Interim Guidance for Preventing the Spread of COVID-19 in Hotels, Motels, and Other Lodging Facilities
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Chester County Health Department
Interim Guidance for Preventing the Spread of
COVID-19 in Hotels, Motels, and Other Lodging Facilities
This guidance is being provided by the Chester County Health Department, now operating in support of both Chester County and Delaware County.

Purpose

This guidance outlines precautions lodging managers and staff can take to improve guest and employee health and safety through the prevention of SARS-CoV-2, a novel coronavirus that has emerged and caused coronavirus disease (abbreviated as COVID-19). Even in the absence of COVID-19 cases in the establishment, it is recommended that hygiene services be enhanced at hotels, motels, and other lodging facilities.

Background

COVID-19 is an illness caused by a virus that can spread from person to person, and its symptoms can range from mild (or no symptoms) to severe illness. The virus is thought to spread mainly from person-to-person who are in close contact with one another (within about 6 feet). It is passed through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads. Early evidence suggests that the virus that causes COVID-19 can spread more easily than the virus that causes seasonal influenza, and it appears that the COVID-19 disease is more deadly than seasonal influenza.

COVID-19 Symptoms

Clinical features are fever or signs/symptoms of lower respiratory illnesses. Symptoms may include:

- Fever
- Cough
- Shortness of breath
- Human coronaviruses can sometimes cause lower-respiratory tract illnesses, such as pneumonia or bronchitis.

Transmission

Human coronaviruses are most commonly spread from an infected person to others through:
the air by coughing and sneezing;
• close personal contact, such as touching or shaking hands;
• touching an object or surface with the virus on it, then touching your mouth, nose, or eyes before washing your hands; and
• rarely, fecal contamination.

Prevention

The following can help prevent the spread of coronaviruses and protect employees and guests from becoming infected:

• Post signs throughout the facility describing ways to prevent the spread of germs (see attachments A-D)
• wash hands often with soap and water for at least 20 seconds;
• avoid touching eyes, nose, or mouth with unwashed hands; and
• avoid close contact with people who are sick.

There are currently no vaccines to protect against human coronavirus infection.

Routine Cleaning and Disinfection

In order to ensure sanitary environments, lodging facilities managers and staff can enhance hygiene services to improve guest and employee health and safety through the prevention of SARS-CoV-2, a novel coronavirus that has emerged and caused coronavirus disease (COVID-19). The following cleaning guidance is recommended to supplement routine cleaning procedures. Please note that this is an emerging event and guidance will be updated accordingly.

Cleaning refers to the removal of germs, dirt, and impurities from surfaces. Cleaning does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

Disinfecting refers to using chemicals to kill germs on surfaces.

WHEN CLEANING

• Wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash.
  o Additional personal protective equipment (PPE) might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash.
  o Gloves and gowns should be removed carefully to avoid contamination of the wearer and the surrounding area.
• Wash your hands often with soap and water for 20 seconds.
Always wash immediately after removing gloves and after contact with an ill person.
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 animals or pets.
  - Before and after providing routine care for another person who needs assistance (e.g., a child).

**HOW TO CLEAN AND DISINFECT**

Always clean surfaces prior to use of disinfectants. Dirt and other materials on surfaces can reduce the effectiveness of disinfectants. Clean surfaces using water and soap or detergent to reduce soil and remove germs. For combination products that can both clean and disinfect, always follow the instructions on the specific product label to ensure effective use.

**Clean surfaces using soap and water.** Practice routine cleaning of
- hard, non-porous surfaces;
- high touch surfaces, including counters, appliance surfaces, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, remote controls; and
- any other surfaces that are visibly soiled is recommended

**General Disinfection Guidance**

If EPA-registered products specifically labeled for SARS-CoV-2 (the COVID-19 virus) are not available, disinfect surfaces using a disinfectant labeled to be effective against rhinovirus and/or human coronavirus. EPA-registered disinfectants specifically labeled as effective against SARS-CoV-2 may become more commercially available at a future time and once available, those products should be used for targeted disinfection of frequently touched surfaces.

Label directions must be followed when using disinfectants to ensure the target viruses are effectively killed. This includes adequate contact times (i.e. the amount of time a disinfectant should remain on surfaces to be effective), which may vary between five and ten minutes after application. Disinfectants that come in a wipe form will also list effective contact times on their label.

