Employee and Guest Health are important now more than ever in the fight against COVID-19. Practice the following to ensure optimal safety and reassurance.

1. Physical Distancing: Always maintain the 6’ foot rule.
3. CDC Signage: Post reminders and CDC guidelines.
4. Stay Home If Sick: Staying home will prevent the spread to others.

As an employer, there is more responsibility placed on you to ensure the safety of your employees as they serve your guests.

1. Review RLHC COVID-19 Resources: Follow guidelines we provided for best practices.
2. Provide PPE: This includes, masks, gloves, aprons, sanitizers, etc.
3. Social Distance: Keep physical distancing requirements, especially during meetings.
4. Wash Your Hands: Make sure you and your employees consistently wash your hands to help prevent the spread of germs.

Providing your guests reassurance that you have proper preventative measures in place is extremely important to help retain business and guest satisfaction.

1. Pre-Block Rooms: Block out every-other room to help practice social distancing.
2. Leave Entry Doors Open: Eliminate as many surface touch-points as possible.
3. Remote Check-In/Out: This limits the person-to-person interaction, still providing optimal service.
4. Guest Arrival: Provide Shields, Physical Distance Markers, Touchless Sanitization, CDC Signage.
6. Welcome Kits: Provide Gloves, Masks and Hand Sanitizer to Guests.

Provide cleaning schedules/checklists to each position in each department. This includes both front of house and back of house.

1. Public Area Cleaning Protocols
2. Laundry Procedures
3. Guest Rooms
4. Back Of House Procedures
5. Shared Equipment Proper Cleaning
6. How to clean and disinfect a COVID-19 Positive Room
Although each department impacts your hotel in different ways, not one department is removed from responsibility for proper procedures. Remember to access the RLH COVID-19 Resource Guide for a full list.

1. **Front Office:** Clean/Disinfect all Guest touchpoints - credit card devices, pens, countertops. Create physical distance markers between guests and prop entry doors open.

2. **Business Centers:** Sanitize all surfaces once per hour and between guests. Signage for guests also needs to be posted. Maintain 6’ between each station and employees should have their own work stations separate from guests.

3. **Transportation:** All front services with high traffic are sanitized regularly. Amenities such as bell carts, wheel chairs, etc. also need to be sanitized hourly. Bell cart carpet should be covered with a non-porous disposable surface.

4. **Pool/Hot Tub:** Towel desk, entry kiosks, and all other desks and counters should be sanitized at least once per hour, lifeguard stands should be sanitized upon rotation. Chaise lounges/chairs should be appropriated separated for social distancing and cleaned after each guest. For hot tubs, consider closing until further guidance from local authorities and medical experts.

5. **Public Spaces:** Sanitize at least once per hour: Elevators, entry doors, employee dining, counters, benches, trashbins, and all front of house restrooms.

6. **Housekeeping:** All equipment must be sanitized at the start of each shift. Ensure all Guest offerings in rooms are considered for cleaning and disinfecting. All reusable collateral should be removed from rooms; critical information should be placed on single use collateral or electronically posted. All disposable collateral should be discarded and replaced after each guest.

7. **Engineering and Maintenance:** All employee shared equipment must be sanitized hourly. Employees should wear PPE while working in rooms. Increase the frequency of air filter replacement and HVAC system cleaning.

8. **Food & Beverage:** All host stands, tables, chairs, service carts, service stations, POS stations, etc. should all be cleaned at least once per hour. All dining tables, bar tops, stools, and chairs should be sanitized after each use. Ensure social distancing is in place for each guest. For additional information see the RLH COVID-19 Resources guide for full list of recommendations in the Food & Beverage area and refer to local health department guidelines and requirements in your area.

9. **In-Room Dining:** Employees should sanitize their work stations once per hour and have individual stations. Wear PPE when delivering food to each room.

10. **Banquets & Catering:** All shared equipment and meeting amenities should be sanitized before and after each use, or be single use if not able to be sanitized. Ensure social distancing is in place for each guest. For additional information see the RLH COVID-19 Resources guide for full list of recommendations in the Banquets & Catering area and refer to local health department guidelines and requirements in your area.

11. **Hotel Rooms & Convention Sales:** All conference related items need to be cleaned regularly and place signs to remind guests of proper social distancing.

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**ADDITIONAL RESOURCES & VENDOR ORDERING GUIDE**

We have partnered with EcoLab, Proctor & Gamble and Diversey to help equip your teams. Contact these vendors for additional resources to aid in preventing the spread of COVID-19 during this time.

1. Diversey: Peter Kanneth | peter.kanneth@diversey.com
2. HD Supply: Joseph Krol | rlhc@hdsupply.com
3. Proctor & Gamble: Rohan Varty | varty.r@pg.com
5. Guest Supply – Kurt Moss | KMoss@guestsupply.com
6. Pacific Lodging Supply – Customer Service | sales@pactex.com or sales@pactex.com
7. Ecolab – Customer Service | 800-352-5326
8. Sunburst – Jack Heaviside | jack.heaviside@sunburstchemicals.com

We know that this is a difficult time for everyone and that the added guidelines and procedures may place an additional burden, however, the safety and well-being of you, your employees, and guests is what matters most. We share your hopes for a return to more normal operations in the near future. In the meantime, we at RLH Corporation are here for you to weather this storm. If you need additional resources or guidance please reach out to your RLH Corporation Franchise Services Manager.