



— H O T E L — Grand Victorian

HEALTH & SANITATION PROGRAM

Welcome back! We are currently in a very challenging business and economic environment because of the COVID-19 Wuhan virus. Every hotel associate and guest should know that their health and safety is our number one priority. We have put together a plan to keep our associates, guest and our community of Branson safe. We have defined and detailed procedures set forth for each area. We will continue to refine and update these as we get more advice from the preparedness experts as well as leaders from the medical community. Our hotel as other businesses in the community will open on a step by step basis or incrementally. This will mean reduced occupancy, physical distancing in place, use of masks, temperature checks. If we all do this, we will be able open our overall Branson and regional economy faster. We all need to work together to Stay Safe, Keep Well, Stay Strong and make sure our Guests have a memorable stay with us.

Thermometers

The employees' temperature will be taken upon arrival to work. Anyone displaying a temperature over 100.0 F will be taken to a private area for a secondary temporal temperature screening. Employees 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

Guest and staff 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. 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.

Hand Sanitizer

Hand sanitizer dispensers will be placed at the reception area, hotel lobby, employee entrances and housekeeping carts.

Employee & Guest Health Concerns

Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19. We will be ready to provide support to our guests. Employees are instructed to stay at 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. If you see employees or guest who are exhibiting any of the symptoms of COVID-19 while at the property you are instructed to immediately notify the manager.



— H O T E L —
Grand Victorian

**HEALTH & SANITATION PROGRAM
CONTINUED**

Employee's Responsibilities

Hotel Grand Victorian 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 the virus. All Hotel Grand Victorian employees have been instructed to wash their hands, or use hand 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 and leaving the public areas, going on break and before or after starting a shift.

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 required to wear that while on property. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendant and anyone in direct contact with guests.



— H O T E L — Grand Victorian

HOUSEKEEPING DEPARTMENT

Our hotel uses cleaning products and protocols which meet 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 an uninterrupted supply of these cleaning supplies and the necessary PPE.

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.

Housekeeping/Guest Rooms

All guest rooms must be cleaned and disinfected using commercial grade cleaning solutions and products between guest stays

- Housekeeping services to be provided upon check out or guest supplies sent by request only.
- Carts, trolleys and equipment to be sanitized after each use and at the start and end of each shift.
- Cribs to be sanitized before and after each use.
- No used linen or trash to remain on Housekeeping carts. Separate carts used for trash or soiled linen bags.
- Housekeepers to use a new set of gloves for each room cleaned.
- Housekeeping carts sanitized each day or night before restocking occurs.
- All items stored on shelves designated for clean linen only in the laundry area.
- Maintain clean (wipe down) HVAC units
- If possible, leave the window or balcony door open in the room to ensure fresh air circulation while cleaning.
- All reusable collateral to be removed from rooms i.e, magazines, pens, note pads.
- 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.
- Remove extra paper products and supply upon guest request.
- All linen and trash from the room will be bagged prior to bringing it into the hall.
- Upon guest checkout remove 2 turns of the toilet paper and 2 tissues from tissue box to ensure untouched paper products for new guest upon check in.



— H O T E L —
Grand Victorian

HOUSEKEEPING DEPARTMENT
CONTINUED

Housekeeping/Guest Rooms

- Remove all decorative items; flowers, pillows, throws from room.
- Items to give detail to in the guest room include: - Counter tops, tables and chairs - Phones and remote controls - Thermostats - Cabinetry, pulls and hardware - Doors and doorknobs - Lights and lighting controls - Bathroom vanities and accessories (hairdryers, cords) - Drapery pulls - Closets, hangers, and other amenities - Windows, mirrors and frames - Trashcans must have disposable bags - Privacy door markers - Coffee makers (use only prepackaged disposable cups) - Lamps - Bathroom touchpoints which include toilet handles, faucets, toilet seats, and hardware

COMMONS AREA/HOUSEPERSON

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, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, stair handrails, gaming equipment, fitness equipment and dining surfaces and seating areas.

Back of the House

The frequency of cleaning and sanitizing will also increase in high traffic back of the house areas with an emphasis on the employee break room, employee entrances, employee restrooms and offices.

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, engineering tools, cleaning equipment, keys, time clocks and all other direct contact items used throughout the hotel.

Hotel Front Desk and Business Center

All counters and equipment will be sanitized at least once per hour.



— H O T E L —
Grand Victorian

COMMONS AREA/HOUSEPERSON

Pool Operations

Chaise lounge chairs and guest surfaces in the pool area will be sanitized hourly. Guest contact surfaces to be sanitized each night. The chairs must be set with appropriate physical distancing.

