



THE LEADING HOTELS
OF THE WORLD®

Operational Guidelines For COVID-19 Health and Safety

Prepared by

RemoteMD

ProHealth Environmental



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SECTION I

Introduction

The COVID-19 pandemic has anchored its foothold globally. Individuals and businesses have experienced varying degrees of disruption and the hotel industry has been particularly impacted. As businesses begin to adjust and re-emerge from the impacts of the virus, the primary objective is to ensure our properties are safe, secure, clean, and sanitized for the health and well-being of our hospitality personnel and our valued guests. Our guests should take comfort and security in knowing that we have implemented best practices and have taken necessary steps to achieve the highest standards of cleanliness and sanitation to ensure the health and safety of our guests while maintaining the continuity of the exceptional services they have come to expect.

The following operational guidelines have been developed with the assistance of Dr. Michael Kotler of RemoteMD, Dr. Alan Neuman of ProHealth Environmental, and John Kosmeh Ph.D., a Federal Emergency Management Agency (FEMA) Emergency Response Trainer, who based their recommendations on world-leading and governmental sources and is intended to present Leading Hotels of the World (LHW) member hotels with a consolidation of best practices at the time of publication.

This report is a combination of the most up to date best practices and guidelines. It is RemoteMD's professional opinion that implementing best practices reduces the potential for exposure, reduces the spread of the virus, while increasing the opportunity to improve current health standards.

Environmental protection is paramount to LHW. Public health guidance recommends the use of single use items to optimize sanitation protocols and avoid unnecessary contact between personnel and guests. Until updated instructions, we recommend following government guidelines to protect the health and safety of guests and personnel.

As experts continue to discover and understand more about COVID-19, information may be updated daily. LHW member hotels are strongly advised to continuously monitor local public health protocols to verify the most up to date information.

SECTION II

COVID-19

2.1 Background

Understanding more about COVID-19 and the origin of coronaviruses is a powerful step in the process of returning to operating capacity. The information provided is for the



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purposes of providing knowledge, understanding, and clarity for the LHW member hotels staff and guests.

Coronaviruses are known as a family of viruses that commonly cause respiratory illnesses and have circulated in humans and animals for years. The coronavirus disease 2019 (COVID-19) is a novel virus, meaning that the virus has not been previously identified or known by the medical experts and our immune system. Clinically identified as Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-CoV-2), a diagnosis is different from any of the more common human coronaviruses (229E, NL63, OC43, HKU1).

Patients diagnosed with COVID-19 should be evaluated and cared for differently than patients with more common coronavirus diagnoses.

Two (2) other coronaviruses that cause human infection are the Severe Acute Respiratory Syndrome Coronavirus (SARS-CoV, causing SARS) and the Middle East Respiratory Syndrome Coronavirus (MERS-CoV, causing MERS).

The disease has been reported from nearly every country around the world and is having tremendous impacts globally, ranging from health to economics.

2.2 Symptoms

Symptoms of COVID-19 may appear two (2) to fourteen (14) days after exposure and may include fever, cough, shortness of breath, or difficulty breathing. Some individuals may be at higher risk for a more severe experience, including older adults and those with chronic medical conditions such as asthma, diabetes, and heart disease.

Common Symptoms include:	Other Symptoms may include:	Severe Symptoms may include:
<ul style="list-style-type: none"> • Fever • Tiredness • Dry Cough 	<ul style="list-style-type: none"> • Shortness of breath • Aches and pains • Sore throat • Limited cases of diarrhea, nausea, or runny nose • Neurological, such as impaired or loss of taste and / or smell 	<ul style="list-style-type: none"> • Inflammation of the lungs, leading to other health complications • Multi-system organ failure, e.g., renal, cardiac

2.3 Transmission

The virus is believed to be primarily spread by respiratory droplets produced when an infected person coughs, sneezes, or talks. It also can be dispersed during any aerosolized procedure, such as the use of CPAP or BIPAP machines common in someone with sleep apnea or various other medical procedures. These droplets can land in the mouth, nose,



or eyes of uninfected people who are nearby or possibly inhaled into their lungs. These droplets can land on surfaces or objects, and if an uninfected person touches these surfaces or objects, then touches their mouth, nose, or eyes, he/she may become infected. Droplets can also linger in the air, which is why social distancing is strongly recommended.

Social distancing is the distance of no less than six (6) feet apart from other individuals. Some individuals infected with the virus may be asymptomatic, meaning that he or she does not present or show known signs or symptoms of the virus; however, the individual is considered contagious and able to spread the disease. Precautions must be taken to reduce or eliminate the spread of COVID-19.

SECTION III

Pre-Opening Considerations

3.1 General

Hotel management must institute new health and safety protocols as part of an ever-evolving operating procedure to help protect the spread of COVID-19. This plan should be flexible to address personnel, guests, and public confidence. Plans must also account for COVID-19 positive personnel and guests with increased sanitation, disinfection, and housekeeping protocols.

