

Provided by: **USI Insurance Services**

**Hospitality COVID-19
Reopening Guide**

We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures

**(Insert Company Name)**
**Health & Sanitation Guidelines**

**Statement from Chief Executive Officer**

(Insert Company Name) Hotel’s Leadership Team cares deeply about our family of employees and our communities. When we decided to close operations at several locations, we did it with a heavy heart but knew it was in the best interest of our employees and community. We understood that asking our employees to stay home during the pandemic would be challenging.

This plan presents what we do to keep our guests, employees, and our community safe. Each operating department has its own customized set of procedures, even more detailed than the 20-page summary presented here. It relies on the best available science on sanitization methods in consultation with professional infectious disease experts from the best academic institutions in the country. We will continue to refine and update the plan as our experts provide us more advice. Our procedures are extensive and applicable to all exposures within our operations.

The United States, the medical community, the municipal task forces and the hotel industry leaders are focused on ways to vastly enhance testing so we can get back to business as usual.

I understand that we may have to pull back if a spike in cases occurs that jeopardizes our healthcare system capacity. However, the only way to cross this river is one stone at a time and we need to put our feet in the water before it is too late.

To be able to recover and continue operations, our Leadership Team has developed the following procedures in addition to municipal-mandated practices.

**(Insert Company Name) Hotels**

**Employee & Guest Health Policies and Procedures**

The health and safety of our employees and guests is our number one priority.

**Thermal Cameras.** Points of entry will be limited to allow our security team to conduct non-invasive temperature checks utilizing thermal cameras. Anyone displaying a temperature over 100.0°F1 will be taken to a private area for a secondary temporal temperature screening. Employees or guests confirmed to have a temperature over 100.0°F will not be allowed entry to the property and will be directed towards appropriate medical care.

**Physical Distancing.** Guests will be advised to practice physical distancing by standing at least six (6) feet away from other groups of people not traveling with them while standing in lines, using elevators or moving around the property. Restaurant tables and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All hotel properties will comply with, or exceed, local or state mandated occupancy limits.

**Hand Sanitizer.** Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobbies, the casino floor, restaurant entrances, meeting and convention spaces, elevator landings, pools, salons and exercise areas. Hand lotion will be provided in guest rooms and throughout the back of house (in touchless dispensers) for employees.

**Front of the House Signage.** There will be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks. Electronic signs will also be used for messaging and communication.

**Back of the House Signage.** Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

**Employee & Guest Health Concerns.** Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19. We will be ready to provide support to our guests. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or hotel security (guests).

**Case Notification.** If we are alerted to a presumptive case of COVID-19 at the hotel, we will work with the local Health Department to follow the appropriate actions recommended by it.

1 https[://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html](http://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html)

**Employee’s Responsibilities**

(Insert Company Name) employees are vital for an effective sanitation and health program.

**Hand-Washing.** Correct hygiene and frequent hand-washing with soap is vital to help combat the spread of virus. All (Insert Company Name) employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20 seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the gaming floor, going on break and before or after starting a shift.

**COVID-19 Training.** All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations and Security.

**Personal Protective Equipment (PPE).** Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Although the CDC has lifted the face mask requirement for individuals who have been vaccinated, all employee entering the hotel will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests.

**Daily Pre-Shift & Timekeeping.** Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in back of house corridors and service elevators. Hand sanitizer will be available at each timeclock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

**The Guest Journey**

**Guest Arrival**

A security officer will greet each visitor to the hotel. Visitors will be screened and asked to use hand sanitizer and to wear a mask. Although face masks are not required by CDC for those individuals who have been vaccinated, the hotel require face mask use and provide each guest a mask. Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the hotel.

1. **Guest Arrival Valet, Taxi or Ride Share**
* Guests will enter the hotel through doors that are either propped open, are automated or manually operated by an employee.
* Employees will not open the doors of cars or taxis.
* Guests requesting bell service will be assisted and the bell cart will be sanitized after each guest is assisted.
* Valet services will be suspended until further notice.
1. **Guest Arrival by (Insert Company Name) Limousine**
* Limos will be thoroughly cleaned before and after each use.
* No more than four guests will be permitted per SUV and no more than two guests will be permitted per sedan.
* Guests will not be permitted in the front passenger seat.

**Hotel Guest Elevators**

1. An employee will be present to sanitize the button panels at regular intervals, at least once per hour.
2. Signage will be posted to explain the current procedures.
3. No more than four guests will be permitted per elevator.

