

# COVID-19 HOTEL PROTOCOL 2021



## WHAT IS CORONAVIRUS (COVID-19)?

Coronaviruses are a large family of viruses that are common in humans and in many animals. They cause illnesses ranging from the common cold to severe diseases, such as Middle East Respiratory Syndrome (MERS) and the Severe Acute Respiratory Syndrome (SARS). This new strain of the Coronavirus COVID-19 had not been previously identified in humans. In severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.

## HOW DOES CORONAVIRUS (COVID-19) SPREAD?

Human coronavirus mainly spreads through droplets from an infected person. These droplets can infect a person through:

- Coughing or sneezing
- Close personal contact, such as touching or shaking hands
- Touching an object or surface which has a droplet of an infected person, then touching your mouth, nose or eyes before washing your hands

## GUEST COMMUNICATION

Our guests will receive a welcome letter upon arrival signed by our General Manager. We will inform them of our hotel's health and safety measures designed to address a broad spectrum of viruses including COVID-19. The letter will include proper hand washing instructions, hygiene procedures, cleaning products specifications for guestrooms, and common areas cleaning procedures.

## SPREAD PREVENTION GUIDELINES

Cleaning and sanitizing guest and work areas have always been the core to our standard of service, a philosophy never more important than in a case of an infectious disease outbreak like COVID-19.



CONDADO VANDERBILT  
HOTEL

Executive Committee Team will go over the Emergency Management Plan. If necessary, the General Manager (GM) will create sub-teams to assist in the implementation of department responsibilities during the outbreak (number of sub teams and frequency of meetings will be determined by the GM).

**HEALTH AND SAFETY OFFICER:**

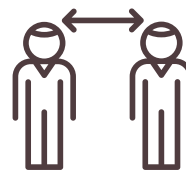
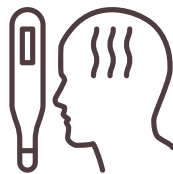
Hotel Security Director

**SECONDARY HEALTH AND SAFETY OFFICER:**

Hotel Security Manager

The Health and Safety Officer will be responsible of the implementation, training, and follow up (auditing) of all the guidelines in this COVID-19 Protocol.

Health and Safety Officer, with the assistance of Department Heads, will be responsible of auditing and documenting that cleaning and sanitization procedures are being properly followed.



## 1. EMPLOYEE & GUEST HEALTH

**Thermal Camera/Non-Contact Thermometer:** Security staff will conduct non-invasive temperature checks utilizing a thermal camera or non-contact thermometer in all hotel and employee entry points. Anyone displaying a temperature over 100.3°F(1) will not be allowed entry to the property and the employee's department manager will be contacted to follow proper protocol orientation for this employee.

**Physical Distancing:** Guests will be advised to practice physical distancing by standing at least six feet away from groups of people not traveling with them while: standing in lines, using elevators or moving around the property. Restaurant tables, slot machines and other public areas furniture will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All hotel outlets will comply with local or state mandated occupancy limits.

**Hand Sanitizer / Hand Wash Stations:** Hand sanitizer dispensers will be placed at key guest and employee entrances and areas such as driveways, reception, hotel lobby, restaurant entrances, meeting spaces, elevator landing, pools, and exercise areas.

**Front of the House Signage:** There will be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks.

**Back of the House Signage:** Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose of masks, use gloves (only for employees performing task that are deemed appropriate by medical experts), wash hands, sneeze and avoid touching their faces.

(1) <https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html>

Employee & Guest Health Concerns: Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on the property to the hotel management (for management to follow protocols providing support to the guests and informing the proper local authorities). Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (if employee) or call management (if guest).

Case Notification: If we are alerted of a suspected case of COVID-19 at the hotel, we will notify local health authorities and/or CDC to follow the appropriate guidelines recommended.



WASH HANDS



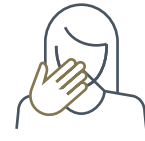
DISINFECT SURFACES



USE FACE MASK



USE RUBBER GLOVES



DON'T TOUCH FACE

## 2. EMPLOYEE RESPONSIBILITIES

Employees are vital for an effective sanitization and health program.

