

Health and Sanitation Guidelines



MAIN STREET HOSPITALITY

Contents

Overview

- Employee & Guest Health
- Employee Responsibilities
- The Guest Experience
- Cleaning Products and Protocols
- Physical Distancing

Department Specific Sanitization Policies

- Hotel Operations
- Food & Beverage
- Fitness Center
- Retail
- Sales
- Security

Entry Screening & Case Reporting Protocols

Overview

We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures.

This plan presents what we will do to keep our guests, employees, and our community safe.

Each operating department has its own customized set of procedures, even more detailed than the summary presented here. It relies on the best available science on sanitization methods. We will continue to refine and update the plan as our experts provide us more advice. Our procedures are extensive and but necessary to keep guests, employees, and our community safe.

Employee & Guest Health

Employee & Guest Health

The health and safety of our employees and guests is our number one priority.

Physical Distancing. Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using elevators or moving around the property. Restaurant tables, lobby furniture and other physical layouts 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 property outlets will comply with, , local or state mandated occupancy limits.

Hand Sanitizer. Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as reception areas, restaurant entrances, meeting spaces, elevator landings, 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.

Employee & Guest Health

The health and safety of our employees and guests is our number one priority.

Back of the House Signage. Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

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 property to the Massachusetts or RI Department of Health. We will be ready to provide support to our guests. 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 manager on duty (guests).

Case Notification. If we are alerted to a presumptive case of COVID-19 at the property we will work with the Massachusetts or RI Department of Health to follow the appropriate actions recommended by it.

Employee Responsibilities



Employee Responsibilities

Main Street Employees are vital for an effective sanitation and health program.

Hand Washing. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All MSH employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering, going on break and before or after starting a shift.

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

Employee Responsibilities

MSH Employees are vital for an effective sanitation and health program.

Personal Protective Equipment (PPE). Appropriate PPE will be worn by all employees 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. Every employee entering the property will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests.

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 stagger employee arrival times to minimize traffic volume in back of house corridors and service elevators. Hand sanitizer will be available at each timeclock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance. Written communication to substitute shift hand-over meetings.

The Guest Experience



The Guest Experience

Arrival

Visitors will be screened asked to use hand sanitizer and to wear a mask (which will be provided by the property). Appropriate signage will also be prominently displayed, entering the hotel, outlining proper mask usage and current physical distancing practices in use throughout the hotel.

Guest Entry:	Points of Entry Limited Doors automated or propped open where possible <i>(If the door is not automated or cannot be propped will be sanitized hourly)</i>
Bell Service*:	Guests requesting bell service will be assisted and the bell cart will be sanitized after each guest is assisted
Valet Services*:	Suspended until further notice
Elevators*:	Sanitized hourly at minimum Signage posted explaining current procedures Limit of (4) guests per elevator ride Hand sanitation available for guests at elevator entrances
Amenities	Each guest will receive an amenity bag during check-in containing masks, hand sanitizer and a COVID-19 awareness card

**where applicable*

**RLI antique elevator closed until further notice*

Cleaning Products and Protocols



Cleaning Product and Protocols

Our hotels use cleaning products and protocols which meet EPA guidelines² 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.

Public Spaces and Communal 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, dining surfaces and seating areas, outdoor seating.

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.

Cleaning Product and Protocols

Laundry. Bed linen to included pillow protectors be changed and continue to be washed at a high temperature and in accordance with CDC guidelines³. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

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, uniform control rooms, employee restrooms, loading docks, offices, kitchens, security scanning podiums, Employee Relations service desks and training classrooms.

Shared Equipment. Shared tools and 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 and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the hotel. The use of shared food and beverage equipment in back of the house office pantries (including shared coffee brewers) will be discontinued.

Cleaning Product and Protocols

Room Recovery Protocol. In the event of presumptive case of COVID-19 the guest's room will be removed from service and quarantined. The guest room will not be returned to service until case has been confirmed or cleared. In the event of a positive case, *the room will only be returned to service after undergoing an enhanced sanitization protocol by a licensed third-party expert and approval by the health department.*



Physical Distancing



Physical Distancing

Throughout the hotel we will meet or exceed state and local health authority guidelines on proper physical distancing.

Queuing. Any area where guests or employees' queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies and Restaurant Podium.

Hotel Front Desk. Agents will work on only one workstation and use the same phone through their shift and will sanitize workstation when leaving for extended period of time.

