



West Baden Springs Hotel

1st Opening Plan – Health & Safety Operation Guidance, Post COVID-19

April 27, 2020

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PURPOSE

West Baden Springs Hotel (WBSH) has committed the highest priority to the health and safety of our guests and associates. During such extraordinary times, we are challenged to help slow the advancement of this public health emergency. West Baden Springs Hotel is ready to do its part.

The purpose of this document is to provide specific guidance and recommendations for a first opening plan for hotel operations, as well as back of house operations to mitigate and reduce risk of exposure to infectious diseases such as COVID-19. The following information is intended to serve as a guide for safe and effective reopening of currently closed facilities, as well as ongoing maintenance of guest areas and associate workspace areas. All property areas identified as potential exposures must be cleaned and disinfected according to the following protocols based on information published by the World Health Organization (WHO), Centers for Disease Control and Prevention (CDC), Occupational Safety and Health Act (OSHA), and United States Environmental Protection Agency (USEPA).

GENERAL – First Opening Plan

- Only WBSH overnight guests and scheduled associates initially allowed on property.
- Guests will be instructed to bring facemasks and to wear while within the hotel if 6' social distancing can't be maintained (hotel will provide if guests forget).
- Access to hotel via Sinclair Street to back drive of hotel.
- All guests and associates will be thermo-scanned (touchless) by a member of the hotel staff prior to entering hotel.
- Social distancing measures will be taken in the atrium, lobby, pool and veranda (furniture will be rearranged and removed, couches will be removed from atrium, lobby, etc.
- Existing signage regarding, hand washing, COVID-19, precautionary measures, cleaning measures, etc. will be displayed throughout hotel and back of house.
- All associates will wear black cloth facemasks that will be laundered nightly at the hotel in housekeeping area (will start with disposable facemasks if we don't have black cloth facemasks in time for first opening) – this assures the are washed at proper temperature of 180 degrees.
 - Any found/discarded disposable facemasks will be placed in biohazard bag and discarded.
- Extra cleaning/disinfecting protocols in place for high touch areas throughout the hotel. (See SOP)
 - Continue associate hand washing and sanitation education at pre-shifts, stand-ups and all internal meetings.
 - Associates are required to wash their hands at least every break period and every time they go to the restroom. Associates will be instructed to wet **hands** with clean, running water (warm or cold), apply soap, lather **hands** by rubbing them together.

Lather the backs of **hands**, up beyond wrists, between fingers, and under nails. Scrub **hands** for at least 20 seconds (singing “Happy Birthday” twice). Rinse hands and dry with paper towel, using paper towel to turn off water. Discard towel. Use another towel to open the door to leave restroom.

- Encourage work from home if possible, especially for associates and their dependents who have compromised immune systems.
- Office Space cleaning/disinfecting protocols:
 - Cleaning/disinfecting supplies (includes gloves, cleaning solution, rags, etc.) for office associates are available and workstations should be disinfected at end of shift daily.
 - Position hand sanitizer stations near breakrooms, bathrooms, shared space, etc. and encourage associates to wash their hands frequently.
- No live entertainment will be scheduled during this phase.
- No hotel events will be scheduled during this phase.
- Library and Ballard’s Lounge (room w/ pool table) will remain closed during this phase.
- Guests will be informed that associates (e.g. bell persons, guest room attendants, maintenance, etc.) cannot enter occupied rooms.
 - Any room delivery requests will be bagged and hung on the door.
 - Associates will knock on the door and ensure proper delivery.
 - For rooms where guests have known flu-like symptoms, the room will be taken out of service for three (3) days. Prior to returning the room into service, it will be cleaned and disinfected according to procedures in Table 1 herein.
- Table with box of tissues and hand sanitizer will be placed outside restrooms and elevators for guest and associate use.

SECURITY

- Only hotel overnight guests and scheduled associates will initially be allowed on property.
- Hotel access will be restricted to Sinclair Street to the back drive of the hotel.
- Upon arrival, contact will occur with hotel staff for an initial check-in while guests remain in their vehicle.
 - Check-in vs Arrival list
 - 24/7 security in vehicle
 - Thermoscan (touchless) check occurs here (security staff–w/ face masks and gloves).
- Incoming guests will be notified prior to their scheduled arrival about the temperature check requirements and social distancing policy.
- Masks are mandatory for all hotel guests.
 - Failure to comply will result in denial of admission.
 - Hotel can provide masks if necessary.

