



City and County of San Francisco
DEPARTMENT OF PUBLIC HEALTH
ENVIRONMENTAL HEALTH

London N. Breed, Mayor
Grant Colfax, MD, Director of Health

Stephanie K. J. Cushing, MSPH, CHMM, REHS
Director of Environmental Health

March 12, 2020

Dear Residential Hotel Administrator/Manager/Owner/Operator:

Enclosed please find a copy of Order C19-04 of the San Francisco Health Officer, issued March 10, 2020. The attached order requires that Residential Hotels within the City and County of San Francisco ("City") **immediately engage in enhanced cleaning measures until April 21, 2020**. The virus that causes Coronavirus 2019 Disease is easily transmitted, especially in group settings, and it is essential that the spread of the virus be slowed to insure the ability of public and private health care providers to handle the influx of new patients and safeguard public health and safety. This Order is issued based on evidence of increasing occurrence of Novel Coronavirus Disease 2019 ("COVID-19") within the City and throughout the Bay Area. Complications from infection by the COVID-19 virus include serious illness or death. Rates of serious illness or death increase substantially in populations over 60 years of age or those living with chronic health conditions. A substantial number of these people live in Residential Hotels in the City. This Order is issued to prevent the spread of the COVID-19 virus among vulnerable residents of the City as the San Francisco Department of Public Health (DPH) and the Health Officer continue working to prevent the spread of this contagious disease.

Instructions:

1. Read the Order. It imposes immediate obligations on your facility and staff. Cleaning enhancements are mandatory for at least the next six weeks.
2. Read "Attachment A" to Order as well as the "Center for Biocide Chemistries COVID-19 Fighting Products."
3. Read the insert, "Interim Guidance: Preventing Spread of COVID-19 in Community Congregate Living Settings for Those Who are Housed in Private Rooms."
4. Check the DPH website every day for updates. The Order and any updates are available online at:

<https://www.sfdph.org/dph/alerts/coronavirus.asp>
5. Please stay up-to-date on this rapidly evolving situation by visiting www.sfdph.org or www.sf72.org. Additional information regarding how to protect yourselves and your loved ones from infection can be found at www.cdc.gov/coronavirus/2019-ncov.

We appreciate your understanding and patience as the City and County of San Francisco works to insure the well-being of the public.

Sincerely,

Stephanie K.J. Cushing, MSPH, CHMM, REHS
DIRECTOR OF ENVIRONMENTAL HEALTH,
POPULATION HEALTH DIVISION
SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH

**ORDER OF THE HEALTH OFFICER No. C19-04**

DATE ORDER ISSUED: MARCH 10, 2020

Please read this order carefully. Violation of or failure to comply with this order constitutes a misdemeanor punishable by fine, imprisonment, or both. (Cal. Health & Safety C. §§ 120295 et seq.)

UNDER THE AUTHORITY OF CALIFORNIA HEALTH AND SAFETY CODE SECTIONS 101040, 101085, AND 120175, THE HEALTH OFFICER OF THE CITY AND COUNTY OF SAN FRANCISCO ("HEALTH OFFICER") HEREBY ORDERS:

1. **Effective as of the date of this Order, and for the limited duration specified in Section 8 below, Owners and/or Operators of each and every Residential Hotel, as those terms are used and defined in San Francisco Administrative Code Chapter 41, must fully and immediately comply with Minimum Environmental Cleaning Standards set forth in Attachment A to this Order. This Order applies only to common areas of Residential Hotels including, but not limited to, shared bathrooms, kitchens, common rooms, lobbies, hallways, and doorways.**
2. **"Minimum Environmental Cleaning Standards" means minimum standards for sanitation and hygiene procedures as described in the San Francisco Department of Public Health COVID-19 Minimum Environmental Cleaning Standards for Business, School, and SRO Settings (March 9, 2020), a copy of which is attached to this Order as Attachment A and incorporated by reference. A current copy of the Minimum Environmental Cleaning Standards will be available on the San Francisco Department of Public Health website located at:
<https://www.sfdph.org/dph/alerts/coronavirus.asp>**
3. **The Health Officer may amend or update the Minimum Environmental Cleaning Standards from time to time by amending or updating its website. It is the responsibility of every Owner and Operator of a Residential Hotel to conduct daily checks of this website to confirm that no changes or amendments to the Minimum Environmental Cleaning Standards have been made.**
4. **Residential Hotel Owners and Operators are responsible for maintaining a compliance log containing, at minimum, a description of the date and time of cleaning, areas cleaned, and the initials of the person or persons who conducted the cleaning. Owners and Operators of Residential Hotels must immediately produce the compliance log upon demand from the Health Officer or their designee.**
5. **Residential Hotel Owners and Operators are responsible for taking reasonable steps to ensure that any employees and/or contractors implementing Minimum Environmental Cleaning Standards are properly trained and equipped to safely conduct cleaning duties in order minimize COVID-19 exposure risk.**

