

## Michigan Lake to Lake Bed and Breakfast Association

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### 2021 Quality Assurance Review Checklist

Review Date: \_\_\_\_/\_\_\_\_/2021      Reviewer: \_\_\_\_\_

B&B Name: \_\_\_\_\_ Name of Innkeeper: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone (Day): \_\_\_\_\_ Owner Operated?      Yes      No

Phone (Evening): \_\_\_\_\_ Owner / Innkeeper lives on premises?      Yes      No

Email Address: \_\_\_\_\_

Web URL: <http://> or <https://> \_\_\_\_\_

Insurance Co. \_\_\_\_\_

Policy# \_\_\_\_\_ Exp. Date \_\_\_\_\_

B&B Owner: \_\_\_\_\_

Innkeeper/Owner's Signature: \_\_\_\_\_

#### **Attn: Innkeeper:**

Use this form to prepare for your scheduled Quality Assurance Review. Certification of your B&B will be determined by your compliance with all basic and safety requirements of the Michigan Bed and Breakfast Association (MBBA) Quality Assurance Standards, as presented on this checklist, by your assigned Reviewer.

**COVID-19 Precautions:** The reviewer will honor all CDC-recommended protocols during the review process. This includes wearing a face covering at all times and maintaining six feet of distance from the innkeeper(s) and any employees and/or guests. In return, it is expected the innkeeper(s) and any employees and/or guests will observe the same considerations. If this expectation is not met, the Reviewer may leave the premises and the review may be rescheduled at a later date for a fee of \$100.

**Bed Bugs:** Before starting the review, the reviewer will ask innkeeper(s) if they have any reason to suspect bed bugs on the premises. If the answer is yes, the reviewer will not proceed with the inspection (see page 9 for details and further instructions).

**Safety Requirements:** All safety requirements are mandatory and must be met, including providing a copy of **insurance certification**. These standards have an overall impact on the B&B industry and are of critical concern to the B&B public. **If the Reviewer documents that any one of the safety requirements are not met, your B&B will not be approved and certified.** For initial or ongoing MBBA membership, a second review will be required after safety deficiencies have been corrected. Any second review will be at the owner's request and will require a fee of \$100.00.

**Basic Requirements:** Compliance with all basic requirements is expected. When up to 5 basic requirements are not met, Innkeeper(s) will be given up to one month to meet the requirements and report compliance and provide proof thereof to MBBA office. Certification will be granted thereafter. **If the Reviewer documents non-compliance of 6 or more basic requirements, certification will not be granted.** A second review will be required after basic deficiencies are corrected. Any second review will be at the owner's request and will require a fee of \$100.

**Recommended Best Practices:** Best practices" are detailed at the end of this document on pages 10 and 11 . While these practices are NOT required, innkeepers are encouraged to adopt as many as feasible as they reflect standards that today's B&B guests have come to expect.

**Scheduling & Cancellation of Quality Assurance Reviews:** All B&B Inns will be contacted by their assigned Reviewer. After arranging a mutually-convenient time, the Reviewer will confirm the date and time of the review in writing. Member Inns unable to keep their scheduled Review appointment are expected to give 24 hours' notice. Likewise, Reviewers who need to cancel a scheduled review are expected to give the inn a 24-hour notice. If a Reviewer arrives for a scheduled Review and the Innkeeper or designee is not available and the Review cannot be conducted, a "No Show" fee will be charged to the Member Inn. The fee will be equal to the expenses incurred by the Reviewer unable to conduct the Review. Another review date will not be scheduled until the "No Show" fee has been paid.

**Carbon Monoxide Detectors / Alarms:** \*\*if a B&B has even one gas fired or wood-fired appliance, it must have CO detectors installed to association standards, as set forth below. The detectors may be hard wired, but are readily and inexpensively-available as plug ins and can be purchased as a combination smoke and CO detector.

\*\*CO alarms are NOT required if your property has NO gas-fired appliances (boiler, stove, furnace, water heater, fireplace with gas insert, clothes dryer, etc.), fuel-fired appliances (fireplace, wood stove, pellet stove, etc.) or attached garage.