**Guest Sanitation Amenities**

1. Each guest will receive an amenity bag during check-in containing masks, hand sanitizer and a COVID-19 awareness card.
2. A spray bottle of sanitizer or wipes will be provided in each room for guest use (subject to availability and stored out of reach of small children).

**Cleaning Products and Protocols**

Our hotels use cleaning products and protocols which meet EPA guidelines2 and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

**Public Spaces and Communal Areas.** The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, escalator and stair handrails, gym equipment, dining surfaces and seating areas.

**Guest Rooms.** Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch 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.

**Laundry.** All bed linen and laundry will be changed daily and continue to be washed at a high temperature and in accordance with CDC guidelines3. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

**Back of the House.** The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices, kitchens, security scanning podiums, Employee Relations service desks and training classrooms.

2 https[://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2](http://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2)

3 https[://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html](http://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html)

**Shared Equipment.** Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the hotel. The use of shared food and beverage equipment in back of the house office pantries (including shared coffee brewers) will be discontinued.

**Room Recovery Protocol.** In the event of presumptive case of COVID-19 the guest’s room will be removed from service and quarantined. The guest room will not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol by a licensed third-party expert and approval by the local Health Department.

**Air Filter and HVAC Cleaning.** The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

**Locations for the Distribution of Personal Protection Equipment (PPE)**

|  |  |
| --- | --- |
| **Front of the House** | **Back of the House** |
| All Hotel Entrances & Exits | Employee Entrances, Department Specific Locations |
| Registration & Concierge | Including Kitchens, Security Podiums, Housekeeping & PAD Closets |

**Physical Distancing**

Throughout the hotel we will meet or exceed state and local health authority guidelines on proper physical distancing.

**Queuing.** Any area where guests or employees queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, coffee shops and casual dining and
taxi lines.

**Hotel Front Desk, Business Center and Concierge.** Agents will utilize every other workstation to ensure separation between employees whenever possible.

**Restaurants and Bars.** Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests.

**Meeting and Convention Spaces.** Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC4 and state recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

**Retail Spaces.** In coordination with our retail partners and tenants, guest occupancy limits will be enforced to allow for appropriate distancing at our owned and leased retail spaces.

**Pools.** Pool seating will be configured to allow for at least six feet of separation between groups
of guests.

**Back of the House.** Physical distancing protocols will be used in the employee dining rooms,
uniform control areas, training classrooms, shared office spaces, the employee services window
(via a teller style window) and other high-density areas in order to ensure appropriate distancing
between employees.

**Department Specific Sanitation Policies**

Additional department and protocols are under review and will be added/modified as developed.

**Employee Services & Human Resources**

**Uniform Control**

**Cleaning & Sanitizing Protocol**

1. Laundry to be cleaned in accordance with [CDC guidelines](https://www.cdc.gov/infectioncontrol/guidelines/environmental/background/laundry.html)

**Physical Distancing Protocol**

1. A uniform control employee will be stationed at the entry to control maximum occupancy of
the space
2. Clearly defined lines and waiting areas to be clearly marked on the floor in front of the uniform distribution counters
3. Locker room floors to be clearly marked with available and unavailable spaces to be used
for dressing
4. One employee at a time will be allowed into the processing area for loaners and exchanges

**Guest Considerations**

1. No department specific requirements

**Hotel Operations**

**Business Services, Office Services, Lost & Found**

**Cleaning & Sanitizing Protocol**

1. Counters and equipment sanitized at least once per hour
2. In-house mail vehicle to be sanitized after each use
3. Addition of a sanitization kit to each locker bank with instructions on how to properly clean the terminal screen and locker box
4. Sanitize internet stations and post sanitation signage for guest reference

**Physical Distancing Protocol**

1. Employees to use separate counters and have individual stations to eliminate shared equipment
2. Maximum of two employees at counter
3. Greeter at front door of Business Services, when necessary, to control physical distancing
4. Credit card swipe moved to front counter
5. Guest will be requested to place packages directly on the scale and then onto the conveyor
6. Convert Security Hut Window at Convention Dock into a pickup/drop off point with limited contact for couriers
7. Enforce six-foot physical distancing minimums with common carriers
8. Encourage the use e-mail for all guest transactions
9. Offer Internet Stations for printing and completing any documentation instead of at counter

**Guest Considerations**

1. Discontinue print magazine and newspaper services throughout the property. Guests will have access to News on their own devices
2. All packages will be placed in sealed single-use plastic bags
3. Guest packages delivered to the rooms will be placed outside the guest room, the delivery person will call the room and then wait six feet away to ensure the package is retrieved