### Hand Washing

- Correct hygiene and frequent handwashing with soap is vital to combat the spread of the virus. All hotel employees have been instructed to wash their hands vigorously (or use sanitizer when sink is not available) every 60 minutes using warm water above 108°F for 20 seconds. Wash hands after: using the restroom, sneezing, touching your face, blowing your nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the hotel, going to break and before and after completing a shift.
- Employee(s) who feel sick or experience flu-like symptoms must be sent home immediately and urged to seek medical care.
- Following regular procedures, an incident report will be filled out for any employee leaving the property with flu-like symptoms. Management should follow-up with employee and complete proper OSHA300 documentation (2).
- Employee's "return to work" will be monitored on a case by case basis, consistent with our policies and in consultation with healthcare provider, and corresponding health authorities.
- All employee workstations must be disinfected and those who were in contact with a presumed sick individual must also be monitored for respiratory symptoms. Should there be a confirmation of an infectious disease, a third-party remediation company will be called.
- Follow up with the employee and notify the General Manager, Hotel Manager and/or Security Director if the associate's result is positive to the infectious disease.
- Ensure all associates have access to adequate supplies of soap and running warm water or alcohol-based hand antiseptic at all times.
- Associates will be required to wear face masks once in the hotel premises (and any other personal protective equipment like gloves, face shield, etc. will be provided based on their duties and level of risk).



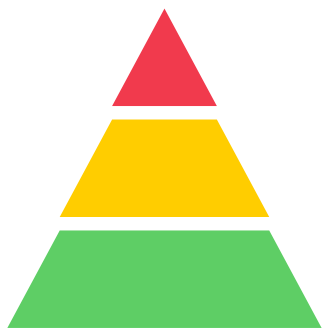
(2) OSHA 3990-03 2020 Guidance on Preparing Workplaces for COVID-19

- At the employee entry point, hotel security will conduct non-invasive temperature check utilizing a thermal camera or non-contact thermometer. Anyone displaying a temperature over 100.3°F<sup>(3)</sup> will not be allowed entry to the property. Employee department manager will be contacted to follow proper protocol orientation to this employee.

### COVID-19 Training

All employees will receive training on COVID-19 safety and sanitization protocols with more comprehensive training for our teams with frequent guest contact, including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations, and Security.

### Risk Classification



**High Risk Jobs** are those with high potential for exposure to known or suspected sources of COVID-19 during medical and related procedures.

**Medium Risk Jobs** are those that require frequent/or close contact (6 feet or less) with people who may be infected with COVID-19 but who are not known or suspected COVID-19 patient.

**Low Risk Jobs** are those that do not require contact with people known to be or suspected of being infected with COVID-19 nor frequent close contact (6 feet or less) with general public.

**High Risk Employee Group** (pregnant, over 65 years, comorbid conditions, etc.) will be relocated to a lower risk job/area.

### Personal Protective Equipment (PPE)

Appropriate PPE will be worn by all employees and service providers based on their role and responsibilities in adherence to state and local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory.

- **Face Mask** - Every employee entering the hotel will be provided a face mask to wear while on property.
- **Gloves** - All employees handling the guest any type of article (paper, pen, plate key, cup, etc.) will need to use gloves and change them between guests.
- **Face Shields** - Will be provided to employees whose responsibilities require them as determined by medical experts or the Job Risk.

### Daily Pre-Shift & Timekeeping

Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments will arrange and schedule employee arrival time to minimize traffic in the back of the house corridors and service elevators. Hand sanitizer will be available at each time clock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and that proper PPE and sanitization procedures are followed and updated per expert guidance.

3) <https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.htm>

# THE GUEST JOURNEY

## 3. GUEST ARRIVAL

A hotel employee will greet each visitor to the property. Visitors will be required to use hand sanitizer, and to wear a mask (If guest does not have one, the hotel will provide a mask). Appropriate signage will be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the hotel.

### Guest Arrival Valet, Taxi, Ride Share

- Guests will enter the hotel through doors that are either open, automated or manually operated by an employee.
- Guests requesting bell service will be assisted and the bell cart will be sanitized after each guest is assisted.
- Valet services will be suspended until further notice.

### Guest Check-In

- Guests will be greeted at the front desk by the Front Desk Clerk through a sneeze shield.
- All room keys (reused or new) will be sanitized before handed to the guest.
- In case there is a line of guests, proper floor signage will be in place to guide our guests to keep proper social distance before being assisted.
- All room services will be explained to the guest, in-room dining services and the room cleaning protocol for the guest to establish a room cleaning service schedule (guests cannot be in the room during the cleaning service).

