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<u>Select Practices for Hospitality Concepts</u>	<u>Property and Employee Plans</u>	
<p><u>HAND WASHING PROVISIONS</u></p> <ul style="list-style-type: none"> • Define property handwashing standards for employees and guest following CDC/DOH standards. • Utilized improved signage and communication to reinforce the safety needs • Augment when frequency of use and occupancy dictates. <ul style="list-style-type: none"> ▪ elevators ▪ In-room amenities 	<p><u>PROPERTY PRACTICES</u></p> <ul style="list-style-type: none"> • Train all employees and post signage regarding importance of handwashing. Educate supervisors and managers and increase monitoring. • Use of the greater of CDC/DOH or 60% alcohol sanitizer. • Avoidance of touching face. • Increase frequency based on CDC guidelines on commonly touched areas such as door handles, tables, cash registers, etc. • Increase frequency for food service areas, increase frequency and need for other areas • Augment time clock, break areas as needed with handwash or sanitizing products <p><u>PROPERTY OPTIONAL PRACTICES</u></p> <ul style="list-style-type: none"> • 	<p><u>GUEST PRACTICES</u></p> <ul style="list-style-type: none"> • Increase communication of handwashing hygiene considering pre-arrival materials, lobby signage, check-in procedures, guest welcome packet etc. <p><u>GUEST ENHANCED PRACTICES</u></p> <ul style="list-style-type: none"> • Provide In-room amenity for sanitizer dispensers • Update website for banner information, dedicated Covid specific page
<p><u>SUPPLIES</u></p>	<ul style="list-style-type: none"> • Alcohol hand gel dispensers placed inside each building entrance, elevator landings, both sides of front desk, and entrances to gathering areas. 	
<p><u>MATERIALS</u></p>	<ul style="list-style-type: none"> • Radisson (RHG) / Diversey information on file ○ Handwashing Guest and Employee Information • Hygiene Best Practices • CDC / DOH guidelines on handwashing and sanitizer 	

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<p><u>DISINFECT FREQUENTLY USED ITEMS AND SURFACES</u></p> <ul style="list-style-type: none"> Following CDC/DOH standards, guest visible and frequent disinfecting procedures are applied to frequently used items and surfaces such as keyboards, credit card machines, door handles and cash registers 	<p><u>PROPERTY PRACTICES</u></p> <ul style="list-style-type: none"> Train all employees and post signage regarding importance of proper disinfectant procedures Disinfect public areas and frequently used items/surfaces with industry approved products, multiple times per shift every 2-4 hours, engage/assign non-cleaning departments to increase disinfection as much as humanly possible on all hard surfaces, front desk, bell stand, luggage carts, etc. <p><u>PROPERTY OPTIONAL PRACTICES</u></p> <ul style="list-style-type: none"> Utilize hospital grade disinfectants (electro-static technology) 	<p><u>GUEST PRACTICES</u></p> <ul style="list-style-type: none"> Increase communication of disinfecting frequently used surfaces considering pre-arrival materials, lobby signage, check-in procedures, guest welcome packet etc. Utilize property provided disinfectant items on surface such as chairs, luggage carts, etc. <p><u>GUEST ENHANCED PRACTICES</u></p> <ul style="list-style-type: none"> Update website for banner information, dedicated Covid specific page etc.
<p><u>SUPPLIES</u></p>	<ul style="list-style-type: none"> Approved CDC / DOH products 	
<p><u>MATERIALS</u></p>	<ul style="list-style-type: none"> RHG Diversey information- Sanitation cleaning touch points Ecolab material on chemicals 	