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

Meeting Spaces. Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC⁴ and state recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

Physical Distancing

Retail Spaces. Guest occupancy limits will be enforced to allow for appropriate distancing.

Pools. Pool seating will be configured to allow for at least six feet of separation between groups of guests.

Back of the House. Physical distancing protocols will be used in the employee dining rooms, uniform control areas, training classrooms, shared office spaces, the employee break room and other high-density areas in order to ensure appropriate distancing between employees.



Department

Specific Sanitization Policies



Department

Specific Sanitization Policies: Hotel Operations

Guest Mail, Packages Newspapers, Lost & Found

Cleaning/Sanitizing

Counters and equipment sanitized at least once per hour or as needed when guest comes into contact.

Physical Distancing

Employees to have individual stations to eliminate shared equipment

Maximum of (2) employees at counter

Guest Considerations

Newspaper services will still be available throughout the property (RLI).

All packages will be placed in sealed single-use plastic bags



Department

Specific Sanitization Policies: Hotel Operations

Front Services & Transportation

Cleaning/Sanitizing

Sanitize high touch front services spaces and equipment including dispatch offices, bell desks, luggage storerooms, luggage belts, bell carts

Offices, desks, counters, workspaces and related equipment (including iPads and radios) to be sanitized at least once every (4) hours or upon a new employee using the equipment

Wheelchairs and other guest amenities to be sanitized after each use

Bell cart carpets to be covered with a cleanable, non-porous or disposable surface

Bell carts sanitized upon guest return & every hour. Supplies provided to sanitize bell cart for guests.

Back of House (BOH) elevator buttons to be sanitized at least once per hour

Vending machines (break room) to be sanitized at every four hours

Physical Distancing

Guest amenity deliveries will be consistent with In Room Dining (IRD) protocols and delivered with contactless procedures whenever possible

Guest Considerations

Valet parking suspended

Self-service ice machines to be suspended and signage posted indicating ice is available at the restaurant

Unplug in-room fridges between stays to disinfect any potential contamination.



Department

Specific Sanitization Policies: Hotel Operations

Pool & Hot Tub Operations

Cleaning/Sanitizing

Chaise lounge chairs to be sanitized after each use

Increase number of chemical level checks throughout the day.

Physical Distancing

Chaise lounge chairs set with appropriate physical distancing

Guest Considerations

No department specific requirements

Public Area

Cleaning/Sanitizing

Employees to sanitize the following areas at least once per hour:

- Hotel entry doors
- Credenzas
- Counters/bell desks
- Elevators/elevator buttons
- Public bathrooms/ATMs
- Stair rails
- Computer center
- Commons space areas

All Front of House (FOH) restrooms to be sanitized at least once per hour

Physical Distancing

No department specific requirements

Guest Considerations

No department specific requirements



Department

Specific Sanitization Policies: Hotel Operations

Front Office

Cleaning/Sanitizing

Sanitize all guest touchpoints after each transaction including EMV Credit Card Devices, pens and registration countertops, posted signage,

Room keys to be sanitized before after returned by guest

Offices, front desks to be deep cleaned and sanitized upon a shift change

Physical Distancing

Restructure stanchions to provide appropriate six-foot intervals

Staff working on the same workstation throughout shift

Inform guests to ensure physical distancing measures are followed when approaching the desk with proper distances being visibly marked

Implement peak period queueing procedures, including a Lobby Greeter, when the number of guests exceeds the lobby capacity

Guest Considerations

Hotel entry doors to be propped open when possible to minimize guest contact

Department

Specific Sanitization Policies: Hotel Operations

Housekeeping

Cleaning/Sanitizing

Carts, and equipment to be sanitized at the start and end of each shift

Rooms will stay vacant for 24 hours prior to Housekeeping

Housekeepers to wear masks and gloves apron-gown(changed after every room) while servicing rooms

Guest linen will be delivered and removed from guest rooms in single use sealed bags

Pillow protectors on the guest room beds will be changed after guests departs

Back of house restrooms will be disinfected at least once every four hours

House phones, in unsupervised/controlled areas, to be removed

Physical Distancing

Minimize contact with guests while cleaning hotel rooms; guest room attendants will offer to return at an alternate time for occupied rooms

Guest Considerations

To limit potential guest exposure, and safety of guests no stay over service will be provided

All reusable collateral to be removed from rooms; critical information to be placed on single use collateral

Disposable collateral to be disposed and changed after each guest

Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request

All guest amenities to be packaged before being placed in room

Specific sanitation consideration will be paid to the following guest room areas:

