMERGENCY COVID HOTEL)

Any and all testing and collection questions should be directed to UMC

ask for the on-duty supervisor

702-XXX-XXXX

General process questions may be directed to the Clark County MACC

during business hours

702-XXX-XXXX