For disinfectants that come in concentrated forms, it is important to carefully follow instructions for making the diluted concentration needed to effectively kill the target virus. This information can be found on the product label.
• **Hard, Non-Porous Surfaces**
  - **Use diluted household bleach solutions** if appropriate for the surface. Check to ensure the product is not past its expiration date. Unexpired household bleach will be effective against coronaviruses when properly diluted.
    - **Follow manufacturer’s instructions** for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser.
    - **To make a bleach solution**, mix
      - 5 tablespoons (1/3rd cup) bleach per gallon of water
      OR
      - 4 teaspoons bleach per quart of water
  - **Use alcohol solutions with at least 70% alcohol.**
  - **Household cleaners and disinfectants**: Clean the area or item with soap and water or another detergent if it is dirty. Then, use a household disinfectant.
    - **Follow the instructions on the label** to ensure safe and effective use of the product.

  Many products recommend:
  - Keeping the surface wet for several minutes to ensure germs are killed.
  - Precautions such as wearing gloves and making sure you have good ventilation during use of the product.

• **Soft surfaces**
  For soft surfaces such as **carpeted floor, rugs, and drapes**
  - **Clean the surface using soap and water** or with cleaners appropriate for use on these surfaces.
  - **Launder items** (if possible) according to the manufacturer’s instructions. Use the warmest appropriate water setting and dry items completely.
    OR
  - **Disinfect with an EPA-registered household disinfectant.** These disinfectants meet EPA’s criteria for use against COVID-19.

• **Electronics**
  For electronics, such as **tablets, touch screens, keyboards, remote controls, and ATM machines**
  - Consider putting a **wipeable cover** on electronics.
  - **Follow manufacturer’s instruction** for cleaning and disinfecting.
  - If no guidance, **use alcohol-based wipes or sprays containing at least 70% alcohol**. Dry surface thoroughly.

**Public Spaces – Lobbies, Dining Areas, Conference Rooms, Etc.**
Public spaces, common areas, and the front desk, need to be cleaned frequently. If possible, provide disposable disinfectant wipes to front-of-house staff to disinfect surfaces between
guests. Special attention should be given to objects that are frequently touched including tables in the lobby area, buttons on elevators, handles, door knobs, water fountains, and ice and vending machines. Pens at the front desk and room keys and key cards should also be cleaned with disinfectant.

- Close seating in all the dining areas.
- Close all fitness centers & gyms.
- Offer only prepackaged breakfast items.
- Ensure adequate handwashing supplies are provided and maintained.
- Post up-to-date information on COVID-19.
- Routinely and frequently clean all hands-on surfaces including entrance/exit doors.
- Provide hand sanitizer for public and staff use.
- Post signs throughout the facility describing ways to prevent the spread of germs.

**Public Restrooms**

- Set a schedule for cleaning and disinfecting facilities.
- Clean and disinfect touchable surfaces frequently.
- Provide proper cleaning and disinfecting supplies including instructions for use, as well as personal protective equipment (PPE) for workers.
- Provide and maintain adequate handwashing supplies (hand soap, running water, disposable hand towels, waste cans, etc.) and hand sanitizer.
- Make sure every sink is well-stocked with soap and hand drying materials for hand washing.
- Position a trash can near the exit to make it easy for employees and members to discard tissues, paper towels, etc.

**Restaurants, breakfast and dining rooms, and bars**

- Information and communication
  - Restaurants, breakfast, and dining room and bar staff should perform personal hygiene (frequent regular handwashing, cough hygiene) as strictly as possible.
  - Guests should be reminded when entering and leaving the restaurant, breakfast, or dining room to disinfect their hands with disinfectant gel, preferably located at the entrance to those facilities.
- Buffets and drinks machines
  - At the buffets, guests should avoid handling food.
  - Change tongs and ladles more frequently, always leaving these items in separate containers.
o Clean and disinfect the buffet surfaces after each service.
o The coffee machines, soda machines, and others, in particular the parts more in contact with the hands of users, should be cleaned and disinfected at least after each service and more often if necessary.

- Washing dishes, silverware, and table linens
  o All dishes, silverware, and glassware should be washed and disinfected in a dishwashing machine, including items that have not been used, as they might have been in contact with the hands of guests or staff.
o If for any reason manual washing is required, the usual steps should be followed (wash, disinfect, rinse), taking the maximum level of precautions.
o Drying should be carried out using disposable paper towels.
o Tablecloths and napkins should be washed in the usual manner.

