

[Company Logo]

COVID-19 Action Plan



Updated April 21, 2020

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Employee Screening

[Company Name] is committed to doing what they can to ensure that staff and guests at the hotel are safe. For this reason, [Company Name] will be asking everyone currently off property to do a health screening before arriving or returning to [Company Name]. This includes current staff members that stayed off property during the "Stay Home/Stay Safe" executive order as well as new staff members that will arrive on the island prior to opening. Everyone will be asked to fill out the Health Screening Checklist (see Appendix A). They will be asked to report any symptoms they are experiencing and have their temperature taken.

Human Resources will set up a health screening checkpoint in [add location]. Any staff arriving on property, must stop in to fill out the survey and get their temperature checked. This will also be a chance for the staff to find out information about COVID-19 and get their questions answered. Social distancing must be maintained during the screening process. Staff must remain six feet away from other employees until it is determined that they are safe to be around other staff.

Daily Screening

All staff members that are living on or off property are being asked each day by the Human Resources Coordinator whether they are showing the following symptoms: cough, sore throat, trouble breathing, runny nose, and/or fever. The staff member must respond by 11:00am via email. If the employee reports "all clear" for the fourteen days prior to the end date of the "Stay home/Stay Safe" executive order, then they will be allowed to return to work. If the employee experiences any symptoms within those fourteen days, the day count will start over. They must be symptom free for fourteen consecutive days.

Directions for Social Distancing, Self-Monitoring, and Self-Quarantining

Who should be taking which steps?

- Social Distancing: Everyone
- Self-Monitoring: Anyone who wants to make sure they aren't getting sick, any essential workers working at [Company Name] currently, and anyone living on [Company Name] property during the stay at home order
- Self-Quarantine: Anyone who has had close contact or lives with someone who has COVID-19, is suspected of having COVID-19, or has a confirmed case of COVID-19

Section 1: Social Distancing

- Keep six feet of space between people as much as possible.
- Avoid places at their busiest times.
- Use online, drive-through, or curbside services when possible.

- Avoid getting together in social groups.
- Work from home if possible and not considered an essential worker.

Section 2: Self-Monitoring

- Practice social distancing.
- Take and record temperature daily.
- Report any temperature of 100.4 degrees Fahrenheit or above and any flu-like symptoms to the Human Resources Manager. Ensure that they also know if the employee is susceptible to allergies.
 - Symptoms of COVID-19 may include: cough, shortness of breath or difficulty breathing, chest pain, sore throat, fatigue, muscle aches, chills, headache, abdominal pain, nausea, vomiting, or diarrhea.
- If someone that is self-monitoring develops these symptoms of illness, they will move into Self-Quarantine.
- If medical care is needed, the Mackinac Island Medical Center must be called in advance prior to going.
- Household members should practice social distancing.

The LMAS District Health Department, suggests everyone monitoring their health to do so twice per day, every morning and night. They are to watch for symptoms like cough, difficulty breathing, sore throat, runny nose, or a fever and write down any symptoms they experience. They should also take their temperature twice per day and record it. They should take their temperature:

- 30 minutes after eating, drinking, or exercising.
- Six hours after taking medicines that can lower their temperature such as acetaminophen/paracetamol, ibuprofen, or aspirin.
- After the thermometer has been cleaned with soap and water.

If they have a fever of 100.4 degrees Fahrenheit or higher, cough, or trouble breathing, they should call their doctor's office before seeking care and explain their symptoms to ensure they are not life threatening. Human Resources will record the temperatures and symptoms of sick employees.

Section 3: Self-Quarantine

- Under no circumstance should someone in self-quarantine go to work or enter public places. They should only consider leaving home if they need medical attention.
- They should avoid using public transportation to get to a medical provider or emergency department.
- They should wear a mask over their nose and mouth if they must leave the house to seek medical care.
- They should take and record their temperature daily and report any temperature of 100.4 degrees Fahrenheit or above to Human Resources.
- Report any onset of respiratory illness to Human Resources including cough, shortness of breath or difficulty breathing, chest pain, sore throat, muscle aches, chills, headache, abdominal pain, nausea, vomiting or diarrhea.
- If medical care is needed, call the Medical Center ahead of time.