### Hotel Elevators

- An employee will sanitize the button panel at regular intervals, at least once per hour.
- Signage will be posted to explain the current procedure.
- No more than (2) two persons or family group and/or guests traveling together, should be permitted at a time per elevator, unless social distancing of 6 feet allows for more guests.

### Guest Sanitization Amenities

- Each guest will receive a welcome/awareness (COVID-19) letter.
- Guests are required to use face masks whenever possible, if they do not have one, the hotel will provide one.
- Hand sanitizing stations or sanitizing wipes will be located at the check-in area.



## 4. CLEANING PRODUCTS AND PROTOCOLS

Our hotel uses cleaning products and protocols which meet EPA guidelines (4) and are approved for use and effective against viruses, bacteria, and other airborne and blood borne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

### Public Spaces and Common Areas

The frequency of cleaning and sanitizing has been increased in all public space with an emphasis on frequent contact surfaces including, but not limited to: front desk check-in counters, bell desk, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, stair handrails, gym equipment, dining surfaces and seating areas.

### Guest Rooms

Optimum cleaning and sanitizing protocols are used to clean guest rooms, with emphasis on high-touch items including television remote controls, toilet seat and handle, door and furniture handles, water faucet, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, drape hooks, luggage racks and flooring.



### Laundry

All bed linen and laundry will be washed at high temperature and in accordance with CDC guidelines (5). Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry area.

### Back of the House

The frequency of cleaning and sanitizing will also increase in high traffic back of the house areas, with an emphasis on employee dining rooms, loading docks, offices, kitchen, security scanning podium, and training areas.

### Shared Equipment

Shared tools equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers, communication devices, payment terminals, kitchen equipment, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks, and all other different contact items used throughout the hotel. The shared food and beverage equipment in back of the house offices pantries will be discontinued.

### Room Recovery Protocols

In the event of a presumptive case of COVID-19, the guest room will be removed from service and quarantined. The guest room will not be returned to service until an enhanced sanitization protocol by a licensed third-party is conducted.

(4) <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

(5) <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

## 5. LOCATIONS FOR DISTRIBUTION OF PERSONAL PROTECTION EQUIPMENT (PPE)

### Front of the house

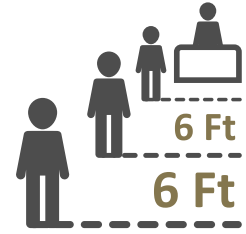
Front desk and by guest request

### Back of the house

Each department manager/clerk

## 6. PHYSICAL DISTANCING

Throughout the hotel, we will meet state and local health authority guidelines on proper social distancing.



### Queueing

Any area where guests or employees queue will be clearly marked for appropriate distancing. This includes check-in, check-out, elevators, lobby, coffee shop, casual dining and taxi waiting area.

### Hotel Front Desk, Business Center and Concierge

Agents will be located at least six feet distant from each other and guests will be assisted through a sneeze guard glass.

### Restaurant and Bars

Restaurants and bars will reduce seating capacity to allow for a minimum of six feet between each seated group/party of guests.

### Meeting and Convention Spaces

Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meeting and events based on CDC (6) and local health authorities. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

### Retail Store

In accordance with the store management, guest occupancy limits will be enforced for appropriate distancing.

### Pool and Beach

Seating will be configured to allow for at least six feet of separation between group of guests.

### Back of the House

Physical distancing protocols will be used in the employee dining room, training room and other high-density areas in order to ensure appropriate distancing between employees.

(6) <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

SOCIAL  
DISTANCING



## 7. BUSINESS SERVICES, OFFICE SERVICES, LOST & FOUND (MEDIUM RISK)

### Cleaning & Sanitizing Protocols

- Counters and equipment sanitized at least once every hour.
- A hand sanitizer will be in place at the Business Center entrance.
- Sanitize internet stations and post sanitization signage for reference.
- All lost & found items will be placed in a plastic bag. After closing the bag, it will be sprayed with disinfectant.

### Physical Distancing Protocol

- Employees in offices will use separate counters and have individual stations to minimize or eliminate shared equipment.
- A greeter will be placed at the front of the Business Services, when necessary, to control social distancing.
- Offer internet stations for printing and completing any documentation instead of going to the service counter.

