

# VERDANZA HOTEL HEALTH & SANITATION PROGRAM

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.

## VERDANZA HOTEL HEALTH & SANITATION GUIDELINES

The Verdanza Hotel is committed to creating a safe and healthy work environment for guests and associates. The following plan includes the measures and protocols that have been implemented to reach this objective. The hotel management staff has carefully reviewed all areas and has taken the CDC and local government guidelines on preventing COVID-19 exposure into consideration when drafting this plan. To ensure compliance with all of protocols specified, all associates will be required to sign an acknowledgement form that they have been properly trained on our enhanced hygiene practices, cleaning and disinfecting protocols, the proper use of protective gear and established procedure to manage cases.

### **Employee & Guest Health**

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

**Temperature Screening.** All employees, including concession employees, visitors, delivery personnel and salespersons, must enter the Hotel at the designated employee entrance and will allow our security team to conduct non-invasive temperature checks utilizing infrared thermometers. Anyone displaying a temperature over 100F will not be allowed entry to the property and will be referred to appropriate medical care.

**Hand Sanitizer.** Hand sanitizer dispensers, touchless whenever possible, have been placed at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobby, restaurant entrances, meeting and convention spaces, elevator landings, pools, and exercise areas. Hand sanitizer should not be used more than 2 times in between handwashing with soap and water for 20 seconds or as indicated by the CDC. Hand sanitizer is at least 70% alcohol based.

**Hand Washing.** All employees must 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, going on break and before or after starting a shift.

**Physical Distancing.** All employees, concession employees, visitors, delivery personnel, sales persons and guest will be advised to practice physical distancing by standing at least six 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 outlets will comply with, or exceed, local or state mandated occupancy limits.

**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.

**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 faces.

**Employee & Guest Health Concerns.** All employees have been gone through 4 hours of COVID-19 training seminars and given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to the General Manager or Human Resources Director. 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). Guests should immediately self-isolate in their hotel rooms.

**Case Notification.** If we are alerted to a presumptive case of COVID-19 at the hotel, we will work with the Puerto Rico Health Department to notify and follow the appropriate actions recommended by government officials.

### **Health and Safety Officer**

A Health and Safety officer will be appointed by hotel management to enforce the safety and sanitation protocols established in this document. He/She will be responsible for the following:

- Secure the execution of the established guidelines and lead the implementation processes. Must take appropriate corrective and preventive actions when needed and strive to constantly improve the effectiveness of the safety and health measures.
- Conduct a detailed training workshop for all employees to review established guidelines and secure commitment to its implementation.
- Reinforce personal hygiene (hand hygiene and cough and sneezing etiquette) throughout your operation. Instruct about occupational health.
- Clearly communicate each employee's role, responsibilities and how they can contribute to the effectiveness of the implementation of these measures.
- Must also state the implications and potential consequences of not following the guidelines.
- Make sure that each employee has the appropriate protective equipment supplied by the employer, and that it is used as indicated.

- Provide hygiene materials such as tissues and hand sanitizer stations for the back of the house.
- Discourage workers from using phones or personal screens during shifts unless it is an urgent matter.
- Identify a protocol to protect those that are at high risk or vulnerable. Prompt identification and isolation of potentially infectious individuals is a critical step protecting workers, customers, visitors, and others at a worksite (OSHA).
- Ensure that everyone in the staff is aware of the signs and symptoms of COVID-19, and what to do if a staff member or customer become symptomatic.
- Have proper disposable PPE equipment in stock in case a potential suspected case is identified.
- Establish an emergency communications plans, including a forum for answering workers' concerns (OSHA).
- Know where to find local information on COVID-19 and local trends of COVID-19 cases.
- Make sure the health and safety signage promoting hygiene and hand washing are displayed in the employee break areas.

### **Employee's Responsibilities**

Employees are vital for an effective sanitation and health program.

**COVID-19 Training.** All employees, including employees of our concessionaires, 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, Hotel Operations and Security.

**Hand Washing.** Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All our 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 or going on break and before or after starting a shift. Hand sanitizers should not be applied more than 3 consecutive times.

**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 do and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the hotel will be provided PPE. 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. Use of acrylic barriers in areas as front desk, Espresso Lab, etc.

**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.

## 1.The Guest Journey

### Guest Arrival

A bellman will greet each visitor to the hotel. Visitors will be hotel and asked to use hand sanitizer and to wear a mask which will be provided by the hotel. Appropriate signage will also be prominently displayed outlining proper mask usage and current social distancing practices in use throughout the hotel.