**Front Services & Transportation**

**Cleaning & Sanitizing Protocol**

1. Sanitize high touch front services spaces and equipment including dispatch offices, bell desks, luggage storerooms, luggage belts, bell carts, porte cocheres and drop- off/pick-up waiting areas
2. Offices, desks, counters, workspaces and related equipment (including iPads and radios) to be sanitized at least once every four hours or upon a new employee using the equipment
3. Scooters, wheelchairs and other guest amenities to be sanitized after each use
4. Baggage doors sanitized every hour
5. Baggage belt divider tubs, bell carts and related equipment to be sanitized after each use
6. Bell cart carpets to be covered with a cleanable, non-porous or disposable surface
7. Back of House (BOH) elevator buttons to be sanitized at least once per hour
8. Vending machines (break room and taxi tunnels) to be sanitized at least once per hour

**Physical Distancing Protocol**

1. Guest laundry and dry-cleaning services available using contactless pick-up and delivery protocols
2. Guest amenity deliveries will be consistent with In Room Dining (IRD) protocols and delivered with contactless procedures whenever possible

**Guest Considerations**

1. Valet parking suspended
2. Self-service ice machines to be suspended and signage posted indicating ice is available
through IRD

**Pool Operations**

**Cleaning & Sanitizing Protocol**

1. Chaise lounge chairs to be sanitized after each use
2. Cabana guest contact surfaces to be sanitized after each use
3. Cabanas to be pressure washed and sanitized each night
4. Towel desk, entry kiosks and all other desks and counters to be sanitized at least once per hour
5. Lifeguard stands to be sanitized upon rotation

**Physical Distancing Protocol**

1. Chaise lounge chairs set with appropriate physical distancing

**Guest Considerations**

1. No department specific requirements

**Golf Operations**

**Cleaning & Sanitizing Protocol**

1. Golf carts to be sanitized before and after each round by a designated cart ‘pit crew’
2. Loaner clubs to be sanitized before and after each round
3. Locker rooms and foyer area sanitized at least once every four hours; guest contact areas in each sanitized after each use
4. All employees to be provided personal size hand sanitizer and wipes to keep on them during their shifts and while on the course
5. Employees to wash hands or sanitize hands after touching any guest equipment including clubs, bags or shoes

**Physical Distancing Protocol**

1. One player per cart unless immediate family members and/or following updates on guidance from local authorities
2. Addition of inserts into golf hole cups to allow easy removal of balls
3. Increased tee time spacing to 20-minute intervals
4. Every other bay to be utilized for warm-up area
5. Caddies to refrain from handling guest tees, markers, scorecards, pencils and other small equipment
6. Sand and seed bottles removed from carts; employees will handle between rounds
7. Remove rakes from bunkers; one rake per golf cart to only be handled by the caddie

**Guest Considerations**

1. Attendant at coffee and fruit station providing service; no self-service available
2. Welcome packet of tees, ball markers a scorecard and pencils pre-set in carts for player use

**Public Area (PAD)**

**Cleaning & Sanitizing Protocol**

1. Employees to sanitize the following areas at least once per hour
* Guest and garage elevators
* Slot machines (in coordination with slot team)
* Credenzas
* Escalator handrails
* Plaza and Parasol handrails
* Employee dining tables and counters
1. Employees to sanitize the following areas at least once per hour
* Hotel entry doors
* Esplanade fountain handrails
* Exterior elevators and escalator handrails
* Employee smoking areas
* Exterior benches
* Trash bins
1. All Front of House (FOH) restrooms to be sanitized at least once per hour

**Physical Distancing Protocol**

1. No department specific requirements

**Guest Considerations**

1. No department specific requirements

**Front Office**

**Cleaning & Sanitizing Protocol**

1. Sanitize all guest touchpoints after each transaction including ATM Devices, pens and registration countertops
2. Room keys to be sanitized before stocking
3. Offices, Call Centers, Registration Desks to be deep cleaned and sanitized upon a shift change

**Physical Distancing Protocol**

1. Restructure stanchions to provide appropriate six-foot intervals
2. Staff every other workstation
3. Lobby Greeter to provide guidance to arriving and departing guests to ensure physical distancing measures are followed
4. Implement peak period queueing procedures, including a Lobby Greeter, when the number of guests exceeds the lobby capacity

