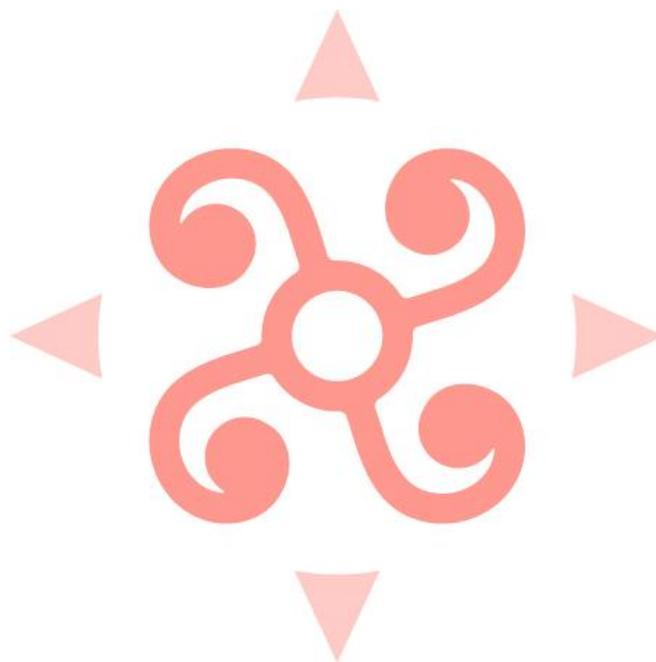


# COVID-19 OPERATIONS PLAYBOOK



## CARIBE ROYALE O R L A N D O

JUNE 01, 2021 | SIERRA LAND

*Updated June 1, 2021*

# CONTENTS

<b>3</b>	Statement from Sierra Land
<b>4</b>	Guests of the Caribe Royale
<b>5</b>	Associates
<b>7</b>	Sanitation Procedures
<b>8</b>	Safety & Security
<b>11</b>	Department Procedures
<b>18</b>	Associate and Guest Assistance

## Statement from Sierra Land

---

We take standards for hygiene and cleanliness very seriously and are taking additional steps to ensure the safety of our guests and team members. As we continue to navigate this “new normal” we look to various health agencies, locally, nationally, and globally to source the most up-to-date information to maintain a healthy environment.

We have created this operations playbook to address all health and safety concerns of our guests and associates alike. This guide lays out protocols for all facets of hotel operations and will address specifics for each department.

This has been a challenging period, and reestablishing a workplace where associates feel comfortable performing their jobs safely is of the utmost importance to the Caribe Royale.

Daily, we are working diligently to ensure that we meet the latest guidance on hygiene and cleaning. Our health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures.

Thank You,

Dan Kaplan  
CEO Sierra Land Group

Senior Management  
Caribe Royale Orlando

# Guests of the Caribe Royale

---

## Guest Health:

1. **Social Distancing.** Unvaccinated guests will be recommended to practice social distancing by standing at least six feet away from other guests not in their party. This will apply to all common areas of the resort including elevators, food outlets, pool area, any time they are waiting in line, etc. Associates will also be expected to follow social distancing by standing at least six feet away from guests.
2. **Face Covering.** Wearing a mask is **NOT** mandatory and will be up to the guest to decide. The Caribe Royale does recommend unvaccinated guests wear a face covering while indoors.
3. **Hand Sanitizer.** Hand sanitizer stations will be placed at key areas around the property to provide easy access to our guests.
4. **Front of the House Signage.** There will be health and hygiene reminders signage throughout the property recommending guests to wear face coverings, sanitize/wash hands, and practice social distancing.
5. **Guests with Covid-19.** If a guest requests medical assistance for possible COVID-19 infection the guest will be advised to stay in their room until medical assistance can be obtained. Once the guest has vacated the suite/villa, it will be taken out of inventory for EPA approved deep cleaning/sanitizing. Additionally, it will be determined if any team members encountered the guest, and appropriate steps will be taken to isolate them as well.

