

Michigan Bed and Breakfast Association

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2022 Quality Assurance Review Checklist

Review Date: ____/____/2022 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: _____

Website URL in full _____

Insurance Co. _____

Policy# _____ Exp. Date _____

B&B Owner(s): _____

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.

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 8 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 the MBBA office. Certification will be granted thereafter. **If the Reviewer documents non-compliance with 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 9 and 10. 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.

Basic Requirements

YES

NO

1. B&B signage, street numbers and other identification is clearly visible from the street.
2. All B&B entrance doors other than the guest entrance are marked private.
3. Buildings are well maintained.
4. Lawn and gardens are groomed and maintained.
5. Outdoor furniture is clean and well maintained.
6. Sufficient parking is available at the premises or nearby.

Safety Requirements

YES

NO

1. The following areas are well lit, free of debris and safety hazards.
 - a) parking area
 - b) walkways and steps
 - c) entry way
2. The main entry door has a locking mechanism.
3. Guest entrance stairs with three or more steps have hand-rails.
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.

II. PROFESSIONALISM & RECORD KEEPING

Basic Requirements

YES

NO

1. The innkeeper(s) use available technology to assure that the inn's telephone is answered during business hours.
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.
3. An effective reservation system is used to prevent overbooking or other reservation problems.
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.
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.
6. Written "House Policies" are provided for guests.
7. Type of breakfast service is identified (continental or full) and is included in the room rate.
8. Guests are informed in advance of shared baths.

Safety Requirements

YES

NO

1. A means for guests to contact emergency service is available exclusive of guests' individual cell phones.
2. Emergency / 911 numbers are posted.
3. Guests are informed how they can locate and communicate with

innkeepers at all times.

III. SOCIAL AREAS & KITCHEN

Basic Requirements

YES

NO

1. A specified social area is available for guest use.
2. Heating and ventilation is adequate throughout.
3. All walls, furnishings, and floor coverings are clean, free of dust, cobwebs and stains, and are in good repair:
 - a) Floors
 - b) Walls
 - c) Windows
 - d) Furniture
 - e) Lamps and fixtures
 - f) Pictures and decorative objects
 - g) Window sills, baseboards, etc.
 - h) Curtains, drapes and window treatments
4. There is adequate seating available for maximum occupancy that meets MHHS requirements that mandate six feet of distance between groups.
5. A continental or full breakfast is served in the premises.
6. When asked: Innkeeper's description of how breakfast is served meets COVID guidelines as mandated by the MHHS for food service establishments.
7. Private areas are noted with appropriate signage or kept locked.
8. The kitchen is clean and well maintained.
9. The refrigerator is kept at or below 40 degrees.
10. Bleach water or a sanitizing agent is used for cleanup of counters.
11. Garbage container can be used without touching the lid and is emptied daily.

Safety Requirements

YES

NO

1. All local and state Fire & Safety Regulations are being met.
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.
3. Fire extinguishers have gauges or display an up-to-date service tag.
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: _____

Room 2: _____

Room 3: _____

Room 4: _____

Basic Requirements

Room 1 Room 2 Room 3 Room 4

(Mark X for Yes, Circle for No)

1. All furnishings, floor coverings and walls
Are in good repair, dust and stain free:
 - a) Floors
 - b) Walls
 - c) Woodwork
 - d) Windows
 - e) Curtains, drapes or other window dressing
2. Furnishings include:
 - a) Bed
 - b) Night stand or bookshelf headboard
 - c) Bedside lamp
 - d) Chair
3. Adequate heating and cooling are provided.
4. Room is adequately lighted for reading.
(Minimum 120 watts/room)
5. Adequate outlets are easily accessible for multiple electronic devices.
6. Shelf and counter space are available for guest belongings.
7. A closet or clothes storage space with hangers is provided.
8. Mattress is in top condition.
9. Bed linens are stain free and in good repair.
10. Bed linens include at minimum:
 - a) Mattress pad
 - b) Top and bottom sheet
 - c) Pillow protectors
 - d) Pillow cases
 - e) One pillow per person
 - f) Blanket
 - g) Quilt, spread, or comforter
11. Two extra pillows and one blanket are available for each guest room.
12. With every room turnover, clean items replace the following: bedspreads, shams, duvet covers, throw pillow covers, bed saddles, and other high-touch textile items. This includes robes, extra pillows, blankets, and beach towels unless stored in a manner, such as bagging, that makes their use or tampering obvious.