It is recommended that properties, when possible, offer virtual services to include but not be limited to; registration, check-in, check-out, room access keys, concierge, guest services appointments, room service, and contactless electronic payments.

3.2 Importance of Personal Protective Equipment (PPE) for Personnel and Guests

Personal Protective Equipment (PPE) include supplies such as medical grade gloves, masks, goggles, and other garments designed to protect the wearer from illness. The use of PPE is critical when social distancing is not a viable option. In response to the pandemic, global shortages of PPE have occurred. Businesses should create and maintain sufficient inventory of PPE to be used as determined by management and current guidelines.

The recommended PPE for COVID –19 for hotel personnel consists of, at a minimum, gloves and surgical masks. If personnel or guests present a suspected positive or confirmed positive COVID-19 case, N-95 masks (which will need to be fit tested), face shields, surgical gowns, shoe covers, and hairnets may become necessary.

Throughout the guidelines, the use of PPE will be specifically addressed.

3.3 Communication Plan

Communication is imperative to establish a clear chain of command and rapid response process to ensure swift, decisive action. Management will establish and maintain clear



communication to personnel on current COVID-19 policies, procedures, and statistics daily the hotel's highest priority is the health and safety of personnel and guests.

The communication plan includes no less consideration of the following and should be applicable to each property's unique environment, climate, and design:

- Personnel pre-shift meetings should be conducted daily and virtually when possible or in areas that allow for appropriate physical distancing between personnel.
- Adjust personnel arrival and implement COVID-19 policies which may include staggering personnel arrival times to minimize traffic volume and avoid lines and backup in personnel entrances. *Hand sanitizer will be available at each time-clock and keypad location; personnel will be required to sanitize their hands before and after clocking in.*
- Establish policy and procedures in place to ensure proper PPE and sanitation procedures are followed. These guidelines should be reviewed and updated per the latest expert guidance.
- Implement communication processes to introducing new COVID-19 policies to personnel and guests.
- Develop procedures such as an upon arrival questionnaire for interviewing guests to identify risk factors, screening, and exposure of COVID-19.
- COVID-19 positive plans to include contacts and processes for physician services, emergency transportation services, monitoring and tracking system in place for guests and personnel COVID-19 positive.
- Communication plan for vendors and contractors' requirements to strictly abide by hotel COVID-19 guidelines.

3.4 Pandemic Management Designees

Individual properties have autonomy to develop and appoint specialty experts and / or teams to assist in the management, monitoring and response to the COVID-19 pandemic. Best practices call for the appointment of Public Health Policy Monitors and Cleanliness Experts.

It is management's responsibility to plan, communicate, and oversee the monitoring of all COVID-19 mitigation processes and protocols. Management or its designee should monitor possible COVID-19 spikes in the geographic location of the property and have a contingency plan in place. Managers should also be responsible for identifying and communicating quarantine areas for possible COVID-19 guests and personnel.

3.5 Training Requirements

Training is essential in supporting the health and well-being of the workforce and keep the hotel running smoothly. To maintain continuity in health and safety practices, all personnel should be trained in COVID-19 Personnel Safety and Disinfection Requirements. Training should include, at minimum;



- COVID-19 basics and transmission.
- How to respond to exposure to COVID-19.
- COVID-19 safety and disinfection protocols.
- Advanced disinfection and sanitation training for facility disinfection in the case of COVID-19 positive guest and personnel.
- PPE - proper use, donning and doffing and disposal procedures of all PPE before being used for the first time and annually as a refresher.
- Uniform sanitation guidelines for cleaning of uniforms.
- Human Resources – revised sick leave policy designed to ensure personnel and guest safety.
- Reporting suspected personnel and guests.

SECTION IV

Personnel

4.1 Keeping Personnel Safe

Due to the vast and varying symptoms that a person may experience with a positive COVID-19 case, it is critical to implement measures that quickly evaluate, identify, and reduce the potential of exposure.

With proper training, PPE, a no-touch thermometer, and strict confidentiality understanding, a non-medical professional can take temperature checks. It is recommended that one or more management-level personnel conduct the testing and checks be done at the beginning and end of each shift with good record keeping.

Points of entry will include non-invasive, no-touch, temperature checks to identify personnel presenting with a fever, a body temperature of over **100.4 Fahrenheit/38 degrees Celsius**. If personnel presents a fever, they will not be permitted to work and must follow hotel guidelines and policies for leave and clearance to return to work. It is recommended that temperature checks should be implemented at the beginning and end of every shift. Personnel are instructed to stay home if they do not feel well.

4.2 Personnel General Responsibilities

Personnel are responsible for following social distancing guidelines, proper use of PPE, and refraining from touching their face, eyes, and nose with their hands.

Hand washing is mandatory for all personnel before and after all contact with any guest, personnel, or after any personal interaction if sanitizer is unavailable. Personnel must wash hands at a minimum of once every forty-five (45) minutes or after any activity requiring such in your company policy and procedures, with soap and water for a minimum of twenty (20) seconds practicing proper hand-washing techniques.



