



# The Plantation Inn

The Plantation Inn has added and implemented new procedures and protocols to further enhance our operational guidance and resources around guest safety and peace of mind. These essential new protocols and processes will help us do so in a healthy and safe way while prioritizing the protection of our guests as well as our staff.

The new protocols include critical areas such as:

- Elevated cleaning and sanitizing standards including deep cleaning and disinfecting of guestrooms, use of hospital-grade sanitizing spray, increased frequency of cleaning in public and high-touch areas, and hand sanitizer dispensers in key locations.
- Physical distancing will be incorporated in all public areas, including restaurants and food & beverage outlets. Signage will be added throughout the property to educate and inform guests regarding appropriate distancing.
- The guest experience from check-in to check-out will minimize physical contact and common surfaces. All food and beverage outlets will eliminate self-serve and common handling of items wherever possible.
- Appropriate personal protective equipment will be worn by all employees based on job function. Training on protocols and proper use of PPE will be mandatory for employees and all necessary equipment will be provided for their use.

Our Inn management continues to monitor and follow the guidance of the Centers for Disease Control and Prevention (CDC) and the Hawaii State Department of Health. All protocols are subject to change and adjustment as necessary, according to CDC and Hawaii State DOH guidelines.

## THE PLANTATION INN - COVID-19 Health & Sanitation Protocols

### I. General Requirements:

- A. Personal Protective Equipment (PPE): All employees are required to wear a mask upon entering the hotel property and while on property. This directive is in adherence to state or local health regulations and guidance.
- B. Cleaning and Sanitizing: All equipment will be sanitized before, during and after each shift or anytime the equipment has been utilized by employees or guests. This includes phones, computers, credit payment terminals, countertop and standard office supplies.
- C. Physical Distancing: Enforce six-foot physical distancing minimums throughout the property to meet or exceed state and local health authority guidelines. Reorganize work stations to provide appropriate six-foot distancing between employees. Absolutely no physical contact in the form of hugs, kisses, fist bumps, or handshakes will be allowed between guests and employees.
- D. Personal Hygiene: Correct hygiene and frequent handwashing (20 seconds) with soap is vital or use of hand sanitizer when sink is not available after any of the following activities: using restroom; eating; drinking; going on break; handling cash; sneezing; blowing nose; touching face and before and after shift. Monitor the hand sanitizing station to ensure adequate supply is maintained.
- E. Hand Sanitizer: Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as restaurant entrances and meeting spaces. Hand lotion will be provided throughout the back of house (in touchless dispensers) for employees.
- F. Personal Health: Employees are encouraged to maintain a healthy lifestyle which includes a well-balanced diet, engaging in regular physical activity, and getting the proper amount of rest to ensure a strong immune system. Employees who are sick or experiencing symptoms should stay home, self-quarantine, and potentially seek medical attention.
- G. Transactions: The credit card reader will be offered to guests who prefer to use a card. Provide directions for use, and avoid handling guests' cards. Use alcohol spray, and wipe to sanitize the reader after each transaction. Sanitize hands every time after handling cash.
- H. Queuing and Signage: To minimize person-to-person contact, queue will be clearly marked in front of transaction points for appropriate physical distancing for all guests.
  - 1. Front of House Signage: There will be health and hygiene reminders throughout the property.
  - 2. Back of House Signage: Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose of masks; use gloves (in positions deemed appropriate by medical experts); wash hands; sneeze and to avoid touching their faces.

### II. Front Desk

- A. Cleaning and Sanitation: Counters, workspaces and related equipment will be sanitized every hour or upon a new employee using the equipment and area, after each

check-in and check-out, and when switching stations. ALL guests touch points after each transaction will be sanitized including credit card machine and pens. Room keys are to be sanitized before stocking.

B. Transactions and Queuing: 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 in line or while moving around the property. Mark an X every six feet at the registration area for check in/out. Encourage the use of email for all guest transactions. Credit card swipe remains in place at the front counter.

C. Only 1 person/couple per reservation should register at a time. Additional guests waiting will be offered a seat at the pavilion area to prevent overcrowding at the desk. Guests in waiting will be advised to complete their registration form to expedite their check-in. All shared tools and equipment (clip board & pens) and pavilion furniture will be sanitized after each use.

