



**SPRINGBOARD**  
HOSPITALITY

*Peace of Mind Promise*

## COVID-19 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.

## Overview:

Springboard Hospitality are deeply committed to ensuring our guest the highest quality of safety and providing *Peace of Mind*. During these trying times, although our operations will look and feel different, our mission will continue to be the same: to exceed the expectations of our guests by providing safe accommodations and friendly service, every time.

We are closely working with local officials and monitoring government policy changes, both on a normal and local level, Center for Disease Control (CDC) guidelines and public health advancements. We will continue to make changes to our protocols and procedures as necessary or appropriate.

This *Peace of Mind* program document provides details of the health sanitation guidelines, procedures and practices of Springboard Hospitality. The *Peace of Mind Promise* can be summarized into six key items:

- During this time, our hotels and resorts will focus on reducing touchpoints for guests, visitors and staff as much as possible
- For unavoidable touch points, staff will use procedures to both clean and disinfect those areas on a frequent basis in accordance with best industry practices and local health department guidelines
- The hotels and resorts will, to the extent reasonably possible, conduct temperature testing of employees. Although temperature tests are not a fail-safe means of identifying a sick person, the procedure may deter sick employees from reporting to work
- Employees will wear personal protective equipment (PPE) such as face masks and gloves in accordance with best industry practices and local health department guidelines
- All staff will be trained on these new operating procedures
- Signage will be posted throughout the property to remind employees, guests and visitors of the expected social distancing practices and general hygiene expectations

Thank you for your business and we remain dedicated to giving you...

*Peace of Mind*

## Springboard Hospitality *Peace of Mind Promise Program*

### 1 Employee & Guest Health

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

**Physical Distancing.** Guests 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.

**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, restaurant entrances, meeting spaces, elevator landings, pools, spas and exercise areas.

**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 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. Management will report cases to their local CDC. 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 MOD (guests).

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

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<sup>1</sup> <https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html>

## 2 Employee's Responsibilities

Springboard Employees are vital for an effective sanitation and health program.

**Hand Washing.** Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All Springboard 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 public spaces, 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. Every employee entering the property 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 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.

## 3 The Guest Journey

### Guest Arrival

Visitors will be asked if they have been knowingly in contact with anyone contaminated or contaminated themselves for the safety of others. In many properties this may be done virtually. Guests will also be asked to use hand sanitizer, wash hands frequently, and wear a mask if local ordinance requires. Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the property.

#### a) 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 and property specific directions for parking will be provided.

### **Hotel Guest Elevators**

- a) An employee will be present to sanitize the button panels at regular intervals, at least once per hour.
- b) Signage will be posted to explain the current procedures.
- c) No more than four guests will be permitted per elevator and mask are mandatory.

### **Guest Sanitation Amenities (recommended)**

- a) Each guest will receive an amenity bag during check-in containing masks, hand sanitizer and a COVID-19 awareness card.

## **4 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. Work with Ecolab or cleaning product vendor to obtain a list of approved products.



**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, handrails, gym equipment, dining surfaces and seating areas.

### **PUBLIC RESTROOMS**

- ▲ Door handles
- ▲ Sink faucets and toilet handles
- ▲ Towel dispenser handle
- ▲ Soap dispenser push plates
- ▲ Baby changing station
- ▲ Trash receptacle touch points

### **LOBBY AREA AND FOOD SERVICE DINING ROOM**

- ▲ Door handles, push plates, thresholds and hand railings
- ▲ Telephone and keypad
- ▲ Tables and chairs
- ▲ Coffee and beverage stations
- ▲ Vending and ice machines
- ▲ Public information kiosk
- ▲ Trash receptacle touch points
- ▲ High chairs

**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.

## GUEST ROOMS

- ▲ Door handles
- ▲ Desk, table, chairs and lamps
- ▲ Dresser drawer handle
- ▲ Light switches and thermostats
- ▲ Drapery pull handles
- ▲ Mini-bar, menu and room collateral
- ▲ Telephone and keypad, remote control keypad and alarm clock
- ▲ Television
- ▲ Safety latch and peephole
- ▲ Trash receptacle touch points
- ▲ Iron handle, hangers, and luggage rack
- ▲ Faucet and toilet handles

**Stayover Service.** Stayover service will be suspended until further notice. If a guest has a request for fresh towels or sheets; replacements will be sent in sealed bags.