### Guest Considerations

- Discontinue reusable print magazine and newspaper services throughout the property (except for single use newspaper).
- All packages delivered to the room will be sealed in single-use plastic bag and placed outside the guest room. The delivery person will call the room and wait six feet away to ensure the package is retrieved.

## 8. FRONT SERVICES AND TRANSPORTATION (LOW TO MEDIUM RISK)

### Cleaning & Sanitizing Protocols

- Sanitize high touch front service spaces and equipment including bell desk, luggage storeroom, bell cart, floor and seats of the porte-cocherè drop-off waiting area.
- Offices, desks, counters, workspaces and related equipment (including pads, phones, and radios) will be sanitized at least every four hours, upon a new employee using the equipment or shift changes.
- Bikes and locks, wheelchairs and other guest amenities will be sanitized after each use.
- All guest's luggage must be disinfected upon entry. Disinfecting wipes must be readily available for guest or employee for the luggage disinfection.
- Baggage door sanitized every hour.
- Bell carts and related equipment will be sanitized after each use.
- Bell cart carpets will be covered with a cleanable, non-porous or disposable surface after each use.
- Back of the house elevator buttons will be sanitized at least once per hour.

### Physical Distance Protocol

- Guest laundry and dry-cleaning services available using contactless pick-up and delivery protocols.
- Guest amenities will be consistent with In Room Dining (IRD) protocols and delivered with contactless procedures whenever possible.

## 9. POOL AND BEACH OPERATIONS (LOW RISK)

### Cleaning and Sanitizing Protocols

- Lounge chairs will be covered with a towel and replaced after each use.
- Cabanas/Tents will be covered with a towel and replaced after each use.



- Towel desk, beach entry kiosk and all other desk and counter to be sanitized at least once per hour.
- Lounge chairs, cabanas and tents will be sanitized each night.
- Pool towels will be kept in a covered container (not exposed to the open air) till requested by guest. Consider having pool towel in guest room for guest to bring own towel from the room.

### Physical Distancing Protocol

- Lounge chairs, cabanas and tents will be set with appropriate distancing.

## 10. HOT TUB

### Physical Distancing Protocol

- Maximum of (2) two people or family group to ensure appropriate distancing.

## 11. PUBLIC AREAS (LOW RISK)

### Cleaning and Sanitizing Protocols

- Employees will sanitize the following areas (FOH) at least once per hour:
  - Hotel entry doors, including handles
  - Restroom entry door, including handle
  - Credenzas
  - Handrails
  - Stairs and benches
  - Counters
  - Wipe and mop floors (at least once every shift)
  - Guest elevator button panel
  - Trash bins
  - EPA filter replacement (at least one every 90 days)
- Employees will sanitize the following areas (BOH) at least once per hour:
  - Employee entry doors, including handles
  - Handrails
  - Main hallway department doors, including handles
  - Punch clock areas
  - Counters
  - Employee dining tables
  - Trash bins

## 12. FRONT DESK (MEDIUM RISK)

### Cleaning and Sanitizing Protocols

- Sanitize all guest touchpoints after each transaction including EMV Credit Card Devices, pens, and registration counter.
- Hand Sanitizer dispenser to be placed in each service station.
- Employee will be protected by a sneeze guard.
- Employee will always wear gloves and face mask. Room key will be sanitized before and after use.
- Offices, Call Center, Registration Desk to be cleaned and sanitized upon shift changes.

### Physical Distancing Protocol

- Restructure stations (if used) to provide appropriate six-foot distance.
- Provide floor signage and/or Lobby Greeter to ensure physical distancing measures are followed by all arriving and departing guests.
- Implement peak period queueing procedures, including a Lobby Greeter, when the number of guests exceeds the lobby capacity.

- To minimize guest contact during check-in, guests will be offered to establish a schedule for room cleaning service. This will avoid having the guest in the room with a service attendant cleaning the room at the same time.
- Encourage express check-out services to all guests.
- Offer e-mailed invoices to guests instead of printed.

### Guest Considerations

- Guest will complete a Travel Declaration and Contact Tracing Sheet.
- The entrance Security Officer will record the temperature of all guests checking-in and provide the Travel Declaration and Tracing Sheet.
- Lobby greeter to serve welcome amenity to any guest (Food and/or Beverage). No self-service available.