- Contact with others in the home should be minimized.
- Items should not be shared with other household members or pets such as dishes, drinking cups, silverware, towels, or bedding. After using these items, they should be washed with soap and hot water.
- Cover coughs and sneezes with a disposable tissue or the upper part of one's sleeve. Dispose of tissues in a lined trash can. They should wash their hands immediately afterward.
- Hands should be washed frequently with soap and water for at least 20 seconds. This includes after using the restroom, coughing or sneezing, or when they are visibly dirty. If they do not have access to soap and water, use a hand sanitizer with 60% - 95% alcohol.
- Clean any item or surface that may have blood, mucus, vomit, urine, stool or other body fluids on them.
- They need to avoid touching their eyes, nose, and mouth with unwashed hands.
- They should clean their surfaces frequently with a solution of ¼ cup bleach to a gallon of water or disinfectant sprays or wipes daily. This includes “high-touch” surfaces such as phones, tablets, keyboards, doorknobs, bathroom fixtures, toilets, counters, tabletops and bedside tables. Wear rubber gloves if necessary and make sure the area is properly ventilated.
- Household members should practice self-monitoring.
- They should use a separate bathroom if possible. If a bathroom must be shared, wipe down all surfaces after the patient uses it. If the shower is shared, razors, washcloths, or body sponges should not be shared. Toothbrushes should be kept separate.
- Groceries will be left at the doorstep. The quarantined employees should wait until the person dropping them off leaves before opening the door and retrieving them.
- They should not cook food for anyone other than themselves.

Managing COVID-19 in the Workplace

The following questions reflect possible situations that could occur at [Company Name] and discuss the way that [Company Name] staff will respond in order to keep all staff living and working on property safe:

What to do when an employee shows up to work ill?

If an employee comes to work ill, they will be directed by [Company Name] staff to immediately call the Mackinac Island Medical Center during business hours at 906-847-3582 or the Mackinac Island Medical Center hotline if outside normal business hours at 906-328-0010. Someone is available on the hotline 24 hours per day. The employee should report all symptoms they have to staff at the Medical Center. Medical personal will let the employee know whether they should quarantine in their home or go to the Medical Center. After the call with the Medical Center, they should inform the Human Resources Manager at (906) 847-3036.

Anyone going to the Mackinac Island Medical Center should wear a face mask prior to leaving their residence if possible. All [Company Name] staff members are

encouraged to have some form of a face covering when they leave their residence. If someone does not have a face mask, one can be made out of cloth (see Appendix B).

If the symptoms are not severe and they are not in the hospital, the staff member will be self-quarantined for 14 days in their room. If they share a room with others (other than a spouse), they will be quarantined in the loft, spa housing, or room 2039. Each of these rooms has its own bathroom and kitchen.

What to do if visitors or customers have symptoms of illness, such as coughing or sneezing?

[Company Name] employees and guests should practice social distancing and stay six feet away from others, especially from those who are having symptoms.

[Company Name] will provide tissues for guest in public areas such as the Front Desk and [list the names of public areas]. No-touch hand sanitizer dispensers have also been installed around the property for both employees and guests to use, including [list locations].

If a guest is not feeling well and assistance is requested, the [Security Manager, HR Manager, Shift Manager], will call the guest directly. [Security, HR, Shift Manager] will get as much information over the phone as possible. Such calls will ascertain answers to the following six questions: 1. Do they have a fever, 2. Do they have a cough, 3. Do they have any body aches, 4. Do they have a headache, 5. Do they have a sore throat, 6. Have they knowingly come into contact with anyone who is sick with COVID-19.

[Security, HR, Shift Manager] will record said answers to these questions and provide them with the phone number for the Medical Center suggesting that they call first if they do feel their symptoms worsening and feel the need to visit them. If they have severe or potentially life-threatening symptoms, [Security, HR, Shift Manager] will call 911 for them.