**Checkouts.** Check outs will be cleaned after guest is fully out of the room with new specialized sanitation procedures. The room will be delayed 24 hours (if possible) and guest placement will be proactively placed throughout the hotel, to limit contact between stays.

**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, employee restrooms, loading docks/receiving areas, offices, laundry & kitchens.

## KITCHEN AND BACK OF HOUSE

- ▲ Door handles and push plates
- ▲ Handles of all the equipment doors and operation push pads
- ▲ Handles of the dispensers (beverage, etc.)
- ▲ Ice scoops
- ▲ Walk-in and other refrigerator handles
- ▲ Walk-in refrigerator and freezer plastic curtains
- ▲ Freezer handles
- ▲ 3-compartment sink and mop sink
- ▲ Handwashing sink handles
- ▲ Soap dispenser push plates at handwash sink
- ▲ Towel dispenser handle at handwash sink
- ▲ Trash receptacle touch points
- ▲ Cleaning tools
- ▲ Buckets
- ▲ Telephone keypad and hand set
- ▲ Manager's computer

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<sup>2</sup> <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

<sup>3</sup> <https://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 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 CDC.

**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.

**5 Locations for the Distribution of Personal Protection Equipment (PPE) –**  
Property manager will determine the specifics for distribution of associates PPE.

## **6 Physical Distancing**

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

**Queuing.** Any area where guests or associates' queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, outlets and entrance/valet.

**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. If possible, to add barriers between the tables is recommended to increase seating.



**Meeting and Convention Spaces.** Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC<sup>4</sup> 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, shared office spaces and other high-density areas in order to ensure appropriate distancing between employees.

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<sup>4</sup> <https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/mass-gatherings-ready-for-covid-19.html>

# DEPARTMENT SPECIFIC SANITIZATION POLICIES

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

## EMPLOYEE SERVICES & HUMAN RESOURCES

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### HOTEL OPERATIONS

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#### **7 Front Services & Transportation**

##### Cleaning & Sanitizing Protocol

- a) 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
- b) 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
- c) Scooters, wheelchairs and other guest amenities to be sanitized after each use
- d) Baggage doors sanitized every hour
- e) Bell carts and related equipment to be sanitized after each use
- f) Bell cart carpets to be covered with a cleanable, non-porous or disposable surface
- g) Back of House (BOH) elevator buttons to be sanitized at least once per hour
- h) Vending machines to be sanitized at least once per hour

##### Physical Distancing Protocol

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

##### Guest Considerations

- a) Valet parking suspended
- b) Self-service ice machines to be suspended and signage posted indicating ice is available through IRD

#### **8 Pool Operations (where applicable)**

##### Cleaning & Sanitizing Protocol

- a) Chaise lounge chairs to be sanitized after each use
- b) Cabana guest contact surfaces to be sanitized after each use
- c) Cabanas to be pressure washed and sanitized each night
- d) Towel desk, entry kiosks and all other desks and counters to be sanitized at least once per hour

##### Physical Distancing Protocol

- a) Chaise lounge chairs set with appropriate physical distancing

##### Guest Considerations

- a) No department specific requirements

## 9 Golf Operations (where applicable)

### Cleaning & Sanitizing Protocol

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

### Physical Distancing Protocol

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

### Guest Considerations

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

## **10 Public Area (PAD)**

### **Cleaning & Sanitizing Protocol**

- a) Employees to sanitize the following areas at least once per hour
  - Guest and garage elevators
  - Entry doors
  - Credenzas
  - Handrails
  - Elevators
  - Smoking areas
  - Exterior benches
  - Trash bins
  - Employee dining tables and counters
- b) All Front of House (FOH) restrooms to be sanitized at least once per hour

### **Physical Distancing Protocol**

- a) No department specific requirements

### **Guest Considerations**

- a) No department specific requirements

## **11 Front Office**

### **Cleaning & Sanitizing Protocol**

- a) Sanitize all guest touchpoints after each transaction including EMV Credit Card Devices, pens and registration countertops
- b) Room keys to be sanitized before stocking
- c) Offices, Registration Desks to be deep cleaned and sanitized upon a shift change

