## DRAFT 4 (May 14, 2020)

## Sun Valley Lodging Association Suggested COVID Operational Guidelines

## This document offers a guideline only to Blaine County hotels and motels for safety and operational protocols to open and operate around the COVID-19 pandemic. Based upon property size, types of amenities and staffing, these guidelines may be altered to the individual property. Also, management companies will provide additional protocols for branded/managed operations to adhere to. Please reach out to the hotel/motel property manager for individual details.

1. **Employee & Guest Health**

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

**Designated Team Compliance Officer.** Each hotel will appoint / assign a designated Team compliance officer who will ensure compliance with all operational guidelines for lodging and will report any and all non-compliant items immediately to the General Manager of the hotel. This is one individual who works a regular week.

**Employee Self-check.** Employees will self-check prior to arriving at property and it is suggested that they fill out a form prior to work (daily) and sign off confirming they are not running a temperature and deliver to their department head. Any associate displaying symptoms will be asked to seek medical attention and depart the property.

**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 or moving around the property. Elevator use should be limited to single parties only. Restaurant tables and other physical layouts will be arranged to ensure appropriate distancing and should be consistent with plans and procedures on record with the Public Health District. 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. Floor decals or other means available may be utilized to assist with the compliance of social distancing. This includes check-in, check-out, elevator lobbies, coffee shops and casual dining.

* **Hotel Front Desk, Business Center and Concierge.** Agents will utilize workstations in a manner that follows social distancing. A physical barrier will be in place to assist in social distancing between the employee and the guest.
* **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.

**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 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 in addition to social distancing requirements.

**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. There will be directives regarding social distancing – especially in tighter spaces – i.e. elevators.

**Employee & Guest Health Concerns.** Employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to the South Central Public Health District. 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).

**Case Notification**. If we are alerted to a presumptive case of COVID-19 at the resort, we will work with the South Central Public Health District to follow the appropriate actions recommended by it.

**Employee Locker rooms** If Team member locker rooms are provided, hand sanitizing products must be available within each locker room entrance. Lockers will be distributed in compliance with the social distancing guidelines.

**Employee Cafeteria** If an employee cafeteria is provided. Food must be handled in compliance with food safety standards. Buffet options are only provided if there is an attendant to provide service, otherwise all food items must be individually wrapped and presented.

**Public areas and Back of House cleaning** All public space areas and back of house such as the kitchen, storage, breakrooms, offices must be cleaned and disinfected using commercial grade cleaning solutions and products. Viricidal cleaner must be used for any reactive cleaning measures related to an infected person or situation.

Frequently touched objects and surfaces, such as tables, countertops, elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, gym equipment, dining surfaces and seating areas

Individuals who are cleaning should wash their hands, and put on impermeable, disposable gloves. Cleaners should avoid touching their face during the clean. Gloves should be thrown away after each clean. Cleaners should wash their hands immediately after gloves are removed.

**Hand Washing** Correct Hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All associates working in the hotel industry will be required 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.

**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 resort.

**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.

**COVID – 19 Training** All associates will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food and Beverage, Public Area departments, hotel operations and security officers. Potentially get assistance from the Public Health District on training protocol.

**Personal Protective Equipment (PPE).** All hotel associates to wear face masks while in the hotel and working for the hotel (shuttles etc.). 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 PPE will be mandatory. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping, engineering and public area attendant.

**Daily Pre-Shift and check-in** Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments will stagger

**Meeting and Convention 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.

**Retail Spaces.** In coordination with our retail partners and tenants, guest occupancy limits will be enforced to allow for appropriate distancing at our owned and leased retail spaces.

**Pools.** If pools are allowed to open – compliance with mandated protocols from the local jurisdictions / state will be followed and may include: Pool seating will be configured to allow for at least six feet of separation (when state /Public Health District mandated) between groups of guests. Mandate maximum capacity in all bodies of water that follow separation guidelines.

**Delivery Protocol –**Direct contact with delivery drivers should be kept to a minimum and in compliance with social distancing regulations. Packages sanitized by wiping down.

1. **Guest Room Cleanliness**

The hotel will maintain the highest standards of cleanliness and hygiene throughout the hotel and will implement several enhanced protocols.

All guestrooms must be cleaned and disinfected using commercial grade cleaning solutions and products between guest stays, including all frequently touched objects and surfaces, such as door handles, remote controls, telephones, etc. 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.

High-touch surfaces — Clean and disinfect high-touch surfaces after each stay. Examples of high-touch surfaces include tables, hard-backed chairs, doorknobs, handrails, light switches, remotes, wardrobe and cabinet handles, desks, toilets, sinks, bedside tables, and kitchen and bathroom surfaces. A two-step approach is recommended for cleaning high-touch surfaces: Use a detergent or soap and hot water for visibly dirty surfaces followed by disinfection to kill germs on surfaces

Viricidal cleaner must be used for any reactive cleaning measures related to an infected person or situation.

