



PRISM COVID-19 RESPONSE GUIDE

5/15/2020



Introduction

To meet the new health and safety challenges and expectations presented by COVID-19, Prism has endorsed and will utilize American Hotel & Lodging Association's (AHLA) Safe Stay initiative, as well as information, policies, and procedures from countless sources including the brands and the CDC. This initiative is focused on enhanced hotel cleaning practices, social interactions, and workplace protocols, while providing accountability and transparency. As we start to see travel resume, we want to not only protect our associates and guests, but also instill a well-founded confidence that the hotels are cleaner and safer than ever before.

The following guide and its supplemental documents are the basis for how we will move forward through and beyond the COVID-19 pandemic. Throughout there will be hyperlinks to relevant webpages that will allow you to stay up to date with relevant information. **To ensure the success of your team, please assign a COVID-19 Safety Ambassador. In addition to being familiar with this guide, the Safety Ambassador will stay up to date on safety and sanitations protocols, as well as all local ordinances related to the coronavirus.**

To be successful and ensure the safety of our employees and guests, these policies must be implemented and enforced, and we must commit to NOT KNOWINGLY ALLOWING PEOPLE TO BE NON-COMPLIANT WITH OUR POLICIES AND PROCEDURES.

Employee & Guest Health



Washing Hands & Hand Sanitizer

[CDC guidelines](#) shall govern the duty of all hotel employees to engage in frequent hand washing and use of hand sanitizer. Washing hands with soap and water is the preferable method. In situations where soap/water is not available, alcohol-based sanitizer is recommended. Hand sanitizer dispensers shall include [no less than 60% alcohol content](#), where available, and touchless where possible. As available, dispensers shall be placed at key guest and employee entrances and contact areas. At a minimum, this will include lobby reception areas and employee entrances, but could also include any other reception areas, entire hotel lobby areas, restaurant entrances, meeting spaces, elevator landings, pools, exercise areas and other public areas as applicable to the property.



Front of the House Signage

During all times in which the usage of masks is recommended by the CDC and/or other local health authorities, health and hygiene reminders shall be placed at high-traffic areas on property, including the front lobby area at a minimum, indicating the proper way to wear, handle and dispose of masks.



Back of the House Signage

Signage shall be posted at a minimum in the employee break room and cafeteria, and other areas employees frequently enter or exit. Signage will remind employees of the proper way to wear, handle and dispose masks, use gloves, wash hands, sneeze and to avoid touching their faces.



Employee & Guest Health Concerns

Responding swiftly and reporting to local health officials any presumed cases of COVID-19 at the hotel property shall be a staff-wide requirement. Employees exhibiting symptoms of COVID-19 shall remain or return home. While at work, employees who notice a coworker or guest exhibiting symptoms of COVID-19 shall immediately contact a manager. At a minimum, hotels shall follow [CDC guidelines](#) for employers and businesses, including instructing employees to self-isolate for the required amount of time, as defined by the CDC, from the onset of symptoms and be symptom-free for at least three days without medication.

Well-being checks of all employees, including physical temperature checks, shall be carried out.



Case Notification

At minimum, confirmed cases of COVID-19 shall be immediately reported to [local health authorities](#) in accordance with appropriate actions recommended by the [CDC](#).



Personal Protective Equipment (PPE)

CDC recommendations along with federal and local government regulations shall dictate appropriate PPE to be worn by employees and guests. PPE, along with appropriate training for use and disposal, shall be made available to all employees.

Employee's Responsibilities



Hand Cleaning

If not wearing protective gloves, all employees shall follow CDC guidance regarding handwashing. Employees shall wash their hands for [at least 20 seconds](#), or use sanitizer when a sink is not available, after any of the following activities: using the restroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (ID, cash, credit card, key card), taking a break, and before a shift and as needed throughout the shift. When possible, employees shall wear gloves for added protection and sanitation efforts. Proper hand hygiene, in accordance with CDC guidelines, should be followed prior to and after removing the gloves.



COVID-19 Training

All employees shall receive COVID-19 safety and [facility sanitation protocols training recommendations from the CDC](#) with more comprehensive training, consistent with the CDC, for employees with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations, Security, Valet/Door/Bell Services, and Maintenance/Engineering.

GENERAL ADVICE

- WASH HANDS WITH SOAP AND WATER OR SANITIZER AT LEAST 20 SEC
- DRY HANDS WITH A DISPOSABLE TOWEL, DON'T SHARE TOWELS
- COVER COUGHS AND SNEEZES WITH A TISSUE OR FLEXED ELBOW, DISPOSE TISSUES
- DO NOT TOUCH EYES, NOSE, MOUTH WITH UNWASHED HANDS
- DO NOT SHARE PERSONAL OBJECTS AND HOUSEHOLD ITEMS
- KEEP A SAFE DISTANCE FROM OTHERS

How does novel coronavirus spread?