- a. Guest Arrival
  - Guests will enter the resort 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.
  - All luggage will be sanitized by bellman with sanitizer spray
  - Valet parking service will be suspended until further notice.
- b. Hotel Guest Elevators
  - Public Areas will be present to sanitize the button panels at regular intervals, at least once per hour.
  - Signage will be posted to explain the current procedures.
  - No more than two (2) guests will be permitted per elevator.
- c. Guest Sanitation Amenities
  - Each guest will be asked if they have masks and gloves. If they do not have any, a mask and pair of gloves will be provided to each guest.

### 1. Cleaning Products and Protocols

Our hotels use cleaning products and protocols which meet EPA guidelines<sup>2</sup> 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, casino cage counters, gaming machines, gaming tables, 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. Air conditioner filters will be cleaned regularly and logged.

**Laundry.** All bed linen and laundry will be changed daily and continue to be washed at a high temperature and in accordance with CDC guidelines<sup>3</sup>. 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.

**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 resort. 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 SNHD.

**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.

2 <https://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>

## 1. Locations for the Distribution of Personal Protection Equipment (PPE)

### Front of the House

All Hotel Entrances & Exits

Registration & Concierge

Including Kitchens, Security,

### Back of the House

Employee Entrances

Department Specific Locations

Housekeeping & PAD Closets

## 2. 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.

- Guest Services
- Elevators
- Espresso Lab
- 8020 Bistro
- Security Entrance

**Hotel Front Desk,** Business Center and Concierge. Avoid having two associates at desk when 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, bathrooms, shared office spaces, elevator, and other high-density areas to ensure appropriate distancing between employees.

## DEPARTMENT SPECIFIC SANITIZATION POLICIES

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

### EMPLOYEE SERVICES & HUMAN RESOURCES

#### 5. Employee Bathrooms

##### Cleaning & Sanitizing Protocol

- Employee bathrooms will be thoroughly cleaned on an hourly basis.

##### Physical Distancing Protocol

- Bathroom entrance floors to be clearly marked with floor signs to control number of people in room.

##### Guest Considerations

- No department specific requirements

#### 6. Employee's Cafeteria

##### Cleaning & Sanitizing Protocol

- Cafeteria to be cleaned in accordance with CDC guidelines
- Preopening cleaning schedule and post opening every day

##### Physical Distancing Protocol

- Sitting areas will be relocated to maintain distance within six feet between employees
- Turns for lunch time will be determine
- Maximum of 4 associates allowed in cafeteria
- Grand Ballroom space will be used as supplemental dining area



## HOTEL OPERATIONS

Payment processing. The use touchless payment methods are highly encouraged. It is recommended to avoid using devices where customers need to touch a screen, button or hand over a credit card o In case a business cannot use touchless payment processing system, must provide customer a tissue or swab to avoid direct contact with the unit. The attending employee must disinfect the unit after each use, even when customer uses a swab. o When handling a credit card, sanitizing swabs are encouraged to be provided and used to disinfect the card.

### 7. Front Services & Transportation

#### Cleaning & Sanitizing Protocol

- 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
- Offices, desks, counters, workspaces, and related equipment (including and radios) to be sanitized at least once every four hours or upon a new employee using the equipment
- Beach chairs, wheelchairs, and other guest amenities to be sanitized after each use
- Lobby doors must be sanitized every hour
- Bell carts and related equipment to be sanitized after each use
- Bell cart carpets to be covered with a cleanable, non-porous or disposable surface
- Back of House (BOH) elevator buttons to be sanitized at least once per hour

#### Physical Distancing Protocol

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

#### Guest Considerations

- Valet parking suspended
- Self-service ice machines must be cleaned and sanitized on an hourly basis. Discontinue print magazine and newspaper services throughout the property. Guests will have access to Press Reader on their own devices.
- All packages will be placed in sealed single-use plastic bags
- 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

## 8. Pool Operations

### Cleaning & Sanitizing Protocol

- Chaise lounge chairs to be sanitized every morning
- Gazebo guest contact surfaces to be sanitized after each guest use. Guest will be asked to leave marker on chair to identify chair to be cleaned
- Dividers must always be placed in pool

### Physical Distancing Protocol

- Chaise lounge chairs set with appropriate physical distancing (6 feet minimum)

### Guest Considerations

- No department specific requirements

## 9. Public Area (PAD)

### Cleaning & Sanitizing Protocol

- Employees to sanitize the following areas at least once per hour
- Guest elevator
- Credenzas
- Stair handrails
- Employee dining tables and counters
- Employees to sanitize the following areas at least once per hour
- Hotel entry doors
- Employee smoking areas
- Exterior benches
- Trash bins
- All Front of House (FOH) restrooms to be sanitized at least once per hour