**Guest Considerations**

1. Suite interior entry doors to be propped open to minimize guest contact
2. VIP Lounge Ambassador to serve all food and beverage; no self-service available

**Housekeeping**

**Cleaning & Sanitizing Protocol**

1. Carts, trolleys and equipment to be sanitized at the start and end of each shift
2. Guest linen will be delivered and removed from guest rooms in single use sealed bags
3. Pillow protectors on the guest room beds are to be changed daily
4. All items stored on shelves in the Housekeeping locker rooms are placed in bags and not exposed to the open air when not in use
5. Back of house restrooms will be sanitized at least once every four hours
6. House phones, in unsupervised/controlled areas, to be removed

**Physical Distancing Protocol**

1. Minimize contact with guests while cleaning hotel rooms; guest room attendants will offer to return at an alternate time for occupied rooms

**Guest Considerations**

1. All reusable collateral to be removed from rooms; critical information to be placed on single use collateral and/or electronically posted (in coordination with IRD)
2. Disposable collateral to be disposed and changed after each guest
3. Newspapers and magazines will continue to be provided for guests to access on their own devices
4. Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request
5. All guest amenities to be packaged before being placed in room
6. Shoeshine is suspended until further notice
7. Specific sanitation consideration will be paid to the following guest room areas:
* Desks, counter tops, tables and chairs
* Phones, tablets and remotes
* Thermostats
* Cabinetry, pulls and hardware
* Doors and doorknobs
* Bathroom vanities and accessories
* Bathroom fixtures and hardware
* Windows, mirrors and frames
* Lights and lighting controls
* Closets, hangers and other amenities

**Spa, Salon & Fitness Center**

**Spa**

Pending guidance from local authorities and medical experts.

**Salon**

Pending guidance from local authorities and medical experts.

**Fitness Center**

Pending guidance from local authorities and medical experts. Alternative wellness options to be provided to guests as they are developed including in-room and outdoor wellness programming.

**Food & Beverage**

**Restaurants, Bars & Lounges**

**Cleaning & Sanitizing Protocol**

1. Host Podiums including all associated equipment to be sanitized at least once per hour
2. Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager
3. 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 after each use
4. Dining tables, bar tops, stools and chairs to be sanitized after each use
5. Condiments to be served in single use containers (either disposable or washed after each use)
6. Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use
7. Menus to be single use and/or disposable
8. Existing porous placemats (including Chilewich style) to be replaced with linen, single use disposable or non-porous placemats that can be machine washed and sanitized after each use
9. Sanitize trays (all types) and tray stands sanitized after each use
10. Storage containers to be sanitized before and after each use
11. Food preparation stations to be sanitized at least once per hour
12. Kitchens to be deep cleaned and sanitized at least once per day
13. Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.)

**Physical Distancing Protocol**

1. Hostesses and managers to manage physical distancing at entries, waiting areas and queues
(in addition to signage)
2. Peak period queuing procedures to be implemented when guests are not able to be
immediately sat
3. Tables and booths to be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local authorities)
4. Reduce bar stool count to provide appropriate physical distancing
5. Manage the line flow at quick serve outlets to ensure coffee and food pick up areas remain appropriately distanced
6. Additional quick serve coffee options to open based on demand and length of physically distanced lines (Lobby Bar, Coffee Cart)

**Guest Considerations**

1. All self-serve condiments and utensils to be removed and available from cashiers or servers
2. All straws to be wrapped
3. Napkin service to be suspended until further notice (no placing in a guest’s lap or refolding)
4. Tableside cooking to be suspended until further notice
5. Remove grab and go offerings; available from fountain workers only
6. Bar snacks will be served per individual guest and not shared by the table
7. All food and beverage items to be placed on the table, counter, slot or other surface instead of being handed directly to a guest

**Additional Employee Dining Room (EDR) Protocols**

1. No self-serve food available (including snacks)
2. Food to be served by EDR cooks and line attendants
3. Single use cups for beverage (no refills)
4. Prepackaged plastic flatware
5. Trays and plates to be distributed by EDR attendants
6. Extension of EDR sneeze guards

**In-Room Dining (IRD)**

**Cleaning & Sanitizing Protocol**

1. All equipment will be sanitized prior to assigning for the shift
2. Employees assigned to individual stations (including Sales Agents) will sanitize their stations and all equipment at least once per hour and at each change of shift
3. Bus Runners will sanitize all doors, handles and high contact surfaces at least once per hour