SECTION V

Hotel Transportation

5.1 Hotel Transportation

If guest is being picked up by hotel vehicles the following guidelines are recommended;

- On arrival, consider providing guest complimentary hand sanitizer, gloves, and COVID-19 card to describe hotel's ongoing commitment and procedures to ensuring a safe and healthy stay.
- Guests should be limited to no more than four (4) occupants in a limo or SUV or two (2) in a sedan.
- All in-car amenities should be removed such as but not limited to; magazines, beverages, and other non-essential items, unless individually packaged for single use.

5.2 Vehicle Sanitation

Ensure vehicle has appropriate informative signage that is visible in all compartments and that the vehicle has been cleaned and sanitized prior to entering. This is to include, outside door handles, levers, and latches. Inside interior should be cleaned and sanitized prior to entering, including all leather, upholstery, and vinyl. Seats and armrest should be sanitized before and after each use. Carpets should be cleaned sanitized and vacuumed. Interior window controls, steering wheels, and all driver control knobs, levers, and buttons. All entertainment systems should be sanitized to include tv's, stereos, remote controls. All lights switches wiped down with appropriate sanitizing materials. Any available divider between the driver and passenger compartment should remain up and in the closed position at all times.

5.2.1 Driver Requirements/PPE

Driver should properly don and doff a new set of proper hand gloves prior to and immediately after operation of passenger doors. Gloves should be properly disposed of immediately. Guest should be seated in the back-guest compartment and never in the driver compartment. Driver should follow social distancing guidelines whenever possible.

5.2.2 Handling and Sanitation of Luggage

During pick up, it is recommended that personnel avoid the handling of guest belongings and personal objects requiring placement and retrieval in the trunk or designated storage area of the vehicle, however, to maintain the quality of care for the guest, management may allow personnel to provide assistance when requested or required by the guest. Personnel is required to properly don and doff a new set of gloves prior to and immediately after handling of luggage.



Upon arrival, the driver will coordinate placement of luggage in a sanitation staging area where the sanitation and decontamination process will occur optimizing sanitation technologies without damaging luggage.

Personnel is required to properly don and doff a new set of gloves prior to and immediately after handling of luggage.

5.2.3 Distance Between Passengers

Vehicle should be immediately cleaned and sanitized after each use, including the entire driver, passenger, luggage, and trunk compartments and all of their components, allowing for proper drying time and air exchange. Consider requiring the driver and passenger(s) to wear a surgical mask, gloves, and require the use of hand sanitizer for personnel protection at guest pickup.

5.3 Guest Arrival

When possible, arrival times should be staggered to allow social distancing and avoid large crowds at one time. Points of entry should be predetermined and limited to allow easy, controlled access of personnel(s) and guest(s) to and from the property. Clearly marked pathways should be established for entry into the property and directs guests to registration area. Hand sanitation stations should be easily identified and available. Outside areas with proper airflow should be established to allow for overflow of guest awaiting registration to maintain compliance with social distancing and avoid registration congestion.

5.4 Lobby Instructional Signage

Signage should be clear and visible, explaining the registration process.

SECTION VI

Hotel Registration

6.1 Registration

Upon arrival, guests will receive a complimentary amenity kit, which minimally includes COVID-19 property policies, hand sanitizer, and mask. Points of entry will include non-invasive, no-touch, temperature checks to identify individuals presenting with a fever, a body temperature of over 100.4 Fahrenheit/38 degrees Celsius. Thermal scanning or temperature checks should be conducted upon arrival and applicable to all guests.

Guests not utilizing virtual registration should proceed to registration counter. It is recommended to redesign the check in processes to reduce contact and consider implementing optional transparent shields providing protection for guests and personnel when virtual check in registration is not available.

Registration personnel should proceed through a COVID-19 information questionnaire with the guest and be evaluated for any signs and symptoms of illness. Personnel should



sanitize room keys and / or cards prior to handing to guest. Best practices will include placing the keys and / or cards directly on the countertop and avoid physical touching of guest.

Personnel should disinfect the registration area after each guest and at a minimum of once every forty-five (45) minutes.

6.1.2 Suspected Ill Guests at Check-In

Any guest displaying a temperature should be discreetly escorted by hotel personnel, wearing proper PPE to a predetermined isolated area for quarantine. It is recommended that a secondary temporal temperature screening take place. Personnel or guests confirmed to have a temperature should be instructed to follow up with appropriate medical care. A list of appropriate medical referrals should be made available for the guest. Emergency Medical Services options should be provided to the guest for transportation.

6.2 Valet and Bell Service

As of the date of this publication, valet services should be suspended. When phased in valet services become available, valets should change gloves before and after entering and exiting each vehicle. Vehicles should be wiped down with a safe, effective sanitizer prior to entering and upon exiting. Keys should be left on the dashboard of vehicles, and valet attendants should sanitize keys prior to picking them up and always practice social distancing. Areas should be set up so vehicle windows can safely be left slightly open to allow proper air exchange while parked. All keys should be sanitized prior to being handed to the next person. All personnel participating in bell services will wear appropriate PPE and maintain social distancing protocol.