D. Packages: Delivery items from UPS, USPS, FEDEX, etc will be placed in a designated area chosen by the manager. Guest packages that arrive prior to arrival will be delivered to the room before check-in. Guest packages that arrive while guests are in-house, will be delivered outside the front door. The delivery person will call the room and then wait six feet away to ensure the package is retrieved.

E. Requests for guestroom amenities: Incorporate social distancing guidelines. Housekeeping will provide an ETA for drop off. If guests will be present in room, Housekeeping will place requested amenity (bagged) at doorstep, knock, and go. If guests will not be present in the room, Housekeeping will place requested amenity (bagged) in guestroom.

F. ID and credit card verification will be done visually and will not be handled by the agent.

G. Keys that are being returned to the front desk will be placed in a receiving container by the guest and keys will be sanitized and placed at the back of circulation.

H. Agents will not receive demagnetized room keys and will instead ask the guest to leave their key in the receiving container and a new key will be issued.

### **III. Shared Equipment**

A. 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 handheld radios, computer monitor / keyboards, printers, calculators, phones, EMV devices, and key encoders, cash drawer keys, Expo pens and all other direct contact items used throughout the operation.

B. Refrigerator and Microwave use will still be available and handles / buttons should be wiped after each use.

C. Each employee is encouraged to bring their own utensils and paper products. Only prepackaged or wrapped utensils should be allowed in the common area.

### **IV. Food Service**

A. Physical Distancing: 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 resort outlets will comply with, or exceed, local or state mandated occupancy limits.

B. Hand Washing: Correct hygiene and frequent hand washing with soap is vital to help combat the spread of virus. All 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, going on break and before or after starting a shift.

C. 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 Food & Beverage.

D. 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 resort will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them in direct contact with guests.

E. Cleaning and Sanitation: Spray and sanitize each counter and surface area that is to be used throughout the breakfast hours and each table and chair after each seating. Service stations and food preparation stations must be sanitized and LOGGED at least once per hour. Check presenters, pens, and other reusable guest contact items MUST be sanitized after each use OR single use ONLY. Sanitize trays (all types) after each use.

F. Service: ALL food & beverage items will be placed on the table, counter, or other surfaces instead of being given directly to the guest(s).

## V. Housekeeping

- *Face mask is required at all times while on the floor and in guestrooms*
- *Gloves should be worn in required areas or situations*
- *The practice of social distancing of 6' or more is mandatory*

### Cleaning Guestrooms

#### A. Checkout Room

1. Spray sanitizing cleaner directly to high touch areas (start with door handles and work way into the room – temperature control panel, light switches, bathroom area to include: vanity counter & sink, toilet, grab bars, shower/tub area, trash can, closet area to include: countertop, refrigerator, ironing board & hangers, refresh tower to include: countertop and digital safe, luggage bench, night stand, armoire/TV, dining area, desk area, lanai doors, and lanai furniture.

2. Wipe down high touch areas mentioned above. Also include vanity mirror, guestroom phone, lamps and lamp switches, iron, hairdryer, TV remote, alarm clock, and other guestroom collateral.

*All reusable collateral removed from guestrooms to include: compendium, Bible, magazines, stationery, and pen.*

3. Clean the guestroom according to check-out room protocols. Be sure to change gloves as necessary.

4. Room Inspector will be responsible to do final sanitation spray of the room after VCI the room using the guestroom phone.

B. Occupied Room (Every 3<sup>rd</sup> Day)

1. If guest(s) are present in the room – offer to return at a later time to service the room when they are NOT present. **Guestrooms will NOT be serviced when guests are present in the room.**

2. If guests are NOT present in the room; OK to directly spray sanitizing cleaner to high touch areas (start with door handles and work way into the room – temperature control panel, light switches, bathroom area to include: vanity counter & sink, toilet, grab bars, shower/tub area, trash can, refresh tower to include: countertop and digital safe, luggage bench, night stand, armoire/TV, dining area, desk area, lanai doors, and lanai furniture.

*For occupied rooms, the closet area and all drawers will remain untouched to help secure guest property/belongings from unnecessary exposure/contamination.*

3. Clean the guestroom according to occupied room protocols. Be sure to change gloves as necessary. When making the bed, be sure to place bed linens on the second bed and NOT on the floor.