**Physical Distancing Protocol**

1. Set food on tables in hallway and notify guest when the table is outside of the guest’s room (plate covers remain) – guests will retrieve their own table
2. Request that guests notify IRD when finished with their meal and place their trolley in the hallway outside of their room

**Guest Considerations**

1. Printed IRD menus to be removed from rooms
* Explore menu delivery options: QR Code in room to access a PDF version, scrolling on an in-house tv channel, etc.
1. Minibars to be locked, all loose product removed, and service suspended until further notice
* Items will be available upon request from IRD

**Catering & Banquets**

**Cleaning & Sanitizing Protocol**

1. All shared equipment and meeting amenities to be sanitized before and after each use, or be single use if not able to be sanitized
2. All linen, including underlays, to be replaced after each use
3. Clean and soiled linens to be transported in sealed single use plastic bags into and out of the meeting rooms

**Physical Distancing Protocol**

1. All buffet and self-serve style events to be suspended until further notice
2. All food and beverage items to be individually plated and served
3. Coffee and other break items to be attended and served by a server
4. Flatware to be provided as a roll-up
5. Condiments to be served in individual PCs or sanitized individual containers
6. Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows County Fire Department and CDC guidelines (in coordination with Hotel Sales & Convention Services)

**Guest Considerations**

1. Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations
2. Develop examples of physically distanced floor plans for Hotel Sales & Convention Services use
3. Create modified menus to showcase styles of service and items currently available

**Sales**

**Hotel Sales & Convention Services**

**Cleaning & Sanitizing Protocol**

1. Sanitize conference room doors, tables, chairs light switch and other equipment after each
group use
2. Meeting Concierge and Specialty Desk will sanitize their respective work areas, counters, doors and equipment at least once every four hours and upon a shift change

**Physical Distancing Protocol**

1. Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows County Fire Department and CDC guidelines (in coordination with Catering & Banquets)
2. Site inspections and meetings will be done virtually and/or appropriately physically distanced

**Guest Considerations**

1. Provide example of physically distanced floor plans (in coordination with Catering & Banquets)
2. Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines

**Entertainment**

**Theater**

**Cleaning & Sanitizing Protocol**

1. Performers and divers in close contact with each other to sanitize themselves by fully submersing in the chlorinated theater water
2. Theater seating and public areas to be sanitized at the conclusion of each performance
3. All equipment to be individually assigned when possible to eliminate equipment sharing

**Physical Distancing Protocol**

1. Theater seating and capacity to be managed to allow for appropriate distancing between groups of guests based on CDC guidelines
2. Show schedule limited to one performance per day
3. Costume dressing and quick-change protocols are staggered and supervised by wardrobe attendants
4. Performers complete workouts at home or offsite when possible
5. Maximum occupancy limits and appropriate PPE usage enforced within Health Services for performers requiring physical therapy

**Guest Considerations**

1. Showroom snack bars to follow Food & Beverage protocols
2. Ushers to assist in guest movement and flow to ensure physical distancing protocols are followed

**Nightclubs**

Pending guidance from local authorities and medical experts.

**Security**

**Security Operations**

**Cleaning & Sanitizing Protocol**

1. All contact surfaces to be sanitized at the completion of an incident (in addition to standard sanitization protocols)
2. Shift managers will assign specific sanitation responsibilities and ensure proper protocols are followed
3. Shift Supervisors to log completed tasks
4. Handcuffs, holding rooms and all related equipment and contact surfaces to be sanitized before and after each use
5. Shift Manager will notify the Security Command Center (SCC) after unscheduled or specialty cleaning protocols are complete (i.e., after a subject is released from a holding room and the room has been sanitized)
6. SCC will track critical activities in iTrak

**Physical Distancing Protocol**

1. Standard protocols will be followed unless a specific incident requires more invasive contact (i.e., taking a subject into custody for a criminal offense)
2. Security Officers to assist with enforcing physical distancing protocols in guest queuing areas as required (restaurants, casino floor, registration areas, elevator lobbies, etc.)