6. **This Order is based on scientific evidence and best practices currently known and available. This Order is intended to prevent the spread of the virus that causes Coronavirus 2019 Disease (“COVID-19”) to and among the residents of Residential Hotels and to protect those residents from avoidable risk of serious illness or death resulting from COVID-19. A high percentage of Residential Hotel residents are sixty years of age or older, experience serious health complications, or both. Recent epidemiologic studies show that many Residential Hotel residents suffer from respiratory, cardiac, immunity, and other serious health complications. Many Residential Hotels contain environmental problems such as mold growth, poor sanitation, broken plumbing, and poor ventilation. Taken together, these factors place many Residential Hotel residents at high risk of experiencing serious health complications from COVID-19, including death. Application of Minimum Environmental Cleaning Standards will decrease the probability of contact with the COVID-19 virus while also improving environmental conditions affecting respiratory health.**

7. **This Order is issued in accordance with, and incorporates by reference, the March 4, 2020 Proclamation of a State of Emergency issued by Governor Gavin Newsom, the February 25, 2020 Proclamation by the Mayor Declaring the Existence of a Local Emergency issued by Mayor London Breed, and the March 6, 2020 Declaration of Local Health Emergency Regarding Novel Coronavirus 2019 (COVID-19) issued by the Health Officer.**

8. **This Order will be effective until 11:59 p.m. on April 21, 2020, or until it is earlier rescinded, superseded, or amended by the Health Officer or by the California Public Health Officer, in writing. This Order may be extended for the protection of Residential Hotel residents based on conditions at that time.**

9. **Immediately upon receiving this Order and for the duration of the Order’s effectiveness, Residential Hotel Owners and Operators must provide notice of the Order in all of the following ways: (1) post this Order on the Residential Hotel website (if any); (2) post this Order on any common message boards in the Residential Hotel; (3) post this Order at all entrances to the Residential Hotel; and (4) provide this Order to each Residential Hotel resident.**

IT IS SO ORDERED:



 Tomás J. Aragón, MD, DrPH,
 Health Officer of the
 City and County of San Francisco

3/10/2020

 Date

The Order Served in Person:

By: _____

 (Date Served)



Attachment A

COVID-19 Minimum Environmental Cleaning Standards For Businesses, Schools, and SRO Settings

March 9, 2020

This guidance provides confirmation of the cleaning and disinfection standards for rooms or common areas of businesses, schools, and SRO settings. It aims to limit the survival of novel coronavirus in key environments. These recommendations are based on what is currently known about the (COVID-19) and will be updated as needed and as additional information becomes available.

Intended audience: These guidelines are focused on community, non-healthcare facilities (e.g., schools, institutions of higher education, offices, daycare centers, businesses, community centers) that do and do not house persons overnight.

Highlights of Public Health Order and Attachment A

The Order applies only to common areas of residential hotels.

1. On a daily basis or more frequently when needed, clean and disinfect surfaces like doorknobs, tables, desks, bathroom and kitchen surfaces, handrails, elevator controls, light switches, and other frequently touched surfaces.
2. Maintain a compliance log for all common areas—a log that records areas cleaned, date, time, and cleaning staffs' initials.
3. Provide hand sanitizers in all common gathering areas, such as the kitchen, bathroom, computer lounge.
4. Provide soap in a dispenser at all communal sinks.

Always wear disposable gloves when cleaning and use disinfectants according to the manufacturing instructions on the product label!

How does the COVID-19 spread?

The virus spreads from person-to-person through close contact (within about 6 feet).

Can COVID-19 spread by contaminated surfaces?

There is still so much to learn about the virus, but the spreading of the virus from surfaces to people has not been documented yet. Current evidence suggests that the virus may remain infectious for hours to days on surfaces made from a variety of materials.

How can I clean to protect myself and others?

Practice routine cleaning of frequently touched surfaces (for example: tables, doorknobs, light switches, handles, desks, toilets, faucets, sinks) with household cleaners. Clean on a daily basis, increasing frequency if surfaces are found to be dirty during spot-checks performed throughout the day.

Cleaning staff should clean and disinfect all areas (e.g., offices, bathrooms, and common areas) used by the ill persons, focusing especially on frequently touched surfaces.

Is it necessary to use a disinfectant?