It is suggested that a spray bottle of sanitizer or wipes will be provided in each room for guest use (subject to availability and stored out of reach of small children).All bed linen and laundry will continue to be washed at a high temperature and in accordance with CDC guidelines3.

Dirty linen will be removed in a safe manner to eliminate excess contact while being transported to the laundry facility. — Wear disposable gloves when handling dirty laundry and discard after each use. If possible, don’t shake dirty laundry. Wash items using the warmest setting and dry items completely. If you use a laundry service, request that they use the hottest setting.

**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.

1. **Airport arrival / Pick up and drop off service**

All Hotel shuttles and vehicles of any kind will be thoroughly disinfected between each ride and protocols will comply with state / county mandates. Hotel shuttles must comply with distancing regulations if non-family members travelling in vehicle. Where vehicles are smaller, no shared rides will be allowed. All hotel shuttles and vehicles should have hand sanitizer present.

Guests will not be permitted in the front seat of an SUV or like vehicle. 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.

Wherever possible, properties will implement contactless procedures, remove touch points with-in the confines of their operation.

####  4 Guest Arrival

Visitors will be encouraged to utilize hand sanitizer and to wear a mask if regulations are in place that dictate that. Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices mandated throughout the property.

A barrier similar to the below will be in place to distance guests from masks protect others from infection. An employee wearing a mask will protect the guest. associates at the front desk as well as valet and Concierge areas:



#### Hotel Guest Elevators

1. An employee will be present to sanitize the button panels at regular intervals, at least once per hour.
2. Signage will be posted to explain the current procedures.

##  Locations for the Distribution of Personal Protection Equipment (PPE)

|  |  |
| --- | --- |
|  **Front of the House**  |  **Back of the House**  |
| All Hotel/Lodge Entrances & Exits | Employee Entrances |
| Registration & Concierge | Department Specific Locations |
|  | Including Kitchens,  |
|  | Housekeeping & Public Area Closets |

**DEPARTMENT SPECIFIC SANITIZATION POLICIES**

# EMPLOYEE SERVICES & HUMAN RESOURCES

# HOTEL OPERATIONS

## Front Services & Transportation (If Present)

### Cleaning & Sanitizing Protocol

* 1. Sanitize high touch front services spaces and equipment including dispatch offices, bell desks, luggage storerooms, luggage belts, bell carts, Porte cocheres and drop- off/pick-up waiting areas
	2. Offices, desks, counters, workspaces and related equipment (including iPads and radios) to be sanitized at least once every four hours or upon a new employee using the equipment
	3. Back of House (BOH) elevator buttons to be sanitized at least once per hour
	4. Vending machines (break room) to be sanitized at least once per hour

### Physical Distancing Protocol

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

### Guest Considerations

1. Self-service ice machines to be suspended and signage posted indicating ice is available through IRD

## Pool Operations (If Present)

### Cleaning & Sanitizing Protocol

* 1. Chaise lounge chairs to be sanitized after each use
	2. Towel desk, entry kiosks and all other desks and counters to be sanitized at least once per hour

### Physical Distancing Protocol

a) Chaise lounge chairs set with appropriate physical distancing

## Public Area

### Cleaning & Sanitizing Protocol

* 1. Employees to sanitize the following areas at least once per hour
		1. Guest and garage elevators
		2. Credenzas
		3. All handrails
		4. Employee dining tables and counters
	2. Employees to sanitize the following areas at least once per hour
		1. Hotel entry doors
		2. Exterior elevators and handrails
		3. Employee smoking areas
		4. Exterior benches
		5. Trash bins
	3. All Front of House (FOH) restrooms to be sanitized at least once per hour

### Physical Distancing Protocol

a) No department specific requirements

## Front Office

### Cleaning & Sanitizing Protocol

* 1. Sanitize all guest touchpoints after each transaction including EMV Credit Card Devices, pens and registration countertops
	2. Room keys to be sanitized before stocking
	3. Offices, Call Centers, Registration Desks to be deep cleaned and sanitized upon a shift change

### Physical Distancing Protocol

1. Lobby Greeter to provide guidance to arriving and departing guests to ensure physical distancing measures are followed
2. Implement peak period queueing procedures, including a Lobby Greeter, when the number of guests exceeds the lobby capacity

## Housekeeping

### Cleaning & Sanitizing Protocol

* 1. Carts, trolleys and equipment to be sanitized at the start and end of each shift
	2. Guest linen will be delivered and removed from guest rooms in single use bags
	3. Back of house restrooms will be sanitized at least once every four hours
	4. House phones, in unsupervised/controlled areas, to be removed

### Physical Distancing Protocol

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

### Guest Considerations

1. All reusable collateral to be removed from rooms; critical information to be placed on single use collateral and/or electronically posted (in coordination with IRD)
2. Disposable collateral to be disposed and changed after each guest
3. Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request
4. All guest amenities to be packaged before being placed in room
5. 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

# FITNESS CENTER

## Fitness Center

Pending guidance from local authorities and medical experts.

