

**The Safety of your Guests and Employees is of utmost importance.
Below are three areas to consider as you welcome guests and employees back to your Hotel.**

We understand that you have many new safety precautions you are following as you begin to welcome guests and employees back to your property. COVID-19 has brought with it many new protocols, checklists and concerns. With that being said, there are many familiar risks that continue to be a threat as well, even more so than before. We offer the following suggestions as a supplement to your reopening strategy plan and all of the other good guidance offered, and mandates imposed, by departments of health, the Centers for Disease Control and other local, state and federal agencies.

HVAC and Water Filtration Systems – Your building and facilities have been closed for weeks, maybe months. During this time water may have been sitting stagnant and not treated on a regular basis. Water usage may have declined or stopped, chlorine and other chemicals may not have been running through pipes on a regular basis, and temperature fluctuations are a potential breeding ground for bacteria, especially Legionella. Over 45 species of the bacteria exist and half cause infections in humans. There are two forms of Legionella. One is a severe form of pneumonia and can be fatal. The other is less severe and similar to the flu. Besides your regular plumbing, we suggest you clean and flush your ice machines, water filtration systems, water fountains, water features, pools and hot tubs, saunas, steam rooms and water cooling/heating systems, among other facilities that rely on water. Refer to ICC's 2018 International Plumbing Code for guidelines on flushing and disinfecting. Visit our Resource Library for additional resources and suggestions. [SUITELIFE-Legionnaires-Disease-Prevention-03192021.pdf \(suitelifeum.com\)](#) The CDC offers a guide on Legionella Prevention Toolkit. <https://www.cdc.gov/legionella/downloads/toolkit.pdf>

Bed Bugs – Bed bugs have long been an unwelcome visitor for our industry. With locations sitting empty or at limited occupancy, lack of daily housekeeping may have quickly turned into a larger problem during this time period. Bed bugs can live for months to over a year, depending on the temperature, making them another concern that should be at the top of your list. We recommend a trained and certified bed bug removal firm be brought in to certify your facility is bed bug Free. By having a prevention plan, you could save time, extra expense, guest compensation and possible reputational damage, caused by a bed bug outbreak. You can find additional resources on our website - [Bed-Bugs.pdf \(suitelifeum.com\)](#)

Pool Safety/Viruses and Bacteria – During a time where guests are looking to resume relaxing vacations, you want to welcome them back with a clean pool, free of any potential illness. Pools and hot tubs are another common breeding ground for various viruses and bacteria. As you open up your aquatic amenities, you need to take great caution to check your water readings more frequently than before. Cryptosporidium is a dangerous virus that has been increasing in pools and spas at an alarming rate. It is easily transmitted and hard to kill. Even in a properly chlorinated pool, it can live for up to ten days. It infects a person when they drink contaminated water and it is spread very easily. Ensure that you have a checklist for monitoring levels, staff that is properly trained and have a water illness plan in place. Ensure that your pool rules are clearly posted and no one that has been ill in the past two weeks is able to enter the pool area. Please visit our website for more pool safety resources. [Pool manager's guide \(suitelifeum.com\)](#)