If [Security, HR, Shift Manager] does have to visit the guestroom of the person feeling ill, it should only be if absolutely necessary. They must wear proper PPE including a face mask, goggles, and disposable gloves. They will stay six feet away from the guest. Once they are finished, they must dispose of their PPE, wash their hands, and change their clothing prior to going back to work. The guest's symptoms should be recorded and sent to Human Resources for tracking. The name, room number, and symptoms should all be tracked in case another guest has symptoms and [Company Name] needs to look for a pattern.

What should occur if one of [Company Name]'s employees just tested positive for COVID-19?

The LMAS District Health Department will notify the employee if they test positive. The employee will be instructed to stay home and self-quarantine (see "Self-Quarantine" on page nine). [Security, HR, Shift Manager] should immediately be made aware of anyone that has COVID-19. Human Resources will ensure a thermometer and letter of contact information, should they need anything, is left in that staff members room or quarantined space. If they have their own thermometer, they should use that.

This contact information will list the phone numbers of the General Manager, Human Resources Manager, and [any other Managers].

Human Resources will set up a time to call and check on them twice per day via phone. The staff member should self-monitoring (see "Self-Monitoring" on page eight) their symptoms and be prepared to report their temperature during one of those daily calls. These temperature readings will be recorded and saved in the [name of a shared document folder]. If the employee does not answer the phone call, [Security, HR, Shift Manager] will be alerted to do a wellness check.

Groceries will be dropped off to the quarantine rooms once per week by the Human Resources Manager on [day of the week]. If additional groceries are needed, they should let Human Resources know during one of their daily wellness calls. The Human Resources Manager will leave the groceries just outside the staff member's door and call to inform them that it is there for pick up.

If the employee is quarantined in Mackinaw City instead of Mackinac Island, all the same procedures are in place. They will have food delivered to them by a staff member living in Mackinaw City every [day of the week]. The wellness checks will still be made by Human Resources twice per day for the sick employee. Non-responsive employees will require an in-person wellness check from local authorities.

Note that confidentiality of the ill employee must be protected. Legally, a staff member, who is aware of the situation, cannot identify the employee by name to anyone other than Medical professionals.

The employees that are quarantined are asked to follow these rules:

1. Do not leave the housing unit unless it is an emergency.
2. If it is absolutely necessary to leave the housing unit, wear a facemask and avoid common areas in all the buildings on [Company Name] property.
3. Do not have visitors over.
4. Stay at least six feet away from other people in the household.
5. Do not share things like towels and utensils.
6. Use standard hygiene practices and wash their hands frequently.
7. Throw all used tissues in a lined trash can.
8. Cover your mouth when you cough or sneeze.
9. Limit contact with pets and animals.
10. Clean all high-touch surfaces daily.
11. If going to the Medical Center, call first at (906) 643-8585 before going in and wear a face mask before entering the building.

The Mackinac Island Medical Center will determine when the ill employee can return to work. Once the employee has recovered from COVID-19, their room and work space or office must be thoroughly cleaned (see "Cleaning an Employee's Apartment and Office After They Are Sick" on page thirteen). All suspected or confirmed cases of COVID-19 should be reported to the Mackinac Island Medical Center.

What should occur if one of [Company Name]'s employee's family members has a “suspected” (but unconfirmed) case of COVID-19?

Employees who have been in close contact to someone suspected of having COVID-19 should be in self-quarantine in their room for 14 days. If the COVID-19 positive staff member in the previous question shared a room with other employees, they too, should be quarantined for 14 days because they were in close proximity to someone with the virus. If anyone in self-quarantine starts to show symptoms, they should follow the return to work guidelines previously noted.

One of [Company Name]'s employees has a “suspected” (but unconfirmed) case of COVID-19. Will everyone be sent home?

In such a scenario, all co-workers and individuals that the employee may have come into close contact with while ill will be identified and advised to follow all of the same steps as outlined above for an employee who has tested positive for COVID-19, self-quarantining in their rooms for 14 days. Close contact can be defined as those individuals who had been within six feet of the affected employee for greater than ten minutes while the employee had symptoms.

When the Cafeteria opens to staff members, should they be concerned about getting COVID-19?