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<p><u>STRONGLY CONSIDER FACE COVERINGS WHILE IN PUBLIC</u></p> <ul style="list-style-type: none"> • Face coverings are defined differently than face masks that are reserved for front line resources such as medical, fire, police. • The use of face coverings improves the safety for all and are required as defined by CDC/DOH specifications. 	<p><u>PROPERTY PRACTICES</u></p> <ul style="list-style-type: none"> • Train all employees and post signage regarding importance of face coverings. • Follow CDC/DOH guidelines • Companies must be able to provide face covering for employees. • All indoor public facing employees are required to wear face covering regardless of distance. • In outdoor settings, face covering is required where 6' distance is not ensured. • Required by employees in guest rooms. <p><u>PROPERTY OPTIONAL PRACTICES</u></p> <ul style="list-style-type: none"> • Companies may require employees to wear company-provided face coverings. • Develop a response plan to address guest complaints regarding social distancing requirements. 	<p><u>GUEST PRACTICES</u></p> <ul style="list-style-type: none"> • Increase communication regarding face coverings considering pre-arrival materials, lobby signage, check-in procedures, guest welcome packet etc. • Face coverings are to be supplied by the guest. Properties should be prepared to support guests with face covering on an emergency basis. • Signage and other provided following CDC/DOH guidelines • Required in indoor public areas. <p><u>GUEST ENHANCED PRACTICES</u></p> <ul style="list-style-type: none"> • Update website for banner information, dedicated Covid specific page etc.
<p><u>SUPPLIES</u></p>	<ul style="list-style-type: none"> • Single use or washable face coverings 	
<p><u>MATERIALS</u></p>	<ul style="list-style-type: none"> • CDC / DOH guidelines on face coverings 	

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<p><u>PEOPLE WHO FEEL SICK SHOULD STAY HOME, TEMPERATURE CHECKS, WORK FORCE MONITORING, CONTACT TRACING</u></p> <ul style="list-style-type: none"> • Implement daily monitoring at start of shift for all employees. • Advise guests of CDC recommendations for “at-risk” individuals. • Follow documentation requirements as defined. 	<p><u>PROPERTY PRACTICES</u></p> <ul style="list-style-type: none"> • Train all employees and post signage regarding self-disclosure of potential illness. • Employee self-screening at home prior to arriving at work is required. • Upon arrival, verbal screening is conducted by a property supervisor or manager. • If sick during a shift, employee to leave property or immediately enter a quarantined space. • Implement return to work procedures as defined by CDC/DOH. • Complete documentation as required to be submitted to “Control Room” as defined by DOH/County. <p><u>PROPERTY OPTIONAL PRACTICES</u></p> <ul style="list-style-type: none"> • Update employee handbooks regarding policy in disclosing potential illness. • Utilize infrared thermometers for pre-shift temperature checks. • As defined by HIPPA, create a staff health check log following all health record safety and retention requirements. 	<p><u>GUEST PRACTICES</u></p> <ul style="list-style-type: none"> • Increase communication regarding illness and at-risk conditions considering pre-arrival materials, signage, check-in procedures, guest welcome packet etc. • In the event of a guest health occurrence, documentation is submitted to “Control Room” as defined by DOH/County. <p><u>GUEST ENHANCED PRACTICES</u></p> <ul style="list-style-type: none"> • Per HIPPA practices: <ul style="list-style-type: none"> ○ At check-in process, inquire as to the guest’s current health status based on criteria defined by CDC/DOH (temperature, breathing difficulties etc.). ○ Touch-less guest temperature check at check-in. ○ Record guest emergency contact telephone information.
<p><u>SUPPLIES</u></p>	<ul style="list-style-type: none"> • Non-contact infrared thermometer 	
<p><u>MATERIALS</u></p>	<ul style="list-style-type: none"> • CDC / DOH information • NYSHTA information • HIPPA Guidelines on health records and retention 	

