Stout Street Hospitality Guidelines (COVID-19)

Employee Responsibilities

- Magnolia Hotels will defer to Center for Disease Control recommendations along with federal/local government regulations for what appropriate Personal Protective Equipment is to be worn by employees
- PPE is provided by the hotel. Disposable or cloth masks are also acceptable
- Employees must follow CDC guidelines for handwashing. Employees are required to wash their hands for minimum 20 seconds after using the restroom, eating or drinking, smoking, handling guest items, taking breaks, before beginning shifts, and as needed throughout their shift. Using hand sanitizer when a sink is unavailable is acceptable
- Employees will dry hands with disposable towels
- Employees are not to touch their eyes, nose, or mouth
- Employees are to keep a safe distance from others while on property
- Shared tools & equipment must be disinfected after each employee’s shift or transfer to new employee

Employee Health Screening

- All hotels must screen their employees upon arrival for the beginning of a shift
- Daily screenings must be documented in a confidential log kept by the MOD
- If an associate does not pass the health screening, they must go home
- All employees must sign & date “Stout Street Hospitality’s COVID-19 Employee Screening Procedures Agreement” upon returning to work

Social Distancing

- Magnolia Hotels follows the CDC’s recommended social distancing guidelines and will advise guests to stay 6’ apart from people they are not traveling with
- The hotel will clearly mark appropriate distancing and provide one-way guest flow using CDC approved signage
- The hotel will arrange public space furniture and gym equipment to encourage social distancing

Housekeeping & Guest Room Cleaning

- All rooms must be thoroughly cleaned with a disinfectant found on EPA’s List N of approved disinfectants. Housekeeping will sanitize high-touch items such as remote controls, toilet seats, handles, phones, light switches, temperature control units, clocks, etc. daily
• Housekeeping will not enter an occupied guest room unless specifically requested or to comply with safety protocol. Some guest requests to enter a room may be denied for the safety of our employees
• If possible, rooms may be left unoccupied for 72 hours before cleaning and disinfecting takes place
• We have removed many high touch multi-guest items such as compendiums, magazines, pens, pads of paper etc.

Laundry
• Magnolia Hotels follows the CDC’s guidelines for washing linens, towels, and all other laundry

Back of House
• Communal items such as coffee makers, microwaves, silverware and other shared items will be temporarily removed
• Arrange furniture in break areas and cafeteria to encourage social distancing
• Employee breaks may be staggered to minimize large groups from being on break at the same time
• The hotel will clean the following locations multiple times per day (though not limited to this list): service elevators, elevator buttons, door handles, break room/cafeteria items
• Encourage social distancing in office areas, locker rooms, etc.

Public/Communal Spaces & Meeting Rooms
• The hotel must provide sanitizing stations at all entrances, in meeting spaces, and at elevator banks
• The hotel will clean the following locations multiple times per day (though not limited to this list): desk check-in counters, elevators, elevator buttons, door handles, ATMs, vending machines, room keys, gym equipment, ice machines, public bathrooms, etc.
• The hotel will follow local government guidelines regarding capacity maximums and spacing for all meeting rooms

Food & Beverage
• F&B services must reduce in-person contact with guests where possible
• Room service will be delivered in a no-contact method
• Buffets will be serviced by an associate wearing PPE and sneeze/cough screens should be present at food displays
• The hotel will follow local government guidelines regarding capacity maximums and spacing for restaurants

Signage – Front of House & Back of House
• Health and hygiene reminders must be placed in high-traffic public space areas on property
• Heath & hygiene reminders must be placed in employee break rooms and at employee entrances/exits where possible. This signage will depict the proper way to wear/dispose of masks, use gloves, wash hands, etc.

Case Notification & Room Recovery

• Any confirmed cases of COVID-19 in the hotel should be reported to local health authorities
• An affected room must be removed from inventory & quarantined 72 hours. The guest room will not return to service until after it has undergone cleaning & disinfecting following CDC guidelines