



# Mr. C HOTELS HEALTH & SANITATION PROGRAM

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 program has been developed in consultation with three leading public health medical professionals and fellows of Georgetown and Johns Hopkins Universities.



## Mr. C HOTELS HEALTH & SANITATION GUIDELINES

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### **Statement from Andrea Martucci, VP of Operations – Mr. C Hotels**

At Mr. C Hotels we care deeply about our family of employees and our community. We took the decision early on to reduce our operations and adhere to all guidelines surrounding closure once this was determined by local government.

In the spirit of partnership and safety this plan intends to lay out what we will do to keep our guests, employees, and our community safe. Each operating department has its own customized set of procedures, which have been proactively reviewed in detail, dedicated training hours assigned to executing these protocols to maintain consistency throughout our small asset. These plans are all works in progress, and we will update and adjust the plan based on the advice and guidance provided by the experts

We are consulting on a regular basis with our public health consultant and pandemic preparedness experts, who is liaising daily with the CDC on the latest updates and they agree that an phased, closely managed reopening is prudent, and that science and data must guide us out of this in a safe fashion



## Mr. C Hotels Program

### 1 Employee & Guest Health

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

**Temperature Checks.** At both employee and guest entrances, non-invasive temperature checks will be conducted utilizing thermal thermometers. Anyone displaying a temperature over 100.0°F<sup>1</sup> will be taken to a private area for a secondary temporal temperature screening. Employees & Guests confirmed to have a temperature over 100.0°F will not be allowed entry to the property and will be directed towards appropriate medical care.

**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 line, using elevators, or moving around the property. Restaurant tables, 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 hotel outlets will comply with, or exceed, 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 driveways, reception areas, hotel lobbies, restaurant entrance, meeting spaces, elevator landings, pool, spa, and exercise areas. Hand sanitizers will be provided in guest rooms and throughout the back of house (in touchless dispensers) for employees.

**Face Masks / Coverings.** Face masks must always be worn in all public areas of the property as directed by state authorities.

**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 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 local state authorities. 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 hotel manager on duty (guests).

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



**Case Notification.** If we are alerted to a presumptive case of COVID-19 at the hotel, we will work with the local authorities to follow the appropriate actions recommended by it.

## 2 Employee's Responsibilities

Mr. C Hotels 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 Mr. C 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, 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 Areas, Hotel Operations and Security.

**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 hotel will be provided a mask and face shield and required to wear these 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.

## 3 The Guest Experience

### Guest Arrival

An agent of the hotel will greet each visitor to the hotel. Visitors will be screened and asked to use hand sanitizer and to wear a mask. Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the hotel.

#### a) Guest Arrival Valet, Taxi or Ride Share

- Guests will enter the hotel through doors that are either propped open, are automated or manually operated by an employee.
- Employees will not open the doors of cars or taxis.
- Guests requesting bell service will be assisted and the bell cart will be sanitized after each guest is assisted.



### **Hotel Guest Elevators**

- a) An employee will be present to sanitize the button panels at regular intervals, at least once per hour.
- b) Signage will be posted to explain the current procedures.
- c) No more than four guests will be permitted per elevator.

### **Guest Sanitation Amenities**

- a) Each guest room will have available for purchase a bottle of hand sanitizer and face masks for their use

## **4 Cleaning Products and Protocols**

Our hotel uses cleaning products and protocols which meet EPA guidelines<sup>2</sup> 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 counter, valet booth, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, stair handrails, gym equipment, dining surfaces and seating areas.

**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, light switches, temperature control thermostats, luggage racks and flooring.

**Laundry.** All bed linen and laundry will be changed daily upon request and continue to be washed at a high temperature and in accordance with CDC guidelines<sup>3</sup>. 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 cafeteria, employee entrance, uniform room, employee restrooms, loading dock (shipping & receiving), offices, kitchens, security office, and Human Resources.

**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, cleaning equipment, keys, time clocks and all other direct

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

<sup>3</sup> <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>



contact items used throughout the hotel. The use of shared food and beverage equipment in back of the house offices (including shared coffee brewers) will be discontinued.

**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 local state authorities.

**Air Filter and HVAC Cleaning.** The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

## 5 Locations for hand sanitizer stations

<u>Front of the House</u>	<u>Back of the House</u>
Hotel Entrance	Employee Entrance
Elevator Landings	Employee Elevator Landings
Restaurant Entrance	Cafeteria
Public Area bathrooms	Offices

## 6 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 lobby, lobby bar and casual dining and valet.

**Hotel Front Desk and Concierge.** Agents will utilize every other workstation to ensure separation between employees whenever possible.

**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 and Event Spaces.** Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC<sup>4</sup> and state recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles. New set-ups with individual water bottles and cutlery sealed into napkins, stationary delivered on request. Possibility of take-away options and individually packed meals. Coffee Breaks serviced by staff to avoid food being handled by guests.