Fitness centers will be available based on current social distancing guidelines and gatherings – access to the health center will be limited based on square footage and health guidelines. Additional “cleaning wipes” will be placed throughout the health center for guest use. Potential of re-arranging equipment to be considered for increased spacing.

## Retail Stores

### Cleaning & Sanitizing Protocol

* 1. Cash wraps, phones, workstations, hard surfaces, handles and frequently touched surfaces to be sanitized at least once per hour and upon a shift change
	2. Sanitize carts and mag liners before and after each use
	3. Sanitize handles, knobs, cage locks, cages and stock room surface at least once per hour

### Physical Distancing Protocol

1. Signage will be prominently posted at each store reminding guests of maximum occupancies and distancing guidelines
2. Tailoring service will be postponed until further notice

# FOOD & BEVERAGE

## Restaurants, Bars & Lounges

### Cleaning & Sanitizing Protocol

* 1. Host Podiums including all associated equipment to be sanitized at least once per hour
	2. Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager
	3. 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
	4. Dining tables, bar tops, stools and chairs to be sanitized after each use
	5. Condiments to be served in single use containers (either disposable or washed after each use)
	6. Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use
	7. Menus to be single use and/or disposable and/or wipeable.
	8. Existing porous placemats to be replaced with linen, single use disposable or non-porous placemats that can be machine washed and sanitized after each use
	9. Sanitize trays (all types) and tray stands sanitized after each use
	10. Storage containers to be sanitized before and after each use
	11. Hourly temperature checks of dish machines to ensure proper sanitation.
	12. Food preparation stations to be sanitized at least once per hour
	13. Kitchens to be deep cleaned and sanitized at least once per day
	14. Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.)

### Physical Distancing Protocol

1. Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
2. Peak period queuing procedures to be implemented when guests are not able to be immediately sat
3. 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)
4. Reduce bar stool count to provide appropriate physical distancing
5. Manage the line flow at quick serve outlets to ensure coffee and food pick up areas remain appropriately distanced
6. Additional quick serve coffee options to open based on demand and length of physically distanced lines

### Guest Considerations

1. All self-serve condiments and utensils to be removed and available from cashiers or servers
2. All straws to be wrapped
3. Napkin service to be suspended until further notice (no placing in a guest’s lap or refolding)
4. Tableside cooking to be suspended until further notice
5. Remove grab and go offerings
6. Bar snacks will be served per individual guest and not shared by the table

### Additional Employee Dining Room (EDR) Protocols

1. No self-serve food available (including snacks)
2. Food to be served by EDR cooks and line attendants
3. Single use cups for beverage (no refills)
4. Prepackaged plastic flatware
5. Trays and plates to be distributed by EDR attendants
6. EDR sneeze guards in place

## In Room Dining (IRD)

### Cleaning & Sanitizing Protocol

* 1. All equipment will be sanitized prior to assigning for the shift
	2. Employees assigned to individual stations (including Sales Agents) will sanitize their stations and all equipment at least once per hour and at each change of shift
	3. Bus Runners will sanitize all doors, handles and high contact surfaces at least once per hour

### Physical Distancing Protocol

1. 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
2. Request that guests notify IRD when finished with their meal and place their trolley in the hallway outside of their room

### Guest Considerations

1. Printed In Room Dining (IRD) menus to be replaced upon check out of the guest.
2. Minibars to be locked, all loose product removed, and service suspended until further notice
	* Items will be available upon request from Front Desk or IRD

## Catering & Banquets

### Cleaning & Sanitizing Protocol

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

### Physical Distancing Protocol

1. All buffet and self-serve style events to be suspended until further notice
2. All food and beverage items to be individually plated and served
3. Coffee and other break items to be attended and served by a server
4. Flatware to be provided as a roll-up
5. Condiments to be served in individual PCs or sanitized individual containers
6. Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing

### Guest Considerations

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

# SALES

## Hotel Sales & Conference Services

### Cleaning & Sanitizing Protocol

* 1. Sanitize conference room doors, tables, chairs light switch and other equipment after each group use
	2. Meeting Concierge and Specialty Desk will sanitize their respective work areas, counters, doors and equipment at least once every four hours and upon a shift change

### Physical Distancing Protocol

1. Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing
2. Site inspections and meetings will be done virtually and/or appropriately physically distanced

### Guest Considerations

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