

# Welcome to Harborside Motel & Marina

## *COVID-19 Update and Safety Protocols*

As we welcome you to Key West, we want you to know we are committed to providing you with a safe environment as your well-being is our top priority.

We take standards for hygiene and cleanliness seriously. Ensuring a safe, clean and inviting environment is the core of our commitment to providing the highest level of hospitality. In response to COVID-19, we are closely monitoring the Centers for Disease Control and Prevention (CDC) and World Health Organization statements and recommendations regarding a broad spectrum of viruses, including coronavirus (COVID-19). We have initiated and will maintain industry-leading and scientifically driven elevated cleanliness standards to safeguard the wellbeing of our guests and colleagues.

The comprehensive strategies we are implementing are based on the latest guidance which includes utilizing hospital-grade cleaners and best practices designed to prevent the spread of viruses. On a daily basis, we are working to ensure the highest standards of hygiene and cleanliness for our guests' overall safety.

*Here's what we are doing to keep you safe during your stay:*

### **Training and Education**

The safety of our guests begins with keeping our motel and marina associates safe. Our devoted team has developed a multi-pronged approach to address including a refined education program and ongoing mandatory training for all staff which emphasizes cleanliness and disinfecting standards in addition to personal and guest safety.

Our staff will practice social distancing standards and utilize PPE at all times while at work. As an added measure of protection, our staff has participated in personal hygiene, health, and social distancing training pertaining to the workplace and home to promote better well being as they return to work. Before beginning their shifts, employees will have their temperatures taken to ensure they are below 100.4 and they will wear PPE including masks as appropriate for their duties while on shift.

Here are just some of the general safeguards that we have deployed to keep our guests safe so they can enjoy their vacation at Harborside Motel & Marina:

### **Harborside Motel & Marina Associates**

- Temperature checks - Prior to starting their work shifts all employees will have their temperature taken. Employees temperatures that continually trend higher or that are equal to or greater than 100.4°F degrees shall be sent home for medical attention.
- Illness - All staff are to stay home if they are sick or exhibiting symptoms of illness. They

will be sent home if symptoms develop during their shifts.

- Social Distancing - We have implemented social distancing measures in all public, and back-of-house areas (behind the scenes) of our property.
- Personal Protection Equipment - All Harborside Motel & Marina associates are required to wear face masks. Guests are encouraged to do so as well.
- Sanitizer Stations- Hand sanitizer has been provided in the lobby for guests, and back-of-house areas of the motel for associates to use.
- Hand Hygiene - Associates have been trained and are reminded to conduct proper and frequent hand washing with soap and water and in situations where soap /water is not available alcohol-based sanitizer shall be used. Hand washing is mandatory

### **General Cleaning Protocols**

In conjunction with the CDC standards we have worked with our suppliers to source virus-killing products that have been approved by the United States Environmental Protection Agency or other country's equivalent agency. We have been careful to select products that are safe for both our employees to administer and for our guests to be in contact with, minimizing the risk of allergic reactions. Our normal high standards of cleaning will now include even higher standards for disinfecting high touch surfaces and items such as tables, countertops, handrails, furniture, doorknobs, handles, light switches, desks, phones, keyboards, toilets, faucets, sinks, etc.

### **Laundry**

Bed linens, towels, and other laundered items will be transported to and from the cleaning facility in sealed bags. All items will be washed and dried at the appropriate temperature with the correct detergent/disinfectant in compliance with CDC and manufacturer recommendations.

### **Public Areas**

We will increase the frequency of cleaning and disinfecting public areas with special attention to pool area, barbecue grills and courtyard and all high-touch public area surfaces such as handrails and door handles, toilets, faucets, sinks, ice machines, etc. will be wiped down with appropriate disinfectants. Hand sanitizer stations have been placed in key areas including the motel office area and entrance.

### **Guest Rooms**

Your Room is Your Room. No hotel personnel will enter your room during your stay without your permission.

Daily housekeeping available upon request. You must notify the office when you would like service and during the time housekeeping services are performed, we ask that guests vacate the room in order to practice social distancing and other safety protocols. 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 and luggage racks. Certain decorative high touch items, including decorative pillows, bed throws and runners, may be removed from the rooms if we feel we are unable to properly disinfect them during routine housekeeping services.

In the event of a presumptive case of COVID-19, the affected guest room will be removed from service until undergoing an enhanced cleaning and disinfecting utilizing EPA approved products within CDC guidelines.

If we are alerted to a case of COVID-19 at the motel, we will immediately coordinate with the relevant health authorities to obtain facts and guidance on steps to take with both guests and associates. We will perform additional cleaning and disinfecting protocols for the common areas of the property as well as the areas we know the guest has been during their stay. In addition, we will seal the guest's room (e.g., preventing entry by staff or others) and perform a room recovery protocol that is designed to disinfect everything in the room.

## **Check-In**

Out front desk agents will practice social distancing to ensure separation between employees whenever possible. All front desk agents will utilize appropriate PPE including, face mask and desktop sneeze guards. Guests will be encouraged to use contact less payment methods. All guest touch points will be disinfected after each transaction, including credit card devices, pens, registration countertops and room keys.

Our lobby will feature a hand sanitizing station at the front door and hand sanitizer will be available for both desk agents and customers. High touch items including door handles (inside/outside), countertops, side tables and other furniture will be disinfected between transactions when possible and at a minimum of 30-minute intervals.

- Furniture will be wiped down with appropriate disinfectant upon departure of each guest in preparation for new guests.
- It's mandatory to wear a mask at check-in or any other time you enter the office and we ask that one person from your party check-in on your behalf. We encourage guests to wear masks everywhere else.

Thank you for your continued trust and loyalty.