**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 cafeteria, locker rooms, shared office spaces and other high-density areas to ensure appropriate distancing between employees.

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<sup>4</sup> <https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/mass-gatherings-ready-for-covid-19.html>



## DEPARTMENT SPECIFIC SANITIZATION POLICIES

*Additional department and protocols are under review and will be added/modified as developed*

### HOTEL OPERATIONS

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#### **7 Business Services, Office Services, Lost & Found**

##### Cleaning & Sanitizing Protocol

- a) Counters and equipment sanitized at least once per hour

##### Physical Distancing Protocol

- a) Employees to use separate counters and have individual stations to eliminate shared equipment
- b) Maximum of two employees at counter
- c) Credit card swipe moved to front counter
- d) Post signage at employee entrance to limit contact for couriers and provide sanitizer station
- e) Enforce six-foot physical distancing minimums with common carriers
- f) Encourage the use e-mail for all guest transactions
- g) Printing and Completing of guest documentation will be temporarily suspended

##### Guest Considerations

- a) Discontinue print magazine and newspaper services throughout the property. Guests will have access to PressReader on their own devices.
- b) Guest packages delivered to the rooms will be placed outside the guest room, the delivery person will call the room and then wait six feet away to ensure the package is retrieved

#### **8 Front Services & Transportation**

##### Cleaning & Sanitizing Protocol

- a) Sanitize high touch front service spaces and equipment including dispatch offices, bell/valet booth, luggage storerooms, bell carts, Porte cocheres and drop-off/pick-up waiting area
- b) Offices, desks, counters, workspaces, and related equipment (including radios) to be sanitized at least once every four hours or upon a new employee using the equipment
- c) Bikes, scooters, wheelchairs, and other guest amenities to be sanitized after each use
- d) Bell cart carpets to be covered with a cleanable, non-porous plastic cover
- e) Back of House (BOH) elevator buttons to be sanitized at least once per hour

##### Physical Distancing Protocol

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





## 9 Pool Operations

### Cleaning & Sanitizing Protocol

- a) Chaise lounge chairs to be sanitized after each use
- b) Cabana guest contact surfaces to be sanitized after each use
- c) Towel bins, entry doors and all other counters to be sanitized at least once per hour

### Physical Distancing Protocol

- a) Chaise lounge chairs set with appropriate physical distancing

### Guest Considerations

- a) No department specific requirements

## 10 Public Areas

### Cleaning & Sanitizing Protocol

- a) Employees to sanitize the following areas at least once per hour
  - Guest & service elevators
  - Credenzas
  - Employee dining tables and counters
- b) Employees to sanitize the following areas at least once per hour
  - Hotel entry doors
  - Exterior elevator handrails
  - Exterior chairs and sofas
  - Trash bins
- c) All Front of House (FOH) restrooms to be sanitized at least once per hour

### Physical Distancing Protocol

- a) Floor stickers to provide appropriate six-foot intervals

### Guest Considerations

- a) No department specific requirements

## 11 Front Office

### Cleaning & Sanitizing Protocol

- a) Sanitize all guest touchpoints after each transaction including EMV Credit Card Devices, pens, and registration countertops
- b) UV light cleaning technology will be used to sanitize all room keys, key card packets and credit card readers.
- c) Offices, Registration Desk to be deep cleaned and sanitized upon a shift change

### Physical Distancing Protocol

- a) Floor stickers to provide appropriate six-foot intervals
- b) Staff every other workstation

### Guest Considerations

- a) Entry doors to be automatic to reduce contact with door handles
- b) Suspend self-service AM Tea & Coffee station



## 12 Housekeeping

### Cleaning & Sanitizing Protocol

- a) Carts, trolleys, and equipment to be sanitized at the start and end of each shift
- b) All items stored on shelves in the Housekeeping locker rooms are placed in bags, upon request, and not exposed to the open air when not in use.
- c) Back of house restrooms will be sanitized at least once every four hours.

### Physical Distancing Protocol

- a) Minimize contact with guests while cleaning hotel rooms; housekeeping service will be provided on an optional basis only. Only upon request with the consideration that the room be vacant during the cleaning process.
- b) Minimize contact with guests, mini bars will be restocked during a guest stay upon request with consideration that the room be vacant during the process.

### Guest Considerations

- a) All reusable collateral to be removed from rooms; critical information to be placed on single use collateral (in coordination with IRD).
- b) Disposable collateral to be disposed and changed after each guest.
- c) Newspapers and magazines will continue to be provided through PressReader for guests to access on their own devices.
- d) All guest room glassware has been removed and replaced with single use alternatives.
- e) Turndown and Shoeshine service are suspended until further notice.
- f) Specific sanitation consideration will be paid to the following guest room areas:
  - Desks, counter tops, tables, 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, and other amenities

## SPA, SALON & FITNESS CENTER

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### 13 Spa

Pending guidance from local authorities and medical experts.