CLEANING & SANITIZING CLEAN AND CLEAN AGAIN

INCREASE THE FREQUENCY OF CLEANING PUBLIC AREAS

- Frequently touched objects and surfaces, such as tables, countertops, elevator buttons, door handles to be cleaned and disinfected frequently throughout the day
- Be on a schedule to ensure no lapse in disinfecting
- Remove guest/staff touchpoints or as many as possible, including newspapers
- Additional cleaning and disinfecting must be conducted frequently, to include, but not limited to, flooring and seating. Frequency of cleaning is to be increased in high-traffic flow areas.
- Hand sanitizing products available in the following areas for guest and team member use in addition to other high-traffic areas which include:
 - Food and beverage areas
 - Meeting and Pre-function areas (parlor area)
 - Front Desk
 - Elevator on each floor
 - Hotel entrances
 - Public restroom in the lobby area and game room area
 - Ice machines



— H O T E L —
Grand Victorian

BREAKFAST AREA/ BREAKFAST ATTENDANT

CLEANING AND SANITIZING

- All associated equipment to be sanitized frequently
- Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized frequently
- If multiple servers are assigned to a work station, servers will sanitize their hands and work station after each use
- Dining tables, table tops and chairs to be sanitized after each use
- Condiments to be served in single use containers (either disposable or washed after each use)
- Food preparation stations to be sanitized frequently
- Kitchens to be deep cleaned and sanitized after the end of the shift adhering to Taney County Health Department standards and Serve Safe Guidelines
- Food and beverage items being prepared to be transferred using contactless methods
- Breakfast/Snacks in lobby areas – Self-serve only. Attendant must wear mask and gloves when re-stocking or assisting in service.

GUEST CONSIDERATIONS

- All self-serve condiments and utensils (when used) to be prepackaged and placed on surface for guests to access
- All food and beverage items to be placed on the table, counter, or other surface instead of being handed directly to a guest



— H O T E L —
Grand Victorian

**MAINTENANCE ENGINEER/MAINTENANCE
DEPARTMENT**

CLEANING AND SANITIZING

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, engineering tools, cleaning equipment, keys, time clocks and all other direct contact items used throughout the hotel.

Maintain clean HVAC filters

Will be checked frequently including guest room and public area units

When taking soiled pool towels from the pool area the towels must be bagged before leaving the pool area. No loose linen will be brought down the hallway.

Trash in areas must be bagged and tied before leaving the area.

**GUEST SERVICE REPRESENTATIVE/
NIGHT AUDITOR**

ARRIVAL/DEPARTURE

- Night Audit will charge all guest departing for the day and slide the paperwork under the door for the guest to minimize guest contact during check out.
- When making the reservations please try to get all necessary information on the phone that you will need to process the reservation (i.e. address, phone number, cc information).
- Provide a collection container for key cards to be deposited when guests leave property. A clearly marked sanitized pen container and one for guest to deposit used ones will be clearly marked at the front desk. Desk associates will sanitize all used pens and keycards before they are put back into circulation.



— H O T E L —
Grand Victorian

**GUEST SERVICE REPRESENTATIVE/
NIGHT AUDITOR
CONTINUED**

- Thoughtful implementation of “touchless” processes, i.e., guest to show identification without handing over to employee, sanitize credit cards before and after agent using them. If using credit card processors, sanitize after each use.
- Proper signage in and around the queue areas during check-in/out, i.e., floor clings, plexiglass etc. advising physical distancing with appropriate distances.
- 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.
- Use of PPE suggested
- Hand sanitizing products available in the areas for guest and team members use in addition to other high-traffic areas
- Frequently touched objects need to be sanitized frequently
- There will be two front desk agents max at the front desk. One for each standing terminal- Do not check in guest from the sit-down terminal. If a guest comes up you must go to the standing terminal to address their needs.
- If two employees are working each one will use a designated phone and credit card machine for that station during the shift. It will be sanitized before shift, during shift and when you leave for the oncoming shift.
- Front desk counters to be sanitized hourly and business center after guest use
- Clean door handles for front access doors and check the coffee station frequently
- If the front desk attendant is checking the pool area for used towels the towels must be bagged before leaving the pool room and brought down to the laundry area. No loose linens or trash will travel down the halls.
- While checking in the guest the front desk attendant will notify guest of cleaning procedures now in place (i.e. no service during stayovers however if they wish to receive more towels or amenities they can call the front desk and we can get them to the guest) and that the card on file will be used at check out for payment of their room. If they wish to pay cash you will take that at check in. There will also be a letter informing our guest of the new policy changes during these phases of Covid-19 guidelines.
- When delivering the items requested, they will be placed in front of the guest door.
- Front desk attendant will also notify guest of our “to go breakfast” which will be offered in the morning. No hot buffet breakfast will be offered during this time.
- Gift shop door handles and counters to be cleaned frequently
- Wheelchairs and other guest amenities to be sanitized after each use



— H O T E L —
Grand Victorian

LAUNDRY ATTENDANT

Laundry

All bed linen and laundry will be changed upon departure and washed at a high temperature and in accordance with CDC guidelines. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

All equipment will be sanitized at the start and end of each shift – washing down often touched areas such as washing machines, dryers and counters.

Social Distancing will remain in effect in the laundry area if there are two associates working.

HELPFUL LINKS

General www.cdc.gov/coronavirus/2019-nCov

Handwashing www.cdc.gov/handwashing/when-how-handwashing.html

Respiratory etiquette Covering your cough and sneeze
www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html

Social Distancing <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

Housekeeping www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html

Employees exhibiting signs and symptoms of COVID-19
www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html

Additional resources from the Taney County Health Department
<https://www.taneycohealth.org/covid19/>

https://www.taneycohealth.org/wp-content/uploads/2020/04/Lodging.Toolkit_full.pdf