



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

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.

- 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

1. Front Office Services

Transportation & Bell Service

- 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 or have their vehicle valeted
- Bellmen will utilize hand sanitizer when assisting guests with their personal luggage

Check-In Process

- 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

- 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
- Traditional room service is available with a no-contact delivery method depending on the guest's comfort level. Food can 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. Room service will be delivered inside the guest room upon the guest's request

Fitness Center

- Equipment is 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.

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

1. Silver Dollar Bar & Grill Restaurant Guidelines

- A Manager on Duty will be present at all times to enforce all sanitation rules and assist guests with any concerns or issues
- Tables will be sanitized between guests
- Contactless payment options are available

Extra Consideration

- Disposable menus/wipeable menus/online menus available
- Tables will be sanitized between guests
- Food prep people will not be involved in payment handling

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.
- Banquet servers will wear masks upon request of the group

Food and Beverage

- There are no restrictions on food service at this time, buffets are allowed as well as passed appetizers
- Self-service coffee stations are allowed