



# **ENHANCED INDUSTRY-WIDE HOTEL CLEANING STANDARDS**

in response to COVID-19.





Dear Valued Guest,

Hospitality at its core is an industry of people taking care of people. The safety of our guests and employees has always been our number one priority. We want to ensure travelers that our property will be cleaner and safer than ever before when they are ready to resume traveling once again.

To meet the new health and safety challenges and expectations presented by COVID-19, the American Hotel & Lodging Association (AHLA) is launching Safe Stay. This new initiative is focused on enhanced hotel cleaning practices, social interactions, and workplace protocols, while ensuring transparency throughout the guest journey.

This initiative represents a new level of focus and transparency for our industry already built on cleanliness. We have always had rigorous standards for cleaning and safety. We are enhancing these standards to boost guest's confidence and doing so in accordance with guidance issued by public health authorities, including the Centers for Disease Control (CDC).

Our management team reserves the right to deny accommodating guest who do not follow the CDC GUIDELINES that we are going to be implementing.

# Employee & Guest Health



## Washing Hands & Hand Sanitizer

[CDC guidelines](#) will govern the duty of our hotel employees to engage in frequent hand washing and use of hand sanitizer. Hand sanitizer dispensers will include [no less than 60% alcohol content](#). Dispensers will be placed at key guest and employee entrances and contact areas. This includes lobby reception areas, employee entrances, restaurant entrances, meeting spaces, elevator landings, pools, exercise areas and all our public areas.



## Front of the House Signage

During all times in which the usage of masks is recommended by the CDC and/or other local health authorities, health and hygiene reminders will be placed at high-traffic areas on property, indicating the proper way to wear, handle and dispose of masks.



## Back of the House Signage

Signage will be posted in the employee break room and cafeteria, and other areas employees frequently enter or exit. Signage will remind employees of the proper way to wear, handle and dispose of masks, use gloves, wash hands, sneeze and to avoid touching their faces.



## Employee & Guest Health Concerns

Responding swiftly and reporting to local health officials any presumed cases of COVID-19 at the hotel property will be a staff-wide requirement. Employees exhibiting symptoms of COVID-19 will be denied entry to their shift. While at work, employees who notice a coworker or guest exhibiting symptoms of COVID-19 will immediately contact a manager. We will follow [CDC guidelines](#) for employers and businesses, including instructing employees to self-isolate for the required amount of time, as defined by the CDC, from the onset of symptoms and be symptom-free for at least three days without medication.

We will be conducting Well-being checks of all employees, including physical temperature checks.



## Case notification

ALL confirmed cases of COVID-19 will be immediately reported to [local health authorities](#) in accordance with appropriate actions recommended by the [CDC](#).



# Employee's Responsibilities



## Hand Cleaning

All employees will follow CDC guidance regarding hand washing. Employees shall wash their hands for **at least 20 seconds**, or use sanitizer, after any of the following activities: using the restroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (ID, cash, credit card, key card), taking a break, and before a shift and as needed throughout the shift. Employees will wear gloves for added protection and sanitation efforts. Proper hand hygiene, in accordance with CDC guidelines, will be followed prior to and after removing the gloves.



## COVID-19 Training

All employees will receive COVID-19 safety and **facility sanitation protocols training recommendations from the CDC** with more comprehensive training, consistent with the CDC, for employees with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations, Security, Valet/Door/Bell Services, and Maintenance/Engineering.



## Personal Protective Equipment (PPE)

Federal and local government regulations dictate appropriate PPE to be worn by employees. PPE, along with appropriate training for use and disposal, will be made available to any employee upon request.

### GENERAL ADVICE



WASH HANDS WITH SOAP AND WATER OR SANITIZER AT LEAST 20 SEC



DRY HANDS WITH A DISPOSABLE TOWEL, DON'T SHARE TOWELS



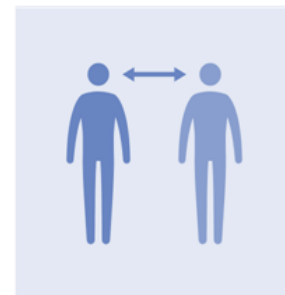
COVER COUGHS AND SNEEZES WITH A TISSUE OR FLEXED ELBOW, DISPOSE TISSUES



DO NOT TOUCH EYES, NOSE, MOUTH WITH UNWASHED HANDS



DO NOT SHARE PERSONAL OBJECTS AND HOUSEHOLD ITEMS



KEEP A SAFE DISTANCE FROM OTHERS

# Cleaning Products & Protocols

Cleaning products and protocols includes [EPA-approved disinfectants](#) that meet CDC requirements for use and effectiveness against viruses, bacteria and other airborne and bloodborne pathogens



Cleaning and disinfecting shall be frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, vending machines, ice machines, room keys and locks, ATMs, escalator and stair handrails, gym equipment, pool seating and surrounding areas, dining surfaces and all seating areas.



Cleaning and disinfecting protocols will require that particular attention is paid to high-touch, hard non-porous 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. For our guest and employee safety we will only be entering rooms after checkout. If any fresh linens are needed during your stay you will be required to contact the front desk and they will be brought up in a secured bag to be exchanged for the used linens.



Linens, towels and laundry will be washed in accordance with CDC guidelines, including washing items as appropriate in accordance with the manufacturer's instructions. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.



Button panels will be disinfected at regular intervals, including the beginning of each housekeeping staff work shift and continuing throughout the day.



Cleaning and disinfecting of all high touch areas will occur in accordance with CDC guidelines, including 30 minute interval cleaning in high traffic areas. Hand washing stations and access to hand sanitizer will be convenient and highly visible.



Shared tools and equipment shall be disinfected after each shift or transfer to a new employee.



Food and beverage service will limit in-person contact with guests and buffet service and also minimize dining items for increased sanitation. As recommended by CDC Our breakfast service will consist of a grab and go will breakfast to be served by an attendant wearing personal protection equipment (PPE). Utensils will be washed and changed in 30 minute intervals.

# Physical Distancing

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As recommended by the CDC's social distancing guidelines,

Guests will be advised to practice physical distancing by standing at least 6 feet from any group of people not traveling with them. Areas will be clearly marked for appropriate physical distancing; We will Enforce one-way guest flow with marked entrances and exits. Lobby furniture and other public seating areas will be reconfigured to promote social distancing.