Health experts are still learning the details about how this new coronavirus spreads. Other coronaviruses spread from an infected person to others through:



the air by coughing and sneezing



touching a surface with the virus on it, then touching your mouth, nose, or eyes



close personal contact, such as touching or shaking hands

What are the symptoms?

People who have been diagnosed with novel coronavirus have reported symptoms that may appear in as few as two days or as long as 14 days after exposure to the virus:



Fever



Cough



Difficulty breathing

Physical Distancing

Physical Distancing & Queuing

As recommended by the [CDC's social distancing guidelines](#), guests shall be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them, including any area where guests or employees queue. Such areas shall be clearly marked for appropriate physical distancing, and where possible, encourage one-way guest flow with marked entrances and exits. When applicable, lobby furniture and other public seating areas will be reconfigured to promote social distancing.

Guest Rooms

In anticipation of individual concerns of guests, housekeeping shall not enter a guest room during a stay unless specifically requested, or approved, by the guest, or to comply with established safety protocols. Housekeeping shall maintain the practice of cleaning rooms thoroughly following check-out.

Meeting and Convention Spaces

Meeting and banquet arrangements shall allow for physical distancing between guests based on CDC recommendations.

Lobby

Ensure that no furniture is closer than 6' to a path of travel. Remove any items that obstruct clear passage to and from the elevators.

Elevator

Guests should ride the elevator alone, unless the other persons are guests staying in their room. Ensure signage is posted on all elevator landings.

Hotel Front Desk, Concierge, and Parking Services

Front desk agents shall practice social distancing including utilizing every other workstation to ensure separation between employees whenever applicable and possible. The use of technology to reduce direct contact with guests, lobby population and front desk queue is encouraged, where feasible. In addition, contactless payment processes are encouraged, and when not available, employees should minimize contact as much as possible. Self-parking options should be emphasized, where possible. If valet service is provided, disinfecting of contact points within the vehicle is required. In addition, van and shuttle service shall be limited, and disinfecting of contact points will be required.

Pools and Beaches

Seating shall allow at least six feet of separation between groups of guests.

Back of the House

Physical distancing among all employees shall be practiced in employee dining rooms, uniform control areas, training classrooms, shared office spaces, and other high-density areas.

Fitness Center

Turn off or remove every other cardio machine to ensure proper social distancing.

Cleaning Products & Protocols

Cleaning products and protocols shall include [EPA-approved disinfectants](#) that meet CDC requirements for use and effectiveness against viruses, bacteria and other airborne and bloodborne pathogens. For more information, please refer to the CDC guidelines on [disinfecting buildings and facilities](#).



Public Spaces and Communal Areas

Cleaning and disinfecting shall be frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, vending machines, ice machines, room keys and locks, ATMs, escalator and stair handrails, gym equipment, pool seating and surrounding areas, dining surfaces and all seating areas.



Guest Rooms

Cleaning and disinfecting protocols will require that particular attention is paid to high-touch, hard non-porous 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. The frequency of room cleaning during a guest's stay may be altered based on guest requirements.



Laundry

Linens, towels and laundry shall be washed in accordance with CDC guidelines, including washing items as appropriate in accordance with the manufacturer's instructions. Where possible, launder items using the warmest permissible water setting for the items and dry items completely. Dirty linen shall be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.



Hotel Guest Elevators

Button panels shall be disinfected at regular intervals, including the beginning of each housekeeping staff work shift and continuing throughout the day.



Back of the House

Cleaning and disinfecting of all high touch areas shall occur in accordance with CDC guidelines, including at least twice per day in high traffic areas. Handwashing stations and access to hand sanitizer should be convenient and highly visible.



Shared Equipment

Shared tools and equipment shall be disinfected after each shift or transfer to a new employee.



Room Recovery Protocol

In the event of a presumptive case of COVID-19 the affected guest room shall be removed from service and quarantined. The guest room shall not be returned to service until undergoing an enhanced cleaning and disinfecting utilizing EPA approved products within CDC guidelines.