- Desks, counter tops, tables and chairs
- Phones, tablets 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 and other amenities



Department Specific Sanitization Policies: Food & Beverage

Employee Health Management

- Employees - Stay home or leave work if sick; consult doctor if sick and supervisor.
- Instruct sick employees to stay home and send home immediately if sick.
- Pre-screen employees exposed to COVID-19 for temperature and other symptoms.
- Encourage employees 65+ to stay home
- Stagger shift start times to reduce contact.
- Fewer staff in the locker rooms & sanitize area every hour
- Individually wrapped Employee Meals.
- Employees to eat in separate areas - Remove communal employee area
- All Pre-shifts where social distancing can occur
- Help educate employees and customers on importance of social distancing

Department Specific Sanitization Policies: Food & Beverage

Personal Hygiene

- Wash your hands often with soap and hot water for at least 20 seconds
- If soap and water are not available, use a 60% alcohol-based hand sanitizer per CDC
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Wear mask/face covering per CDC & FDA
- Health & Hygiene Training for all staff before they restart:
 - PPE – how to use and dispose (masks & gloves)
 - Employees not to touch face
 - New guidelines for service
- All employees provided with small personal hand sanitizer bottle and wipes to keep on them during shifts
- Sanitize hands after clocking in

Department Specific Sanitization Policies: Food & Beverage

Physical Distancing

- PHASE 1: 50% capacity
- PHASE 2: 75% capacity

Reduced Occupancy: Open table Restrictions

- Control Seating: Seat only 20 people per 30 mins intervals in order to social distance
- 6ft tape lines at podium
- Plexi Glass panel at podium
- Dining room curtains will be closed fully
- New guest occupancy limits
- Physical distancing measure signs & protocols & maximum occupancy

Red Lion Inn VENUE	CAPACITY	
	<u>ACTUAL</u>	<u>REDUCED</u>
MDR	150	75
TAVERN	30	15
COURTYARD	90	45

Department Specific Sanitization Policies: Food & Beverage

Use of Fitzpatrick room & lions court to better spread out tables

Remove & rearrange tables in dining room

- Spatial awareness – distancing throughout restaurant (FDR & TAV & Court)
- No parties over 4 to begin

Temperature checks at entryway (Is this appropriate?)

Lobby greeter – assist with social distancing measures

- Reduce furniture in lobby

Hostess & Manager to maintain social distance

Peak period queuing lines

Department Specific Sanitization Policies: Food & Beverage

Dining Service

- Table Setting
 - Table set with Linen & Placemats & Hand Sanitizer
 - Flatware Roll ups prepared by staff in gloves – will be stored & covered when not in use
 - Salt & pepper/sugar packets caddies placed at every server section – given upon orders placed – wiped down after use
- Approach tables while at a distance
- Menus: Host will offer guests option of hard disposable copy menu OR:
 - Guests to visit website on their phones
 - Provide an email address where menus can be obtained
 - Plastic holder table tents in on each table will offer information on menu acquisition: Tents wiped down after each diner
- Bread Service: Upon Request & prepared by kitchen
 - Foil Butter packets
 - Bread baskets will be lined to cover bread completely
- Masks, gloves during service – change every hour.
- Individual condiment packets when applicable
- Runners/Servers will bring food to tables – wearing gloves

Department Specific Sanitization Policies: Food & Beverage

Dining Service cont.

- No check presenters
 - Servers will ask guests if they would like to leave tip and if check can be closed without signature
 - Check not dropped when unnecessary
 - All Pens used will be wiped down
- Glass Votives on tables to be washed – No Candle Sticks
- POS terminal assigned to (1) server when possible & sanitized after
- Tray expeditor with gloves to help break down trays during service
- Take Out will still be encouraged/promoted

Department Specific Sanitization Policies: Food & Beverage

Bar Setup

- Bars will be fully sanitized at beginning & end of shifts
- Glass inventory on bars will be reduced
 - Sanitize glasses at bar before usage
- All bar stools removed in both Den and Tavern & Courtyard
- Bartenders as service bartenders.
- Bartenders will wear masks during shift.
- Sanitize hands after every drink made.
- Garnishes will be kept in quart containers and pulled out individually for each drink.
 - Tongs used for all garnishes & pre skewered garnished for Bloody Mary's, etc.
- Sanitizing protocols will be developed for bar preparation.
- The service bar behind the tavern bar will be locked at all times.
 - Managers will have access for wines by the bottle and restocking cold whites for bartender
 - POS in service bar will be moved to better place for special distancing