**Fitness Centers & Gyms**
- Close all fitness centers & gyms.

**Laundry**
For clothing, towels, linens and other items
- Wear disposable gloves.
o Wash hands with soap and water as soon as you remove the gloves.
o Do not shake dirty laundry.
o Launder items according to the manufacturer’s instructions. Use the **warmest appropriate water setting** and dry items completely.
o Dirty laundry from an ill person **can be washed with other people’s items**.
o Clean and **disinfect clothes hampers** according to guidance above for surfaces.
o Bed scarfs and bedspreads should be washed more frequently.

**DISINFECTING YOUR FACILITY IF SOMEONE IS SICK**

- Close off areas used by the sick person.
o Open outside doors and windows to increase air circulation in the area. **Wait 24 hours (or as long as possible)** before you clean or disinfect.
o Clean and disinfect **all areas used by the sick person**, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, and remote controls.

**Once a symptomatic individual recovers and is permitted to leave isolation and return to daily activities, there are no special cleaning steps that need to be taken once they return.**
Preventative Actions for Hotel Workers

FOR MANAGERS

- **Educate workers** performing cleaning, laundry, and trash pick-up to recognize the symptoms of COVID-19.
- Provide instructions **on what to do if they develop symptoms within 14 days** after their last possible exposure to the virus.
- Develop **policies for worker protection and provide training** to all cleaning staff on site prior to providing cleaning tasks.
  - Training should include when to use PPE, what PPE is necessary, how to properly don (put on), use, and doff (take off) PPE, and how to properly dispose of PPE.
- Ensure workers are **trained on the hazards of the cleaning chemicals** used in the workplace in accordance with OSHA's Hazard Communication standard (**29 CFR 1910.1200**).
- **Comply** with OSHA's standards on Bloodborne Pathogens (**29 CFR 1910.1030**), including proper disposal of regulated waste, and PPE (**29 CFR 1910.132**).

STAFF SAFETY

- Train housekeeping staff to use the disinfectants safely and correctly. Staff should wear gloves when cleaning. Many of these cleaning products need to remain on hard surfaces for several minutes in order to work. Follow the manufacturer's instructions for proper use to get the most virus killing protection. Schedule and perform routine cleaning and disinfection of all contact surfaces in public areas, guestrooms, television remote controls, toilet flush handles, door handles, water faucet handles, and flooring.
- Ensure employees clean their hands according to CDC guidelines, including before and after contact with members, and after contact with contaminated surfaces or equipment. Train hotel staff and post signage to remind guests and workers to wash hands with soap and warm water frequently, for at least 20 seconds each time. If possible, provide alcohol- based hand sanitizer that contains at least 60% alcohol in all guest contact areas and to all staff. In addition, staff should be advised not to touch their faces and to practice "social distancing" by standing at least six feet away from guests and other workers.
- Educate staff on the most common signs and symptoms of coronavirus infection, which are fever, dry cough, and shortness of breath. Symptoms typically occur 1-14 days after exposure, though a small proportion of people who are infected don't have symptoms.
- Educate employees on proper use of personal protective equipment, cleaning chemicals and the hazards, and OSHA bloodborne pathogens standards.
Useful information can be found on the CDC website
https://www.cdc.gov/handhygiene/index.html

Employers should develop policies for worker protection and provide training to all cleaning staff on-site prior to beginning work. Training should include:
- An understanding of when to use personal protective equipment (PPE)
- What PPE is necessary and why
- How to properly don (put on), use and doff (take off) PPE (See attachment E)
- How to properly dispose of PPE
- Training:
  - Instructions for putting on and removing PPE:
    https://www.cdc.gov/hai/pdfs/ppe/ppe-sequence.pdf
  - Training video for putting on and removing PPE:
    https://www.youtube.com/watch?v=quwzg7Vixsw

Note that N-95 respirator is not needed, just a regular face mask.

If a Guest or Employee Becomes Ill

Lodging managers should maintain records that will help trace who has been in contact with any infected individuals that have been to the property. Review and implement a record keeping process to maintain records of guest and staff movement. These records should be kept for a minimum of 90 days. This includes maintaining guest registration records, employee work assignments, documentation of key control procedures including the electronic lock records, and security camera closed circuit tapes. This is especially important if someone in your hotel has been confirmed to have the virus.