Safety Requirements

Room 1 Room 2 Room 3 Room 4

(Mark X for Yes, Circle for No)

1. There is a smoke detector in working order.
2. Carbon Monoxide alarm(s) installed per the requirements stated on page 2 of this checklist.
2. The Fire Escape Route is clearly posted and visible in or from each guest room, or it has an exterior door.

V. GUEST BATHROOMS

Basic Requirements

1. Bathrooms are clean and well maintained:
 - a) Floors
 - b) Walls
 - c) Shower, tub, whirlpool, sink, and toilet
 - d) Shower door or curtain
 - e) Sink and tub stopper
2. Bathroom features include:
 - a) Well-illuminated mirror
 - b) Wastebasket (emptied daily)
 - c) Ground Fault Interrupter-type electrical outlet near mirror (provided wiring permits)
 - d) Exhaust fan or air freshener
 - e) Night light
 - f) Counter/shelf space available for guest use
 - g) Facial tissue
 - h) Toilet paper (plus 1 extra)
 - i) Liquid or wrapped soap
 - j) Drinking glasses (1 per person). If paper cups are used, glass or wrapped plastic must also be available.
 - k) Hair dryer
3. Bath linens stain free and in good condition.
4. Bath linens include at minimum:
 - a) 1 bath towel, hand towel, face cloth per guest per bathroom
 - b) Clean bath mat
5. Adequate hot water is available for maximum occupancy.
6. All faucets are drip free and provide good water pressure.
7. In shared baths, extra towels are available in bathroom as well as cleaning supplies which are kept in child-safe storage.
8. In shared baths, the bathroom door has an inside lock.

Safety Requirements

1. Cleaning supplies stored in guest-accessible areas are kept in child safe storage.
2. Tubs and showers have a non-slip surface

or mat provided.

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. If the response is “yes” or “maybe,” <u>do not proceed with the review.</u> 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 <u>high-intensity</u> flashlight, check the following for black specks created by bed bug feces:	YES	NO
1. Mattress piping		
2. Back of headboard (move bed away from wall)		
3. Underside of box springs, under muslin (if possible)		

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.

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:
 - Centers for Disease Control & Prevention “*Cleaning and Disinfecting Your Facility Guidelines;*”
<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>
 - American Hotel & Motel Association “*Stay Safe Guidelines;*”
<https://www.ahla.com/sites/default/files/Safe%20Stay%20Guidelines.pdf>
 - US Travel Association “*Travel in the New Normal Guidelines.*”
https://www.ustravel.org/sites/default/files/media_root/document/HealthandSafetyGuidance.pdf
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.
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.
4. Do not permit pets anywhere food is prepared, stored or served.
5. Provide a complimentary snack or treat basket, bottled water and sodas.
6. Provide free WiFi or web access at a service level adequate for the maximum number of guests using multiple devices.
7. Provide luggage racks, benches, or other means of keeping guests’ luggage off the floors, bed or seating (bed bug prevention).
8. Provide guest rooms with a means of hanging coats.
9. Frequently wash mattress pads and pillows/pillow protectors.
10. Replace bed linens, towels and other items whenever they become worn *looking* – not just worn out.
11. Place professionally-installed grab bars by bathtubs, whirlpools and toilets.
12. 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.
13. 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.

Recommended Best Practices -- Emergency Procedures

Common-sense precautions for guest safety and for legal protection of the innkeepers.

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