- Associates or guests with a temperature of 100 or over will not be permitted on the premises. (see SOP)
 - These individuals will be referred to the IU Health Virtual Clinic, IU Health, or their primary care provider.
- Following initial check-in, the guests will be directed to the valet area where their luggage will be unloaded. The guests would then self-park.
- Hotel Security Associate will be on hand 24/7 to monitor/respond to Hotel’s fire panel. Response to fire panel and on-site staffing will be between security and facilities staff.

DEFINITIONS

<i>Clean</i>	physical process to remove germs, dirt, and impurities from surfaces [1]
<i>Disinfect</i>	chemical process to kill germs and inactivate viruses on surfaces [1]
<i>PPE</i>	Personal Protective Equipment – individual barrier equipment such as gloves, masks, glasses/goggles, etc.
<i>Hard Surface</i>	Semi-porous or non-porous surface including (but not limited to) wood, drywall, tile grout, hardwood floor, linoleum, concrete, glass, metal
<i>Soft Surface</i>	Porous surface including (but not limited to) carpeting, clothing, bedding, pillows, mattresses, upholstered furniture, fabrics, leather, wall insulation, ceiling tile
<i>Non-Food Contact Surface</i>	Hard surface that is not used for food preparation or containment such as countertops, handles, knobs, doors, etc.
<i>Food Contact Surface</i>	Hard surface used specifically for food preparation or containment such as glassware, plates, utensils, knives, cutting boards, storage containers, etc.



Veranda:

- Rocking chairs at least 6' apart
- Café tables with 1 chair each at least 6' apart

GENERAL RECOMMENDATIONS PRIOR TO OPEN

CLEANING AND DISINFECTING

A cleaning and disinfecting summary table is provided as Table 1. The table outlines required cleaning and disinfecting for each area and department prior to reopen as well as ongoing cleaning and disinfecting guidelines.

It is important to note the difference between cleaning and disinfecting surfaces. According to the CDC, cleaning is a physical process that removes germs, dirt, and impurities from surfaces but does not kill bacteria or viruses. The method reduces bacterial and viral counts on the surface to decrease potential spread. Conversely, disinfecting is a chemical process to kill bacteria and inactivates viruses but does not necessarily remove dirt or other impurities from the surface. The CDC recommends a combination: clean a surface first to remove all dirt and impurities in order to expose the surface entirely, and then disinfect the clean surface with an appropriate chemical contact time.

SURFACE AREAS

Due to the complexity of Hotel operations, several different surface types are present throughout the property. For simplicity, these have been categorized into hard (semi- and non- porous) or soft (porous) surfaces.

Hard surfaces: can generally be cleaned and disinfected with an EPA registered chemical product. For non-food contact surfaces, the recommended product is EPA registered and CDC recommended hydrogen peroxide cleaner disinfectant. To be an effective disinfectant, the contact time for this product is thirty (30) seconds to one (1) minute for the majority. The surface should be visibly wet for the entire one minute time frame. The surface can then be wiped and allowed to air dry. This product is not intended for food contact surfaces. Do not use this product to clean or disinfect glassware, dishes, or silverware. This product can be used on kitchen countertops where food may be prepared; however, the surface must be rinsed with potable water prior to reuse.^[2]

Soft surfaces: Linens, carpets, rugs, drapes, cushions, etc. can be cleaned using soap, water, and steam. The hotel follows the following CDC recommendations regarding laundering items (if possible) according to manufacturer's instructions. Use the warmest water setting possible and dry the item completely (air drying is not recommended). For surfaces that cannot be laundered, remove any visible contamination (if present), and use a water/soap solution followed by steam treatment if possible.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

The PPE associated with cleaning and disinfecting is based on the hard surface process utilizing EPA registered and CDC recommended hydrogen peroxide cleaner disinfectant. The following PPE is required when cleaning and disinfecting using this product: face mask/shield, gloves, and eye protection. It is important to note that when using this product, associates should be in a well-ventilated area.

LABOR REQUIREMENTS

Based on the information provided herein, associates will be capable and qualified to clean and disinfect most areas.

RECORDKEEPING

Each department will be responsible for logging and tracking the cleaning/disinfecting status prior to reopening and thereafter on a continual basis. Minimum record requirements include date, time, and location of the cleaning/disinfecting as well as a list of items that were cleaned/disinfected in the area and individual completing the task. (See SOP, Record Retention)

TRAINING

Cleaning and Disinfecting

Associates will be trained on proper cleaning and disinfecting protocol according to the recommended guidance utilizing the proper PPE required for cleaning and day-to-day operations. (See SOP)

Infectious Disease Overview Training – French Lick Training Team

Prior to reopen, all associates will be required to complete the training specific to infectious diseases. This training covers basic techniques such as social distancing and proper handwashing to provide associates an initial insight into keeping guests and themselves safe and healthy.

