



The health and safety of our guests, patrons and employees is our number one priority. **The Wort Hotel** and the **Silver Dollar Bar & Grill**, are closely monitoring national, state and local public health department orders and recommendations, Centers for Disease Control (**CDC**) guidelines, government mandates, state ordinances, town ordinances, and public health advancements to offer the highest standard of cleanliness in the age of **COVID-19**.

## Employee Responsibilities

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The health and safety of our employees and guests is our number one priority. The Wort Hotel Employees are vital for an effective Health and Safety Plan.

- All employees scheduled to work will have their temperature checked prior to their shift by management
- Any employee displaying symptoms of illness will be sent home immediately and subject to further monitoring offsite
- All employees are encouraged to maintain Social Distancing, whenever possible, by maintaining a distance of at least 6 feet between guests and co-workers
- Meaningful signage with the most current guidelines and protocol will be posted throughout the property
- All employees are required to wear a protective face mask while working
- Hand sanitizers with a minimum 60% alcohol base will be provided at multiple locations.
- Hand sanitizers will not replace diligent handwashing
- A Manager on Duty will be present at all times to enforce all sanitation rules and assist guests with any concerns or issues

# Hotel Operations

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## 1. Front Office Services

### *Transportation & Bell Service*

- Valet services have been temporarily suspended for the time being
- Guest's traveling with vehicles will have the option to self-park in our private lot approximately one block from the main entry down Deloney Ave
- Bellmen will utilize hand sanitizer followed by a clean pair of gloves when assisting guests with their personal luggage
- When delivering/removing luggage to a guest room, the bellmen are instructed to place/retrieve the bag outside of the room rather than entering unless otherwise instructed by guest

### *Check-In Process*

- A stanchion has been placed at the reception area separating guests six feet from front desk staff
- A table with a credit card reader, hand sanitizer, and disposable masks has been placed next to the stanchion for guests use
- Guest room keys are thoroughly disinfected before distributing them to new, incoming guests

### *During the Stay and Check-Out*

- Masks must be worn when inside the hotel, but can be removed once you reach your guestroom. This is subject to change.
- Guests are encouraged to leave their keys in their room or drop them in a basket at the front desk to be disinfected, rather than handing them to the front desk agent upon checkout time. Folio's will automatically be e-mailed to the guest upon departure, if the guest's email is on file.
- Generally, guests are encouraged to call the front desk with any inquiries or questions opposed to physically visiting the front desk
- Only guests traveling together or solo travelers may use the elevator at one time
- Symptomatic guests vacate if possible - if not they should stay in their room and wear a covering when they leave
- Engineering is not to enter guests' rooms while occupied unless it is an emergency
- Traditional room service shall be replaced with a no-contact delivery method depending on the guest's comfort level. Food will be set outside the guest's room and the guest will retrieve their own food. When finished with the meal, we request that guest leaves the tray outside of their room. Should the guest

prefer the room service to be delivered inside their guestroom, guests are required to wear a mask upon opening their door for the employee.

### *Fitness Center*

- The fitness center will be limited to 3 people at a time. Equipment will be spaced 6 feet apart and guests are encouraged to practice social distancing when using the fitness center and disinfect equipment after use. The Jacuzzi's are open and limited to one guest, if single, or one household, if traveling together, at a time.

## **2. Housekeeping**

- Cleaning Products & Protocols shall include EPA-approved disinfectants that meet CDC requirements for use and effectiveness against viruses, bacteria and other airborne and bloodborne pathogens.
- Public Spaces and Communal Area Cleaning and disinfecting shall be frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public area bathrooms, vending machines, and the like.
- Guest Room Cleaning and disinfecting protocols will require that particular attention is paid to high-touch, hard nonporous 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.
- The frequency of room cleaning during a guest's stay may be altered based on guest requests/requirements.
- Laundry, linens, and towels shall be washed in accordance with CDC guidelines, including washing items as appropriate in accordance with the manufacturer's instructions. Where possible, launder items using the warmest permissible water setting for the items and dry items completely
- Dirty linens shall be bagged in the guest room to eliminate excess contact while being transported to the laundry facility
- Hotel Guest Elevator button panels shall be disinfected at regular intervals, including the beginning of each housekeeping staff work shift and continuing throughout the day
- Back of the House Cleaning and disinfecting of all high touch areas shall occur in accordance with CDC guidelines, including at least twice per day in high traffic areas