## 13. HOUSEKEEPING (LOW-MEDIUM RISK)

### Cleaning and Sanitizing Protocols

- Cart, trolleys, and equipment will be sanitized at the start and end of each shift.
- Guest linen will be delivered and removed from the guest room in single use sealed bags.
- Pillow protectors on the guest room are to be changed upon check-out.
- All items stored on shelves in the Housekeeping locker room are placed in bags and not exposed when not in use.
- House phones in unsupervised/controlled areas will be sanitized each hour.
- Turn down service will be suspended until further notice.

### Physical Distancing Protocol

- If a guest is still in the room when room attendant is scheduled to clean, attendants will offer to return at an alternative time (coordinate new service and request time with Front Desk).

### Guest Considerations

- All reusable collateral to be removed from rooms; critical information (such as fire and safety procedures, etc.) will be provided as single use collateral and/or electronically posted (in coordination with Front Desk and IRD).
- Collateral will be disposed and changed after each guest.
- Extra pillows and blankets stored in the guest room closet will be removed and available upon request.
- All guest amenities to be packed before being placed in the room.
- Shoeshine service is suspended until further notice.

- Specific sanitization consideration will be paid to the following guest room areas:
  - Door and door knobs
  - Sink
  - Shower/bathtub/fixtures
  - Bathroom surfaces/walls
  - Commode
  - Closet door and hangers
  - Balcony furniture
  - Microwave
  - TV and TV remotes
  - Dresser handles, inside drawer
  - Coffee maker
  - Wand or pull chords for sheers and drapes
  - Room tables
  - DND and service buttons
  - Night stands
  - Counter tops
  - Refrigerator door (empty ice machine)
  - Light switches
  - Telephones
  - Sliding doors
  - Thermostat or A/C controls
  - Luggage rack
  - Room safe box
  - Bed head/top fixtures

## 14. FITNESS CENTER

Currently closed; pending guidelines for the re-opening.

## 15. RETAIL STORES (MEDIUM RISK)

### Cleaning and Sanitizing Protocols

- Cash wraps, phones, workstation, hard surfaces, handles, and frequently touched surfaces to be sanitized at least once per hour and upon shift change.
- Sanitize handles, knobs, cage locks, cage and stock room surface at least once per hour.

### Physical Distancing Protocol

- Signage will be prominently posted to remind guests of maximum occupancy and distance guidelines.

### Guest Considerations

- Display and retail assortments could be limited to essential items (pending local authority guidelines).
- All merchandise will be served/handled by a retail attendant, no self-serve available.
- All sales are final until further notice.

## FOOD & BEVERAGE

### 16. RESTAURANTS, BARS & LOUNGES (LOW-MEDIUM RISK)

#### Cleaning and Sanitizing Protocols

- Host podium including all associated equipment to be sanitized at least *once per hour*.
- Service stations, carts, beverage station, counter, handrails and trays to be sanitized at least once per hour and logged by outlet manager.
- POS terminal to be assigned to a single server where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use.
- Dining tables, bar tops, stools, and chairs to be sanitized after each use.
- In bars, disinfect working area including equipment (shaker spoons, ice scoop, etc.) after each use.
- Be sure to not have direct hand contact with ready-to-eat food.
- Condiments to be served in single-use containers (either disposable or washed after each use).
- Check presenters, votive, pens, and all other reusable guest contact items to be either sanitized after each use or single-use.
- Menu to be of single-use:
  - If menu is made of washable surface, it is to be sanitized before and after each use.
  - Tablet menu, to be sanitized before and after each use.
- Trays (all types) and tray stands to be sanitized before and after each use.
- Storage containers to be sanitized before and after each use.
- Food preparation stations to be sanitized at least *once per hour*.
- Kitchen to follow cross contamination protocol and to be deep cleaned and sanitized at least once per day.
- Remove all items from tables/counters (except single use items to be placed on table when guest is seated).

#### Physical Distancing Protocol

- Hostesses and manager to manage physical distancing at entryways, waiting areas and queues (in addition to having physical distancing signage).
- Peak period queueing procedures to be implemented when guests are unable to be immediately seated.
- Lounge seating will be controlled in restaurants, to ensure proper distancing protocol are followed.
- Tables and booths to be utilized with appropriate physical distancing between each party (six feet or as otherwise advised by local authorities).
- Reduce bar stool count to provide appropriate physical distancing.
- Manage the line flow at quick-serve outlets to ensure coffee and food pick-up areas remain appropriately distanced.



