

Business name: Travelodge by Wyndham Fort Bragg

Facility Address: 763 North Main

Approximate gross square footage of space open to the public: 183 sq ft

1. **Signage:**

- Signage at each public entrance of the facility to inform all employees and customers that they should: avoid entering the facility if they have a cough, shortness of breath or difficulty breathing, fever, chills, muscle pain, sore throat, or new loss of taste or smell; maintain a minimum six-foot distance from one another; sneeze and cough into a cloth or tissue or, if not available, into one's elbow; and not shake hands or engage in any unnecessary physical contact.
- Signage posting a copy of the Social Distancing Protocol at each public entrance to the facility.

2. **Measures for Employee Training:**

- Information on COVID-19, how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
- Self-screening at home, including temperature and/or symptom checks using CDC guidelines.
- The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on CDC's webpage.
- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol or 70% isopropanol when employees cannot get to a sink or handwashing station, per CDC guidelines).
- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).
- Proper use of face coverings\*, including:
  - o Face coverings do not protect the wearer and are not personal protective equipment (PPE).
  - o Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
  - o Employees should wash or sanitize hands before and after using or adjusting face coverings.
  - o Avoid touching eyes, nose, and mouth.

- Face coverings should be washed after each shift.

**\*NOTE: See Appendix A for a summary of the County of Mendocino's Facial Coverings Order effective May 1, 2020**

- Ensure temporary or contract workers at the facility are also properly trained in COVID-19 prevention policies and have necessary PPE. Discuss these responsibilities ahead of time with organizations supplying temporary and/or contract workers.
- Information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home.

**3. Measures To Protect Employee Health (check all that apply to the facility):**

- Everyone who can carry out their work duties from home has been directed to do so.
- All employees have been told not to come to work if sick.
- Symptom checks are being conducted before employees may enter the work space.
- All desks or individual work stations are separated by at least six feet.
- Break rooms, bathrooms, and other common areas are being disinfected frequently, on the following schedule:

Break rooms:

Bathrooms:

Other ( <sup>laundry,</sup> <sub>Front: Desk</sub>

*The areas are disinfected at the beginning and ending of shifts. Area and items used by individuals are disinfected frequently during shift.*

- Disinfectant and related supplies are available to all employees at the following location(s):

*Front Desk, Laundry, Storage, GM's office*

- Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):

*Front Desk, Laundry, Storage, GM's office*

- Soap and water are available to all employees at the following location(s): *laundry, bathroom, kitchen*
- Copies of this Protocol have been distributed to all employees.
- Describe other measures:

*Gloves are worn when staff work with or for our guests. We have face guards on Front Desk*

4. **Measures To Prevent Crowds From Gathering (check all that apply to the facility):**

- Limit the number of customers in the store at any one time to [*insert maximum number here*], which allows for customers and employees to easily maintain at least six-foot distance from one another at all practicable times. 3
- Post an employee at the door to ensure that the maximum number of customers in the facility set forth above is not exceeded.
- Placing per-person limits on goods that are selling out quickly to reduce crowds and lines.  
Explain:

- Optional—Describe other measures:

5. **Measures To Keep People At Least Six Feet Apart (check all that apply to the facility):**

- Placing signs outside the store reminding people to be at least six feet apart, including when in line.
- Placing tape or other markings at least six feet apart in customer line areas inside the store and on sidewalks at public entrances with signs directing customers to use the markings to maintain distance.
- Separate order areas from delivery areas to prevent customers from gathering.
- All employees have been instructed to maintain at least six feet distance from customers and from each other, except employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- Optional—Describe other measures:

6. **Measures To Prevent Unnecessary Contact (check all that apply to the facility):**

- Preventing people from self-serving any items that are food-related.
  - Lids for cups and food-bar type items are provided by staff; not to customers to grab.
  - Bulk-item food bins are not available for customer self-service use.



Not permitting customers to bring their own bags, mugs, or other reusable items from home that must be handled by employees. Customers bringing their own reusable items that do not require handling by employees is permissible.

Providing for contactless payment systems or, if not feasible, sanitizing payment systems regularly. Describe: *Credit card reader and pens are sanitized after each use. Front desk is sanitized after*

Optional—Describe other measures (e.g. providing senior-only hours): *guests to leave area*

**7. Measures To Increase Sanitization (check all that apply to the facility):**

Businesses and facilities re-opening should comply with the CDC Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools and Homes (<https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>)

Disinfecting wipes that are effective against COVID-19 are available near shopping carts and shopping baskets.