## Guest Arrival:

1. **Hotel Parking/Security Gates.** Parking gates will feature a touchless entry system. Guests may utilize the motion sensor to request a ticket, and/or utilize their RFID-enabled room key to enter/exit the gates.
2. **Hotel Entrance.** Upon entrance to the hotel, guests will encounter automatic doors, or a door manually operated by an associate. This will alleviate a major touch point that could potentially contaminate the hands of a guest.
3. **Check-in procedure.** At check-in, guests will receive information detailing our COVID-19 operational updates throughout the property, as well as any modified outlet hours/closings.
4. **Valet.** Guests will have to self-park, as the valet option will be suspended during the initial reopening of the hotel.
5. **Guest Elevators.** It is recommended that unvaccinated guests wear a face covering and limit the occupancy to 4 people per elevator due to COVID-19 social distancing regulations.

# Associates of the Caribe Royale

---

## Associate Health:

- 1. Social Distancing.** Associates will be advised to practice social distancing by standing at least six feet away from other associates (and guests). This will apply to all common areas of the resort including elevators, food outlets, pool area, any time they are waiting in line (i.e., clock in, Traka key system), etc. Additionally, this applies to all back of the house areas, including any break areas, offices, locker areas, etc.
- 2. Hand Washing.** Practicing frequent hand washing is vital to maintaining a healthy and safe environment. Associates will wash hands after the following activities: clocking in or out for their scheduled shift, obtaining keys from the Traka system, using the restroom, sneezing, coughing, touching face, smoking, eating, drinking, touching highly touched surfaces, before and after break. Additionally, if the associate does not engage in any of the previous activities, they will still be expected to wash hands at least every 60 minutes (and will be proactively reminded). Additional “temporary” hand washing stations will be available as needed. Proper handwashing training will be provided to all associates. If handwashing is not available hand sanitizer (with at least 60% alcohol) may be used until hands can be washed.
- 3. PPE.** Personal Protective Equipment will be worn according to the associate’s job function and will be provided by the hotel. It will be mandatory for all hotel associates to wear a face covering when in guest areas and back of the house areas. **As of 6-3-21 associates are no longer required to wear a face covering outside, except while working at Calypso’s Pool Bar and Grille.** The Caribe Royale will provide face coverings to associates as they are needed. Some positions will be required to wear disposable gloves depending on their roles and responsibilities. These associates will receive instruction on the proper glove removal technique.
- 4. COVID-19 Training.** All associates returning to work will receive a COVID-19 reorientation on the updated protocols that have been put in place to maintain a healthy and sanitary environment for our guests and fellow associates. This training will be classroom style training utilizing proper social distancing protocols, that will be facilitated **prior** to the associate actively beginning their first shift back. Additionally, there are hand washing and glove removal videos posted on the learning management system within Paycor that associates may view at their leisure.
- 5. Pre-shift.** Shift times will be staggered to avoid large crowds of associates during this time. Social distancing of 6 feet will be practiced during pre-shift. Associates must utilize the available hand sanitizer after clocking in, and after receiving keys from the Traka key cabinets. Additionally, associates will maintain social distancing while waiting in line to clock in, and/or to receive keys from the Traka key cabinets.
- 6. Health Checks.** Associates are instructed to remain home if they feel ill. Automated temperature checks will be conducted (and kept confidential) prior to pre-shift to ensure the

safety of our guests and associates. Anyone registering 100.0°F or higher will be sent to Human Resources and kindly asked to return home and possibly seek medical attention. Additionally, all associates will be tasked with entering through one “associate entrance” in each of the 3 applicable buildings on property to allow associates to utilize one of the Pop Entry automated temperature checks devices. Please see “Associate Wellness Check” section for further information.

7. **PPE Distribution.** Associates will receive necessary personal protective equipment from their respective department. Each department will have different PPE protocols for each position, which will vary based on the job duties of the position. All job positions that require direct guest interaction will be expected to minimally wear a face covering.
8. **Back of the House Signage.** Signage will remind associates of the proper way to wash hands, utilize PPE (gloves, face coverings, etc.), sneeze/cough, avoid touching face, and remove disposable gloves without contaminating hands.