### **Guest Considerations**

- All condiments and utensils to be removed and made available from cashier and/or server.
- All straws to be wrapped.
- Linen napkin service to be suspended until further notice (disposable napkins will be used).
- Tableside cooking to be suspended until further notice.
- Bar snacks will be served per individual guest and not to share by table.
- All food and beverage items to be placed on the table, counters, slot, or other surface instead of being handed directly to guests.

### **Employee Dining Room (EDR)/ Event Protocols**

- No self-serve food available (including snacks).
- Single-use cups for beverages (no refills).
- Prepackaged plastic flatware.
- Trays and plates to be distributed by EDR cooks and line attendants.
- Extension of EDR sneeze guards.

## **17. IN-ROOM DINING (IRD)**

### **Cleaning and Sanitizing Protocols**

- All equipment to be sanitized prior to assignment to a shift.
- Employees assigned to individual stations (including guest and sale agents) will sanitize their station and all equipment at least once per hour and at each change of shift.
- Bussers & Runners will sanitize all doors, handles, and any other high contact surface at least once per hour.

### **Physical Distancing Protocol**

- Set food on table in hallway and notify guest when the table is outside of the room (plate covered) and guest will retrieve the table. (NO in room service).
- Request that guests notify IRD when finished with their meal and place their trolley in the hallway outside of their room.

### **Guest Considerations**

- Printed IRD menus to be removed from rooms.
- Explore menu delivery options: QR Code in room to access a PDF version, scrolling on an in-house TV channel, etc.
- Minibar to be locked, all loose products removed, and services suspended until further notice. Items will be available upon request from IRD.

## 18. CATERING AND BANQUETS (LOW-MEDIUM RISK)

### Cleaning and Sanitizing Protocols

- All shared equipment and meeting amenities to be sanitized before and after each use or be of single-use if not able to be sanitized.
- All linen, including underlays, to be replaced after each use.
- Clean and soiled linens to be transported in sealed single use plastic bags into and out of the meeting room.



### Physical Distancing Protocol

- All buffet self-serve style events to be suspended until further notice.
- All food & beverage items to be individually plated and served.
- Coffee and other break items to be served.
- Flatware to be provided as a roll-up.
- Condiments to be served in individual PCs or sanitized individual containers.
- Seat capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows Local Fire Authorities and CDC guidelines (and in coordination with hotel Sales & Event Services).

### Guest Considerations

- Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations.
- Develop examples of physically distanced floor plans for hotel Sales & Convention Services use.
- Create modified menus to showcase styles of services and items currently available.

## SALES

## 19. HOTEL SALES & EVENT SERVICES (LOW RISK)

### Cleaning & Sanitizing Protocols

- Sanitize conference room doors, tables, chairs, light switches and other equipment after each use.

### Physical Distancing Protocol

- Seat capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows Local Fire Authorities and CDC guidelines (in coordination with Catering & Banquets).
- Site inspections and meetings will be virtual and/or appropriate physically distanced.

### Guest Considerations

- Provide examples of physical distanced floor plans (in coordination with Catering & Banquets).
- Post signage outside of the meeting and events venue reminding guest of appropriate physical distancing guidelines.

# ENTERTAINMENT

## 20. LOBBY BAR (MEDIUM RISK)

### Lobby Bar, DJ Booth/Band Area

#### Cleaning and Sanitizing Protocols

- DJ Booth to be cleaned and sanitized daily.
- Service stations, carts, beverage station, counters, handrails and trays to be sanitized at least *once per hour* and logged by outlet manager/supervisor.
- POS terminal to be assigned to a single server/bartender where possible and sanitized between each user and before and after each shift.
- Dining tables, bar tops, stools, and chairs to be sanitized after each use.
- Disinfect working area including equipment (shaker spoons, ice scoop, etc.).
- Be sure to not have direct hand contact with ready-to-eat food.
- All bartenders and servers to wash their hands every 20 minutes.
- Condiments to be served in single-use containers (either disposable or washed after each use).
- Check presenters, votive, pens, and all other reusable guest contact items to be either sanitized after each use or be of single-use.
- Menu to be sanitized before and after each use.
- Ice buckets for bottle service and tray stands to be sanitized before and after each use.
- Wine bottles service to be opened by the bartender with a clean and sanitized wine opener.
- No garnish on top of the bar, garnishes always need to be covered.
- All ice bins to have their cover lid always closed, when not preparing a cocktail.
- All bartenders and servers to wear cover mask.