Consult with the Chester County Health Department ((610) 344-6225 or healthoperationscenter@chesco.org) to determine appropriate actions if a guest or worker presents symptoms of COVID-19 disease, as well as how to respond if asked to quarantine guests. Public health officials at the state, federal, and local level have the legal authority to implement control measures to prevent the spread of communicable disease, such as isolation and quarantine, travel restrictions, and medical treatment.
Guidance for Hotels Providing Isolation and Quarantine Housing

There may be situations where hotels or motels are needed to provide housing for people who have potential exposure to the novel coronavirus disease (COVID-19). Quarantine is needed for a period of up to 14 days to observe an individual to ensure they do not develop symptoms. Sometimes housing is needed to isolate individuals who are diagnosed with COVID-19, but are not ill enough to be in the hospital.

Early reports suggest person-to-person transmission most commonly happens during close proximity (less than 6 feet) to a person infected with COVID-19. Transmission occurs primarily through respiratory droplets produced when the infected person coughs or sneezes. Droplets can land in the mouths, noses, or eyes of people who are nearby or may be inhaled into the lungs of those within close proximity. The contribution of small airborne particles that can be breathed in, sometimes called aerosols or droplet nuclei, if someone is in close proximity is currently uncertain. However, airborne transmission from person-to-person over long distances or through ventilation systems is unlikely.

Preventing transmission of respiratory pathogens in hotel and motel settings requires cleaning and disinfection procedures, separation of sleeping quarters and bathroom facilities, and avoiding congregate and shared spaces in the hotel.

RECOMMENDATIONS

**Educate Employees**
- Keep employees informed of the actions the facility is taking to protect them, answer their questions, and explain how they can protect themselves and others.
- Educate employees on the symptoms of COVID-19 and instruct them to report to management if they develop symptoms.

**Limit Guest Activities During Period of Quarantine or Isolation**
- Restrict guests in quarantine or isolation from using communal space and equipment, including ice machines, communal bathrooms, lobbies, etc.
- Food should be provided in single-service packages, and food being delivered should be left at the door and the guest notified that food has arrived to minimize interaction between staff and guest.
• All reusable glassware, plates, utensils, etc. should be removed from the room if possible, prior to the guest entering the room, to minimize items inside room that must be disinfected once room is vacant.
• Provide individual cleaning supplies for each room so that the guests can clean rooms themselves (tissues, paper towels, cleaners, EPA-registered disinfectants)
• Personal trash from guest rooms should be bagged and placed outside door for pickup by cleaning staff.
• Soiled linens should be bagged and placed outside door for pickup by cleaning staff.
• Implement the following procedures for cleaning staff when handling trash or laundry:
  o Wear disposable gloves and gowns when handling picking up laundry and removing trash
  o Changing gloves when moving from one room or area to another
  o Any hard surfaces such as laundry carts or counters where trash or soiled linen were stored should be cleaned and then disinfected using an EPA-registered disinfectant ([https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2](https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2))
  o Once gloves have been removed, staff should perform hand hygiene immediately by washing hands with soap and warm water for at least 20 seconds.

**Clean Room After a Quarantine or Isolation Guest Vacates**
• Rooms that have been vacated should be left closed until proper cleaning and disinfecting procedures can be completed.
• Vacant rooms should be left for at least 24 hours before staff enter for cleaning and disinfecting.
• Clean and disinfect all common touch surfaces in the room, including doorknobs, light switches, phones, bathroom fixtures, tables, chairs, keyboards, tablets, remotes, etc.
• Soft surfaces such as carpets, bedding, drapes, etc. should be cleaned to remove visible contamination. Launder all soft surfaces such as bedding, curtains, etc. if possible.
• All hard surfaces in rooms that have been vacated should be cleaned and disinfected using the following procedures:
  o Don (put on) appropriate PPE before cleaning, including disposable gown and gloves
  o Bring all supplies into the room at one time and before cleaning begins
  o Clean all surfaces first with a detergent or cleaning chemical, following manufacturer’s instructions
  o Rinse surfaces before applying an EPA registered disinfectant effective against coronaviruses. Follow manufacturer’s label instructions for disinfectant, including contact time needed.
Avoid application methods that produce aerosols or generate splash.

If additional guidance or consultation is needed, contact the Chester County Health Department at (610) 344-6225 or healthoperationscenter@chesco.org.
Attachment A: Wash Your Hands Poster (English)
Attachment B: Wash Your Hands Poster (Spanish)
Help prevent the spread of respiratory diseases like COVID-19.