# Sanitation Procedures

---

## General Guidance

1. **“Cleaning is housekeeping’s job, but sanitizing is everyone’s job”** – Aydee McCormick
2. **Frequency of Cleaning.**
  - a. Increase the frequency of cleaning and disinfecting, focusing on high-touch surfaces using CDC approved ECOLAB Chemical: Peroxide Multi Surface Cleaner and Disinfectant.
  - b. When hotel associates are slow and/or not actively assisting guests, they should be sanitizing high touch surfaces.
3. **Cleaning and Sanitizing Surfaces.**
  - a. Clean surfaces and objects that are visibly soiled first. If surfaces are dirty to sight or touch, they should be cleaned using a detergent or soap and water prior to sanitizing where applicable.
  - b. Clean and sanitize surfaces as soon as possible especially in areas where a person with respiratory symptoms (e.g., coughing, sneezing) was present.
  - c. Use CDC approved disinfectant cleaner: **Peroxide Multi Surface Cleaner and Disinfectant.** Do not re-use the cloth from room to room. Always maintain an ample supply of cloths.
    - i. **BLUE CLOTH:** Use to clean:
      1. Surfaces: counters, door handles, desks, tables, vanity tops, drawer handles, faucets, telephones, pens, remote controls, hairdryer handles, elevator buttons, handrails, hard surface furniture, light switches (spray cloth with disinfecting cleaner and wipe light switches, telephones, hairdryer handles, villas tablet and elevator buttons, NEVER SPRAY STRAIGHT ONTO THESE ITEMS), etc.
    - ii. **GREEN CLOTH:** Use to clean:
      1. **Surfaces:** Toilets, floors, any major “dirty” cleaning
    - iii. **Do NOT mix the cloths.** They must be sent in separate bags to the laundry. DO NOT MIX WITH guest linens and terry.
4. **Suites/Villas/Public Areas**
  - a. All high touch areas throughout the hotel will receive an extra layer of sanitation.
  - b. Please see “Housekeeping” section for more detailed information
5. **Presumptive COVID-19 contamination**
  - a. If the hotel becomes aware of a possible case of COVID-19 involving a guest, the suite/villa the guest was staying in will be taken out of inventory for at least 72 hours. During this time, the room will be thoroughly sanitized using a fogger with EPA approved VITAL OXIDE disinfectant. Following this procedure, the room will receive a comprehensive deep cleaning. For further details please reference the Housekeeping document entitled “Disinfection Procedures”.

## Associate Wellness Check

### 1. Associate

- a. The first line of defense is simply reminding sick associates to stay home and seek medical attention if necessary.
- b. As part of the associate “Wellness Check”, each associate will utilize the touchless automated Pop Entry\* device to check their temperature after clocking in, but prior to beginning their shift (when necessary, a manual temperature check may also be utilized).
  - i. \*The Pop Entry device utilizes facial recognition to scan the associate’s face and confirm their temperature within seconds. The device will immediately inform the associate if their temperature is within acceptable parameters. This information is then securely stored in a confidential dashboard managed by the Human Resources department.
- c. The following will be the “Wellness Check” locations throughout the property:
  - i. Executive Offices time clock (Reception Building)
  - ii. Food & Beverage/Culinary time clock (Reception Building)
  - iii. Grand Caribe Convention Center time clock
  - iv. Services Building time clock
- d. When it is necessary to do a manual temperature check there will be an associate(s) assigned to be the designated “Health Screener” and take associate temperatures.
  - i. This individual will wear appropriate PPE as recommended per the local health authorities and/or the CDC.
  - ii. Each department should designate one associate (manager OR director **ONLY**) for each shift (except 3<sup>rd</sup>).
  - iii. 3<sup>rd</sup> Shift health screener will be the Manager on Duty.
- e. If an associate has a temperature exceeding 100.0° F, they will be asked to visit the Human Resources department to discuss next steps.
  - i. Additionally, if an associate is exhibiting signs/symptoms mid-shift of COVID-19 they will have their temperature checked.
  - ii. If HR is not open (i.e., night, or weekend) the associate should be sent home, and Human Resources will reach out to the associate as soon as possible.
- f. Human Resources will provide information regarding medical assistance and/or COVID-19 testing.
  - i. Associates may not return to work while waiting for a COVID-19 test result. If they receive a positive result, they may only return once they meet the conditions below (see #4 and #5 under Associate Wellness Check).