#### Physical Distancing Protocol

- Lounge seating to be reorganized to accommodate small groups (4p max).
- Tables and booths to be utilized with appropriate physical distancing between each party (six feet or as otherwise advised by local authorities).
- Reduce bar stool count to provide appropriate physical distancing.

#### Guest Considerations

- All preset items on tables to be removed (menus, B&B plates, condiments caddies, votives, flower arrangements).
- All straws and stirrers must be wrapped.
- When possible, glassware to be replaced by one-time use cups.
- Cotton napkin service to be suspended until further notice. If requested, we can offer roll ups.
- Bar snacks (if requested) will be served per individual guest and not to share by table.
- All food and beverage items to be placed on the table, counters, slot, or other surface instead of being handed directly to guests.
- Bottle service for liquor and wine should be encouraged avoiding extra interactions with staff.
- All major events for big gatherings to be cancelled until further notice.
- All live music entertainment to be postponed until further notice.
- Post signage reminding guests of appropriate physical distancing guidelines.

### 21. HOTEL MAINTENANCE & ROOM SERVICE CALLS

#### Cleaning and Sanitizing Protocols

- All maintenance tool carts to be sanitized at the beginning and end of shift.
- Shared tools need to be sanitized between uses.
- After each room service call (with the safe box, toilet, shower, etc.) employee will:
  - Sanitize all tools used in the service call, before restoring tools in the tool cart, engineering storage, and/or serving another guest room or area.
  - Employee will wash their hands thoroughly following proper protocol (or at least use hand sanitizer) before serving another area.
- Engineering employee will carry a personal hand sanitizer with them or in their tool cart.
- Based on the assigned duties, PPE equipment will be provided for the employee to use and comply with OSHA (7) requirements.

#### Physical Distancing Protocol

- Avoid physical contact with guests and coworkers during service call, maintain at least six feet from guest and coworkers.
- While servicing a room, use all PPE (face mask, face shield, etc.).
- Do not shake hands with the guest when greeting or saying goodbye.

#### Guest Considerations

- Depending on the nature of the room service request, PBX to arrange service when guest is not in the room.

(7) OSHA 3990-03 2020 Guidance on Preparing Workplaces for COVID-19



### 22. SECURITY OPERATIONS

#### Cleaning and Sanitizing Protocols

##### Control Area

- All contact surfaces to be sanitized at the beginning and end of each shift (in addition counter area will be sanitized every hour).
- All electronic equipment (radios, phones, etc.) will be sanitized at the beginning and end of each shift (sanitization duties will be logged to ensure proper protocols are followed).
- Special attention will be given to the sanitization of Fist Aid equipment.
- Shift supervisor/manager will log complete tasks, Security Offices and all related equipment and contact surfaces to be sanitized before and after each use.
- Proper PPE (gloves, face mask, face shield) will be used in this post at all time while receiving or dispatching ID's, lost & founds, keys or any electronic equipment, to ensure we follow proper CDC and OSHA (8).
- Bracelets, cards and hand keys will be sanitized when received and when dispatched.

##### On Property

- Guest Service Security (GSS) will wash their hands thoroughly with soap and warm water regularly throughout the day, but particularly after responding to a guest call.
- If available, GSS will carry a bottle of alcohol base (70% alcohol).
- GSS will have available gloves and will use them during certain tasks:
  - Giving First Aid
  - Working with lost & founds

##### Physical Distancing Protocol

- At the employee/service entrance, security will keep control of the distance between all employees/service suppliers (proper signage will be in this area reminding proper distancing).
- Standard Protocols will be followed unless a specific incident requires more invasive contact (i.e. taking a subject into custody for an offense).
- GSS will assist with enforcing physical distancing in guest queueing areas as required (registration areas, elevator, lobby, etc.).

