

Guidance for Hotels/Motels being used as Temporary Shelter for the Homeless Population

The Commonwealth of Virginia is currently responding to a public health emergency related to COVID-19. In an effort to provide shelter to the homeless population in hotels/motels across that state, the Department of Housing and Community Development (DHCD) and the Virginia Department of Health (VDH) have developed this guidance for hotels and motels. Because some people may not show symptoms but may be infected and at risk for spreading COVID-19, this guidance provides basic information on COVID-19 and suggests best practices to mitigate the spread of the virus. Hyperlinks are included in the guidance that provide more detailed information.

Specific Guidance for Housing At-Risk Populations

- Meet minimum environmental cleaning standards. This includes cleaning of high-touch surfaces and bathroom appliances with soap and water followed by [EPA-approved household cleaners](#), availability of hand washing supplies and hand sanitizers, appropriate use of personal protective supplies, posting of signs in multiple languages, enhanced disinfection when areas are affected by COVID-19 patients, and assurance of occupational and safety health standards and training.
- No shared air between rooms. Window or individual room units for air conditioning and heat with venting to the outside are best.
- To the extent possible, rooms should have doors that open to the outside with no shared corridor entrances.
- When possible, designate an entire floor for this purpose.
- Routine housekeeping services inside rooms should be altered. Clean sheets and towels should be delivered to the door, and guests have been instructed to place soiled sheets and towels in a plastic bag and set the closed bag outside the room door. Guests will also set trash cans outside the room door for trash collection.

About COVID-19

- COVID-19 (“Coronavirus Disease 2019”) is an infectious respiratory disease. Reported illnesses have ranged from mild symptoms to severe illness and death for confirmed COVID-19 cases.
- Symptoms typically appear 2-14 days after exposure.
- Most patients with confirmed COVID-19 have developed fever or report feeling feverish and/or report symptoms of acute respiratory illness (e.g., cough, difficulty breathing).
- The virus that causes COVID-19 spreads through respiratory droplets produced when an infected person coughs or sneezes.
- Currently, those at greatest risk of infection are persons who have had prolonged, unprotected close contact with a patient who is ill with COVID-19. These include healthcare workers and household members. Those who live in or have recently been to areas with sustained transmission are also at increased risk.

Basic Guidance for Employers

- [Interim Guidance for Businesses and Employers, Coronavirus Disease 2019 \(COVID-19\)](#)
 - Includes cleaning and disinfection recommendations if COVID-19 is suspected in a person at facilities that house people overnight.
 - Includes basic messages and strategies for employers in regard to employee health.
- Cleaning and disinfecting guidance in the absence of concerns about COVID-19 cases in a facility can be found at CDC’s [Get Your Home Ready](#) and includes routine cleaning of high-touch surfaces.

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Assurances of services (what hotels/motels can expect from homeless services organizations)

- The homeless services organization will ensure the following:
- Provide support to all guests sheltered in the hotel/motel and will be available to answer any questions or concerns you or your staff may have regarding guests and guest services.
 - Maintain regular communication with the guest including expectations while residing in shelter.
 - Provide guests with cleaning supplies and instructions on how to handle soiled linens and towels and how to dispose of trash.
 - Provide guests with all meals and necessities.
 - Provide guests with all pertinent signage and educational materials to decrease the spread of COVID-19.
 - Routine screening of all guests for symptoms of COVID-19.
 - If a guest becomes ill, the homeless services organization will be contacted.

Stay updated on the latest COVID-19 news in your area

[Local Health District](#)

[Virginia Department of Health COVID-19 Updates](#)



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