Those staff members working in the Cafeteria will be wash their hands and apply disposable gloves while disinfecting all the surfaces including the tables and chairs in the Cafeteria three times per day prior to each meal. After disinfection, gloves will be removed and hands washed. Single use plasticware will be used in the cafeteria to prevent staff from having to share utensils and cups.

In the cafeteria, [Company Name] employees are encouraged to avoid close contact. They should stay six feet away from others while sitting at the tables. If they feel more comfortable to eat in their rooms, they can take to-go items and do so. Grab-and-Go items will be available at all meal periods. The kitchen staff will serve food to employees from the buffet line to eliminate the need for staff to touch the same serving utensils. They will always be wearing gloves while preparing and serving food. Sanitizer stations and alcohol wipes are available throughout the kitchens and service areas.

Should employees avoid public areas around [Company Name] property?

It is up to the employee if they wish to enter or use public areas around property, but [Company Name]'s housekeeping team will be doing their best to ensure those spaces are cleaned and safe. Currently, they are cleaning these areas twice per day, seven days a week. Areas that are cleaned include [public areas and public restroom locations]. The housekeepers keep a checklist of all spaces cleaned each day and turn it in the General Manager at the end of the week. When the hotel is open, housekeeping will clean high touch points in public areas every two hours. All surfaces are wiped down using [Ecolab's or product you use] disinfecting spray.

Responding to Calls for Sick Employees

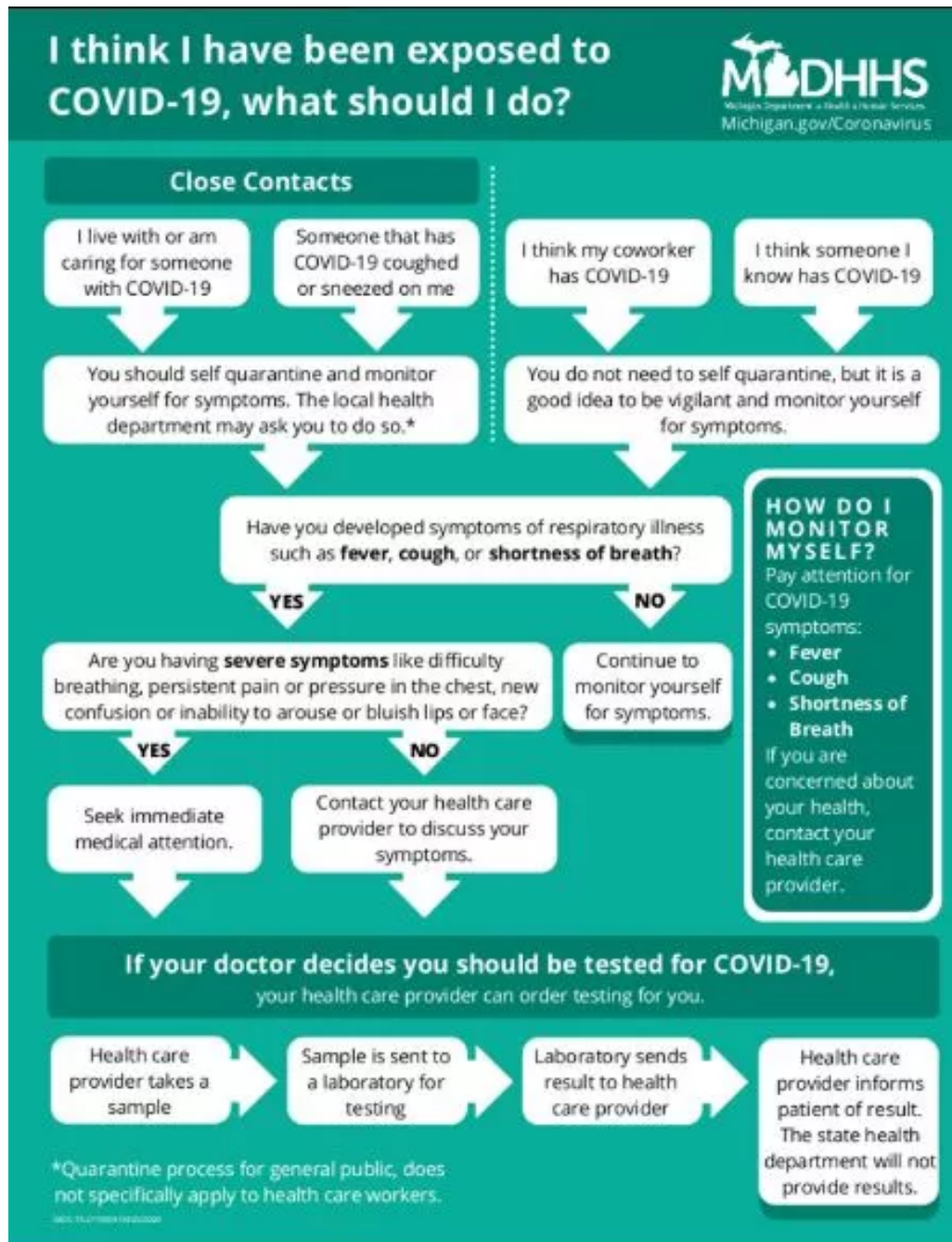
Both the Human Resources Manager and the [Security or Shift Manager] should be informed of a sick employee. The Human Resources Manager will call the employee and ask them to go to or stay in their room if they have a room to themselves. If they are sharing a room with others (other than a spouse), they will be placed into one of the rooms set aside for the quarantining of staff members including [list quarantine rooms with separate kitchen and bathroom].