These are the requirements if you DO have gas-fired appliances, fuel-fired appliances or an attached garage in your B&B:

- If the sleeping unit (bedroom) or attached bathroom contains any gas-fired or fuel-fired appliance that sleeping unit shall have a CO alarm.
- If the dwelling unit (house) contains any gas-fired appliance, fuel-fired appliance or has an attached garage, the dwelling unit shall have a CO alarm in the common area (hallway) outside of every sleeping unit.
- If that common area (see above) serves several sleeping units grouped together, only one CO alarm is required in that area.
- If sleeping areas are spread out on a floor or on separate floors, there must be a CO alarm outside of each group of sleeping areas.

## MBBA Membership Requirements

### Each Inn Must Meet Each of These Eight Requirements to Qualify for Membership

1. B&B must be located in Michigan.
2. Member inns must have at least two guest rooms at the time of joining the organization, although the Board of Directors may consider an application by other unique properties that meet all other requirements.
3. Breakfast must be provided on site and included in the room rate.
4. Guest rooms must have the appearance of being individually and personally decorated, appointed in a manner consistent with the style of the inn and in a manner that is more home than hotel-like.
5. The owner or innkeeper must live on the premises.\*  
\*Prospective members may apply to the Board of Directors for a variance to this requirement as follows: A prospective member whose inn is located on nearby property and meets all other criteria may present to the Board of Directors for its review a plan for how the owner/innkeeper would maintain a prominent and ongoing presence and an atmosphere of hospitality in the inn while guests are staying. The member shall implement the plan as approved and maintain it so long as he/she remains a member.
6. The B&B must successfully complete the association's Quality Assurance Review Program requirements.
7. No more than two guest rooms or five people may share one full bath. If more than five guests share a bath, it must be a dormitory-type facility.
8. The B&B must honor valid gift certificates issued by MBBA as if they are cash, and must provide cash back if the value of the certificate exceeds the cost of the stay. In return, the B&B receives reimbursement from MBBA for the full value of the gift certificate.

**This inn meets all eight requirements for membership:**

**YES**

**NO**

### **Clarification of Reviewers' Role and Responsibilities**

Where subjective terms like "well-lit," "clean" and "adequate" are used in the following standards, reviewers will use their best judgment based on their training, on their knowledge of how innkeepers at top-rated B&Bs interpret and meet the standards, and on the central question: "How will this look to a guest?"

**I. EXTERIOR BUILDING & GROUNDS**

**Basic Requirements**

- |   | <b>YES</b>               | <b>NO</b>                |
|---|--------------------------|--------------------------|
| 1. B&B signage, street numbers and other identification is clearly visible from the street. | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. All B&B entrance doors other than the guest entrance are marked private.                 | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Buildings are well maintained.   | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Lawn and gardens are groomed and maintained.   | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Outdoor furniture is clean and well maintained.  | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Sufficient parking is available at the premises or nearby.                               | <input type="checkbox"/> | <input type="checkbox"/> |

**Safety Requirements**

- |   | <b>YES</b>               | <b>NO</b>                |
|---|--------------------------|--------------------------|
| 1. The following areas are well lit, free of debris and safety hazards.<br>a) parking area  | <input type="checkbox"/> | <input type="checkbox"/> |
| b) walkways and steps   | <input type="checkbox"/> | <input type="checkbox"/> |
| c) entry way  | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. The main entry door has a locking mechanism.   | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Guest entrance stairs with three or more steps have hand-rails.  | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. If the premises have a hot tub, spa or swimming pool, it is clean, well maintained and appropriate warning signs are posted for its use. The owner(s) must confirm their awareness to the reviewer of current regulations of the Americans with Disabilities Act and, if not compliant, their plans to become compliant. | <input type="checkbox"/> | <input type="checkbox"/> |

**II. PROFESSIONALISM & RECORD KEEPING**

**Basic Requirements**

- |  | <b>YES</b>               | <b>NO</b>                |
|--|--------------------------|--------------------------|
| 1. The innkeeper(s) use available technology to assure that the inn's telephone is answered during business hours.   | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. The reviewer contacted the B&B by phone prior to the review and determined that telephone calls are handled in a courteous, business-like manner; that the inn's name is mentioned upon answering; and that accurate information is provided. | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. An effective reservation system is used to prevent overbooking or other reservation problems.   | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Brochure and all online advertising provides an accurate description of the B&B, services offered and location. All text is original to the B&B.  | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Resident pets of Innkeepers are restricted to non-public areas of the building unless resident pets are noted in all advertising and disclosed when reservations are made.  | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Written "House Policies" are provided for guests.   | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Type of breakfast service is identified (continental or full) and is included in the room rate.   | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Guests are informed in advance of waterbeds or shared baths.  | <input type="checkbox"/> | <input type="checkbox"/> |