If surfaces are dirty, clean them first using a detergent and water and then disinfect them.

Which types of disinfectants will kill the COVID-19?

A list of products suitable for use against COVID-19, prepared by the American Chemistry Council's Center for Biocide Chemistries is attached. It is not complete or exhaustive; any disinfectant which the manufacturer states meet the EPA's Emerging Viral Pathogens (EVP) requirement can be used. Manufacturer's statements are most commonly found on the manufacturer's website or in letters issued by the manufacturer. When no such products are available, a dilute household bleach solution can be made from:

- 5 tablespoons (1/3rd cup) bleach added to one gallon of water or
- 4 teaspoons bleach added to one quart of water

Are there any precautions I should take when using disinfectants?

1. Make sure there is good ventilation during the use of the product when cleaning. Open available windows or doors to the outside.
2. Always use disinfectants according to the label instructions.
3. Use the safety equipment specified on the label.
4. Even if not required by the label wear gloves.
 - a. Fresh disposable gloves should be used for cleaning. Gloves should be changed immediately after using disinfectants. Do not attempt to reuse disposable gloves.
 - b. Clean the outside of reusable gloves immediately after using disinfectants. You can use your disinfectant to clean the gloves. **Always wash your hands immediately after removing your gloves. If running water is not available use hand sanitizer.**
5. Wear eye protection (goggles or safety glasses) if spraying cleaning chemicals above shoulder height.
6. For concentrated products requiring dilution, do not use more of the product than is specified on the label. Using more product does not improve cleaning, but it may cause problems for the user and room occupants. Make sure there is good ventilation during the use of the product.
7. Do not use alcohol for cleaning, it is a fire hazard.

Are there additional instructions for facilities that house people overnight (including SROs)?

- Follow Interim Guidance for US Institutions of Higher Education on working with state and local health officials to isolate ill persons and provide temporary housing as needed.
- It is recommended to close off areas used by the ill persons and wait as long as practical before beginning cleaning and disinfection to minimize potential for exposure to respiratory droplets. Open outside doors and windows to increase air circulation in the area. If possible, wait up to 24 hours before beginning cleaning and disinfection.
- In areas where ill persons are being housed in isolation. This includes focusing on cleaning and disinfecting common areas where staff/others providing services may come into contact with ill persons, but reducing cleaning and disinfection of bedrooms/bathrooms used by ill persons to as needed.
- In areas where ill persons have visited or used, continue routine cleaning and disinfection as in this guidance.

How should surfaces be cleaned and disinfected?

- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, see "*Which types of disinfectants will kill the COVID-19?*" above.
- For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces. After cleaning:
 - If the items can be laundered, launder items in accordance with the manufacturer's instructions using the warmest appropriate water setting for the items and then dry items completely.
 - Otherwise, use products with the EPA-approved emerging viral pathogens claim that are suitable for porous surfaces

How should linens, clothing, and other laundered items be managed?

- Do not shake dirty laundry; this minimize the possibility of dispersing virus through the air.
- Wash items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry that has been in contact with an ill person can be washed with other people's items.
- Clean and disinfect hampers or other carts for transporting laundry according to guidance above for hard or soft surfaces.

What are the instructions for handling trash?

- Wear gloves.
- Only handle trash bags by their empty upper sections. Do not hold the trash bag against your body.
- Tie the trash bag off before placing it into the conventional (municipal) waste.

How can cleaning and disinfecting staff protect themselves?

- Cleaning staff should wear disposable gloves for all tasks in the cleaning process, including handling trash. If there is the possibility of body contact with an infected person or contaminated surfaces, gowns or disposable suits should be worn.
- Gloves and protective garments should be removed carefully inside out to avoid contamination of the wearer and the surrounding area. Be sure to clean hands after removing gloves.
- Gloves should be removed after cleaning a room or area occupied by ill persons. Clean hands immediately after gloves are removed.
- Cleaning staff and others should clean hands often, including immediately after removing gloves and after contact with an ill person, by washing hands with soap and water for 20 seconds. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains 60%-95% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.
- Follow normal preventive actions while at work and home, including cleaning hands and avoiding touching eyes, nose, or mouth with unwashed hands.
- Additional key times to clean 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)

Resources:

[Environmental Cleaning and Disinfection Recommendations - Interim Recommendations for US Community Facilities with Suspected/Confirmed Coronavirus \(March 6, 2020\)](#)

[Interim Guidance for Environmental Cleaning and Disinfection for U.S. Households with Suspected or Confirmed Coronavirus Disease 2019.](#)

Interim Guidance for [US Institutions of Higher Education](#)