Whenever the [Security, HR, Shift Manager] responds to a call of an employee that is feeling ill, they will ask the employee six questions via phone if possible: 1. Do you have a fever, 2. Do you have a cough, 3. Do you have any body aches, 4. Do you have a headache, 5. Do you have a sore throat, 6. Have you knowingly come into contact with anyone who is sick with COVID-19. The [Security, HR, Shift Manager] will then assess whether or not their symptoms sound mild or severe. If they are mild, they, along with the health department will advise the employee to self-quarantine in their room for 14 days or until they are not contagious (see "Return to Work Guidelines" on page five). If the symptoms are severe (as listed on page three), the [Security, HR, Shift Manager] will advise the employee to visit the Medical Center. The [Security, HR, Shift Manager] or the employee can call the Medical Center to alert them to their visit. [Security, HR, Shift Manager] will then relay all this information to the Human Resources department including the symptoms that this employee felt. After the encounter, the [Security, HR, Shift Manager] must wash their hands and change their clothes prior to returning to work.

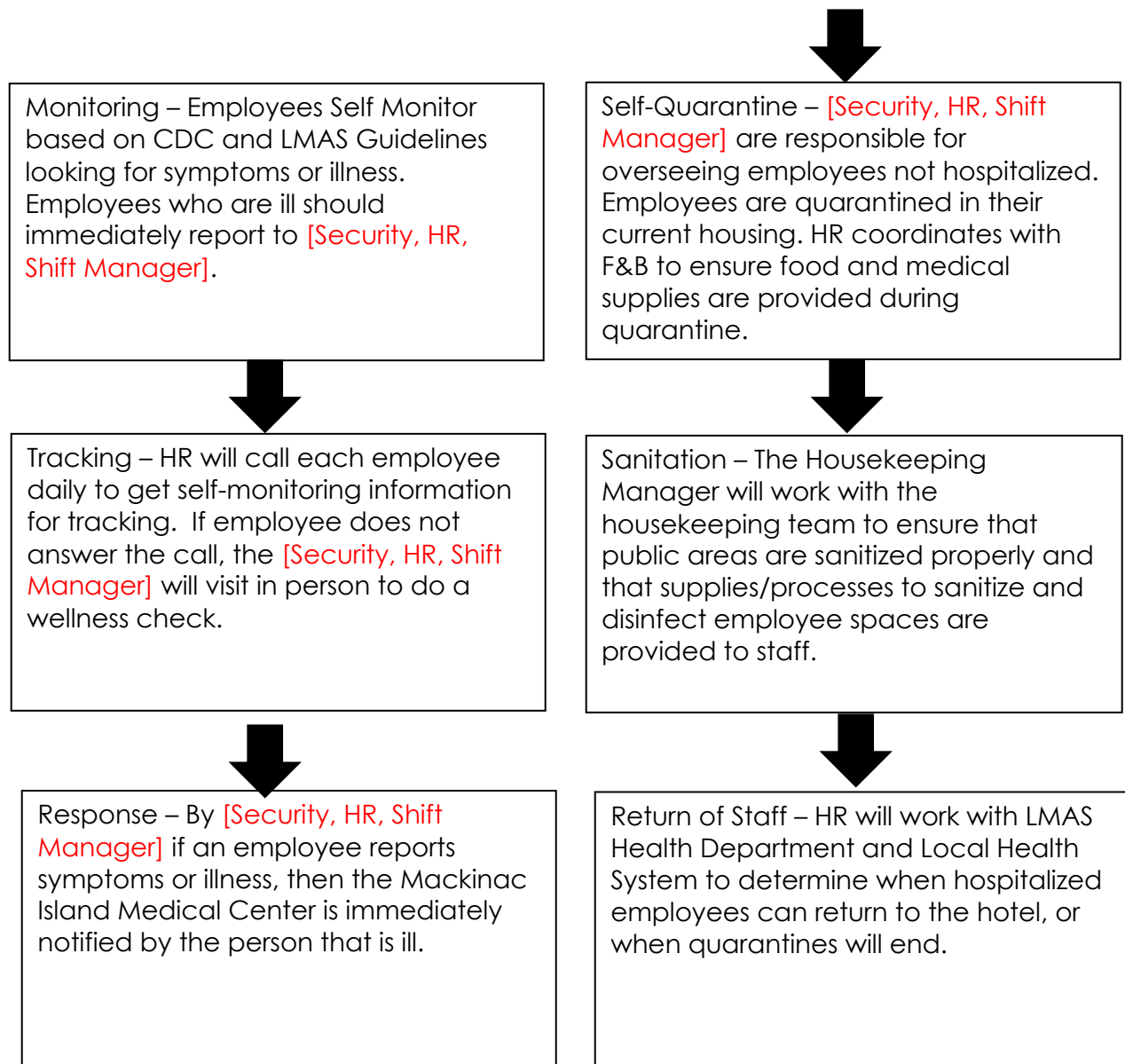
The Human Resources Manager is in charge of calling staff members in quarantine twice per day. If they do not get an answer, they will inform [Security, HR, Shift Manager]. The [Security, HR, Shift Manager] will first attempt to call the person themselves. If unsuccessful, they will wear disposable gloves, googles, and a mask and knock on the door to ascertain whether the employee is well or not. If they do not get an answer, they will open the door. The following are possible scenarios:

- If the employee answers the door and is fine, the [Security, HR, Shift Manager] will politely remind them what time of day they are supposed to answer the phone while staying six feet away from the employee.
- If the employee is not home, the [Security, HR, Shift Manager] will contact Human Resources to inform them.
- If the employee is asleep, the [Security, HR, Shift Manager] will wake them up without touching them if possible, to ensure that they are okay.
- If the employee is found unresponsive to verbal cues or nudging, the [Security, HR, Shift Manager] will immediately dial 911 and treat the situation like any medical emergency.
- If the employee is unable to talk due to difficulty breathing, the [Security, HR, Shift Manager] will dial 911 and call for EMS assistance.

What to do if someone thinks they have been exposed to COVID-19



Workflow of COVID-19 Monitoring and Response



Breakdown of Responsibilities

- Monitoring
 - All Employees must Self-Monitoring for flu-like symptoms.
 - If an employee is experiencing any, they must report it to [Security, HR, Shift Manager].
 - If going to the Mackinac Island Medical Center, they request that you call them first at (906) 643-8585.
- Tracking
 - Human Resources will keep records of all employee self-monitoring calls and results in a spreadsheet stored in a Dropbox Folder under [name of shared file].
 - The Human Resources Manager will call quarantined employees twice daily (in a given window of time so that employees know to pick up the phone).
 - The [Security, HR, Shift Manager] will be checking onsite employees who do not answer the Human Resource Manager's call. They will knock on the door to determine whether the employee is well or not.
- Response/Self-Quarantine
 - If the employee is asked to self-quarantine, then the guidelines contained in the MPR COVID-19 Action Plan are to be followed with daily check-ins from the Human Resources Manager.
 - If an employee begins to feel ill they should contact the Human Resources Manager, [Name] at [office number] during office hours or the [Security Manager or Shift Manager], [Name] at [Security's office number] if they cannot reach the Human Resources Manager or are not calling during business hours.
 - Should employees not have access to monitoring materials (thermometers) all efforts will be made to work with them to provide access. This will be coordinated through the Human Resources Manager. Thermometers will be stored by [Job Title].
- Sanitation
 - The Housekeeping Manager, [Name], and Human Resources will work with staff to ensure that sanitation processes are communicated to onsite staff and that sanitation/sterilization supplies are provided. [Housekeeping Manager's Name] will sanitize public areas during this shelter in place period and once the hotel opens.
- Return to Work
 - This discussion on whether an employee can return to work will be with the Human Resources Manager via phone who will be following up-to-date CDC and LMAS District Health Agency guidelines.

Cleaning an Employee's Apartment/Office After They Are Sick

If an employee has a confirmed case of COVID-19, may have been exposed to someone that has COVID-19, or is experiencing flu-like symptoms, they will be moved into one of the designated quarantine rooms if they do not have their own room. Human Resources will let the housekeeping team know when the quarantine period is over and they can clean their room and/or office.

The housekeeper that is cleaning these areas should wear the proper PPE including disposable gloves and a face mask to minimize their exposure to potentially contaminated surfaces. They must remember to avoid touching their face and eyes while cleaning. To prepare for the clean, they must first open a window for proper ventilation and bring a bleach solution or appropriate disinfectant with an indication of effectiveness against viruses.

In the apartment, disposable cloths and rags will be used to wipe all bathroom surfaces and frequently touched areas, such as doorknobs, armrests, light switches, remote control, etc. Next, using the disinfectant or bleach solution, they will mop the floor from one end to the other. Finally, the bedsheets, pillow covers, and blankets must be washed in a washing machine with detergent. In the office, they will use disposable rags to wipe down frequently touched areas such as keyboards, mouse, phones, table tops, light switches, doorknobs, etc.

After cleaning out the apartment, office and/or other work space, housekeeping must throw out all used cloths, rags, and wipes into a double-lined plastic trash bag with their mask and gloves still on. Next, they can remove gloves and surgical masks and wash their hands with soap and water. Afterwards, they should shower and change their clothes.

Guidelines When Traveling to Mackinac Island on Ferry Boat

If [Company Name] has more than 10 people (employees, contractors, or vendors) traveling to the island at one time, the Human Resources Manager will contact the boat line 48 hours in advance to coordinate the date, time, and number of employees/agents to be traveling to the island. This is being done to balance the loads on the vessel to ensure maximum social distancing can be maintained as best as possible. Failure to coordinate the travel in advance may cause delays in travel of employees/agents. Contact Andrea Green at Starline Ferry at 800-638-9892 ext. 200 or by email at officeoperations@mackinawferry.com

Anyone traveling by ferry should abide by the following guidelines:

- Maintain the self-monitoring of your everyday health as recommended by the CDC. Do not board the vessel if you have a fever or any other COVID-19 related symptoms such as a cough, diarrhea, vomiting, or a loss of sense of smell or taste.

- Wear a face mask in our waiting areas, in line for boarding, while physically on the vessel and during disembarking.
- While on the vessel follow the specific CDC social distancing guidelines as much as physically possible by separating into one of the various passenger compartments or outer deck areas of the vessel. We understand space may be limited, so please keep maximum distance between you and other passengers.
- Keep indoor waiting areas to ten people or less.
- When boarding the vessel, hold your ticket with barcode facing up and out to be scanned. After it is successfully scanned, place it in the collection basket provided near the deck hand performing the scanning.