Department Specific Sanitization Policies: Food & Beverage

Beverage Service

- Glass, sealable water bottles provided for all tables dining
 - Bottled Tap/Sparkling bottles will be offered
- Beverages will be made by Bartender
 - Placed on trays for servers to carry
 - Servers, while wearing masks, will not touch drinks.
 - They will put tray on table for guest to take.
- Coffee, Iced/Hot Tea Service:
 - Hot Water/Coffee brought to table – will not be poured to order
 - PC Creamer cups provided
- Wine BTG:
 - Poured by Bartender
 - No Open wine stations

Department Specific Sanitization Policies: Food & Beverage

Beverage Service contd.

- Wine BTG:
 - Poured by Bartender
 - No Open wine stations
- Wines by Bottle:
 - Opened by Bartender and left at table by server
 - For distant presentation, Server opens at side station with fresh set of gloves.
 - If the guest wishes the server/somm keep pouring, they can advise accordingly. Gloves will be used for each wine bottle transaction, and then tossed.
- General wines and liquors i.e. inventory reductions will occur

Complimentary Coffee Station

- No self-service complimentary coffee station – staff to assist & monitor station

Department Specific Sanitization Policies: Food & Beverage

In Room Dining

- Leave tray outside room
 - Employee will not enter room
 - Knock to notify food is there – plate covers remain
- Email menu signs for In Room dining – email to receive menus
- All charges will be automatically charged to room

Banquets & Events

- Signage outside function rooms reminding guests about physical distance & hygiene
- All linen replaced for banquets – bag linen after use in room – bring straight to laundry
- Roll ups for banquets
- No buffet set ups
- Sanitize all banquet carts
- Individual condiment packets when applicable
- Coffee stations attended by staff member
- No water/soda stations: Bottled Water/ Cans of soda
- Floor plans reviewed and occupancy adjusted to adhere to social distancing guidelines.
- All chairs & doorknobs sanitized after events.

Department Specific Sanitization Policies: Food & Beverage

Front Porch

- Reduce porch seating to adhere to social distancing guidelines.
- Disposable cups will be used for beverages outside (porch/courtyard/pool)
 - Increase of waste bins throughout porch
- Addition of a “porch host” to assist with seating and guest communication.
 - Stanchions will be placed to prevent self-seating (left, right side of porch stairs, gift shop stairs)
 - All porch chairs will be sanitized after usage by cocktailers/porch host
- Portable bar will be set up on porch with disposable cups



Department Specific Sanitization Policies: Food & Beverage

Cleaning/Sanitizing: BOH F&B

- Follow Servsafe guidelines for safe food handling
- Wrap and cover food containers to prevent cross contamination.
 - Label & Date.
 - Follow 4 steps to food safety: Clean, Separate, Cook, and Chill.
- Never touch Ready-to-Eat foods with bare hands
- Use single service gloves, deli tissue, and suitable utensils to handle food.
- Train employees on cleaning and disinfecting procedures, and protective measures, per CDC and FDA.
- Have and use cleaning products and supplies
 - Disinfect high-touch surfaces frequently
 - use EPA-registered disinfectant
 - Ensure food containers and utensils are cleaned and sanitized
 - Prepare and use sanitizers according to label instructions
- BOH signs – how to wear mask, washing hands. Wash hands every 60 minutes - using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the gaming floor, going on break and before or after starting a shift.

Cleaning/Sanitizing: FOH F&B

- Hand Sanitizer at each table
- Touchless hand sanitizer at each entry and exit
- Ipads/POS stations sanitized every hour
- Chairs wiped down after every table
- Host podium sanitized every hour
- Servers will sanitize stations before and after shift:
 - All chairs/tables
 - Doors/handles
 - Disinfect all POS, server station, all counters pre & post shift
 - Tray Stands cleaned every hour
- Tray Stands:
 - Will have nothing in them
 - Stocked with needs for service
 - Sani buckets at every station
 - Disposable wipes



Department

Specific Sanitization Policies: Fitness Center

Pending guidance from local authorities and medical experts. Alternative wellness options to be provided to guests as they are developed including in-room and outdoor wellness programming.