### 2. Associates in contact with suspected COVID-19 guest

- a. Associate will notify supervisor immediately of the situation and will be notified of next steps that will need to be taken.

### 3. Associates in “close contact” with a COVID-19 positive individual

- a. **Close contact** is defined as: “someone who was within 6 feet of an infected person for a cumulative total of 15 minutes or more over a 24-hour period starting from 2 days before illness onset until the time the patient is isolated.”
- b. **Unvaccinated associate will get tested immediately**, and will not return until they receive a negative test result (if the associate is unable to get tested immediately, they will have to self-isolate)
  - i. Self-isolate details:
    1. Stay home until 14 days after your last exposure.
    2. Check your temperature twice a day and watch for symptoms of COVID-19.
    3. If possible, stay away from people who are at higher-risk for getting very sick from COVID-19.
- c. **Unvaccinated associate with Close contact AND living with** the close contact individual
  - i. Associate will test immediately to determine contact tracing.
  - ii. Associate will self-isolate for at least 14 days from date of notification.
  - iii. Associate will re-test on the 14<sup>th</sup> day.
  - iv. Associate may return on the 15<sup>th</sup> day from notification provided they have a negative test result, and they are symptom, and fever, free.
- d. **Vaccinated Associates** with close contact will **NOT** be required to submit to a COVID-19 test, nor will they be required to self-isolate **UNLESS** they are showing symptoms of COVID-19

### 4. COVID-19 Positive Associates WITH symptoms under home isolation

- a. If the associate tests positive for COVID-19, they will not be permitted to return to work, or the property, and should maintain home isolation until they can affirm that they meet the following conditions:
  1. A negative test result, and
  2. 24 Hours with no fever without the use of fever-reducing medications, and
  3. Other symptoms of COVID-19 are improving (e.g., cough, shortness of breath), except for loss of taste or smell which may persist for weeks/months after recovery and shouldn't delay return to work, and
  4. At least 10 days have passed since symptoms first appeared.

### 5. COVID-19 Positive Associates WITHOUT symptoms under home isolation

- a. If the associate tests positive for COVID-19, they will not be permitted to return to work, or the property, and should maintain home isolation until they can affirm that they meet the following conditions:
  1. A negative test result, and
  2. At least 10 days have passed since the date of their first positive COVID-19 viral test assuming they have not subsequently developed symptoms

since their positive test. If they develop symptoms, then the symptom-based strategy above should be used.

**6. COVID-19 Positive Associates WITH severe illness requiring hospitalization**

- a. If the associate tests positive for COVID-19, and is considered to have “severe illness” that requires hospitalization they will not be permitted to return to work, or the property until they can affirm that they meet the following conditions:
  1. A negative test result, and
  2. 24 Hours with no fever without the use of fever-reducing medications, and
  3. Other symptoms of COVID-19 are improving (e.g., cough, shortness of breath), except for loss of taste or smell which may persist for weeks/months after recovery and shouldn’t delay return to work, and
  4. At least 20 days have passed since symptoms first appeared.

***\*As with any related COVID-19 issue, these “Associate Wellness Check” guidelines are subject to change as new developments and information become known.***

# Department Procedures

---

## Front office

1. **Valet**
  - a. To maintain the health and cleanliness of our guests and their vehicles, all guests will be required to self-park.
  - b. Van and golf cart will be sanitized after transporting guests to towers/villas/GCCC.
  - c. Associates/valets will not open the doors of cars/taxis/etc.
  
2. **Bell Stand**
  - a. Bell staff will be required to wear face coverings as well as disposable gloves.
  - b. All bell carts will be sanitized after each use, in addition to any other high touch areas.
  