Recommended guidelines include personnel not handling guest luggage and personal objects requiring placement and retrieval in the trunk or designated storage area of the vehicle; however, to maintain the quality of care for the guest, management may allow personnel to provide assistance when requested or required by the guest. Personnel is required to properly don and doff a new set of gloves prior to and immediately after handling of luggage.

PPE will be donned and doffed immediately before and after each use and disposed of properly. Signage should be placed where all guests can see the current procedures in place.

SECTION VII

Hotel Areas and Amenities

7.1 Lobby

All guests and personnel will be monitored and required to practice social distancing protocols and clear indicators should be placed anywhere large groups or lines will form



indicating proper distancing requirements. This includes elevators, shops, cafes, restaurants, and all public access areas.

Entrance queuing, allowing personnel and guests to enter one (1) at a time, and rearranging layouts help to ensure social distancing compliance. Appropriate barriers should be placed in areas where social distancing is not possible. All barriers should meet minimum requirements for contaminant protection. All resort outlets will comply with, or exceed, local or state-mandated occupancy limits.

Hand sanitizer dispensers, touchless whenever possible, will be placed at all guest and personnel entrances as well as all public areas including but not limited to, reception areas, hotel lobbies, inside all elevators and at all elevator landings, spaced throughout all floors, restaurant entrances, kitchens, personnel areas, meeting and convention spaces, pools, salons and exercise areas.

Hand sanitizer will be provided in guest rooms and throughout the hotel for guests and personnel and will be easily identifiable with large, easy to read instructional placards. Hand sanitizer will be of no less than 60% alcohol-based.

Additional dustbins should be added for tissue and other disposables in lobby. Caution should be taken to ensure recommended PPE and disposal guidelines when handling possible infected materials.

Properties will engage in large placard campaigns and signage to be posted throughout the property informing guests and personnel of the additional steps and precautions that are being taken to ensure their safety, consisting of but not limited to, reminders for proper use and disposal of PPE, proper procedures for hand hygiene, social distancing and crowd control, current COVID-19 regulations, signs and symptoms, how to report a suspected COVID-19 individual or contamination, number to call and procedures to follow if feeling sick, directional and access routes etc. These will be placed and visible in all areas of public, guest, and personnel gathering.

7.2 Elevators

Guest and service elevators will have instructional placards inside each elevator and at each elevator landing with instructions and pictures displayed on sanitizing hands before and after the use of elevator buttons. Reminders should also include hand hygiene after touching elevator handrails and walls.

Along with sanitizer and placards in each elevator, personnel will be present to sanitize the button panels at regular intervals, at least once every forty-five (45) minutes. Passenger numbers should be limited to maintain distancing requirements and should be clearly posted at each landing and elevator car.

7.3 Public Areas

The cleaning and sanitizing of all public spaces should be thorough and detailed with accurate record-keeping and logs identifying the times and materials used in the cleaning



process. Emphasis should be placed on frequent contact surfaces including, but not limited to, doors, handles, handrails, front desk check-in counters, public and guest telephones, computers and accessories, bell desks, elevators and elevator buttons, public bathrooms, fountains and water coolers, ATM and banking machines, vending machines, ice machines, room keys, deadbolt and locks, escalator, cards, tables, chairs, gym equipment, spa and pool equipment, dining surfaces, smoking and seating areas.

7.4 Guest Rooms

Guests should be encouraged to contact concierge services and schedule facility services via in room phone or personal mobile device. Additional information regarding the use of virtual services such as mobile friendly on-line room service menus, the use of virtual check-out services and electronic payments should be encouraged at check-in. Important information should be noted in a COVID-19 hotel safety sheet in guest rooms, pre-recorded in room messages, or posted on in-room television programming.

Public health and environmental agency guidelines should be considered when developing improved cleaning and sanitation protocols for guest rooms. Best practices research indicates that many hotels are requiring housekeeping services to seal the room after deep cleaning to demonstrate that no one has entered the room once disinfected.

It is recommended to remove high touch items from guest rooms such as hair dryers, room service menus, magazines, pens, guest directories to be available upon request. Other high touch areas such as light switches, thermostats, remote controls and telephones must receive extra disinfection.

7.5 Laundry

Special attention must be applied towards the handling of bed linen and laundry. Items must be changed daily and washed at high temperatures in accordance with recommended guidelines. Refrain from shaking any items to minimize risk of aerosolizing any possible contaminant. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility following proper procedures. Laundry equipment and high touch areas such as panels and doors should adhere to the above cleaning and sanitizing protocols.

7.6 Personnel Areas

Personnel areas including dining rooms, break rooms, personnel entrances, uniform control rooms, personnel restrooms, time clocks, computer stations, loading docks, offices, kitchens, security scanning podiums, and training classrooms should be cleaned once every hour and detailed records and schedules should be kept indicating exact time, cleaning method and cleaning personnel. Areas used only occasionally should be kept locked and should be cleaned before and after every use and then on a daily basis with accurate record keeping. Personnel should utilize every other workstation to ensure separation between personnel whenever possible.