- Avoid close contact with people who are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Avoid touching your eyes, nose, and mouth.
- Clean and disinfect frequently touched objects and surfaces.
- Stay home when you are sick, except to get medical care.
- Wash your hands often with soap and water for at least 20 seconds.

For more information: [www.cdc.gov/COVID19](http://www.cdc.gov/COVID19)
Chester County Health Department
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Attachment E: Sequence for Putting on and Taking Off Personal Protective Equipment

**SEQUENCE FOR PUTTING ON PERSONAL PROTECTIVE EQUIPMENT (PPE)**

The type of PPE used will vary based on the level of precautions required, such as standard and contact, droplet or airborne infection isolation precautions. The procedure for putting on and removing PPE should be tailored to the specific type of PPE.

1. **GOWN**
   - Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back
   - Fasten in back of neck and waist

2. **MASK OR RESPIRATOR**
   - Secure ties or elastic bands at middle of head and neck
   - Fit flexible band to nose bridge
   - Fit snug to face and below chin
   - Fit-check respirator

3. **GOGGLES OR FACE SHIELD**
   - Place over face and eyes and adjust to fit

4. **GLOVES**
   - Extend to cover wrist of isolation gown

**USE SAFE WORK PRACTICES TO PROTECT YOURSELF AND LIMIT THE SPREAD OF CONTAMINATION**

- Keep hands away from face
- Limit surfaces touched
- Change gloves when torn or heavily contaminated
- Perform hand hygiene
HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE)
EXAMPLE 1

There are a variety of ways to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Here is one example. Remove all PPE before exiting the patient room except a respirator, if worn. Remove the respirator after leaving the patient room and closing the door. Remove PPE in the following sequence:

1. GLOVES
   • Outside of gloves are contaminated!
   • If your hands get contaminated during glove removal, immediately wash your hands or use an alcohol-based hand sanitizer.
   • Using a gloved hand, grasp the palm area of the other gloved hand and peel off first glove.
   • Hold removed glove in gloved hand.
   • Slide fingers of ungloved hand under remaining glove at wrist and peel off second glove over first glove.
   • Discard gloves in a waste container.

2. GOGGLES OR FACE SHIELD
   • Outside of goggles or face shield are contaminated!
   • If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer.
   • Remove goggles or face shield from the back by lifting head band or ear pieces.
   • If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container.

3. GOWN
   • Gown front and sleeves are contaminated!
   • If your hands get contaminated during gown removal, immediately wash your hands or use an alcohol-based hand sanitizer.
   • Unfasten gown ties, taking care that sleeves don’t contact your body when reaching for ties.
   • Pull gown away from neck and shoulders, touching inside of gown only.
   • Turn gown inside out.
   • Fold or roll into a bundle and discard in a waste container.

4. MASK OR RESPIRATOR
   • Front of mask/respirator is contaminated — DO NOT TOUCH!
   • If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer.
   • Grasp bottom ties or elastic of the mask/respirator, then the top at the top, and remove without touching the front.
   • Discard in a waste container.

5. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE

PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS BECOME CONTAMINATED AND IMMEDIATELY AFTER REMOVING ALL PPE.
**HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE)**

**EXAMPLE 2**

Here is another way to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Remove all PPE before exiting the patient room except a respirator, if worn. Remove the respirator after leaving the patient room and closing the door. Remove PPE in the following sequence:

1. **GOWN AND GLOVES**
   - Gown front and sleeves and the outside of gloves are contaminated!
   - If your hands get contaminated during gown or glove removal, immediately wash your hands or use an alcohol-based hand sanitizer.
   - Grasp the gown in the front and pull away from your body so that the ties break, touching outside of gown only with gloved hands.
   - While removing the gown, fold or roll the gown inside-out into a bundle.
   - As you are removing the gown, peel off your gloves at the same time, only touching the inside of the gloves and gown with your bare hands. Place the gown and gloves into a waste container.

2. **GOGGLES OR FACE SHIELD**
   - Outside of goggles or face shield are contaminated!
   - If your hands get contaminated during globe or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer.
   - Remove goggles or face shield from the back by lifting head band and without touching the front of the goggles or face shield.
   - If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container.

3. **MASK OR RESPIRATOR**
   - Front of mask/respirator is contaminated — DO NOT TOUCH!
   - If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer.
   - Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front.
   - Discard in a waste container.

4. **WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE**

**PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS BECOME CONTAMINATED AND IMMEDIATELY AFTER REMOVING ALL PPE**