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<p><u>SOCIAL DISTANCING AND PROTECTIVE EQUIPMENT, MANAGE COMMON AREAS</u></p> <ul style="list-style-type: none"> • Manage common areas where personnel are likely to congregate and interact or enforce strict social distancing protocols • For interior spaces delineated 6' spacing. For tabled seating, tables will be placed a min. of 10 feet apart to enable the 6' distance while seated. • Signage is provided to inform employees and guests of social distancing requirements. 	<p><u>PROPERTY PRACTICES</u></p> <ul style="list-style-type: none"> • Train all employees and post signage regarding social distancing requirements. • Limit employee clustering in meetings, break or common areas. • Reorganize break areas to maximize social distancing; when not possible, facemasks. • Address social distancing approaches as defined by CDC/DOH/AHLA et al considering Front Desk, Housekeeping, Food Service, indoor and outdoor common areas <p><u>PROPERTY OPTIONAL PRACTICES</u></p> <ul style="list-style-type: none"> ▪ Protective barriers (i.e. plexiglass) suspended between guests and staff. • Stagger Company / Employee start times to limit congregation • Update property documentation update and training on social distancing • Reduce "touch points" with guests such as final payments by phone prior to check-in, touchless check-in, eliminate equipment sign out signatures, attended towel stations, float stations etc. • Modify housekeeping practices for towel and linen exchange in lieu of traditional daily service. • Based on occupancy, maximize distance between guest rooms, upgrading as available to increase spacing and time between room usage. 	<p><u>GUEST PRACTICES</u></p> <ul style="list-style-type: none"> • Increase communication regarding best practices for social distancing considering pre-arrival materials, lobby signage, check-in procedures, guest welcome packet etc. • Properties will provide the spacing. Guests are required to maintain their own personal distance as recommended by current guidelines. <p><u>GUEST ENHANCED PRACTICES</u></p> <ul style="list-style-type: none"> • Modify guest folios to acknowledge health safety requirements.
<p><u>SUPPLIES</u></p>	<ul style="list-style-type: none"> • Floor signage / marking (LG Region marketing opportunity?) 	
<p><u>MATERIALS</u></p>	<ul style="list-style-type: none"> • 	

<u>Select Practices for Hospitality Concepts</u>	<u>Property and Employee Plans</u>	<u>Guest Plans</u>
<p><u>SANITATION AND USE AND DISINFECTION OF COMMON AND HIGH-TRAFFIC AREAS – PRACTICES</u></p> <ul style="list-style-type: none"> • There will be an increased frequency in sanitizing key touch points. • CDC/DOH and industry approved products will be used wherever possible. Procedure / checklist updates and training is required. 	<p><u>PROPERTY PRACTICES</u></p> <ul style="list-style-type: none"> • Train all employees and post signage regarding sanitation procedures and responsibility. • As defined by CDC/DOH, increased frequency and products for all areas. • Employees responsible for own work areas with supplied cleaning products. • Remove all non-necessary touch point items such as “help yourself” items, room collateral etc. • Front Desk: <ul style="list-style-type: none"> ○ Keys will be sanitized before re-use and handled minimally by staff ○ Credit Card Terminals will be wiped down with approved sanitizer between guests. ○ Front Desk work areas are disinfected between shifts, including workstations and doors. ○ Subsequent wipe downs of touch surface at least every 2-hours or each guest interface. • Housekeeping: <ul style="list-style-type: none"> ○ Refresher training on housekeeping in room cleaning procedures and order of completion to avoid contaminating clean surfaces, disposable gloves each room, linen handling etc. ○ Additional touch surface checklists to include railing, ice machines, water fountains, stairwells, house phones, strike plates, elevators etc. ○ Closets and housekeeping carts will be sanitized each day. <p><u>PROPERTY OPTIONAL PRACTICES</u> See next page</p>	<p><u>GUEST PRACTICES</u></p> <ul style="list-style-type: none"> • Increase communication regarding best practices for sanitization considering pre-arrival materials, lobby signage, check-in procedures, guest welcome packet etc. <ul style="list-style-type: none"> ○ Advised of (new) cleaning and sanitization practices (website, check-in, in-room materials) ○ Room material changes • Procedure to request additional cleaning <p><u>GUEST ENHANCED PRACTICES</u></p> <ul style="list-style-type: none"> • See next page

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<p><u>SANITATION AND USE AND DISINFECTION OF COMMON AND HIGH-TRAFFIC AREAS – ENHANCED PRACTICES</u></p> <ul style="list-style-type: none"> • There will be an increased frequency in sanitizing key touch points. • CDC/DOH and industry approved products will be used wherever possible. • Procedure / checklist updates and training is required. 	<p><u>PROPERTY OPTIONAL PRACTICES</u></p> <ul style="list-style-type: none"> • Post revised sanitization protocols similar to DOH Permit to Operate. • Remove additional room amenities such mini bar, coffee maker etc. • Utilize new technologies (UV lights, electro-sprayers, etc.) 	<p><u>GUEST ENHANCED PRACTICES</u></p> <ul style="list-style-type: none"> • Sanitizing wipes provided in luggage cart collection areas, business center, fitness centers, pool and beach areas. • Replace room collateral material through other means (website, email) • Implement alternatives to daily housekeeping service (on request, after x-days, towel exchange etc.) • Modify guest folios to acknowledge health safety requirements.
<p><u>SUPPLIES</u></p>	<ul style="list-style-type: none"> • Approved CDC / DOH products 	
<p><u>MATERIALS</u></p>	<ul style="list-style-type: none"> • Radisson (RHG) Diversey Cleaning Frequency Table • DOH, OSHA, other industry references 	