7.7 Shared Shift Equipment

Equipment that is handed off or passed between shifts will be sanitized before, during, and after each shift or anytime the equipment is transferred to new personnel. If the equipment is suspected of having come into contact with a positive or suspected positive COVID-19 individual, the equipment will be immediately bagged and taken out of service until proper disinfection can occur. 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 property.

7.8 COVID-19 Positive Guest Room Decontamination

In the event of a suspected positive or positive case of COVID-19, the guest's room will be immediately placed under quarantine and removed from service. Ventilation vents should be closed and windows opened to allow air exchange from the outside. If, after testing, the case comes back negative, the room can be returned to service after a detailed and thorough deep cleaning. The guest room will not be returned to service until the case has been confirmed or cleared. In the event of a positive case, the room will remain out of service and only be returned to service after undergoing enhanced decontamination following proper guidelines and appropriate disinfectants. All personnel entering this room should be dressed in appropriate, full prospective PPE and have advanced training in proper PPE selection and use.

7.8.1 COVID-19 Guest or Employee Response

If at any time personnel are informed of, a guest or coworker with suspected COVID-19 who is showing mild to severe symptoms, immediate response is needed. The following guidelines should be followed with guest consent:

- Immediate notification to management who will contact the appropriate local health authorities and have Emergency Medical Services dispatched to location.
- Arrange EMS pick up site, notify proper hotel management and security and prepare for EMS arrival.
- Notify medical provider employed on property, if applicable, he/she should enter the guest location only after donning full and appropriate PPE gear to include at a minimum, an N95 mask that has been appropriately fit tested, hair net, safety goggles or face shield, surgical gown, shoe covers and gloves following the double gloving procedure.

7.8.2 Decontaminating transport route of COVID-19 Positive

Only personnel trained in proper PPE and COVID-19 decontamination should don PPE to begin proper cleanup procedures once the patient is ready to be moved. This decontamination is strictly for the route the patient will be taking to the



ambulance and should be done simultaneously as the patient is transported off the property.

- Clear the route of all guests and personnel not involved in the transport.
- Once patient has been transported from the scene, any personnel in the patient location should doff all PPE and dispose of properly following recommended doffing procedures before leaving the area.
- IT IS VERY IMPORTANT THAT ONLY TRAINED PERSONNEL COMFORTABLE WITH THE PPE PROCEDURES AND GUIDELINES FOR DONNING AND DOFFING PPE ENTER A SUSPECTED COVID-19 AREA.

Always check and follow local and state protocol and guidance on proper notification of authorities.

8. Food and Beverage

8.1 Dining, Bars, and Lounges

Indoor restaurant dining is not recommended at this time; however, when open, the following guidelines are recommended at date of publication:

- Virtual reservations should be encouraged to allow for planning of distancing and crowd control.
- Personnel to wear appropriate PPE for their positions and don and doff PPE between each guest interaction or as required per job duties.
- Mandatory for personnel to wash or sanitize hands for 20 seconds using proper procedures between each guest interaction and at a minimum of once every forty-five (45) minutes.
- All food preparation areas to be cleaned and sanitized at least once every forty-five (45) minutes and recorded by manager or designee.
- Food storage containers, kitchen trays, kitchen stands and carts, glasses, dishes, pot and pans, kitchen utensils and devices, silverware and eating utensils are to be sanitized before and after each use.
- All food and beverage items being prepared and transferred to another individual, personnel, or guest should be done using contactless methods as often as possible.
- All condiments should be served in single-use containers, or containers must be sanitized after each use.
- All kitchen areas in use are to be deep cleaned and sanitized every evening at closing or at least once in every twenty-four (24) hour period with appropriate time for disinfection.

8.2 Dinning Entry

Entryways must be clearly marked with placards to indicate entry and exits. Social distance requirements must be enforced and hand sanitizer stations should be



located at each entry, exit, and restroom. Areas should be created to allow for social distance compliance while guests await seating

- Hostess and greeters' stations should feature reminder placards about social distancing guidelines and there should be partitions in place between guests and greeters. It will be the responsibility of hostesses and managers to manage social distancing at entries and waiting areas. Special attention should be given to high traffic times and high peak periods when guests are not able to be immediately be seated.
- All podiums and associated equipment should be sanitized at a minimum hourly and recorded. Marks will be clearly highlighted instructing guests on where to stand to be sure social distancing requirements are continuously met. All handed out materials including but not limited to, menus, pagers, notification devices, check holders, pens, will be one-time single use items or sanitized just prior to being distributed and collected for sanitation immediately after use if not disposable.
- Restaurants and bars should reduce seating capacities to allow for a minimum of six (6) feet between each seated group/party of guests.
- Recommended solid partitions to be used between each guest if in house dining is allowed and sanitized after each use.
- Parties no larger than four (4) people to be permitted and all seating to be re-configured to adhere to a six (6) foot social distancing area between tables.
- Dining tables, chairs, bar stools, and tops are to be sanitized after each individual use with a minimum of a 60% alcohol-based sanitizer. No porous materials or disposable menus or placemats are to be used. If using reusable items, they must be properly sanitized after every use.
- Service stations, service carts, beverage stations, counters, handrails, and trays are to be sanitized after every use or at least once per hour and logged by a manager.
- Point of sale (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 before and after each use.
- Manage the line flow at quick-serve outlets to ensure coffee and food pick up areas remain appropriately distanced.
- All self-serve condiments and utensils are to be removed and available from cashiers or servers and handed out. They are to be single-use only and all straws are to be individually wrapped.
- Bar stools are to be placed six (6) feet apart from one another to allow for social distance requirements.
- Bar snacks are to be individualized and handed out in single serving size. Snacks are not to be shared by groups.



