



**2020 Guest & Team Member  
Health & Safety  
COVID-19 Recovery Plan**



## Table of Contents:

1. Team Member & Guest Health and Safety
2. Employee Responsibilities
3. What Our Guests Can Expect
4. Company Culture of Cleanliness
5. Social Distancing
6. Departmental Procedures
  - Hotel Operations:
    - Front Services
    - Front Desk
    - Pools & Water Parks
    - Public Areas
    - Housekeeping & Laundry
  - Food & Beverage:
    - Cafes & Bars
    - Catering & Banquets
  - Fitness Center
  - Human Resources
  - Sales
  - Security



## **1 Team Member & Guest Health and Safety**

The following initiatives are key to our success in ensuring the safety of all of our guests and team members. While these are significant changes from the fundamentals of how any hotel in the industry has operated prior to COVID-19, we are committed to continuing these initiatives until they are no longer necessary.

### **Team Member Health Temperature Checks**

Team Members will have their temperature taken in a non-invasive manner prior to starting their shifts. Anyone displaying a temperature over 100.0°F will be taken to a private area for a secondary temperature screening. PHM Team Members confirmed to have a temperature over 100.0°F will not be allowed entry to the property and will be directed towards seeking appropriate medical care.

### **Social Distancing is Key**

We're placing signage in the appropriate areas to remind people of the importance of staying 6 ft. apart from others and will be enforcing it for the comfort and safety of all guests and team members.

### **Hand Sanitizer**

Hand sanitizer stations will be provided in various public areas and also back-of-the-house areas for employees (Noting and encouraging that hand washing with soap and water is still the method of choice. Employees will be encouraged to wash their hands every 30 minutes).

### **Signage**

Signage will be placed in our lobby that provides CDC tips for safe traveling and safety measures for you to be aware of during your stay. The main channel of our guestroom TVs (where applicable) will also display any relevant information for reference.

### **Frequent Schedules of Sanitizing**

Guest rooms, public washrooms, all facility outlets such as food & beverage areas, fitness center, game room, all public areas front and back-of-the-house will be sanitized with an increased schedule of frequency using [CDC recommended sanitizing solutions](#).

### **Facial Coverings**

We strongly encourage all guests to follow the local ordinance to reduce the potential spread of COVID-19 while visiting our hotels and resorts by wearing a facial covering while in public areas.



## **2 Employee Responsibilities**

Our Employees have been advised to stay at home if they do not feel well, as recommended by the [CDC](#). For those Employees that come to work sick, they will be immediately sent home and are required to provide a medical authorization in order to return to work.

### **Hand Washing**

Proper hygiene and frequent handwashing with soap and water is vital to help combat the spread of virus. All PHM team members have been instructed to wash their hands often with soap and water for at least 20 seconds especially after having been in a public area, or after blowing their nose, coughing or sneezing. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol and be sure to cover all surfaces of their hands and rub them together until they feel dry. They have also been instructed to avoid touching their eyes, noses, and mouths with unwashed hands.

### **COVID-19 Training**

All PHM team members are in the process of receiving training on COVID-19 safety and sanitation protocols with a more comprehensive training for our teams with frequent Guest contact.

### **Personal Protective Equipment (PPE)**

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

### **Staggered Shifts & Stand-Up Meetings**

Team Member shifts will be staggered to allow for ample social distancing. Traditional stand-up meetings have been temporarily suspended until it is safe for our teams to gather together.

## **3 What Our Guests Can Expect**

### **Upon Arrival**

Signage will be conveniently placed at our front desks so that guests may review health and safety information as they wait to be checked in. This will include proper social distancing while our guests await being checked-in.

- a) If arriving by taxi or ride sharing service, our Employees will not open the doors.
- b) Guests needing bell service will be assisted and bell carts will be sanitized after each use.
- c) We ask that all of our guests adhered to social distancing practices while in line for check-in.

### **Hotel Guest Elevators**

- a) Elevator buttons will be sanitized on a regular basis throughout the day.
- b) No more than four guests will be permitted per elevator and signage will be posted as a reminder.