3. **Front Desk**
  - a. Sanitize all high touch areas in and around the lobby area (business permitting) including desk, signature pad, stylus/pen, stanchions, tables, etc.
  - b. All room keys will be individually sanitized utilizing CDC approved chemicals and/or UV disinfectant light before being put back into circulation.
  - c. Front desk will have protective shields installed to minimize contact between guests and agents.
  - d. Credit card reader is faced toward the guest, so they do not have to hand card to agent.
  - e. Every other “station” will be closed thereby allowing agents to maintain social distancing between themselves.
  - f. Guests will receive “Wellness” information containing CDC recommendations designed to keep themselves and their family safe and healthy throughout their stay.
  - g. Pens will be sanitized after each use. As an alternative, after a pen is used once it may be placed in a “used” cup for later sanitization.
  
4. **Automated Business Center/Game Room**
  - a. The automated business center will be continually sanitized throughout the day focusing on high touch areas including door handle, keyboard, mouse, monitor, desk, credit card machine, copier, etc.
  - b. Game room will be sanitized throughout the day with a focus on high touch areas.

## IT

1. **Room Calls**
  - a. PC technicians that must enter guest rooms due to a “call,” must be wearing the appropriate PPE (face covering/disposable gloves) and must maintain 6 feet of distance from the guest.
  - b. Golf carts will be sanitized after each use.
  - c. If a guest calls Front Desk/PBX requesting IT assistance, please transfer to x1100

## Food & Beverage

### 2. Outlets – General

- a. High touch surfaces will be sanitized hourly in all outlets.
  - i. Host stands will be sanitized regularly.
  - ii. Service stations, counters, high touch service areas will all be sanitized regularly.
  - iii. Trays will be run through the dish machine once per hour when possible, otherwise they will be sanitized minimally once per hour.
  - iv. POS stations and credit card terminals will be sanitized regularly.
  - v. Tables and seating will be sanitized after each guest.
- b. All associates will wear disposable gloves, and face coverings.
- c. Check presenters and/or pens will be sanitized after each use.
- d. Breakfast/Lunch menus will be single use and disposed of after each guest.
- e. Dinner menus will be sanitized after each use.
- f. Self-serve condiments will be removed and will be distributed by cashiers where appropriate (primarily Café 24, and Java's).
- g. Silverware will be rolled, and all straws will be individually wrapped.

### 3. Café 24

- a. Salad bar/buffet will be temporarily discontinued.
- b. Registers will have marks on the floor to maintain 6 feet in between guests.

### 4. Social Distancing

- a. Each associate working behind a counter/bar will work within a specified zone. By staying within their zone, they will be able to maintain the proper social distancing.
- b. Associates working “on the floor,” such as servers/bussers, will need to be aware of their surroundings and maintain 6 feet between themselves and guests/associates.

### 5. Back of House Associates

- a. All culinary/stewarding associates will maintain 6 feet in between themselves and other associates. Ensure they are always wearing the appropriate PPE.

## Retail/Fitness Center

### 1. Cleaning and Sanitizing

- a. High touch surfaces will be cleaned at least once an hour including phones, POS, checkout counters/desks, credit card terminals, stylus/pen, etc.
- b. Guests will be encouraged/reminded to clean the equipment after each use with products provided by the hotel.
- c. Fitness Center Attendant will clean equipment after guest use and at least once an hour.
- d. Any rental equipment will be thoroughly sanitized after guest use and immediately prior to guest use.

## Security

### 1. Guest Interaction

- a. All security officers will wear face covering/disposable gloves.
  - b. While interacting with guests they will maintain the proper social distancing.
  - c. Proper sanitizing procedures will be used following all guest incidents.
  - d. All high touch points within the security office will be sanitized on an hourly basis, including door handles, keypad, sliding window, keyboards, mouse, mouse pads, countertops, etc.
2. **Cleaning and Sanitizing**
- a. When associates remove a key card **AND** return the same key card to the Traka key cabinet, they will wipe the card off with an anti-bacterial wipe (placed next to all Traka key cabinets).
  - b. Traka key cabinet fingerprint areas will be sanitized after each use and every hour, utilizing microfiber cloths and alcohol wipes.
  - c. Golf carts will be sanitized after each use.