- Handwashing stations and access to hand sanitizer shall be convenient and highly visible
- Shared equipment, shared tools, and equipment shall be disinfected after each shift or transfer to a new employee
- Room Recovery Protocol in the event of a presumptive case of COVID-19, the affected guest room shall be removed from service and quarantined. The guest room shall not be returned to service for 24-48 hours and until undergoing an enhanced cleaning and disinfecting utilizing EPA approved products within CDC guidelines.

## Food and Beverage Operations

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### 1. Silver Dollar Bar & Grill Restaurant Guidelines

- The occupancy of the bar and restaurant have been reduced to comply with safety standards
- Tables have been strategically placed so patrons will be seated six feet apart
- A Manager on Duty will be present at all times to enforce all sanitation rules and assist guests with any concerns or issues
- Gloves will be worn while serving any curbside food or beverage to a guest.
- Handwashing must occur before and after the application/removal of gloves
- Gloves will NOT be used as an excuse to skip handwashing
- Sanitizing and disinfecting surfaces every hour is the new norm and will be executed with an even higher standard of detail. Sanitation buckets will be changed every 2 hours and disinfectant wipes will be made readily available for appropriate surfaces.
- Guests will not be allowed to occupy the bar area while waiting to be seated and service will be limited to table seating only
- Contactless payment options will be available and encouraged
- Masks are required unless seated at a table. This is subject to change.

#### *Staff Area "Heart of the House" Guidelines*

- A designated team member will be diligent in sanitizing/disinfecting guest dining areas
- Servers will be diligent in sanitizing/disinfecting the service areas, POS terminals, guest books, and pens
- We will continue to offer curbside dining. The person in charge of this will be diligent in sanitizing/disinfecting the areas of use by guests and themselves during this process.

- Servers will do their best to limit guest interactions and time at tables to promote physical distancing
- Employees are to use separate counters and have individual stations to eliminate shared equipment
- Maximum of two employees at a counter
- We will enforce six-foot physical distancing minimums in work spaces

#### *Extra Consideration*

- All condiments, napkins utensils are disposable
- Disposable menus/wipeable menus/online menus available
- Limited pre-bussing (only as necessary)
- Tables/chairs will be sanitized between guests
- Straws/Stirs on request only
- Symptom Self-Monitoring Sheets for staff
- Food prep people will not be involved in payment handling
- Roving cleaner/disinfecting person on staff throughout the day

## **2. Banquets and Meeting Spaces**

#### *Event Spaces*

- Disinfect conference room doors, tables, chairs light switch and other equipment before and after each group use
- All shared equipment and meeting amenities to be disinfected before and after each use, or be single use if not able to be disinfected
- All linen, including underlays are freshly washed and sealed in plastic before use. All linens are used for only one event.
- Seating capacities and floor plans are to be reviewed on an event-by-event basis to ensure adherence to state or local ordinances. Events will have appropriate physical distancing that follows CDC guidelines. Please contact our sales staff for more details.
- Attendees are required to wear masks until seated. This is subject to change.

#### *Food and Beverage*

- All self-serve buffet style events to be suspended until further notice
- All food and beverage items to be individually plated and served
- Guests must use hand sanitizer prior to serving themselves pre-packaged break items
- Coffee will be served to guests. Self-service coffee stations are not allowed.
- Flatware to be provided as a roll-up

- Condiments to be served in individual PCs or disinfected individual single serving containers
- Seating capacities and floor plans to be reviewed on an event-by-event basis to ensure appropriate physical distancing that follows CDC guidelines and state or local ordinances. Please contact our sales staff for more details.
- Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations