

Hotels/Motels and Flooding

Flooding can interrupt power and damage property. Floodwater may damage records and equipment and cause structural damage. Below are some helpful tips to assist you before, during and after a flood.

Before a Flood

1. Develop an evacuation plan for staff and tenants. This plan should include notification protocols, emergency routes, transportation options and temporary relocation.
2. Educate your staff on the steps in your evacuation plan.
3. Collect sandbags in preparation to divert flood waters from reaching openings at doors.
4. If a food facility is located in a hotel, all refrigerated units should be equipped with accurate thermometers.
5. Have the proper tools to turn off power or disconnect natural gas lines if needed.

During a Flood

1. Be prepared to act once your local authority directs you to evacuate.
2. Implement your evacuation plan for staff and tenants.
3. Remove or elevate vital records and equipment to protect from water damage.
4. Post a temporarily closed sign on doors.
5. Protect any openings with sandbags at doors.
6. If possible, monitor the temperature in the refrigerated units during the disaster.
7. Secure all cash, turn off electrical equipment or natural gas lines, lock doors, and set alarms.

After a Flood

After a flood event, a Hotel Establishment should conduct damage assessments and implement cleaning protocols to ensure that normal operations can be resumed safely and without compromising the health and safety of your clients.

Inspection

It is the responsibility of the manager or operator to conduct a complete self-inspection of their facility after a flood. The manager and operator should also contact our Division to conduct an inspection of the facility before resuming operation.

Grounded in Health

Indoor Cleanup

1. Wear rubber boots and gloves.
2. Clean and disinfect contaminated surfaces.
3. Saturated wall-to-wall carpeting (and the pad) usually cannot be adequately cleaned.
4. Remove and discard porous materials.
5. Disinfect clean-up mops, brooms, and brushes with the bleach solution.

Outdoor Cleanup

1. Spread powdered lime over contaminated area.
2. Treat hard surfaces with a water/bleach solution.
3. Properly dispose of contaminated materials such as playground sand.
4. Allow a day to air dry.

Sanitizing

Proper decontamination must be conducted to eliminate safety risk. Decontamination and sanitization should be used on equipment and structural surfaces that are salvageable. Proper sanitization methods include:

- a. Chlorine bleach at a concentration of 100-200 ppm (approximately one tablespoon of bleach in one gallon of potable water); or
- b. Quaternary ammonium at a concentration of 200 ppm.

Physical Facilities

1. If you have a water well that has been flooded, ensure it is super-chlorinated (shocked) and tested to confirm it is safe after flood waters recede. Further information on water well treatment is available at www.kernpublichealth.com.
2. Thoroughly wash all facility interior surfaces (e.g., floors, walls, and ceilings) within the affected facility using potable water with a hot detergent solution. Rinse surfaces free of detergents and residues, and treat with a sanitizing solution.
3. Structural components of the building (e.g., walls, piping, ceiling, and HVAC system/ventilation systems) affected by flood waters should be cleaned, repaired, and disinfected, where possible, to prevent mold. Permits from local building departments should also be obtained, if applicable.
4. Remove and destroy all absorbent materials, such as carpet, drywall, etc. that have been water damaged.
5. Dry all remaining structural components as quickly as possible. Do not close in any new construction until the structural components are dry.

Furniture/Equipment

1. All porous furniture and mattresses that were submerged in flood waters should be removed and disposed of at a permitted disposal facility.
2. Thoroughly wash all nonporous bedroom furniture using potable water with a hot detergent solution. Rinse surfaces free of detergents and residues and treat with a sanitizing solution.
3. All electronic equipment that was damaged by flood waters should be disposed of at a permitted facility that can accept electronic waste.
4. All linens, bedding and pillows that were submerged in flood water should be removed and disposed of at a permitted disposal facility.
5. Properly clean and disinfect all linens, bedding and pillows that were not contaminated by floodwaters with a bleach solution.

Pest Control

1. Verify that you do not have a pest infestation.
2. If you are having pest issue, contact your certified pest control company to conduct a sanitary survey and address the infestation.

Swimming Pool/Spa

If your hotel establishment has an on-site swimming pool/spa, please refer to the “Reopening Public Swimming Pool/Spa after Flooding” guidance document at www.kernpublichealth.com.

Food Facility

If your hotel establishment has a permitted on-site food facility, please refer to the “Food Facilities and Flooding” and “Food Facilities and Flooding Problems and Solutions” guidance documents at www.kernpublichealth.com.

Septic System

If your hotel establishment has an on-site septic system, please refer to the “Septic Systems and Flooding” guidance document at www.kernpublichealth.com.

To receive the most current information on potential flooding, subscribe to ReadyKern emergency alerts at www.readykern.com.