##### Guest/Employee Considerations

- GSS will familiarize themselves with all symptoms and protocols of COVID-19 to assist guests and coworkers requesting orientation or help.
- GSS is responsible of the daily reading and logging of the temperature for all employees, entering through the employee entrance.
- GSS will assist guests on where to find hand sanitizer dispensers and PPE if requested.

# ENTRY SCREENING & CASE REPORTING PROTOCOLS

(Currently at Employee and Service Provider Entrance only)

## Entry Screening

- Non-invasive thermal cameras or non-contact thermometer will be placed at each entry point of the hotel. Any person displaying a cough, shortness of breath, or other known symptoms of COVID-19 or temperature above 100.3°F will be discreetly offered a secondary screening.

## Secondary Screening

- The visitor displaying an elevated temperature will be escorted to a designated, private and isolated area and provided with PPE.
- A Security Officer using appropriate PPE (including a surgical mask and eye protection) will record a second temperature with a secondary thermometer.
- If visitor refuses the secondary screening, they will be denied entry to the property.

## Visitors with Elevated Temperature

- If the secondary screening confirms that the visitor has a temperature above 100.3°F, the visitor will be denied entry (see additional procedure for current hotel guests).
- A Security Supervisor will collect basic visitor information including names, names of accompanied guests, guests in their traveling party, and ID (i.e. driver's license or employee ID). The Security Supervisor will then make initial observations for the known symptoms of COVID-19 including cough, fever, and shortness of breath.
- If the visitor refuses to provide information or cooperate with security, the visitor will be denied entry to the property.
- The Security Supervisor/MOD handling the case will immediately notify Hotel Management to notify local authorities or CDC and advise the operator that there is a possible case of COVID-19.
- Inform local authorities or CDC if the visitor is requesting medical care or refusing to cooperate and leaving the property.

## In-House Guest

- If hotel guest is deemed to have an elevated temperature and not in medical distress, the guest should be offered the opportunity to return to their room and gather their belongings before transportation is arranged.

## Confirmed COVID-19 Case

- All confirmed cases of customers and/or employees will be reported to the Health Security Officer (HSO). The HSO will immediately notify the Department of Health's Office of Epidemiology at (787) 692-6303.



### **If Guest Requests to Return to their Room**

- Security Supervisor/MOD will be called to escort the guest for the remainder of the process.
- The guest will be provided appropriate PPE (if not already wearing) and escorted directly to their room.
- Security Supervisor/MOD will control the elevator to ensure no other visitor uses the same cabin.
- After using the elevator, Security Control and Engineering will stop the elevator until properly sanitized by public area personnel.
- Security Supervisor/MOD will pin the room and notify the Front Desk to not permit access until medical clearance is given and/or the room is properly sanitized.

### **If Guest Does Not Return to the Room**

- Security Supervisor/MOD will pin the room and notify the Front Desk to not permit access until medical clearance is given and/or the room is properly sanitized.
- The guest belongings will remain in the room until security/management can arrange for the safe removal and storage of the belongings.
- Hotel Management will determine the best course of action to handle the outstanding folio on a case to case basis.
- Guests who have previously displayed elevated temperature may NOT return to the hotel until they have been medically cleared. Once proper medical clearance is given, they may return to their room (if still checked-in).

### **If Guest with an Elevated Temperature is Sharing a Room or had Close Contact with Other Visitors**

- Security Supervisor/MOD will investigate room shares and close contact guest(s). The protocol will be followed beginning with a secondary screening for all identified guests from investigation.
- Inform proper authorities and follow CDC guidelines.
- If the room is being used for self-isolation, the Security Supervisor/MOD will notify management for them to inform local health authorities and/or CDC. Proper sanitization procedure will be followed before room is available for a new guest.

### **Transportation**

- If the visitor has their own vehicle, they may leave in it.
- If the visitor does not have their own vehicle, an ambulance will be called to transport the person to the appropriate medical care facility as directed by CDC and local health authorities.
- Visitor who are displaying the symptoms of COVID-19 should NOT be directed to use public transportation, taxis, Uber, Lyft, or other shared transportation options.

### **Internal Report**

- Security Supervisor/MOD will submit a report of the incident to the General Manager.
- The incident report will include the visitor's name, identification information, room number (if applicable), if the temperature reading was above 100.3°F, and if the visitor was transported for medical care.
- The incident report will be updated as new information is available and when/if the visitor returns to property.

# BE SAFE!



CONDADO VANDERBILT  
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