### 14 Fitness Center

Pending guidance from local authorities and medical experts.



## FOOD & BEVERAGE

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### 15 Restaurants, Bars & Lounges

#### Cleaning & Sanitizing Protocol

- a) Host Podium including all associated equipment to be sanitized at least once per hour
- b) Service stations, service carts, beverage stations, counters, handrails, and trays to be sanitized at least once per hour and logged by a manager
- c) POS terminals 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
- d) Dining tables, bar tops, stools, and chairs to be sanitized after each use
- e) UV light cleaning technology to be used to sanitize utensils and tables as additional layer of disinfection.
- f) Condiments to be served in single use containers (either disposable or washed after each use)
- g) Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use
- h) Menus to be single use and/or disposable with the option of viewing the menu on a guest's personal mobile device through use of a QR code
- i) Existing porous placemats (including Chilewich style) to be replaced with linen
- j) Sanitize trays (all types) and tray stands sanitized after each use
- k) Storage containers to be sanitized before and after each use
- l) Food preparation stations to be sanitized at least once per hour
- m) Kitchens to be deep cleaned and sanitized at least once per day
- n) All deliveries are to be received outdoors, disinfected, and transported inside by hotel personnel only. No external delivery person allowed on premises.

#### Physical Distancing Protocol

- a) Hostesses and managers to manage physical distancing at entries and waiting area (in addition to signage)
- b) Peak period queuing procedures to be implemented when guests are not able to be immediately sat
- c) Tables and booths to be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local authorities)
- d) Removal of bar stools to provide appropriate physical distancing

#### Guest Considerations

- a) Menus are available to be viewed on guest mobile device through QR code
- b) All self-serve condiments and utensils to be removed and available from cashiers or servers
- c) All straws to be individually wrapped
- d) UV light wands to sanitize utensils will be in use
- e) Napkin service to be suspended until further notice (no placing in a guest's lap or refolding)
- f) Bar snacks will be served per individual guest and not shared by the table
- g) All food and beverage items to be placed on the table, counter, or other surface instead of being handed directly to a guest



## **16 In Room Dining (IRD)**

### **Cleaning & Sanitizing Protocol**

- a) All equipment will be sanitized prior to assigning for the shift
- b) Employees assigned to individual station will sanitize their station and all equipment at least once per hour and at each change of shift
- c) Servers will sanitize all doors, handles and high contact surfaces at least once per hour

### **Physical Distancing Protocol**

- a) Set food on tables in hallway and notify guest when the table is outside of the guest's room (plate covers remain) – guests will retrieve their own table
- b) Request that guests notify IRD when finished with their meal and place their trolley in the hallway outside of their room

### **Guest Considerations**

- a) Printed IRD menus to be removed from rooms and replaced with menu available to view on in-house tv system

## **17 Catering & Banquets**

### **Cleaning & Sanitizing Protocol**

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

### **Physical Distancing Protocol**

- a) All buffet and self-serve style events to be suspended until further notice
- b) All food and beverage items to be individually plated and served
- c) Coffee and other break items to be attended and served by a server
- d) Flatware to be provided as a roll-up
- e) Condiments to be served in individual PCs or sanitized individual containers
- f) Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows CDC guidelines (in coordination with Hotel Sales & Convention Services)

### **Guest Considerations**

- a) Individual bottled water will be provided in lieu of water carafes on meeting tables
- b) Develop examples of physically distanced floor plans for Hotel Sales & Convention Services use
- c) Create modified menus to showcase styles of service and items currently available
- d) Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines



## SALES

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### 18 Hotel Sales

#### Cleaning & Sanitizing Protocol

- a) Sanitize doors, tables, chairs light switch and other equipment with and around sales department

#### Physical Distancing Protocol

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

#### Client Considerations

- a) All sales calls and appointments to be conducted by phone or conference

## SECURITY

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### 19 Security Operations

#### Cleaning & Sanitizing Protocol

- a) All contact surfaces to be sanitized at the completion of an incident (in addition to standard sanitization protocols)
- b) Assign specific sanitation responsibilities and ensure proper protocols are followed
- c) Third Party Supervisor to log completed task

#### Physical Distancing Protocol

- a) Standard protocols will be followed unless a specific incident requires more invasive contact
- b) Security Officer to assist with enforcing physical distancing protocols in guest areas as required (restaurants, registration areas, elevator lobby, etc.)

#### Guest Considerations

- a) Security Officer to familiarize themselves with hand sanitizer and mask distribution points for guests and coworkers

## A&G

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### 20 Human Resources, Accounting & Executive Office

#### Cleaning & Sanitizing Protocol

- a) Sanitize doors, tables, chairs, light switches, and other equipment with and around administrative offices

#### Physical Distancing Protocol

- a) Vendor meetings will be done virtually and/or appropriately physically distanced

#### Colleague Considerations

- a) Face coverings to be worn at all times