**Safety Requirements**

- |  | <b>YES</b>               | <b>NO</b>                |
|--|--------------------------|--------------------------|
| 1. A means for guests to contact emergency service is available exclusive of guests' individual cell phones. | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Emergency / 911 numbers are posted.   | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Guests are informed how they can locate and communicate with innkeepers at all times.                     | <input type="checkbox"/> | <input type="checkbox"/> |

**III. SOCIAL AREAS & KITCHEN**

**Basic Requirements**

- |   | <b>YES</b>               | <b>NO</b>                |
|---|--------------------------|--------------------------|
| 1. A specified social area is available for guest use.  | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Heating and ventilation is adequate throughout.  | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. All walls, furnishings, and floor coverings are clean, free of dust, cobwebs and stains, and are in good repair:                               |                          |                          |
| a) Floors   | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Walls  | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Windows  | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Furniture  | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Lamps and fixtures   | <input type="checkbox"/> | <input type="checkbox"/> |
| f) Pictures and decorative objects  | <input type="checkbox"/> | <input type="checkbox"/> |
| g) Window sills, baseboards, etc.   | <input type="checkbox"/> | <input type="checkbox"/> |
| h) Curtains, drapes and window treatments   | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. There is adequate seating available for maximum occupancy that meets MHHS requirements that mandate six feet of distance between groups.       | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. A continental or full breakfast is served in the premises.   | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. When asked: Innkeeper's description of how breakfast is served meets COVID guidelines as mandated by the MHHS for food service establishments. | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Private areas are noted with appropriate signage or kept locked.   | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. The kitchen is clean and well maintained.  | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. The refrigerator is kept at or below 40 degrees.   | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Bleach water or a sanitizing agent is used for cleanup of counters.   | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Garbage container can be used without touching the lid and is emptied daily.  | <input type="checkbox"/> | <input type="checkbox"/> |

**Safety Requirements**

- |   | <b>YES</b>               | <b>NO</b>                |
|---|--------------------------|--------------------------|
| 1. All local and state Fire & Safety Regulations are being met.   | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Each floor has a fire extinguisher that is pressurized and ready to use according to manufacturer instructions, in plain view regardless of any other fire suppression system. | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Fire extinguishers have gauges or display an up-to-date service tag.   | <input type="checkbox"/> | <input type="checkbox"/> |

- 4. Emergency lighting is available in all stairs and hallways; or recharging flashlights are provided in each guest room; or the inn has an automatic generator.
- 5. All common rooms are lit from dusk to dawn when guests are in residence.
- 6. A basic first-aid kit, containing non-expired items, is maintained and available for self-applied guest use.

**IV. GUEST ROOMS**

Name of Rooms Reviewed	Private Bath	Shared Bath
Room 1: _____	<input type="checkbox"/>	<input type="checkbox"/>
Room 2: _____	<input type="checkbox"/>	<input type="checkbox"/>
Room 3: _____	<input type="checkbox"/>	<input type="checkbox"/>
Room 4: _____	<input type="checkbox"/>	<input type="checkbox"/>

**Basic Requirements**

	Room 1	Room 2	Room 3	Room 4
1. All furnishings, floor coverings and walls are in good repair, dust and stain free:				
a) Floors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Walls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Woodwork	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Windows	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Curtains, drapes or other window dressing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Furnishings include:				
a) Bed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Night stand or bookshelf headboard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Bedside lamp	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Chair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Adequate heating and cooling are provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Room is adequately lighted for reading. (Minimum 120 watts/room)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Adequate outlets are easily accessible for multiple electronic devices.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Shelf and counter space are available for guest belongings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. A closet or clothes storage space with hangers is provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Mattress is in top condition.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Bed linens are stain free and in good repair.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Bed linens include at minimum:				
a) Mattress pad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Top and bottom sheet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Pillow protectors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- |  |                          |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| d) Pillow cases  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e) One pillow per person   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f) Blanket   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g) Quilt, spread, or comforter   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Two extra pillows and one blanket are available for each guest room. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Safety Requirements**

