

Hotel Winters

COVID-19 PROTOCOLS AND PROCEDURES

GUEST CONSIDERATIONS:

- Prominent signage is displayed, including any required social distancing signage, floor markings indicating 6-foot distancing in common areas, including elevators, and required hygienic practices and policies in all employees and guest common areas.
- Where physical distancing is not possible, 'sneeze guards,' mask requirements, or usage limits and layout adjustments are in place.
- Request guests and visitors use hand sanitizer and provide dispensers, touchless whenever possible, at key guest entrances and contact areas.
- An amenity bag is provided during check-in containing hand sanitizer, masks and alcohol wipes.
- Guests enter through doors are either propped open or are automated or manually operated by an employee (if possible).
- Employees do not open the doors of guest vehicles and there are no valet services.
- Guests requesting bell service are assisted and the bell cart is sanitized after each use.
- Masks are required, the hotel provides the masks and signage is displayed prominently, outlining proper mask usage.
- We provide a complimentary 4oz bottle of sanitizer and alcohol wipes for guest use upon arrival.
- Elevator button panels are sanitized at least once per hour, and/or hand sanitizer is available at or in elevators, and the number of guests per elevator is limited.
- Multi-use and unnecessary items and amenities are removed from guest rooms.
- Housekeeping does not enter guest rooms during a stay, unless by special request.
- Room service is adjusted for proper pickup/delivery protocols, sanitation of cutlery and single use condiments.
- Dining services are updated to discontinue buffets, using cafeteria style or grab-and-go services instead.
- A table is set outside of the guest room when amenities or room service is requested.
- The property website communicates expectations to guests, including cleanliness and safety features, as well as expectation for arrival and stay.
- Mobile check-in is now available which will be followed by keyless check-in.
- Plexiglass is at the guest service desks to prevent human to human contact.

EMPLOYEE CONSIDERATIONS:

- Employees are educated on COVID-19 and all guest protocols and procedures.
- Employees have been educated on proper hand cleaning practices and follow guidelines hourly and after activities such as using the restroom, cleaning, eating, and before and after starting shifts.

- Employees wear appropriate PPE in accordance with state or local regulations and are trained on proper use and disposal of PPE. Masks and gloves have been provided to employees when appropriate/required.
- Housekeepers are required to wear masks and gloves, with eyewear highly recommended.
- Staff meetings are conducted with appropriate social distancing (outdoors, virtually, or in other appropriate areas).
- Temperatures of employees are checked and employees with a confirmed temperature of over 100.0°F will not be allowed entry to the property. Temperatures are never recorded to comply with HIPAA (optional).

CLEANING PROTOCOLS:

- The frequency of cleaning and sanitizing in all public spaces, with an emphasis on frequent contact surfaces, is increased by use of a sprayer and soon to come Electrostatic Sprayer.
- Proven cleaning and sanitizing protocols are in place to clean guest rooms, with particular attention paid to high-touch items.
- Rooms are 'sealed' or mechanisms/notices are in place for clean rooms not to be entered between guests.
- All bed linens and laundry are washed at a high temperature in accordance to CDC guidelines, and dirty laundry is bagged/contained in the guest room to eliminate excess contact while being transported.
- Rooms are left vacant for 24-72 hours prior to or after cleaning (if possible).
- The frequency of cleaning and sanitizing in all high traffic back of house areas, with an emphasis on employee dining rooms, locker rooms, restrooms and kitchens, is increased.
- Shared tools and equipment are sanitized during and after each shift or anytime the equipment is transferred to a new employee.
- The use of shared food and beverage equipment, including shared coffee/tea service, has been discontinued.
- In the case of a presumptive COVID-19 positive guest, the guest's room is removed from service and quarantined and the guest room is not returned to service until case is confirmed or cleared. In the event of a positive case, the room is only returned to service after undergoing an enhanced sanitization protocol which will be performed by a licensed third-party service.
- The frequency of air filter replacement and HVAC system cleaning is increased to maximize fresh air exchange.
- Suppliers, delivery drivers, and other individuals from third-party companies are reminded of social distancing requirements.