RECOMMENDATIONS FOR AREAS OF CONCERN

The following recommendations for the primary areas of concern focus on the operation and guest experience. For detailed cleaning recommendations, frequency, and PPE for a specific area, please refer to Table 1. Create and display signage to promote the cleaning process and products for associates to reference in the back of house area.

ARRIVAL/DEPARTURE

BELL/CONCIERGE:

- Will not re-open with valet service. Following initial check-in with security, the guests will be directed to the valet area where their luggage will be unloaded. The guests would then self-park and picked up by an associate in a large open-air people mover. During low occupancy, guests may be directed to park at or near the valet area along the curb.
- Bellmen will use disposable gloves with every interaction with guest's luggage and dispose of the gloves after use.
- An interaction with guest luggage pertains to all guests arriving within the same vehicle.
- Bell cart will be wiped down using EPA approved disinfectant wipes before and after each use:
 - Guest chairs will be removed from around concierge desk and a plexiglass shield will be added.

- Bellman will inform the guest how to get to their room but shall take another route to deliver luggage to the guests' room(s). Elevators will have signage informing guests of hotel's policy of no more than two (2) guests per elevator at a time.
- Hotel will not store guest luggage during first opening.
- Resort's transportation will not be taking guests to/from golf courses or anywhere else during first opening.

FRONT DESK:

- Front desk agents will use disposable gloves for every interaction with key cards, etc. disposing after each guest interaction.
- All guests will be pre-registered and pre-keyed.
- Guests will be given instructions on App to download for ordering food from Ballard's while on property (**Potentially, this is in development**).
- Plexiglass barriers will be placed at front desk.
- Credit cards only, only guest touches their card, no signature.
- Floor tape will be used to mark at least 6' spacing for ques and directional tape on floors.
- Ensure 6' between workstations behind front desk.
- Allow 72 hours between using guestroom for different guests.



GIFT SHOPS: Mercantile Gift Shop

- Not open during 1st opening.
- Signage will direct guests needing Mercantile services to the front desk.

Timing of hotel shops and 3rd party shops re-opening (Historic Landmarks, Siebert's, Mitchell's) – once Governor allows gatherings of 250 people or more.

HOUSEKEEPING:

- Stagger in/out times for associates and managers (day shift 3 waves – 15 minutes apart) to help avoid too many people in lower hallway around time clock and getting prepped for their shift.
- All guest rooms inspected and signed off on by a manager or supervisor – by checklist that will also include section for all items in working order.
- Guestrooms:
 - Suspend nightly turndown service until all restrictions are lifted.
 - No daily housekeeping service.
 - All magazines. IRD menu, IRD door hanger, in room compendium, etc. will be removed.
 - Glassware and china coffee cups will be removed and replaced with disposable only.

MAINTENANCE OF OCCUPIED ROOMS

- Staff will not enter occupied/checked in room unless for an emergency

RESTAURANTS & BAR SERVICE

Restaurant – CARRY OUT ONLY

First Opening – No in dining restaurant services during this phase. Carry-out only.

Hand sanitizer will be available on Ballard's exterior bar for guests and associates use. Single-use menus will be utilized. In addition, hand sanitizer will be available in kitchen and service area for servers, cooks, and management to use frequently.

Barstools removed from exterior bar

In -Room Dining – Not available initially

Kitchen

Inspect dishwasher for appropriate chemical and temperature frequently.

Point of Sale – Cash Handling

All guests are required to charge to their guest room or use credit card. No cash will be accepted.

Ballard's: No in-dining services

- Breakfast/Lunch/Dinner: Carry-out orders only
 - HOURS: Breakfast 8a-10a / Lunch 11a-9p / Dinner 5p-9p
 - Order station for guests will be at outside bar:
 - Two plexiglass shields will be placed at outside bar.
 - Guest approaches bar, places food and beverage order which is rung in by an associate – Guests pays by credit cards only; only guest touches card; no signature.
 - Guests cell number taken – orders will be packaged in to-go bags/containers with disposable cutlery and single use disposable condiments, etc. Guest will be texted when order is ready to come back to same location and pick up order.
 - **Potentially, in development**: App for guests to download with menus and order food and beverage while on property – text confirmations, status and pick up instructions.
 - Guests pays by credit card only; only guest touches card; no signature – payment at pick up.
 - Chef created limited carry-out menu for breakfast, lunch and dinner (dinner will also possibly have “Chef’s special”) – menus will be paper menus that are one time use then discarded – menus will be on exterior bar.