Employee(s) assigned to disinfect carts and baskets regularly.

Hand sanitizer, soap and water, or effective disinfectant is available to the public at or near the entrance of the facility, at checkout counters, and anywhere else inside the store or immediately outside where people have direct interactions.

Disinfecting all payment portals, pens, and styluses after each use.

Disinfecting all high-contact surfaces frequently.

Optional—Describe other measures:

Any additional measures not included here should be listed on separate pages, which the business should attach to this document.

**You may contact the following person with any questions or comments about this protocol:**

Name: Suzanne Shirey, GM

Phone number: 707-616-2098



HOTEL LEADERSHIP

## COVID-19 PANDEMIC GUIDE VERSION II

### Overview

With the recent outbreak of the COVID-19 and continued evolving information relating to the disease, we have updated our Corona Virus Pandemic Guide to version II. This policy addresses preventative measures, preparedness, response and reporting best practices.

### General Preparedness

Ensure that all employees are re-trained on these new procedures for recognition, response and reporting. The hotel-specific emergency procedures regarding COVID-19 preventative measures, response to a reported case or outbreak are to be discussed at every morning stand-up, or any continued department meeting or staff meetings.

### Housekeeping and Maintenance Preparedness

In addition to the normal post guest check-out departure cleaning processes, effective immediately, every guestroom check-outs touch points are thoroughly disinfected with anti-viral disinfectants. This includes drape wands, window levers, remote controls, light switches, irons, armchair rests, desktops, collateral, etc.

Ensure the bathroom floors are disinfected with Clorox and water solutions. Ensure SDS sheets for this product are contained within the binders and appropriate SDS informational stations at each designated location.

Ensure all bedding is fully washed including pillow protectors, all sheets, pillowcases, comforters, in-closet blankets, European accent runners, towels and shower curtains. If the hotel offers pillow shams, decorative pillows or bed-spreads remove them at this time and replace with blankets and triple sheeting.

Ensure triple-sheeting in all guestrooms.

New cleaning rags are to be utilized for every guestroom and guestroom bathroom cleaning. All used cleaning rags are to be separated from guest laundry into a separate laundry collection bag.



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All housekeeping linen carts, housekeeping cart linen bags and cleaning equipment are to be sanitized at the end-of-the-day with anti-viral disinfectants prior to being stored.

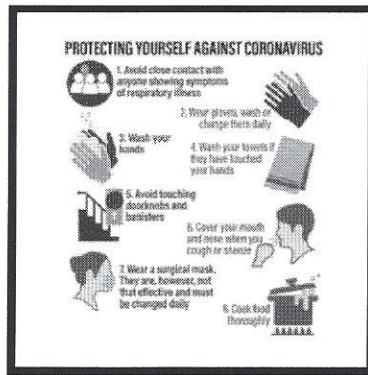
Replace standard toilet cleaning products for guestroom and public bathrooms with anti-viral cleaning solutions.

Ensure plentiful H2 Nitrile gloves and encourage double gloving by all employees other than when conducting office or front desk administrative duties. Provide gloves to our guests and visitors as requested.

Provide medical grade masks for employees, guests and visitors upon request.

Ensure all HVAC filters are changed immediately and every 30 days thereafter.

Provide Coronavirus training to every team member at daily departmental stand-up meetings, departmental meetings, all employee meetings, safety meetings and ensure the posting of personal best safety practices as the following:



Place alcohol hand gel dispensers in the following locations:

- ❖ Front desk areas and executive lounges
- ❖ Male, female, unisex and disabled public and staff restrooms,
- ❖ Entry to all food and beverage outlets
- ❖ Entrance to all function rooms and pre-function areas
- ❖ Entry to fitness rooms
- ❖ Hotel shuttle busses, airport or city transfers

Above each, place a laminated sign with wording that reads:

**Alcohol Hand Gel**  
**Please Sanitize Your Hands Here**







Place hand pump alcohol gel dispensers and anti-bacterial wipes in all offices, front desks, back-of-house areas. Make these available to guests, visitors and team members.

## Food and Beverage

Effective immediately, all restaurants, banquets, complimentary food service and pantry sales are suspended.

Sanitized water bottles and coffee service can continue in the hotel guestrooms and this is replenished every third day.

Guests are encouraged to utilize food delivery services but delivery to the guestrooms is not allowed for everyone's best safety. Guests may meet the delivery personnel in the hotel's parking lot.