#### **4 Company Culture of Cleanliness**

Maintaining a high level of cleanliness is a challenge for all industries and individuals. Any parent knows how quickly their day of home cleaning can be impacted in just moments by their children. The same applies to our housekeeping teams. A Team Member can clean an area, walk away to clean another area, and someone can immediately enter the recently cleaned space and make it look like it was never cleaned. That is why all Team Members in the company are committed to meeting this challenge. Though the bulk of cleaning tasks will be handled by the housekeeping team, the entire hotel team is committed to maintaining the highest levels of cleanliness. This would include wiping down their own work surfaces, disposing of trash, promptly communicating messes they cannot clean themselves to the housekeeping team, or simply being mindful of keeping their area as clean as possible during their shift.

#### **Cleaning Products and Protocols**

Our hotels use cleaning products and protocols which meet both CDC and 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 we can obtain these cleaning supplies and the necessary PPE. The following protocols are being utilized by our housekeeping teams: goose neck ties on trash, bodily fluids and biohazardous waste cleaning/disposal, hand hygiene, dwell times of disinfectant chemicals, proper procedure of putting on and taking off PPE.

#### **Public Spaces and Common Areas**

The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, stair handrails, fitness center equipment, dining surfaces and seating areas. Hand sanitizing stations will be placed in key public areas for Guests to use in addition to the increased frequency of cleaning.

#### **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 flooring. Housekeepers will wash their hands or use hand sanitizer after every room cleaning. Practicing good hand hygiene is one of the best ways to prevent the spread of pathogens.

#### **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 Team Member breakrooms, Team Member entrances, restrooms, loading docks, offices, kitchens etc. Hand sanitizing stations will be placed in back of house areas for Employees to use in addition to the increased frequency of cleaning.



### **Shared Equipment**

Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new Team Member. This includes phones, radios, computers and other communication devices, payment terminals, kitchen instruments, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the property. This also includes shared food and beverage equipment in back of the house office, pantries including shared coffee brewers.

### **5 Social Distancing Stanchions**

In areas where lines may form at the property, stanchions when used will indicate the six-foot separation between people that is recommended in the CDC guidelines. We ask our Guests and Employees to be mindful of the stanchions and to use them as guides.

### **Hotel Front Desk**

Front desk agents will utilize every other workstation to ensure separation between Team Members whenever possible.

### **Cafes and Bars**

Our cafes and bars will reduce seating capacities 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 meetings and events based on [CDC](#) and state recommendations. Self-serve buffet style food service will be discouraged and only allowed utilizing acrylic sneeze guards to prevent the transmission of germs.

### **Pools & Water Parks**

Pool and water park seating will be configured to allow for at least six feet of separation between groups of Guests with no more than 10 people in a group. We ask that no furniture is moved in order to protect our Guests and Employees.

### **Back of the House**

Physical distancing protocols will be used in the Team Member breakrooms, training classrooms, shared office spaces, and other high-density areas in order to ensure appropriate distancing between team members.



## 6 Departmental Procedures

### HOTEL OPERATIONS

#### Front Services

- a) Sanitize high touch front service spaces and equipment including luggage storerooms, bell carts and any equipment in those areas.
- b) Sanitize offices, desks, counters, workspaces and related equipment (including tablets and radios)
- c) Scooters, wheelchairs and other guest amenities to be sanitized after each use
- d) Back of House elevator buttons
- e) Appliances and equipment in breakrooms

#### Front Desk

- a) Sanitize all Guest touchpoints after each transaction including credit card devices, pens and registration countertops
- b) Room keys to be sanitized before stocking
- c) Offices, back of the house desks, Registration Desks to be sanitized
- d) Restructure stanchions to provide appropriate six-foot intervals as needed
- e) Staff every other workstation

#### Pools & Water Parks

- a) Chaise lounge chairs to be sanitized
- b) Cabana guest contact surfaces to be sanitized after each use (where applicable)
- c) Cabanas to be sanitized each night and start of next day (where applicable)
- d) Towel desk or stand, entry gates and all counters to be sanitized
- e) Lifeguard stands to be sanitized upon rotation (where applicable)
- f) Chaise lounge chairs and other pool furniture set with appropriate physical distancing. We ask that all guests leave pool furniture in its place to adhere to the physical distancing protocol. Pool seating will be configured to allow for at least six feet of separation between groups of Guests with no more than 10 people in a group.