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<p><u>SOCIAL GATHERINGS</u></p> <ul style="list-style-type: none"> • When in public maximize physical distancing from others • Manage to prevailing limits in Social gathering size where physical distancing may not be practical. should be avoided unless precautionary measures are observed. • Social settings of where appropriate distancing may not be practical, should be avoided unless precautionary measures are observed • Large venues (e.g. sit-down dining, movie theaters, sporting venues, places of worship) operate under strict physical distancing protocols 	<p><u>PROPERTY PRACTICES</u></p> <ul style="list-style-type: none"> • Train all employees and post signage regarding sanitation procedures and responsibility. • Limited attendance/utilization processes are implemented following State/County guidelines • Remove tables in dining areas, patios, pools, beaches, etc. to support a of 6 feet apart for chairs and 10 feet for tables. • Initially, remove all bar stools and have signage to discourage patrons from standing at the bar area <p><u>PROPERTY OPTIONAL PRACTICES</u></p> <ul style="list-style-type: none"> • Develop a response plan to address guest complaints regarding social distancing requirements. • Increase staffing to enable all areas to have floor/area monitoring to ensure distancing, etc. 	<p><u>GUEST PRACTICES</u></p> <ul style="list-style-type: none"> • Increase communication regarding physical distancing and social gatherings considering pre-arrival materials, lobby signage, check-in procedures, guest welcome packet etc. • Communication documents regarding current requirements / limitations • Signage, education at front desk for guest check-in, Handout given to every guest updated weekly. <p><u>GUEST ENHANCED PRACTICES</u></p> <ul style="list-style-type: none"> •
<p><u>SUPPLIES</u></p>	<ul style="list-style-type: none"> • 	
<p><u>MATERIALS</u></p>	<ul style="list-style-type: none"> • 	

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<p><u>GYMS</u></p> <ul style="list-style-type: none"> • Strict physical distancing and sanitation protocols • Only open if restriction meets social distancing criteria • Cleaned / sanitized before opening for the day • Self-cleaning materials are provided to the guest for their use prior to use 	<p><u>PROPERTY PRACTICES</u></p> <ul style="list-style-type: none"> • Sanitize more frequently, more signage • Guests to self-police capacity. • Clean / disinfect all equipment at end of each use period. • Pool Area – restrict to houseguest with limited capacity and signage. • Extra lounge chairs etc. removed. <p><u>PROPERTY OPTIONAL PRACTICES</u></p> <ul style="list-style-type: none"> • Open with limited hours • Periodically and spray sanitizer on all lounge chairs, handrails, and doors. 	<p><u>GUEST PRACTICES</u></p> <ul style="list-style-type: none"> • Communicate limitations to guests throughout the sales, stay, departure process • Guest responsible for self-cleaning prior to use with property provided cleaning and sanitizing material <p><u>GUEST ENHANCED PRACTICES</u></p> <ul style="list-style-type: none"> •
<p><u>SUPPLIES</u></p>	<ul style="list-style-type: none"> • 	
<p><u>MATERIALS</u></p>	<ul style="list-style-type: none"> • 	

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<p><u>BARS</u></p> <ul style="list-style-type: none"> Phase 1 - Bars are to remain closed but are able to offer take out service Later - Bars may operate with diminished standing-room capacity, where applicable and appropriate 	<p><u>PROPERTY PRACTICES</u></p> <ul style="list-style-type: none"> Work surface / bar is cleaned after each use (order) Locked whenever possible Barstools & chairs removed As capacity limits are relaxed, add furniture as allowed. Cleaning discipline is maintained <p><u>PROPERTY OPTIONAL PRACTICES</u></p>	<p><u>GUEST PRACTICES</u></p> <p><u>GUEST ENHANCED PRACTICES</u></p> <ul style="list-style-type: none">
<p><u>SUPPLIES</u></p>	<ul style="list-style-type: none"> 	
<p><u>MATERIALS</u></p>	<ul style="list-style-type: none"> 	