



COVID-19 HEALTH AND SAFETY PLAN



The health and safety of our employees are our number one priority

1. Employee & Guest Health

Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or hotel manager (guests).

Case Notification. If we are alerted to a presumptive case of COVID-19 at the hotel, we will work with the HSDH to follow the appropriate actions recommended.

- a. Hand Sanitizers are placed at entrances and contact areas
- b. Physical Distancing Signage are displayed in front of house and back of house

2. Employee's Responsibilities

- a. Hand Washing: Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus.
- b. COVID-19 Training: All employees receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping and Hotel Operations
- c. Personal Protective Equipment (PPE) be worn by all employee base on their role and responsibilities and in adherence to state or local regulations and guidance
- d. Daily Pre-Shift Attendance

3. The Guest Journey

a. Guest Arrival

- A bell attendant will greet each visitor to the hotel. Visitors are asked to use hand sanitizer and to wear a mask (which will be provided by the hotel at check-in).
- Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the hotel.
- Guest are asked to show their Safe Travel App and test results at check-in
- Hotel Guest Elevator Signage will be posted to explain the social distance procedure. No more than four guests will be permitted per elevator
- Bell and Valet Attendant provide guidance to arriving and departing guests to ensure physical distancing measures are followed
- Minimize the guest contact at check-in. No registration card to sign.
- Guest laundry and dry-cleaning services available using contactless pick-up and delivery protocols

b. Guest Sanitation Amenities

- Each guest will receive an amenity bag during check-in containing masks, hand sanitizer
- spray bottle of sanitizer or wipes will be provided in each room for guest use (subject to availability and stored out of reach of small children)

4. Cleaning Products and Protocols

Our hotels use cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

- a. Guest Rooms: Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and bathroom flooring
- b. De-clutter Paper Amenities: remove pen, paper and guest directory; supplement with digital or available upon request
- c. Minimize contact with guests while cleaning hotel rooms; guest room attendants will offer to return at an alternate time for occupied rooms
- d. Back of the House: The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances and offices

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