Variances to this policy require Marin Management approval.

## Public Areas

Effective immediately, all meeting rooms, event space, adjacent public restrooms to meeting areas, fitness rooms, pantry areas, swimming pools and outdoor gathering spaces are to be closed. With signage explaining closures related to Covid-19

Variances to this policy require Marin Management approval.

All hotel entrances are to have professionally made signs with the hotel's logo and following verbiage:

*Please help us practice*

### **Social Distancing**

*by maintaining a minimum of 6 feet distance with others. If possible, please avoid entering if you have a cough or fever and sneeze and cough into a cloth, a tissue, or your elbow.*

## Safety Preparedness

The general manager must contact their local emergency care services or health departments and identify the appropriate entities to alert and to send our guests in the event that the hotel guests seek medical care.





General managers must obtain the contact information for the brand crisis hotline, mobile apps and the CDC or local officials.

These emergency contact numbers are to be posted and available to managers, supervisors, night auditors and the MMI regional managers. Label this as the Hotel-specific Emergency Pandemic Contact Guide.

Ensure all team members have been issued or re-issued and signed the MMI social media policy as of March 15, 2020.

## **Front Desk Operations Preparedness**

Ensure that all guestroom registrations reflect the name of the person actually occupying the guestroom and not just the name of the person who is paying for the room. It is maybe adequate to include both.

Ensure all guest service agents, guest service supervisors and managers have been issued, re-issued a copy of the Integrity Records Policy and signed an acknowledgement policy as of March 15, 2020.

All team members are to be cautioned to practice discretion with all of our guests in the event of an outbreak.

Ensure markings and stations for guests understanding of social distancing while waiting in line and at the desk.

Hang acrylic partitions as needed

Disinfect all guest touch areas including counters, pens, credit card processors, keys, acrylic sneeze guard partitions and any other items touched by the guests and servicing guest service agents.

## **Human Resources Guidelines**

Employee cases of COVID-19 should be treated as workers compensation cases. Guest cases should be treated through health officials.

Follow the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule during the COVID-19 Coronavirus outbreak.

General managers must contact their workers compensation carrier and emergency care services to identify if they are the appropriate entity to send employees, which show signs of influenza. Ensure the preparedness plan and process in advance.







If an employee presents themselves at work with signs of fever or flu, an employer may ask the employee to be tested.

Work with employees and attempt to be generous on sick time. Work with your regional manager to discuss issuing all allowable sick-pay within the expiration and accrual parameters.

Become familiar with the Families First Coronavirus Response Act Policy and ensure your understanding and acknowledgment.

General managers, supervisors, department heads and all employees are to ensure they follow safe work practices by maintaining 6 feet or more of social distance. When in the presence of others masks are required.

## **Viral Chemical and Equipment Check-list**

Ensure the following items are on hand to the hotel's specific quantities required:

- ❖ Clinical waste bags
- ❖ Soluble linen bags
- ❖ Disposable mop buckets
- ❖ Disposable mops
- ❖ Disposable cloths or discard cloths
- ❖ Antibacterial hand gel dispensers
- ❖ Antiviral spray bottles
- ❖ Body fluid spill kits
- ❖ Anti-viral hand gel
- ❖ Anti-viral sanitizer
- ❖ Disposable surgical gloves
- ❖ Disposable aprons
- ❖ Steam cleaner

## **Sales Guidelines**

Be as lenient as you are able and allow our guests the ability to escape their attrition or cancellations and postpone their events into the future. We want to ensure the vitality of our potential guests, groups, events, volume accounts and referrals into the future.





Continue to conduct robust sales efforts through available essential travelers and businesses.

Marin Management does not allow for any quarantined or homeless housing without consent of the hotel's MMI regional manager. All possible leads are to be brought to the MMI regional manager for discussion with the hotel owner.

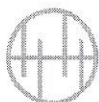
## **In the Event of an Outbreak**

### **How to Manage Team Member, Guests or Visitor Outbreak Incidents**

- ❖ General managers or the manager-on-duty is to immediately contact the MMI regional manager.
- ❖ Enact contact to the local officials, health department, as planned and detailed in the Hotel-specific Emergency Pandemic Contact Guide. All discussions with local officials regarding their guidance of notice to employees, guests or other operational guidelines are to be in writing.
- ❖ Call your brand crisis line or issue an electronic mobile communication.
- ❖ Only allow health officials to transport guests.
- ❖ Your MMI regional will manage the press release and media as needed.
- ❖ The MMI regional manager is to contact HHG for press release issuance and preparation.
- ❖ Ensure MMI's incident or accident reporting procedures

### **Food and Beverage Post Outbreak**

As any infected guest should not be permitted to use any hotel food and beverage outlets, you may offer in-room dining service. In these cases omit delivery charges, automatically charge services to the room and leave the tray outside the door. The delivery person is to take great caution after the delivery with thorough washing of hands and disinfecting processes. Provide only disposable items and thoroughly sanitize the tray post use.





