



# The Equus: COVID Protocol

## GUEST & EMPLOYEE CONSIDERATIONS

- The property website communicates expectations to guests, including cleanliness and safety features, as well as expectations for arrival and stay: [EquusHotel.com/Covid-19-Policy](https://EquusHotel.com/Covid-19-Policy)
- Provide hand sanitizer and dispensers, touchless wherever possible, at primary guest entrances and contact areas for visitors and guests.
- Post CDC information and signage regarding health and hygiene reminders, how to avoid infection and the proper way to wear, handle and dispose of coverings in high-traffic areas on property, including the front lobby area and employee areas.
- Masks are required, the hotel displays signage prominently, outlining proper mask usage.
- Protocols and procedures for employees to work with management on CDC guidelines related to well-being checks and educating/training for employees on the need to report symptoms and self-isolation (as needed).
  - [ProService Covid Navigator](#) (health status required daily prior to be cleared for work)
- Protocols regarding handwashing and use of hand sanitizer in accordance with CDC guidelines, including washing hands for a least 20 seconds and use of hand sanitizer with a least 60% alcohol regularly and after activities such as using the restroom, cleaning, eating, and before and after starting shifts.
- Face coverings, gloves and other personal protective equipment to employees in accordance with federal and local government regulations.
- Employee training on COVID-19 guest safety and facility sanitation protocols as recommended by the CDC.
  - [AHLA Covid 19 Precautions for Hotels online training](#)
  - [EcoLab: Handwashing & Hygiene online training](#)
  - [EcoLab: Cleaning, Disinfecting & Electrostatic Spraying](#)

## CLEANING & DISINFECTING PRODUCTS AND PROTOCOLS

- Utilize EPA approved cleaning and sanitizing protocols, including EPA-approved disinfectants or alcohol solutions with at least 70% alcohol, when cleaning clean communal areas, public spaces and guest rooms.
- Protocols to ensure that frequently touched surfaces are cleaned and disinfected regularly on a daily basis, including stairwell handrails, elevators, button panels, door handles, including [anti-microbial elevator buttons](#).
- Housekeeping procedures that adhere to CDC guidelines in cleaning and disinfecting, including particular attention to high-touch items, waiting at least 30 minutes before entering a guest room for cleaning following the guest departure to allow for adequate air exchange.
- Housekeeping does not enter guest rooms during a stay, unless by special request or circumstances (if possible).
- Housekeeping staff discards all single use items provided by the hotel that were utilized/left behind by the guest, and any bulk care items that might have been utilized by the guest are cleaned and disinfected.
- All bed linens and laundry are washed at a high temperatures in accordance to CDC guidelines. Dirty laundry is bagged/ contained in the guest room to eliminate excess contact while being transported.
  - [Clean Commitment: PureStar vendor](#)
- Rooms are sterilized with a commercial fogger and left vacant for 24 hours
- Procedures that ensure shared employee equipment are disinfected regularly throughout the day

- Frequency of cleaning and sanitizing in all high traffic back of house areas, with an emphasis on restrooms, shared offices, and kitchens.
- Procedures in the instance of a presumptive COVID-19 positive guest, including:
  - the guest room is removed from service and quarantined for at least 24 hours in accordance with CDC guidelines
  - ensure the guest room is not returned to service until case is confirmed or cleared.
  - Management reports confirmed cases of COVID-19 to local health authorities as recommended by the CDC.
- Reduced in-person contact food and beverage service when possible, including increasing non-contact delivery methods, no traditional buffet services and provide 'grab & go', takeout, or seated meals only.
- Enhanced cleaning and disinfecting procedures and protocols for food contact surfaces, utensils and shared items (i.e. condiments), and remove unused items (i.e. glasses, silverware) between guest use; minimize items on tables to allow for effective disinfection between guests.
- The frequency of air filter replacement and cleaning is increased to maximize fresh air exchange in accordance with the CDC.
- Following all local best practices provided by HLTA:
  - [HLTA COVID-19 Health & Safety Standards](#)

## PHYSICAL DISTANCING PROCEDURES

- Promote physical distancing (standing at least 6 feet apart) with guests and employees throughout the property, including lobby and communal areas, and minimize traffic in enclosed areas such as elevators and stairwells. Tactics include:
  - Mark appropriate physical distancing in areas where guests and employees queue
  - Reconfigure lobby areas to facilitate physical distancing
  - Establish one directional stairwells and entrances/exits
  - Food & beverage area set-up promotes social distancing with seated service and max capacity
- Staff does not enter a guest room during a guest's stay unless specifically requested/approved by the guest or in accordance with safety protocols. Delivery is available as an alternative.
- Front desk protocols and procedures promote social distancing, including the following options:
  - Utilizing every other workstation
  - Transparent shields or barriers
  - Updated floor plans for communal areas to promote social distancing
  - Technology that reduces contact at check in/check out
- Employees do not open the doors of guest vehicles and there are no valet services, unless requested or special circumstances.
- Guests requesting bell service are assisted and the bell cart is sanitized after each use.
- Physical distancing protocols in pool area, with increased cleaning
- Physical distancing is promoted in back of the house areas, including shared office spaces and other high-density areas.
- Suppliers, delivery drivers, and other individuals from third-party companies are reminded of social distancing requirements.