### Physical Distancing Protocol

- No department specific requirements

### Guest Considerations

- No department specific requirements

## 10. Front Office

### Cleaning & Sanitizing Protocol

- Sanitize all guest touchpoints after each transaction including EMV Credit Card Devices, pens and registration countertops
- Sanitizer spray bottles available at desk. Agent to offer each guest to be sprayed at end of interaction.
- Room keys to be sanitized before stocking
- Offices, Call Centers, Registration Desks to be deep cleaned and sanitized upon a shift change.
- Each guest must complete a Travel and Declaration and Contact Tracing Form prior to check in. (See Attached forms). Form to be reviewed before proceeding with check in. If guest answered “yes” to any of the questions or states he/she has a fever of over 100.4, contact GSM, RDM or Security Supervisor.
- Each guest must be handed a hotel letter advising of health and safety protocols in place regarding COVID-19 that includes the following:
  - The steps being taken by the property to safeguard everyone’s health and safety.
  - What is expected from guests for their own safety and the requirements per the local authorities.
  - The new operational norms for restaurants, room service, housekeeping, laundry procedures and for the use of common areas.
  - Each guest must wear a mask in public areas and gloves in public areas. If guest does not have mask or gloves, these will be provided free of charge to guest and asked to be worn. Alternatively, they may purchase some at nearest pharmacy.

### Physical Distancing Protocol

- Place floor strips in lobby to provide appropriate six-foot intervals
- Lobby Greeter to provide guidance to arriving and departing guests to ensure physical distancing measures are followed
- Implement peak period queueing procedures, including a Lobby Greeter, when the number of guests exceeds the lobby capacity

## 11. Housekeeping

### Cleaning & Sanitizing Protocol

- Housekeepers must wear a mask, single-use gloves and shoe covers when servicing each room
- Guest linen will be delivered and removed from guest rooms in single use sealed bags using PPE gear at all times.
- Guest linen must be changed every two days

- Bathroom towels and toiletries must be replaced after each customer's stay. Unused towels and toiletries cannot be reused.
- A Cleaning and disinfection certification card must be placed on the bed top after finishing the cleaning service, and before leaving the room.
- The card must state that the room was properly cleaned and sanitized.
- Must be signed with the date and time of the service.
- Carts, trolleys and equipment to be sanitized at the start and end of each shift
- Pillow protectors on the guest room beds are to be changed every two days
- House phones, in unsupervised/controlled areas, to be removed
- Elevators: all buttons, floor, handrails & other areas of the elevators that can be touched must be sanitized regularly, at a recommended frequency of least once every 60 minutes.
- CDC approved products must always be used when cleaning.

### **Physical Distancing Protocol**

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

### **Guest Considerations**

- 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)
- Disposable collateral to be disposed and changed after each guest
- Newspapers and magazines will continue to be provided through Press Reader for guests to access on their own devices
- Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request
- All guest amenities to be packaged before being placed in room
- 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

## 12. 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.

## 13. FOOD & BEVERAGE

### Restaurants, Bars & Lounges

#### Cleaning & Sanitizing Protocol

- Host Podiums including all associated equipment to be sanitized at least once per hour
- Service stations, service carts, beverage stations, counters, handrails, and trays to be sanitized at least once per hour and logged by a manager
- 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
- POS payment devices to be sanitized after each guest use
- Dining tables, bar tops, stools and chairs to be sanitized after each use
- Condiments to be served in single use containers (either disposable or washed after each use)
- Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use
- Menus to be single use and/or disposable
- 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
- Sanitize trays (all types) and tray stands sanitized after each use
- Storage containers to be sanitized before and after each use
- Food preparation stations to be sanitized at least once per hour
- Kitchens to be deep cleaned and sanitized at least once per day
- Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.)

#### Physical Distancing Protocol

- Hostesses and managers to manage physical distancing at entry of 8020 Bistro and Espresso Lab (in addition to signage)
- Peak period queuing procedures to be implemented when guests are not able to be immediately sat

- 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)
- Reduce bar stool count to provide appropriate physical distancing

### **Guest Considerations**

- All self-serve condiments and utensils to be removed and available from cashiers or servers
- All straws to be wrapped
- Napkin service to be suspended until further notice (no placing in a guest's lap or refolding)
- Tableside cooking to be suspended until further notice
- Remove grab and go offerings.
- Bar snacks will be served per individual guest and not shared by the table
- 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**

- No self-serve food available (including snacks)
- Food to be served by EDR cooks and line attendants
- Single use cups for beverage (no refills)
- Prepackaged plastic flatware
- Trays and plates to be distributed by EDR attendants
- Extension of EDR sneeze guards
- In Room Dining (IRD)

### **Cleaning & Sanitizing Protocol**

- All equipment will be sanitized prior to assigning for the shift
- 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
- Bus Runners will sanitize all doors, handles and high contact surfaces at least once per hour

### **Physical Distancing Protocol**

- 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
- Request that guests notify IRD when finished with their meal and place their trolley in the hallway outside of their room

**Guest Considerations**

- 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.