### **Physical Distancing Protocol**

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

## 12 Housekeeping

### Cleaning & Sanitizing Protocol

- a) Carts, trolleys and equipment to be sanitized at the start and end of each shift
- b) Guest linen will be delivered and removed from guest rooms in single use sealed bags
- c) Pillow protectors on the guest room beds are to be changed in between guests
- d) 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
- e) Back of house restrooms will be sanitized at least once every four hours
- f) House phones, in unsupervised/controlled areas, to be removed

### Physical Distancing Protocol

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

### Guest Considerations

- a) 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)
- b) Disposable collateral to be disposed and changed after each guest
- c) Newspapers and magazines to be eliminated
- d) Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request
- e) All guest amenities to be packaged before being placed in room
- f) Shoeshine, if applicable, is suspended until further notice
- g) 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

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## SPA & FITNESS CENTER

### 13 Spa

Pending guidance from local authorities and medical experts.

### 14 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

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### 15. Restaurants, Bars & Lounges

#### Cleaning & Sanitizing Protocol

- a) Host Podiums including all associated equipment to be sanitized at least once per hour
- b) Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager
- c) 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
- d) Dining tables, bar tops, stools and chairs to be sanitized after each use
- e) Condiments to be served in single use containers (either disposable or washed after each use)
- f) Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use
- g) Menus to be single use and/or disposable
- h) Existing porous placemats to be replaced with linen, single use disposable or non-porous placemats that can be machine washed and sanitized after each use
- i) Sanitize trays (all types) and tray stands sanitized after each use
- j) Storage containers to be sanitized before and after each use
- k) Food preparation stations to be sanitized at least once per hour
- l) Kitchens to be deep cleaned and sanitized at least once per day
- m) Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, etc.)

#### Physical Distancing Protocol

- a) Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
- b) Peak period queuing procedures to be implemented when guests are not able to be immediately sat
- c) 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)
- d) Reduce bar stool count to provide appropriate physical distancing
- e) Additional quick serve coffee options to open based on demand and length of physically distanced lines (coffee cart)

#### Guest Considerations

- a) All self-serve condiments and utensils to be removed and available from servers
- b) All straws to be wrapped
- c) Napkin service to be suspended until further notice (no placing in a guest's lap or refolding)
- d) Remove grab and go offerings; available from cafe workers only
- e) Bar snacks will be served per individual guest and not shared by the table
- f) All food and beverage items to be placed on the table, counter, or other surface instead of being handed directly to a guest

### Additional Employee Dining Room (EDR) Protocols

- a) No self-serve food available (including snacks)
- b) Food to be served by cooks and line attendants
- c) Single use cups for beverage (no refills)
- d) Prepackaged plastic flatware
- e) Trays and plates to be distributed by cooks and line attendants
- f) Extension of EDR sneeze guards

## 15 In Room Dining (IRD)

### Cleaning & Sanitizing Protocol

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

### Physical Distancing Protocol

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

### Other Considerations

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

## 16 Catering & Banquets

### Cleaning & Sanitizing Protocol

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

### Physical Distancing Protocol

- a) All buffet and self-serve style events to be suspended until further notice
- b) All food and beverage items to be individually plated and served
- c) Coffee and other break items to be attended and served by a server
- d) Flatware to be provided as a roll-up
- e) Condiments to be served in individual PCs or sanitized individual containers
- f) Seating capacities and floor plans to be reviewed on an event by event basis to

ensure appropriate physical distancing that follows Clark County Fire Department, SNHD and CDC guidelines (in coordination with Hotel Sales & Convention Services)

#### Guest Considerations

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

## SALES

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### 17. Hotel Sales & Convention Services

#### Cleaning & Sanitizing Protocol

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

#### Physical Distancing Protocol

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

#### Guest Considerations

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



## CASE REPORTING PROTOCOLS

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### 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.

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(skip to  
Transportation  
for employees  
and non-  
resident guests)

#### **If a guest requests to return to their room:**

- A manager 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 manager will control the elevator to ensure no other visitors use the same cabin.
- The elevator will be returned to service only after properly sanitized by PAD.
- The manager 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 manager will 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 management 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 manager will determine room shares and close contact guests traveling with the elevated temperature guest.
- Follow CDC guidance on required isolation or quarantine procedures for close contacts as

appropriate.

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

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## Internal Reporting

The manager 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.