## Engineering

1. **Room calls**
  - a. Engineers that must enter guest rooms due to a “call,” must be wearing the appropriate PPE (face covering/disposable gloves) and must maintain 6 feet of distance from the guest.
  - b. Golf carts will be sanitized after each use.
2. **Main Pool**
  - a. Maintaining proper pool operation and maintenance (including use of disinfecting chlorine and bromine) will create a safe and secure pool environment and will “inactivate the virus in the water” (per the CDC).
3. **Main Pool Deck**
  - a. Guests are reminded to practice good hand hygiene while enjoying the pool area.
  - b. All high touch areas in, and around, the main pool will be thoroughly disinfected with a CDC approved chemical throughout the day.
  - c. When possible, pool chairs and patio furniture will be sanitized after guests vacate.
  - d. At a minimum, pool attendant will sanitize empty pool chairs and patio furniture several times throughout the day (this includes the kiddie pool).
  - e. Soiled towels will be picked up by pool attendants using disposable gloves and placed in the dirty towel bin. Attendants will remove soiled gloves in accordance with proper training protocols.

## Back of House Offices

1. **Cleaning and Sanitizing**
  - a. High touch surfaces will be cleaned at least once an hour including door handles, common desk/counter areas, copy machines, scanner/fax machines, etc.
  - b. Any shared office equipment will need to be cleaned every hour including computers, keyboards, mouse, mouse pad, telephone, pens, etc.

## Event Management

### 1. Cleaning and Sanitizing

- a. Hand sanitizer stations will be placed at key areas throughout the Convention Center.
- b. High touch surfaces need to be cleaned regularly.
- c. Items within meeting spaces need to be single use or cleaned after each use.
- d. All table linen will be replaced after each use.
- e. Clean **and** soiled linen will be placed in plastic bags for transportation into and out of banquet/meeting rooms.

### 2. Food Functions

- a. Several options of upgraded touchless boxed meals, individually prepackaged coffee breaks and reception food items, have been created.
- b. Meal functions will be set at 72" rounds of 7 guests whenever possible.
- c. All functions will utilize rolled silverware.
- d. Plated functions will be served with plate covers on; servers will remove after set at place setting.

### 3. Meeting Rooms

- a. Doors will be propped open at the start of the function to mitigate a high touch point.
- b. Utilizing theater style sets whenever possible will be encouraged.
- c. If Classroom, U-shape, Conference, and/or Hollow-Square meeting room sets will be required, each meeting room will be set to maximum.

## Housekeeping

### 1. Social Distancing

- a. There will be limited housekeeping offered during the initial reopening.
  - i. Will only be available upon guest request (before 5am) and/or guest departure.
  - ii. This will be noted in a letter to the guest regarding COVID-19 revised operations.
- b. If housekeeping is required suite attendants will minimize contact with guests. If necessary, suite attendants will request a time to return when the room will be unoccupied.
- c. No more than 2 associates will be permitted in the associate elevator

### 2. Staggered shifts

- a. Laundry/Suite Attendants will have staggered shifts (and lunch breaks) to avoid a large gathering of associates in the break room.

### 3. Safety guidelines during cleaning and sanitizing. Always practice good hand hygiene after cleaning!

- a. Use an alcohol-based hand sanitizer if soap and water are not available.
- b. Wash hands often with soap and water for at least 20 seconds.
- c. Key times to clean hands include:
  - i. After cleaning the bathrooms, surfaces and in between cleaning guest rooms
  - ii. After blowing your nose, coughing, or sneezing