**14. Catering & Banquets****Cleaning & Sanitizing Protocol**

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

**Physical Distancing Protocol**

- All buffet and self-serve style events to be suspended until further notice
- 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
- Condiments to be served in individual PCs or sanitized individual containers
- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows CDC guidelines (in coordination with Hotel Sales & Convention Services)

**Guest Considerations**

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

**15. SALES****Hotel Sales & Convention Services****Cleaning & Sanitizing Protocol**

- Sanitize conference room doors, tables, chairs light switch and other equipment after each group use

- 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**

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

### **Guest Consideration**

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

## **16. SECURITY**

### **Security Operations**

#### **Cleaning & Sanitizing Protocol**

- All contact surfaces to be sanitized at the completion of an incident (in addition to standard sanitization protocols)
- Shift managers will assign specific sanitation responsibilities and ensure proper protocols are followed
- Shift Supervisors to log completed tasks
- Radios and contact surfaces to be sanitized before and after each use
- Shift Manager will notify the Security Command Center (Dispatch 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)
- Security will track critical activities in COVID-19 events logbook

#### **Physical Distancing Protocol**

- 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 queuing areas as required (restaurants, casino floor, registration areas, elevator lobbies, etc.)



**Guest Considerations**

- Security Officers to familiarize themselves with hand sanitizer and mask distribution points for guests and coworkers Security will track critical activities in COVID-19 events logbook

**Physical Distancing Protocol**

- 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 queuing areas as required (restaurants, casino floor, registration areas, elevator lobbies, etc.)

**Guest Considerations**

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

**ENTRY SCREENING & CASE REPORTING PROTOCOLS****Entry Screening**

Temperature checks will be performed at security entrance. 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. The following questions must be asked to all persons entering hotel:

1. Are you showing symptoms associated with COVID-19?
2. Have you been diagnosed with COVID-19?
3. Have you had close contact in the past 14 days with someone who has been diagnosed with COVID-19?
4. Have you been told by a health care provider or public health official they should self-quarantine due to potential COVID-19 exposure, or are they suspected of having COVID-19?

**Secondary Screening**

The visitor displaying an elevated temperature will not be allowed to access the hotel and will be referred to seek medical attention.

The Health and Safety 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- information card.

If the secondary reading confirms that the visitor has a temperature above 100.4°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 share 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.

### **PRHD Reporting**

- The Security Supervisor handling the case will immediately notify the General Manager, the Rooms Division Manager and Director of Human Resources and await instructions
- Inform the GM, RDM and Director of Human Resources if the visitor is requesting medical care or refusing to cooperate and leaving the property.

### **In House Hotel 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.

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.
- Security Supervisor will notify the RDM or Housekeeping Manager and the elevator will be returned to service only after properly sanitized by Housekeeping.
- The Security Supervisor will notify the RDM 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 Security Supervisor will notify the RDM 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 resort 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 PRHD guidance on required isolation or quarantine procedures for close contacts as appropriate.

If a room is being used for self-isolation the Security Supervisor 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.

### **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 PR HD and 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.

### **Internal Reporting**

- The Security Supervisor will prepare an incident report together with the Security Manager or RDM. The report will be submitted to the General Manager.
- 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 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.

**Appendix 1 Travel Declaration and Contact Tracing Form Lodging**

**Name of primary guest:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Party Size: \_\_\_\_\_ Origin Destination: \_\_\_\_\_ (City)  
\_\_\_\_\_ (State) \_\_\_\_\_ (Country)

Date and time of arrival to Puerto Rico: \_\_\_/\_\_\_/20\_\_\_ \_\_:\_\_\_ AM/PM

Hotel / Lodging Property:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Temperature recorded upon check-in. Primary Guest \_\_\_\_\_ o F Guest #2  
\_\_\_\_\_ o F Guest #3 \_\_\_\_\_ o F Guest #4 \_\_\_\_\_ o F

Have you, or anyone in your party have had the following symptoms? Please circle relevant choices: Fever

- Dry cough
- Body aches
- Headaches
- Sore throat
- Runny nose
- Tiredness
- Shortness of breath
- Loss of Appetite
- Loss of Taste

Other \_\_\_\_\_

1. Have you been in contact with anyone confirmed with COVID-19 in the past 14 days?  
Yes / No
2. Have you been in contact with anyone suspected to have COVID-19 in the past 14 days?  
Yes / No
3. Have you been to affected countries/regions that are restricted for travel to the United States in the past 14 days? Yes No If yes, please indicate the affected countries/regions \_\_\_\_\_

Staff Recording Declaration: \_\_\_\_\_ Date/Time: \_\_\_\_\_