- |  | <b>Room 1</b>                   | <b>Room 2</b>            | <b>Room 3</b>            | <b>Room 4</b>            |
|--|---------------------------------|--------------------------|--------------------------|--------------------------|
|  | (Mark X for Yes, Circle for No) |                          |                          |                          |
| 1. There is a smoke detector in working order.   | <input type="checkbox"/>        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Carbon Monoxide alarm(s) installed per the requirements stated on page 2 of this checklist.                 | <input type="checkbox"/>        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. The Fire Escape Route is clearly posted and visible in or from each guest room, or it has an exterior door. | <input type="checkbox"/>        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**V. GUEST BATHROOMS**

**Basic Requirements**

- |  |                          |                          |                          |                          |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. Bathrooms are clean and well maintained:  |                          |                          |                          |                          |
| a) Floors  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Walls   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Shower, tub, whirlpool, sink, and toilet  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Shower door or curtain  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Sink and tub stopper  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Bathroom features include:  |                          |                          |                          |                          |
| a) Well-illuminated mirror   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Wastebasket (emptied daily)   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Ground Fault Interrupter-type electrical outlet near mirror (provided wiring permits)                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Exhaust fan or air freshener  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Night light   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f) Counter/shelf space available for guest use   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g) Facial tissue   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h) Toilet paper (plus 1 extra)   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i) Liquid or wrapped soap  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j) Drinking glasses (1 per person). If paper cups are used, glass or wrapped plastic must also be available. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| k) Hair dryer  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Bath linens stain free and in good condition.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Bath linens include at minimum:   |                          |                          |                          |                          |
| a) 1 bath towel, hand towel, face cloth per guest per bathroom   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- |   |                          |                          |                          |                          |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| b) Clean bath mat   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Adequate hot water is available for maximum occupancy.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. All faucets are drip free and provide good water pressure.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. In shared baths, extra towels are available in bathroom as well as cleaning supplies which are kept in child-safe storage. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. In shared baths, the bathroom door has an inside lock.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**Safety Requirements**

- |   |                          |                          |                          |                          |
|---|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. Cleaning supplies stored in guest-accessible areas are kept in child safe storage. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Tubs and showers have a non-slip surface or mat provided.                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |





**How reviewers check for bed bugs – and advice to innkeepers if they are found/suspected.**

	Yes	No
Before starting the review, ask the innkeeper(s) if they have any reason to suspect bed bugs on the premises.	<input type="checkbox"/>	<input type="checkbox"/>

If the response is “yes” or “maybe,” do not proceed with the review.

Postpone the review until after the issue is resolved.

Advise the innkeepers to seek immediate assistance from a professional pest control company. Advise them to NOT attempt chemical treatment themselves, as they would then be liable for any health damages incurred by current or subsequent guests. (Note: specially trained dogs are 99% effective in finding bedbugs; people only 40%.)

During treatment by a professional exterminator, the innkeepers must strip the premises of all fabric and clothing and vacuum all surfaces thoroughly. Place all fabrics in plastic containers and spray with alcohol. Expect to live from plastic containers for 4 to 6 weeks.

Advise the innkeepers to consult the State of Michigan “official” bed bug website: <http://www.michigan.gov/emergingdiseases/0,1607,7-186--147759--,00.html>

If you fear contamination, spray your clothing, purse or wallet and briefcase with a concentration of 90% alcohol. Alcohol kills bed bugs on contact. Washable fabric may be washed in hot water. If your vehicle seats are fabric, you may treat them as well.

**Bed Bug Inspection**

Using a high intensity flashlight, check the following for black specks created by bed bug feces:

- |   | YES                      | NO                       |
|---|--------------------------|--------------------------|
| 1. Mattress piping                                      | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Back of headboard (move bed away from wall)          | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Underside of box springs, under muslin (if possible) | <input type="checkbox"/> | <input type="checkbox"/> |

**Preventive Tools and Other Information for Innkeepers**

- Bed-bug proof mattress and box spring covers ELIMINATE the bed bug threat, locking them in or out. A set can be purchased from Bed, Bath and Beyond, MBBA’s Preferred Vendor member Lady Americana or from HD Supply online. The zippers on these covers MUST be “Bug Lock Secure,” or the insects can go between the links and through end openings.
- Metal stands on bed frames make it hard for bugs to get up into the bed.
- Check with your insurance provider whether you are covered in the event of an infestation.

It is suggested that if a guest should complain of or suspect bed bugs, find them immediate accommodations elsewhere. Do not charge them. Apologize. Reassure them bed bugs are not disease bearing and assure them you will not use the room until it is exterminated, which you plan to do immediately. This makes good PR sense for the inn and may help avert a negative public review or litigation.