C. Linens

1. All bed linen will be changed every 3 days, or when requested by the guest. Bedspreads, shower curtains, and shower liners will be changed at time of checkout.

2. All dirty linen will be rolled (do not shake) inside out.

*All extra linen (pillows and pool towels) removed from guestrooms. Extra linens will be furnished upon request.*

D. Cleaning Glassware

1. Bathroom tumblers, coffee mugs, coffee carafe, and ice bucket will be placed in vanity sink and sprayed with approved disinfecting solution that is effective against viruses and bacteria. Items will sit in solution and cleaned as bottle directed. Cleaned items will be placed back in place and bathroom tumblers will be placed in the Plantation logo glass bags.

VI. **Cleaning Public Areas** – The frequency of cleaning and sanitizing has been increased in all public areas with an emphasis on frequent contact surfaces.

A. Courtyard

1. Wipe down pool and pavilion furniture with sanitizing spray after each use and every two hours.

2. Vacuum once a day or more depending on usage. Steam cleaning lanai carpet will be once a month or more depending on usage.
  3. Wipe down lobby fixtures, decorations, and displays with sanitizing spray every hour.
  4. Sweeping and mopping of public areas to be done every 4 hours or more depending on usage.
  5. All shared magazines and books left in the pavilion will be discarded and the “Sharing Library” will be discontinued.
- B. Public Restrooms
1. Wipe down high-touch items with sanitizing spray in the public restroom to include but not limited to vanity counters, bathroom faucet handles, soap dispensers, napkin dispensers, hand sanitizers, door handles, toilet lever handles, and toilet seat at regular intervals, at least once per hour.
  2. Public restrooms will be cleaned every 4 hours (to include cleaning of toilet bowls, vanity, sink, sweeping & mopping).
- C. Guest Laundry Room
1. Wipe down high-touch items with sanitizing spray in guest laundry to include but not limited to folding counters, laundry faucet handles, soap vending machines, chairs, tables, door handles, and inside and outside of washing machines and dryers every hour.
  2. Guest laundry will be cleaned every 4 hours during peak times (7am - 7pm) to include sweeping & mopping.
- D. High Touch Areas
1. Wipe down with sanitizing spray hallway railings, stairwell railings, vending machines, door handles and locks every hour.
  2. Apply sanitizing spray to the flooring of hallways and stairwells every hour.
- E. Emptying Trash Receptacles
1. Trash receptacles will be emptied as needed. Trash receptacles will be checked throughout shift and emptied as needed.
  2. Separate trash receptacles will be provided at designated locations for safe disposal of PPE items only. Employees will be required to dispose of their PPE items in these receptacles ONLY.

*Note: Consider weather elements when cleaning outdoors such as spraying chemicals when it is windy or rainy. Adhere to safety precautions. Be cautious of people passing by.*

## **VII. Housekeeping Equipment**

- A. Housekeeping Carts must be cleaned and sanitized before and after each shift.
- B. Equipment maintenance & sanitation process.
  1. Sanitize vacuum cleaner brush head & cord after every guestroom.
  2. Sanitize equipment before and after each use to include: dry carpet shampooer, carpet extractor, fans, ionizer, and dehumidifier.
- C. Linen Run

1. Linen carts must be cleaned and disinfected before and after each use using disinfecting spray, as the carts are used to transport clean AND dirty linens. TPI laundry run – all clean and dirty linens must be bagged and tied securely.

**VIII. Room Inspector Protocols**

- A. Guestroom Procedures: Room Inspectors (Front Desk Agent) will be responsible for final sanitation of room (after VCI the room using the guestroom phone).
- B. Lost & Found items (or items that are left behind by guests) will be secured in a plastic bag and be brought to the TPI Manager to log and store. Lost & Found form must be completed and taped onto plastic bag.

**IX. Storage Rooms**

- A. All stored items will be placed in bags and securely tied, then placed on storage shelves.

**X. Pool Area**

- A. Social Distancing: Pool seating will be configured to allow for at least six feet of separation between groups of guests.
- B. Wipe down pool and pavilion furniture with sanitizing spray after each use and every two hours. Cleaning and sanitation will be done by housekeeping and front desk staff.