#### Public Areas

Employees to sanitize every item that may be touched by others on a frequent basis including (but not limited to):

- Guest elevators
- Door handles and knobs
- Handrails
- Employee dining tables and counters
- Trash receptacles
- Chair arm rests
- Toilets seats and flush handles
- ATMs



## Housekeeping & Laundry

- a) Golf carts and equipment to be sanitized
- b) Guest linens are laundered by our outside laundry service company. Their facilities consistently exceed the CDC recommendations for laundering linen in the following ways:
  - The wash formulas we use are designed to eliminate and remove micro-organisms, including SARS and coronavirus from all textile during wash process. We also use chlorine or peroxide in our cleaning processes, which are effective disinfectants.
  - Our laundry vendor laundries clean linen in industrial size machines at water temperatures above 140 degrees Fahrenheit.
  - Some plants wash at lower water temperatures but use different chemicals that kill germs and bacteria at lower water temperatures.
  - Following washing, linen is dried in industrial dryers which reach temperatures of approximately 200 degrees Fahrenheit and then go through industrial irons which reach temperatures of nearly 300 degrees Fahrenheit.
  - Clean linen and soiled linen are segregated. Customers linen is also segregated throughout all stages of the supply chain.
  - Employees consistently wear gloves in areas where there is soiled equipment or soiled linen is managed. Compliance is monitored by supervisors throughout all shifts.
- c) Housekeeping employee areas
  - Enforced social distancing
  - Staggered shifts
  - Instruct the team on best practices in cleaning processes
  - Cleaning of carts and equipment at the start and end of every shift
- d) House phones, where applicable
  - House phones have been temporarily suspended due to COVID-19.
- e) Minimize contact with guests while cleaning hotel rooms.
  - Emphasizing social distancing, guest room attendants will offer to return at an alternate time for occupied rooms if necessary.
- f) Specific sanitation consideration will be paid to the following guest room areas:
  - Desks, counter tops, tables, nightstands and chairs
  - Phones and remotes
  - Thermostats
  - Cabinetry, pulls and hardware
  - Doors and doorknobs
  - Bathroom vanities and accessories
  - Bathroom fixtures and hardware
  - Windows, mirrors and frames
  - Lights and lighting controls
  - Closets, hangers, guestroom safe, pens and other amenities
  - Toilets
  - Refrigerator, oven, microwave, dishwasher, faucet, toilet, washer, and dryer handles





## **FOOD & BEVERAGE**

### **Cafes & Bars**

- a) Host Podiums including all associated equipment to be sanitized
- b) Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized
- c) Dining tables, bar tops, stools and chairs to be sanitized frequently
- d) Employees to manage physical distancing at entries and waiting areas
- e) Tables, chairs and bar stools to be placed with appropriate physical distancing
- f) All self-serve condiments and utensils to be removed and available from cashiers or servers

### **Catering & Banquets**

- a) All shared equipment and meeting amenities to be sanitized before and after each use
- b) Self-serve buffet style food service will be discouraged and only allowed utilizing acrylic sneeze guards to prevent the transmission of germs.
- c) Coffee and other break items to be attended and served by a server
- d) Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing

## **FITNESS CENTER**

### **Fitness Center**

- a) Cleaning solutions will be located within the fitness center so that each guest can sanitize the equipment they use before and after their workout.
- b) Equipment reconfigured to meet social distancing requirements
- c) Visible cleaning logs verifying hourly disinfecting of the entire facility
- d) Increased signage and messaging across all channels to continue building awareness and adherence to CDC health and prevention guidelines.

## **HUMAN RESOURCES**

- a) Uniformed Employees are required to be in cleaned uniforms
- b) Staggering shifts will be promoted to eliminate any gathering of Team Members at one given time
- c) Time punches to be entered via the Paycor Blue app
- d) Locker rooms to be clearly marked with available and unavailable spaces to be used for dressing
- e) Office visits: offer alternatives to communicate via email, phone, video conferencing and texting
- f) Wipe areas in the office doorways, door handles

## **SALES**

- a) Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing
- b) Site inspections and meetings will be done virtually and/or with appropriate social distancing



## **SECURITY**

- a) Act in association with Local and County Health Agencies to ensure all recommended protocols are being followed/enforced
- b) Constant property patrols to ensure a safe and secure environment
- c) Gloves and PPEs used in guest interactions
- d) Golf carts and equipment are sanitized and maintained after each use
- e) Gatehouse Personnel to manage social distancing at entry and wipe down all equipment at beginning and end of shifts, where applicable
- f) Each Employee is to sanitize radios before and after use