Food & Beverage

Food and beverage service shall reduce in-person contact with guests and buffet service and also minimize dining items for increased sanitation. Traditional room services shall be replaced with a no-contact delivery method. Traditional buffet services shall be limited, but when offered, it should be served by an attendant wearing personal protection equipment (PPE), and utensils should be washed and changed more frequently. Portion controls should be emphasized to reduce food exposed for long periods. Sneeze and cough screens shall be present at all food displays. Minimal items should be placed on guest tables to allow for effective disinfection in between each guest, including condiments, silverware, glassware, napkins, etc. For certain segments, the use of prepackaged foods and 'grab & go' items shall be the preferred method of food delivery.

Public Areas – Pool

Resuming Operations

There are a number of tasks to complete to ensure that the pool meets the requirements of the local Health Department and is safe for your guests. Below is a list of helpful hints to prepare your pool for re-opening. Always refer to your local Health Department for a complete list of requirements.

****Before opening your pool, you must receive approval from your RVP who will get approval from ownership.**

Circulation System

- Are the pressure/vacuum gauges installed and operational? If the pressure gauge is 8 lbs or greater than the starting pressure, the filter will need to be cleaned.
- Is the pump basket clean?
- Is the chemical feed system operating properly? Check to make sure the controller has not timed out and drums/chlorinator are full of sanitizer.
- Is the pump, filter, or heater leaking or noisy? Refer to the commercial catalog link below for schematics on parts needed to repair.

Water Chemistry and Pool Vessel

- Complete a full test of the water chemistry. Chlorine reading should be between 1-3ppm. pH should be between 7.4-7.6.
- Is the water level at the middle of the skimmer or tile?
- Is the main drain and pool or spa bottom visible? If not, the pool cannot be opened.
- Are main drain/equalizer covers in place?
- Is there visible algae? If so, you will need to complete a full algae treatment to clear the pool before opening.

Safety Equipment

- Do you have all Safety signs in place?
- Is there a Non-telescopic pole with a body hook in place?
- Is a Life ring with rope attached available?
- Gates open away from the pool/spa and are self-closing and self-latching/locking?
- Ladders and handrails appear secure?
- Is an emergency phone available?
- Is an emergency shut-off switch installed?
- Is there a Safety Vacuum Release System (SVRS) installed?

Public Areas – Pool

Operations

- Physical signage posted at the pool entrance regarding public health advisories prohibiting individuals who are symptomatic from entering the premises (also posted on website).
- Indoor occupancy limited to 50 percent or lower unless 6-foot physical distance standards can be achieved with higher occupancy.
- Clearly marked 6-foot spacing marks at entrances, hallways, restrooms and any other location within the pool area where patrons may queue or congregate.
- Physical distancing of 6 feet minimum between deck loungers, chairs and/or tables.
- Elimination of self-service stations including water fountains, unless touchless.
- Hand sanitizers available at or near the entrances to the facility, restrooms and in employee work areas.
- Sanitize customer areas and high-touched surface areas after each sitting or equipment use with EPA-registered disinfectant.
- Implement cashless and/or minimal touch payment methods if possible.
- Post documentation cleaning logs documenting cleaning of all public areas (inclusive of counter tops, door handles, waiting areas, etc.) at least every two to three hours.
- Guests must make appointments with the Front Desk to use the pool, given that pool's capacity is being limited. Determine time frames for use based on occupancy and pool capacity (i.e. morning and afternoon, or split into four time slots).
- Guests should report to the Front Desk before using the pool. The Front Desk will issue a wristband for that day (which must be worn at the pool) and pool towels to the guests. Wristbands can be color-coded or otherwise designated to show the time frame that their appointment is for (i.e. yellow for morning, orange for evening).
- The pool is for registered guest use only.
- Guests may not bring any glass products, food or alcoholic beverages to the pool area.
- Guests should shower before and after pool use and use hand sanitizing stations before and after use of the pool area.
- Guests using face coverings should not wear them in the pool or get them wet, since that can make breathing difficult.
- No pool floats or toys will be provided by the Hotel.
- Guests must sign acknowledgment of policies.

Public Areas – Fitness Center

Following the distancing guidelines, turn off or remove every other cardio machine. Number of available machines will dictate capacity. Until further notice, only long-term stay guests who request use of the fitness center will be granted access.

Fitness Center

- Sanitize Fitness Center once every hour.
- Require guests to wear a mask or face covering during work outs.
- Allow 45 minutes maximum usage on cardio equipment due to availability of equipment.
- Guests who use the Fitness Center must sign acknowledgment of policies.
- Post signage that conveys the following:
 - Please disinfect equipment prior to use and after each use.
 - Guests recommended to wear mask or face covering during work out.
 - Cardio equipment max usage time 45 minutes.
 - Please practice social distancing.
 - Fitness Center capacity limited to number of available machines.