8.3 Personnel Break and Dining Rooms

- Entryways must be clearly marked with placards to indicate entry and exits.
- Social distance requirements must be enforced and hand sanitizer stations should be located at each entry, exit, and restroom.
- Areas should be created to allow for social distance compliance.
- All personnel dining will practice and maintain social distancing.
- Personnel should sanitize or wash hands following recommended guidelines prior to entering and exiting the dining area each time.
- No open or unwrapped self-serve food allowed. All food prepared on-premises to be served by line attendants only. Line attendants will change PPE appropriately after serving each individual.
- Use of prepackaged utensils only.
- All trays, plates, cups, and prepackaged utensils will be for single use only and disposed of after each use. If using reusable items, they must be properly sanitized after every use.
- Dining tables, chairs, and tops are to be sanitized after each individual use with a minimum of a 60% alcohol-based sanitizer.

8.4 In-Room Dining

All personnel should wear appropriate PPE when required, dependent on job duties, practice diligence, and follow all recommended personal hygiene policies.

- Guests should be provided a virtual or mobile room service menu option if possible or individualized and sealed menus.
- All equipment to be sanitized prior to each shift assignment.
- Personnel assigned to individual stations (including sales agents) should sanitize their stations and all equipment at least once per hour and at each change of shift.
- Bus Runners should sanitize all doors, handles, and high contact surfaces at least once per hour with approved sanitizer and after every guest contact.
- Personnel will sanitize hands prior and immediately after the handling any food to be delivered and will don appropriate PPE during service.
- Food being delivered to individual rooms is to be covered and set on tables in hallway outside of rooms. Guests are to be notified of delivery. Runners should have no contact with guest during delivery. Guests will retrieve their own table and be instructed to notify room service or the appropriate department when finished.
- Guests are to place trolley in the hallway outside of their room for pickup and runners should pick up immediately to avoid unnecessary contact from another guest. Proper PPE should be worn during pickup and



trolleys and all accessories should be cleaned and sanitized immediately before re-use.

When possible all charges and billing should be conducted electronically with no signature required.

8.5 Conferences and Banquets

At time of this publication, no conferences or banquets are recommended until further notice or as per local regulations.

Prior to opening conferences and banquet events, check with local public health agencies for updated regulations that may limit the number of attendees. COVID-19 risk waivers should be electronically provided to sponsors, attendees, and venue contract staff.

Mapping and diagramming are effective tools to develop pre-set standards for hotel conferences. While effective, management should closely evaluate each event for the possibility of necessary modifications for health and safety standards.

Provide COVID-19 prevention supplies to event staff and guests, such as hand sanitizers containing a minimum of 60% alcohol, tissues, and disposable face masks. Housekeeping and maintenance staff must abide by cleaning, disinfection and sanitation standards and clean frequently touched surfaces.

All personnel are to wear appropriate PPE determined by job functions and duties.

- Virtual registrations should be encouraged. Registration sites should be separate from common lobby areas and social distancing adhered to.
- Thermal scanning or temperature checks upon arrival for all employees, contractors, and conference guests.
- Social distancing requirements should be clearly posted throughout venue. Isles should be a minimum of twelve (12) feet wide when possible.
- Masks are required for use by everyone until public health officials state otherwise. Consider offering hand sanitizers and masks at registration.
- Promotional items should be phased in and limit printed materials for distribution. When possible encourage attendees to use mobile devices to download materials.
- All shared equipment and meeting amenities to be sanitized before and after each use, or single-use, if not able to be sanitized.
- All linens, including underlays, to be replaced after each use. Clean and soiled linens to be transported in sealed single-use disposable bags in and out of the meeting rooms.
- Refrain from self-service buffets.



- All food and beverage items to be individually plated and served. Coffee and other break items to be attended and served by a server.
- Flatware to be provided as a roll-up or single time use.
- Condiments to be served in individual serving portions or individual containers which are to be sanitized after each individual use.
- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows recommended minimum and all local and state guidelines.
- Individual bottled water should be provided in lieu of water carafes on meeting tables and water stations.

Depending on the proximity to the hotel property, site specific event diagramming and mapping are important to planning; quarantine areas, medical areas, security areas and medical rooms.