- iii. After using the toilet
  - iv. Before eating or preparing food
  - v. After touching an animal, animal feed or animal waste
  - vi. Before and after providing routine care for another person who needs assistance (for example, a child)
  - vii. Before and after treating a cut or wound
  - viii. After handling trash
  - ix. After cleaning activities
  - x. After using public transportation
  - xi. Cover coughs and sneezes with a tissue or sleeve. Do not use your hands.
  - xii. Do not touch your eyes, nose, or mouth with unwashed hands.
  - xiii. Do not shake hands. Instead, wave.
  - xiv. If you interact with clients or coworkers, remember to wash hands with soap and water or use hand sanitizer after every transaction.
- d. Wear disposable gloves when cleaning and sanitizing. Gloves should be discarded after each use. Clean hands immediately after gloves are removed.
  - e. Wear eye protection when there is a potential for splash or splatter to the face.
  - f. Store CDC approved chemicals in labeled, closed containers. Keep them in a secure area away from children and food. Store them in a manner that prevents tipping or spilling.
4. **Guest Room Sanitizing.** It is **mandatory** that all high-touch areas are cleaned and sanitized in every guest room assigned to be cleaned:
- a. Doors, door handles
  - b. Counters, desks, tables, vanity tops
  - c. Drawers, drawer handles, closet door handles, hangers, luggage racks
  - d. Refrigerator, microwave, coffee maker, and stove door handles
  - e. Toilet seats, toilet handles, bathtubs, shower walls, sinks, faucet handles
  - f. Telephones, pens, remote controls, hairdryer handles, light switches & knobs
  - g. Safe buttons, clock radios, coffee makers, ice buckets, irons, curtain wands, thermostats
  - h. Hard surface furniture: Desk chair arms, villa patio furniture, villa chairs and barstools
  - i. Villa kitchen counters, kitchen cabinets, cutlery and glassware
  - j. Villa tablets, sliding doors
5. **Presumptive COVID-19 contamination**
- a. If the hotel becomes aware of a possible case of COVID-19 involving a guest, the suite/villa the guest was staying in will be taken out of inventory for 72 hours. Following this time frame the room will deep cleaned/sanitized using EPA approved sanitation protocols.
6. **Guest Room Special Concern Items**
- a. Collateral will be removed from all suites/villas.
  - b. Bins transporting linens will have custom made covers.
7. **Public Areas**
- a. Hotel Guest Elevators
    - i. Sanitize elevator button panels inside and out regularly

- ii. Sanitize elevator handrail regularly
- b. Clean and sanitize all high touch areas including but not limited to:
  - i. Front desk counter
  - ii. Bell desk
  - iii. Guest Services desk
  - iv. Door handles, push plates
  - v. Drinking water fountains
  - vi. Ice machine buttons
  - vii. Guest laundry room machines/soap dispenser machines
  - viii. Public restrooms: Toilet seats, toilet handles, faucets, doors, door locks
  - ix. Handrails
  - x. Business center
  - xi. Game room equipment
  - xii. The Loft counter bar
  - xiii. Hard surface furniture: tables, chairs
  - xiv. ATM Machine
  - xv. Pay parking machines
  - xvi. Fitness Center
  - xvii. Tower Concierge Desks
  - xviii. Java's sitting areas

**8. Shared equipment and tools**

- a. To be sanitized at the start and end of each shift or anytime it is transferred to another associate:
  - i. Carts
  - ii. Laundry bins
  - iii. Vacuums
  - iv. Master keys
  - v. Broom handles
  - vi. Toilet and scrub brushes, sponges
  - vii. Telephones, radios, and iPods
  - viii. Desks, pens
  - ix. Computer keyboards and mice
  - x. File cabinets and binders
  - xi. Back of the house restrooms to be sanitized every 4 hours
  - xii. Cover all suite attendant carts while in public areas
  - xiii. Cover all bins in the hallways
  - xiv. All clean laundry bins must be covered as soon as completed

**9. Back of the house.** The following will be cleaned and sanitized:

- a. Break room tables and chairs
- b. Microwaves
- c. Refrigerator
- d. Coffee maker

- e. Faucet handles
- f. Restrooms and lockers
- g. Drinking water fountain
- h. Time clocks and Traka key cabinets

**10. Laundry**

- a. Each associate is responsible to wipe machine controls at the start and end of each shift or any time it is transferred to another associate.
- b. Sorters must wear all PPE including an apron.
- c. All finished product must be covered to avoid exposure.
- d. All clean linen must always be stored away from soiled linens.
- e. Never transport clean and dirty linens at the same time.

# Associate and Guest Assistance

---

## Important Guest Information

1. **Guests requiring assistance**
  - a. If a guest requires assistance regarding COVID-19 health concerns, they may speak with our Security team by dialing “0” and requesting security assistance.
  - b. They may also choose to visit the Buena Vista Urgent Care clinic directly across from the hotel, Dr. Phillips hospital, Celebration Hospital, or call 911 if it is an emergency.