

CLASSIC HOTELS ★ ★ ★ ★ *of Connecticut*

COVID RESPONSE GUIDELINES

Personal Responsibility Action Steps For Our Employees:

- *Each employee is required to sign a personal responsibility form to confirm that the steps below are honored and followed*
- Employees need to take their temperature before coming to work and report a temperature over 100
- Employees cannot come to work when experiencing COVID19 symptoms
- Employees agree to a temperature check when they arrive to work
- Employees will wash hands every 30 minutes or when compromised
- Employees understand that when a senior member of staff sees suspicion of COVID19 symptoms that they are sent home
- Employees must wear masks, hand sanitizer and gloves at all times and replace when masks or gloves are compromised
- All personal items (cell phones, bags) need to be locked away and only retrieved during the lunch break
- Housekeeping needs to change gloves after every guest interaction
- No handshake policy – verbal warm welcome procedure
- Ensure that the property is fully compliant with all local, county, state and federal guidelines

General Property Information:

- Property is deep cleaned and sanitized based on a set cleaning and sanitizing schedule
- Install appropriate signage in the public areas outlining the requirements for proper social distancing and sanitization

Location of Hand Sanitizer Stations:

- Front Desk, All Lobbies
- Exercise Rooms
- Meeting Rooms
- All Restaurant entrances
- Each table in the restaurant is set with individual hand sanitizers
- Pool

General Manager & Restaurant Manager:

- Create personal responsibility document for employees to sign/ self-protection/ report when you have symptoms, take your temperatures
- Employees to clean all their area on arrival and departure; Executive offices, front desk, etc. - wipes for each location or spray bottles and paper towels
- Train before Re-Opening
- Set up additional handwashing stations if possible; provide hand sanitizer containing at least 60% alcohol to all employees when handwashing is not possible
- Encourage social distancing among employees and guests

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General Amenity Standards:

- These items need to be available at the front desk, exercise rooms and all food & beverage host stands
- Single wrapped masks
- Single wrapped gloves in different sizes
- Hand sanitizer pump or wipes
- Small bottles of hand lotion

Pre Arrival/ Reservation Call:

- COVID wellbeing standards are communicated on every reservation call. Wellbeing standards are also shown on website

Arrival:

- Welcome letter explaining all the initiatives we are taking to keep our guests and employees safe
- Signage in lobby restaurant, pool, exercise room
- Express check in and out

Front Desk:

- Sanitation after every guest of the front desk area
- Associates must wear masks and gloves in all guest interactions and change gloves after each interaction
- Credit card readers placed within guest reach so only guest handles card
- Eliminate any sharing of equipment /pens/paper, etc.
- Lobby/ breakfast room coffee, pastries, breakfast items and afternoon items individually wrapped
- Juices, sodas, waters in individual containers

Housekeeping:

- No service for occupied stayovers. Guest checks in and no one enters the room until guest leaves
- Exception: if guest has specific need, it will be honored
- Extra linens, amenities delivered and dropped outside
- Clear plastic bags available in room for discarded linen during stay
- Housekeeper will be provided with a cleaning check list so all surfaces are disinfected
- Housekeepers need to have full protective gear as described including mask, gloves and linen bags
- Remove soiled items in plastic bag from room
- Bag all dirty linen in the guest room before removing it

Public Area:

- Change the invisible service of cleaning of the public areas to a visible and more staffed service so guest can see our team wipe down and disinfect the public areas
- Prop door open when possible – especially entrances and exits

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In Room:

- Rooms will not be occupied for 24 hours after the guest departs (whenever possible), then having housekeeping come in and bag all linen to be sent out for laundering
- Welcome amenities need to be covered/ wrapped – source single wrapped items
- Using E.P.A recommended product, (Odoban, Lysol 99.9%, Tilex, Clorox 99.9%, etc.)
- Ice buckets will be filled upon request
- Housekeepers are required to change gloves after each room

Check Out:

- Guests will be emailed a final bill to review prior to departure and it will not be necessary to stop by the desk to check out (Express Checkout)

Maintenance:

- Follow cleaning standard protocol in all areas
- A substantial notification that maintenance will be entering the room and a estimated time of repairs
- A notification that work has been completed
- Gloves and mask must be worn every time you leave the office and always wear gloves and mask in view of the guest inside and outside
- Have Maintenance change gloves each time they complete work in an occupied room

Communications:

- Create an employee sheet explaining guidelines and what we are doing to protect them
- General FAQ for web site and guests
- Talking points
- Leaving rooms for 24 hours between C/O and C/I
- Cleaning protocols
- What products are being used
- Proactively address community attitude overall
- Proactive messaging to all couples who have weddings booked and corporate meetings
- Messaging to their event guests to set expectations and make them feel confident to attend
- Hotel partners - outreach to update them re: opening and safety practices

Sourcing And Ordering List:

- Review welcome amenities & all amenities and lobby complimentary items
- Source containers for table top hand sanitizer stations
- Hand wipes on arrival
- Masks and Gloves
- Hand Sanitizer Stations at all entry points
- Belt sanitizer
- Laundry bags for dirty linen

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Food & Beverage:

- Tables cannot be preset
- Remove tables from restaurant to assure space between guests (TBD dependent on government guidelines); or leave tables and leave blank so the guest can see the visible separation.
- Explore additional outdoor venues so we can spread the guests we do have out more
- Position sanitizing station at entrance for guests entering the restaurant
- Hand washing every 30 mins
- Sanitize restaurants 3 times a day (after breakfast, after lunch and after dinner service)
- Make disposable cutlery available
- One person bussing only! Not serving
- Chefs wear gloves and masks
- Disposable menus in all outlets
- To Go Menus
- No dining at the bar for the time being
- Bottle of sanitizer on every table as part of the set
- All condiments individual sizes

Dish Station:

- Dishwasher needs to wear shield mask and longer gloves
- Big buckets with soapy water – dirty dishes are dropped right in these buckets
- reinforce proper scraping and stacking in the dish pit area

Meetings & Conferences:

- Six foot social distancing of seating
- Individual sanitizers for all attendees
- Breakfast and break items individually wrapped with plastic ware
- All drinks in individual containers
- All staff to wear masks and gloves
- Room will be thoroughly sanitized during lunch break
- Where possible, prop doors to meeting rooms open to reduce the frequency of touch interactions
- Use only single sheet notecards and single use pens and markers
- Cups/glassware should be disposable
- Coffee served by banquet attendant and condiments on tray