It is important for security and personnel to enforce safety protocols and prevent unregistered guests from entering the event site.

9. Hotel Facilities

9.1 Pools

Guests are encouraged to virtually schedule pool access in advance to ensure crowd control and safety. All pool personnel will practice safe social distance policies and be vigilant of all guests, maintaining a safe distance apart from each other. Properties will remove lotion dispensers and replace with sanitizer dispensers. Reminder signage should be utilized and visible.

- Pool seating will be configured to allow for at least six (6) feet of separation between groups of guests.
- Chaise lounge chairs to be sanitized after each use.
- Chaise lounge chairs set with appropriate physical distancing.
- Cabana contact surfaces are to be sanitized after each use.
- Cabanas to be pressure washed and sanitized each night.
- Towel desk, entry kiosks, and all other desks and counters to be sanitized at least once per hour.
- Used towel collection points should be bagged when becoming full and properly laundered. Caution should be used not to spin bags to avoid aerosolization opportunities.
- Lifeguard stands to be sanitized upon rotation.

There is no evidence that the virus that causes COVID-19 can be spread to people through the water in pools, hot tubs, spas, or water play areas. Proper operation and maintenance (including disinfection with chlorine and bromine) of these facilities should inactivate the virus in the water



9.2 Golf Operations

Guests are encouraged to virtually schedule golf course access to ensure crowd control and safety. All personnel to wear proper PPE to be determined by job description

- Golf carts to be sanitized before and after each round by designated personnel.
- Loaner clubs to be sanitized before and after each round.
- Locker rooms and foyer area to be sanitized at least once every hour and guest contact areas to be sanitized after each use.
- All personnel to be provided with personal size hand sanitizer and wipes to keep on them during their work shifts and while on the course.
- Personnel to wash or sanitize hands after touching any guest equipment including clubs, bags or shoes.
- Limit only one player per cart unless joined by immediate family members.
- Incorporate addition of inserts into golf hole cups to allow easy removal of balls.
- Increased tee time spacing to twenty (20) to thirty (30) minute intervals to avoid gathering of golfers waiting to get on course.
- Every other bay to be utilized for warm-up area.
- Caddies to refrain from handling guest tees, markers, scorecards, pencils and other small equipment.
- Sand and seed bottles to be removed from carts and to be handled by personnel in between rounds.
- Remove rakes from bunkers; one rake per golf cart to only be handled by the caddie.
- Attendant at coffee and fruit station providing service; no self-service available.

9.3 Spa and Beauty Facilities

Guests are encouraged to virtually schedule spa and beauty facility appointments to ensure social distancing and safety. All personnel to wear proper PPE and change gloves after each guest.

- Limit number of appointments into facilities to ensure social distancing is enforced.
- Hair appointments and skincare services can be provided only with each personnel utilizing the use of gloves, masks, face shields, and gowns.
- All equipment and tools must be sanitized immediately after use and in-between each guest.
- No skin to skin contact.



- No refreshments or snacks served.
- All payments should be conducted electronically with no contact when possible.

9.4 Fitness Center

Guests are encouraged to virtually schedule fitness center access. Upon entrance to the facility, visible signage highlighting the importance of social distancing, water bottle usage and disposal, towel and waste receptacles, and other safety regulations should be posted.

- Limit guest capacity inside fitness center to adhere to distancing policy.
- Equipment to be spaced out to maintain a six (6) foot perimeter between guests.
- All equipment must be sanitized before and immediately after use.
- Individual bottled water will be provided.
- Towels must be placed into a towel receptacle and pool protocol followed.
- Lockers are to be spaced out appropriately and locker room and restrooms should be cleaned and sanitized every hour. Supervisor to keep record of cleaning schedule.
- Showers should be cleaned immediately after every use. Any guest incidentals such as, but not limited to, soap, shampoos, conditioners, must be sealed, unopened single-use packaging and discarded immediately after use.

9.5 Tennis and Basketball Courts

- Virtual scheduling of court times should be encouraged.
- Games should only be played if social distancing requirements can be met.
- Outside courts should be pressure washed nightly and inside courts cleaned after each use and deep cleaned nightly.

9.6 Bicycle Rentals

- Bicycling equipment, including but not limited to, bikes, helmets, goggles, padding, and gloves should be sanitized before and after each use.
- Virtual reservations should be made to control social distancing of guests and over overcrowding on trails.

9.7 Marina and Boating

All personnel should practice and maintain social distancing guidelines

- Virtual scheduling encouraged for marina and boat access.



- It is recommended to limit passengers on board to only family members or familiar groups.
- Rafting up with other boats is not allowed, to avoid close proximity to other occupants.
- Guests will be required to maintain a safe distance from others at all times, including when loading up at the marina.
- Only personnel will be allowed to fuel boats and all occupants must wait six (6) feet away while fueling and boat preparation is taking place.
- After touching high touch areas, such as a marina gate lock or a fuel pump, disinfect hands by washing or using a hand sanitizer as soon as possible.
- Boats, and all equipment, to include but not limited to knobs, wheels, ropes, anchors, radios, remote controls, light switches, fishing equipment, rod and reels, lures, life jackets, tables, chairs, benches, restrooms, carpet, shelves, cabinets, beds and bedrooms along with all other items that could have had contact with previous guest will be cleaned and sanitized after each use and prior to the following guest use.