**Guest Considerations**

1. Security Officers to familiarize themselves with hand sanitizer and mask distribution points for guests and coworkers

**Entry Screening & Case Reporting Protocols**

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| --- | --- |
| **Entry Screening** | Non-invasive thermal cameras will be placed at each entry point to the hotel. Any person displaying a cough, shortness of breath or other known symptoms of COVID-19 or a temperature above 100.0°F will be discreetly offered a secondary screening.  |
| **Secondary Screening** | The visitor displaying an elevated temperature will be escorted to a designated, private and isolated area and provided with PPE.A Security Officer using appropriate PPE (including a surgical mask and eye protection) and a temporal thermometer will record a second temperature.If the visitor refuses the secondary reading, they will be denied entry to the property and provided a COVID-19 information card |
| **Visitors With Elevated Temperature** | If the secondary reading confirms that the visitor has a temperature above 100.0°F, the visitor will be denied entry\*\* to the property and be directed towards medical care and provided with resources and recommendations based on CDC and local health authority guidelines.A Security Supervisor will collect basic visitor information including name, names of room shares and close contact guests in their traveling party and ID (i.e., driver’s license or employee ID). The Supervisor will then make initial observations for the known symptoms of COVID-19 including cough, fever and shortness of breath.If a visitor refuses to provide information or cooperate with Security, the visitor will be denied entry to the property. |
| **\*\*See additional procedures below for current hotel guests** |
| **Health Department Reporting** | The Security Supervisor handling the case will immediately notify the local Health Department at (000) 000-0000. Option 2 and advise the operator that there is a possible case of COVID-19.Inform the Health Department if the visitor is requesting medical care or refusing to cooperate and leaving the property.  |
| **In-House Hotel Guests (Skip to Transportation for employees and non-resident guests)** | If a current hotel guest is deemed to have an elevated temperature, and not in medical distress, the guest should be offered the opportunity to return to their room and gather their belongings before transportation is arranged. |

|  |  |
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|  | **If a guest requests to return to their room:*** A Security Supervisor will be called to escort the guest for the remainder of the process.
* The guest will be provided appropriate PPE (if not already wearing) and escorted directly to their room.
* The Security Supervisor will control the elevator to ensure no other visitors use the same cabin.
* The SCC will notify PAD and the elevator will be returned to service only after properly sanitized by PAD.
* The SCC will notify the Hotel Manager on Duty to pin the room and not permit access until medical clearance is given and/or the room is properly sanitized.

**If the guest does not return to their room:*** The SCC will notify the Hotel Manager on Duty to pin the room and not permit access until proper medical clearance is given and/or the room is properly sanitized.
* The guest’s belongings will remain in the room until security can arrange for the safe removal and storage of the belongings.
* Hotel Management will determine the best course of action to handle the outstanding folio on a case by case basis.

Guests who have previously displayed an elevated temperature may NOT return to the hotel until they have been medically cleared. Once proper medical clearance is given, they may return to their room (if still checked-in).**If the guest with an elevated temperature is sharing the room or has had close contact with other visitors:*** The Security Supervisor will determine room shares and close contact guests traveling with the elevated temperature guest. The full protocol will be followed beginning with a secondary screening for all close contacts.
* Follow SNHD guidance on required isolation or quarantine procedures for close contacts as appropriate.
* If a room is being used for self-isolation the SCC will inform Hotel Management and CDC and local health authority guidelines will be followed for all additional contact with the guest and service to the room.
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| **Transportation** | If the visitor has their own vehicle the visitor may leave in their own vehicle.If the visitor does not have their own vehicle an ambulance will be called to transport the person to the appropriate medical care facility as directed by the local health authorities.Visitors who are displaying the symptoms of COVID-19 should NOT be directed to use public transportation, taxis, Uber, Lyft or other shared transportation options.The Security Supervisor will notify the Preliminary Investigator to prepare an incident report.At a minimum, the incident report is to include the visitor name, identification information, room number (if applicable), if the temperature reading(s) was above 100.0°F and if the visitor was transported for medical care.The incident report will be updated as new information is available and when/if the visitor returns to property. |

This material is for informational purposes and is not intended to be exhaustive nor should any discussions or opinions be construed as legal advice. Contact your broker for insurance advice, tax professional for tax advice, or legal counsel for legal advice regarding your particular situation. USI does not accept any responsibility for the content of the information provided or for consequences of any actions taken on the basis of the information provided.
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**Helpful Resources**To help clients navigate these challenging times, USI has implemented a **STEER** (**S**teer **T**hrough **E**pidemic & **E**conomic **R**ecovery) **Task Force**. This cross-functional team is working to provide timely COVID‑19 information, understand cross-industry and geographic impact and evolving responses, and to develop and deliver tailored solutions to help clients steer through this epidemic challenge and economic recovery.

For additional resources, tools and information, please visit our COVID‑19 resource page:[www.usi.com/public-health-emergencies](http://www.usi.com/public-health-emergencies)