## **Recommended Best Practices**

*The following best practices distinguish B&Bs from chain motels and unregulated home shares (like airbnbs) and, while not required, are the standards that B&B guests expect and that MBBA expects its members to maintain.*

	YES	NO
1. To combat the spread of COVID-19, all innkeeper members are urged to follow the initiatives addressed in one, all or a combination of: <ul style="list-style-type: none"><li>• Centers for Disease Control &amp; Prevention “<i>Cleaning and Disinfecting Your Facility Guidelines;</i>” <a href="https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html">https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html</a></li><li>• American Hotel &amp; Motel Association “<i>Stay Safe Guidelines;</i>” <a href="https://www.ahla.com/sites/default/files/Safe%20Stay%20Guidelines.pdf">https://www.ahla.com/sites/default/files/Safe%20Stay%20Guidelines.pdf</a></li><li>• US Travel Association “<i>Travel in the New Normal Guidelines.</i>” <a href="https://www.ustravel.org/sites/default/files/media_root/document/HealthandSafetyGuidance.pdf">https://www.ustravel.org/sites/default/files/media_root/document/HealthandSafetyGuidance.pdf</a></li></ul>	<input type="checkbox"/>	<input type="checkbox"/>
2. For food preparation during and after the pandemic, any level of ServSafe certification is recommended that is appropriate to the B&B’s specific food operations.	<input type="checkbox"/>	<input type="checkbox"/>
3. Dishes, cutlery and table linens used are of a type and quality that positively distinguishes the inn’s food service from that offered in chains.	<input type="checkbox"/>	<input type="checkbox"/>
4. Do not permit pets anywhere food is prepared, stored or served.	<input type="checkbox"/>	<input type="checkbox"/>
5. Provide a complimentary snack or treat basket, bottled water and sodas.	<input type="checkbox"/>	<input type="checkbox"/>
6. Provide free WiFi or web access at a service level adequate for the maximum number of guests, keeping in mind they may have multiple devices.	<input type="checkbox"/>	<input type="checkbox"/>
7. Provide luggage racks, benches, or other means of keeping guests’ luggage off the floors, bed or seating (bed bug prevention).	<input type="checkbox"/>	<input type="checkbox"/>
8. Provide guest rooms with a means of hanging coats.	<input type="checkbox"/>	<input type="checkbox"/>
9. Furnish guest rooms only with bedspreads, shams, duvet covers, throw pillows, etc. that are intended to be used and can be laundered.	<input type="checkbox"/>	<input type="checkbox"/>
10. Frequently wash mattress pads and pillows/pillow protectors.	<input type="checkbox"/>	<input type="checkbox"/>
11. Replace bed linens, towels and other items whenever they become worn <i>looking</i> – not just worn out.	<input type="checkbox"/>	<input type="checkbox"/>
12. Place professionally-installed grab bars by bathtubs, whirlpools and toilets.	<input type="checkbox"/>	<input type="checkbox"/>

	<b>Yes</b>	<b>No</b>
13. Sleep in each of your guest rooms once a year, trying everything and bringing with you all the items you would bring if you were a guest including winter coats and boots.	<input type="checkbox"/>	<input type="checkbox"/>
14. Ensure the main entry door has a locking mechanism that allows unhindered ingress and egress for guests at all times of day while prohibiting ingress by anyone whose access is not authorized.	<input type="checkbox"/>	<input type="checkbox"/>

**Recommended Best Practices -- Emergency Procedures**

*While these practices are not required by law, they are common-sense precautions both for guest safety and for legal protection of the innkeepers.*

	<b>Yes</b>	<b>No</b>
1. Post a description of the types and sounds of warning sirens used in your community.	<input type="checkbox"/>	<input type="checkbox"/>
2. Post a meeting place for guests to congregate after escaping a fire or other disaster.	<input type="checkbox"/>	<input type="checkbox"/>
3. Post and provide directions to a designated location in the event of a tornado warning or other disaster.	<input type="checkbox"/>	<input type="checkbox"/>
4. Stock the tornado/disaster area with survival supplies as recommended by the National Weather Service.	<input type="checkbox"/>	<input type="checkbox"/>
5. Purchase, properly install and maintain a generator in the event of power outage.	<input type="checkbox"/>	<input type="checkbox"/>