Department Specific Sanitization Policies: Retail

Gift Shop & Sundry

Cleaning/Sanitizing

Cash wraps, phones, workstations, hard surfaces, handles and frequently touched surfaces to be sanitized at least once per hour and upon a shift change

Sanitize carts and mag liners before and after each use

Sanitize handles, knobs, cage locks, cages and stock room surface at least once per

Physical Distancing

Signage will be prominently posted reminding guests of maximum occupancies and distancing guidelines

Guest Considerations

Displays and retail assortments will be limited to essential items during phase one to include sundries, toiletries, pre-packaged food and beverage

All merchandise will be served/handled by a retail attendant; no self-serve available in any category

All sales final until further notice (including phone orders)

Department

Specific Sanitization Policies: Sales

Hotel Sales & Convention Services

Cleaning/Sanitizing

Sanitize conference room doors, tables, chairs light switch and other equipment after each group use.

Meeting rooms will remain locked when meets are not being conducted

Will sanitize their respective work areas, counters, doors and equipment at least once every four hours

Physical Distancing

Provide example of physically distanced floor plans (in coordination with Catering & Banquets)

Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that CDC & State guidelines (in coordination with Catering & Banquets)

Site inspections and meetings will be done virtually and/or appropriately physically distanced

Guest Considerations

Provide example of physically distanced floor plans (in coordination with Catering & Banquets)

Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines



Department

Specific Sanitization Policies: Security

Security Operations		
Cleaning/Sanitizing All contact surfaces to be sanitized at the completion of an incident	Physical Distancing Standard protocols will be followed unless a specific incident requires more invasive contact Security Officers to assist with enforcing physical distancing protocols in guest queuing areas as required (restaurants, registration areas, elevator lobbies, etc.)	Guest Considerations Security Officers to familiarize themselves with hand sanitizer and mask distribution points for guests and coworkers

Entry Screening & Case Reporting Protocols

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) and a temporal thermometer will record a second temperature.

If the visitor refuses the secondary reading, they will be denied entry to the property and provided a COVID-19 information card.

Visitors with Elevated Temperature

***See additional procedures below for current hotel guests*

If the secondary reading confirms that the visitor has a temperature above 100.0°F, the visitor will be denied entry** to the property and be directed towards medical care and provided with resources and recommendations based on CDC and local health authority guidelines.

A Security Supervisor will collect basic visitor information including name, names of room shares and close contact guests in their traveling party and ID (i.e. driver's license or employee ID). The Supervisor will then make initial observations for the known symptoms of COVID-19 including cough, fever and shortness of breath.

If a visitor refuses to provide information or cooperate with Security, the visitor will be denied entry to the property.

Entry Screening & Case Reporting Protocols

SNHD Reporting

The Security Supervisor handling the case will immediately notify the Southern Nevada Health District (SNHD) at (702) 759-1300 Option 2 and advise the operator that there is a possible case of COVID-19.

Inform the SNHD if the visitor is requesting medical care or refusing to cooperate and leaving the property.

In-House Hotel Guests

If a current 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.

If a guest requests to return to their room:

- A Security Supervisor 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.
- The Security Supervisor will control the elevator to ensure no other visitors use the same cabin.
- The SCC will notify PAD and the elevator will be returned to service only after properly sanitized by PAD.
- The SCC will notify the Hotel Manager on Duty to pin the room and not permit access until medical clearance is given and/or the room is properly sanitized.



Entry Screening & Case Reporting Protocols

In-House Hotel Guests contd.

If the guest does not return to their room:

- The SCC will notify the Hotel Manager on Duty to pin the room and not permit access until proper medical clearance is given and/or the room is properly sanitized.
- The guest's belongings will remain in the room until security 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 by case basis

Guests who have previously displayed an elevated temperature may NOT return to the property until they have been medically cleared. Once proper medical clearance is given, they may return to their room (if still checked-in).

If the Guest with an elevated temperature is sharing the room or has had close contact with other visitors:

- The Security Supervisor will determine room shares and close contact guests traveling with the elevated temperature guest. The full protocol will be followed beginning with a secondary screening for all close contacts.
- Follow SNHD guidance on required isolation or quarantine procedures for close contacts as appropriate.
- If a room is being used for self-isolation the SCC will inform Hotel Management and CDC and local health authority guidelines will be followed for all additional contact with the guest and service to the room.



Entry Screening & Case Reporting Protocols

Transportation

If the visitor has their own vehicle the visitor may leave in their own vehicle.

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 local health authorities.

Visitors 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 Reporting

The Security Supervisor will notify the Preliminary Investigator to prepare an incident report.

The report will be submitted to the head of Crisis Management.

At a minimum, the incident report is to include the visitor name, identification information, room number (if applicable), if the temperature reading(s) was above 100.0°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.