9.8 Snorkeling

All personnel will wear appropriate PPE and maintain social distancing requirements at all times.

- Virtual reservations should be spaced so no overcrowding of guests occurs at the equipment counters or beaches.
- All counters should be cleaned and sanitized once per hour.
- All equipment should be cleaned and sanitized before and after each use.
- Guest counters will be sanitized immediately after each guest leaves.
- All registration, payments, waivers, and documents should be electronically signed and conducted to avoid contact.
- Any rental/loaner equipment should be placed in a disposable bag with the guest name on it prior to their arrival or delivered to guest-room's in advance following room service guidelines, to avoid unnecessary contact.
- Lockers should be spaced apart to maintain a six (6) foot spacing between each guest. Lockers should be cleaned and sanitized after each use and nightly for deep cleaning.
- Upon return, all equipment should be placed, not tossed, into retrieval bins and all equipment cleaned and sanitized prior to next use.
- Signage should be visible to remind guests of social distancing guidelines and proper procedures.

9.9 Kids Club

Personnel and guests should follow all PPE requirements.



- Virtual scheduling recommended to limit number of children and in order to maintain social distancing requirements.
- All activities should be age-appropriate and consist of individual type activities, reading, movie watching, etc. and only children within the same family and household should be allowed to play together. Anything available for use must be able to be cleaned and sanitized after each use.
- Small individual toys and games should not be used at this time.
- Seating should be spaced out to allow for social distancing requirements.
- Snacks and drinks should be sealed, and single-use items should be utilized. Supervisors should ensure that all children consume only their own items.
- Hand hygiene should be utilized before and after each meal.
- Signage should be visible as reminders of requirements and procedures.
- Any paperwork, registration forms, payments, permission slips, etc. should be completed in advance electronically or by telephone prior to arrival.
- Proper PPE and disposal procedures should be carefully followed for all diapers, facial or other tissue, or any other material that may have come into bodily fluid contact.

9.10 Hiking and Nature Walks

All guests and personnel should wear proper PPE while interacting with each other and remain six (6) feet apart at all times. Personnel should change gloves after each interaction.

- Any counters, office equipment, etc. should be cleaned and sanitized following proper guidelines.
- Online reservations should be required and guest enrollment limited to ensure proper social distancing requirements.
- Start times should be staggered to avoid overcrowding at the starting point or on the trails.
- Groups should be no larger than a group of four (4), including a guide to ensure walks continue to move and no crowds form on the trails.
- Any loaner equipment should be ready and sealed in disposable bags for guests and should be able to be sanitized and cleaned immediately after each use.

10. Security

All personnel is required to wear proper PPE per guidelines for job assignments.

- All contact surfaces to be sanitized at the completion of an incident (in addition to standard sanitization protocols)



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- Shift managers will assign specific sanitation responsibilities and ensure proper protocols are followed.
- Shift Supervisors are required to log completed tasks
- Handcuffs, holding rooms and all related equipment offices, and contact surfaces to be sanitized before and after each use and once every four (4) hours and at the time of shift change.
- Standard protocols will be followed unless a specific incident requires more invasive contact (i.e., taking a subject into custody for a criminal offense).
- Security officers to assist with enforcing physical distancing protocols in guest and public areas as required (restaurants, registration areas, elevator lobbies, etc.).
- Security officers to familiarize themselves with hand sanitizer distribution points for guests and coworkers.
- Security officers to carry individual bottles of hand sanitizer for personal use.
- Security officers should try to maintain a six (6) foot social distancing policy whenever possible.
- Security personnel should have specialized training for uncommon social stresses.

Resources

The following are additional international COVID19 resources compiled by leading public health officials and travel organizations for "reference only" and not necessarily endorsed by RemoteMD or Pro Health Environmental.

- ABTA – [COVID Virus Advice](#)
- Center for Disease Control (USA) - [Mass gatherings and events](#)
- European Center for Disease Control - [Covid-19 Pandemic](#)
- European Center for Disease Prevention and Control - [COVID19](#)
- FEMA's - [Barrier Precautions and Controls for Highly Infectious Disease](#)
- FEMA's Premier All-Hazards Training Center – [Center for Domestic Preparedness](#)
- Water, sanitation, hygiene and waste management for COVID-19; - [Interim guidance](#)
- World Health Organization - [Infection prevention and control during health care when COVID-19 is suspected; interim guidance.](#)
- World Health Organization - [Operational Considerations for COVID-19 management in the accommodation sector, Interim Guidance March 30 2020](#)
- World Health Organization - [Coronavirus disease \(COVID-19\) Pandemic](#)
- World Tourism Organization (UNWTO) – [COVID-19](#)



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