When Staff should Wash/Sanitize their Hands when the Hotel is Open

All departments should wash their hands prior to starting a shift, before and after eating, after using the bathroom, and at the end of their shift. Everyone on property should wash their hands at least once per hour. In addition to this, engineering must sanitize their hands after leaving a guestroom and before entering another room. Housekeeping will wash their hands in the bathroom sinks after cleaning a room and when they enter a new guestroom. Finally, the front desk agents, servers, bartenders, and retail staff must sanitize their hands after every monetary transaction and ensure they wash their hands every hour. The keyboard, mouse, and POS systems in their areas should be wiped down during every shift change.

Helpful Phone Numbers

Emergency: 911

Mackinac Island Medical Center: 906-847-3582

- Open 10am-3pm Monday-Friday, closed on Wednesdays
- Call prior to visiting the Medical Center
- Do NOT visit the Medical Center if you have mild symptoms, only if they are severe

Mackinac Island Medical Center COVID-19 hotline: 906-328-0010

- Available 24 hours a day, seven days a week
- Provide screening, answer questions, and community support

State of Michigan COVID-19 hotline: 888-535-6136

- Phone number available from 8am-5pm, seven days a week
- Email COVID19@michigan.gov, open 24 hours per day, 7 days per week
- Public health and other experts will answer health-related questions about COVID-19

LMAS District Health Agency: 906-643-1100, extension 216

- Email is also an option: jlipnitz@lmasdhd.org or
- The Mackinac Island Medical Center will report to them any cases that are brought to their attention.

Substance Abuse and Mental Health Services Administration (SAMHSA): 800-985-5990

- Some members of the community may be dealing with elevated levels of anxiety, depression, or emotional distress as a result of the ongoing crisis. With that in mind, here is a resource that might help.
- If anyone is struggling with this, the Substance Abuse and Mental Health Services Administration (SAMHSA) has a Disaster Distress Helpline that provides 24/7, 365-day-a-year crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.
- The toll-free number provides confidential crisis support service from a trained crisis counselor.

Appendix A

COVID-19 Workplace Health Screening

Employee Name: _____

Date: _____ Time: _____

In the past 24 hours, have you experienced:

Subjective fever (felt feverish): _____ Yes _____ No

New or worsening cough: _____ Yes _____ No

Shortness of breath: _____ Yes _____ No

Sore throat: _____ Yes _____ No

Diarrhea/vomiting: _____ Yes _____ No

Current temperature: _____

If you answer "yes" to any of the symptoms listed above, or your temperature is 100.4°F or higher, please do not go into work. Self-quarantine at home and contact your primary care physician or Mackinac Island Medical Center AND let the Human Resources Manager know.

- You should quarantine at home for a minimum of 7 days since symptoms appear.
- You MUST have at least 3 days without fevers and improvement in respiratory symptoms.

In the past 14 days, have you:

Had close contact with an individual diagnosed with COVID-19? _____ Yes _____ No

Traveled by airplane internationally or domestically (other than to [Company Name])?
_____ Yes _____ No

If you answer "yes" to either of these questions, please do not go to work. Self-quarantine at home for 14 days AND let the Human Resources Manager know.

Appendix B

How to Wear a Cloth Face Covering

Cloth face coverings should:

- fit snugly but comfortably against the side of the face
- be secured with ties or ear loops
- include multiple layers of fabric
- allow for breathing without restriction
- be able to be laundered and machine dried without damage or change to shape



CDC on Homemade Cloth Face Cover:

The CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies), especially in areas of significant community-based transmission.

The CDC also advises the use of simple cloth face coverings to slow the spread of the virus and help people who may have the virus and do not know it from transmitting it to others. Cloth face coverings fashioned from household items or made at home from common materials at low cost can be used as an additional, voluntary public health measure.

Cloth face coverings should not be placed on young children under age two. The cloth face coverings recommended are not surgical masks or N-95 respirators. Those are critical supplies that must continue to be reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance.



Questions:

- Should cloth face coverings be washed or otherwise cleaned regularly? How regularly?
 - Yes. They should be routinely washed depending on the frequency of use.
- How does one safely sterilize/clean a cloth face covering?
 - A washing machine should suffice in properly washing a face covering.
- How does one safely remove a used cloth face covering?
 - Individuals should be careful not to touch their eyes, nose, and mouth when removing their face covering and wash hands immediately after removing.

Source: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>