## **Housekeeping and Maintenance Post Incident Decontamination**

Obtain approval for an outside vendor to conduct HazMat services. If the risk to our team members is considered low, team members can decontaminate the room when following these guidelines.

Team members are required to wear disposable aprons, masks, double gloves, goggles and paper booties when decontaminating guestrooms or public areas.

Strip all linen, mattress covers, pillows and pillow protectors, mattress protectors, terry, shower curtains in soluble and seal bags.

Discard all disposable items such as toilet paper, paper collateral, guest directories and seal in disposable bin bags.

Use the Ozone machine in the guest bedroom for one full cycle.

All coffee pots, trays, ice buckets, glassware is to be rewashed with anti-viral sanitizer before being removed from the guestroom and then washed in the hotel's commercial dish-washer.

Ensure all check-out guestroom touch points are thoroughly disinfected. This includes drape wands, window levers, remote controls, light switches, irons and ironing boards, armchair rests, window frames, lamp covers, desktops, wardrobes, telephones, door handles, in room safes, televisions, handles, hangers, HVAC Equipment and thermostats with anti-viral sanitizers.

Thoroughly disinfect all microwaves and refrigerators.

Ensure the bathroom floors are disinfected with Clorox.

Ensure the bedding is fully washed including pillow protectors, all sheets, pillowcases, comforters, towels and shower curtains. Ensure all drapes and furniture fabric is steamed and carpet is professionally cleaned.

Decontaminate areas of the guest bathroom such as air vents, inside of surface taps, shower rods, shower heads, handles, towel rails, mirrors, waste bins, around the cistern of the toilet using disposable paper towels.

Ensure the bathroom floors are disinfected with Clorox.

All housekeeping linen carts, housekeeping cart linen bags and cleaning equipment is to be sanitized at the end of the day.

Ensure all HVAC filters are changed immediately and every 30 days thereafter.







Open the windows and allow the guestroom to be aired for 24-hours.

New cleaning rags are to be utilized for every guestroom and guestroom bathroom. These are to be sealed and disposed of after use in a contaminated room along with all protective gear in a yellow clinical waste bag.

During this process, ensure the Cleaning Schedule Guestroom Decontamination Check-list is completed every two hours, checked as completed by name, and signed. These are to be kept on file for seven years and uploaded to M-Cloud.

During an outbreak, ensure the Cleaning Schedule of All Public Area Contact Surfaces are checked as completed by name and signed as completed on the required, attached form every two hours. These are to be kept on file for seven years and uploaded to M-Cloud.

During and outbreak ensure the Public and Back of House Toilet Cleaning Schedule Check-list are checked as completed by name and signed as completed on the attached, required form every hour. These are to be kept on file for seven years and uploaded to M-Cloud.

## **Front Desk Operations after Outbreak**

As any infected guest should not be permitted to use any hotel food and beverage outlets, you may offer in-room dining service. In these cases omit delivery charges, automatically charge services to the room and leave the tray outside the door. The delivery person is to take great caution after the delivery with thorough washing of hands and disinfecting processes. Provide only disposable items and thoroughly sanitize the tray post use.

Ensure the documentation of the Guest Illness Summary Sheet during an outbreak. This form is to be completed as required on the attached form and filled out as need. These are to be kept on file for seven years and uploaded to M-Cloud daily.

Ensure the documentation of the Guest Welfare checklist during an outbreak. These check-lists are to be completed by name of prepare and signed as required on the attached form every two hours. These are to be kept on file for seven years and uploaded to M-Cloud daily.





### Employee Acknowledgement

I acknowledge that this policy has been provided and explained to me. I understand and agree to follow this policy.

Your signature below indicates your understanding and adherence to this policy. If you have any questions regarding this policy, please ask your immediate supervisor, the Hotel's general manager or the Executive Vice President of Marin Management.

Agreed,

\_\_\_\_\_  
Employee Name (Please Print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date Signed

**KEEP THIS COPY FOR YOUR RECORDS**

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