Quick Service Coffee/Ice Cream Shop

Xanadu: Closed until gatherings of more than 10 people acceptable – Complimentary Coffee will be set up on Ballard's exterior bar from 7a-9a daily.

Employee Dining Room

- EDR will be set up in Café utilizing social distancing and assigning hours when departments will eat by shift.
- Items will be grab and go (pre-made).

POOLS/FITNESS CENTER:

- **Opens upon no evidence that Covid-19 can be spread through the use of pools or hot tubs (per CDC).**
- Doors to pool area will be propped open so key card and touching of door handle is not required.
- No more than 2 people allowed at a time in fitness center – center door will be propped open.
- Lower outdoor pool patio will be blocked off initially.



- Chaise lounge and other seating separated by minimum 6' (several removed)
- **No more than 10 people at a time in pool area**

STABLES

- Closed during first opening phase.

SPA

- Closed during first opening phase.

TABLE 1. EXPOSURE ASSESSMENT FOR GUESTS AND ASSOCIATES

Area/ Department	GUESTS									
	Exposure Level	Exposure Pathway	Recommended Control Measure	Exposure Level	Exposure Pathway	Recommended Daily PPE	Pre-Reopen Cleaning Protocol	Post-Reopen Cleaning Protocol	Recommended Cleaning Solution – PENDING PROCUREMENT	Cleaning PPE
BARS	Moderate	Surface Exposure (No Believed Exposure Directly through Food Preparation)	Remove bar stools and chairs. Space tables accordingly to achieve proper social distancing No inside seating	Moderate	Surface Exposure and Interaction with Guests	Face Mask and Gloves	Clean all surfaces, glassware, utensils, and tools.	Clean and disinfect surfaces once per shift and periodically during hours of service.	Non-food Contact Surfaces: EPA registered/CDC recommended hydrogen peroxide cleaner disinfectant Food Contact Surfaces: Clean in dishwasher on Sanitize (steam) setting Soft Surfaces: Soap, water, and steam clean as appropriate. Launder items if possible.	Face Mask, Gloves, and Eye Protection
BELL DESK	Moderate	Interaction with Guests and Associates	Organize to achieve proper social distancing.	High	High Volume Interaction with Guests	Face Mask and Gloves	Clean and disinfect all surfaces and carts.	Clean and disinfect all surfaces and carts daily.	EPA registered/CDC recommended hydrogen peroxide cleaner disinfectant	Face Mask, Gloves, and Eye Protection
EVENTS & MEETING SPACE	High	Interactions with Other Guests and Interactions with Associates	Arrange tables and chairs accordingly to achieve proper social distancing. Reinforce proper social distancing and handwashing using signage. Setup hand sanitizing stations and portable handwashing stations throughout convention space.	High	High Volume Interaction with Guests	Face Mask and Gloves	Clean and disinfect all surfaces.	Clean and disinfect all tables and chairs prior to convention space setup and during tear down.	Non-food Contact Surfaces: EPA registered/CDC recommended hydrogen peroxide cleaner disinfectant Food Contact Surfaces: Clean in dishwasher on Sanitize (steam) setting Soft Surfaces: Soap, water, and steam clean as appropriate. Launder items if possible.	Face Mask, Gloves, and Eye Protection

Area/ Department	GUESTS									
	Exposure Level	Exposure Pathway	Recommended Control Measure	Exposure Level	Exposure Pathway	Recommended Daily PPE	Pre-Reopen Cleaning Protocol	Post-Reopen Cleaning Protocol	Recommended Cleaning Solution – PENDING PROCUREMENT	Cleaning PPE
FRONT DESK & CHECK-IN	Moderate	Interaction with Associates	Organize waiting line accordingly to achieve proper social distancing. Hand sanitizer stations in the area.	High	High Volume Interaction with Guests. Encourage use of kiosks where possible.	Face Mask and Gloves	Clean and disinfect all surfaces, kiosks, and carts.	Clean and disinfect surfaces once per shift and periodically during hours of service. Kiosks should be disinfected frequently.	EPA registered/CDC recommended hydrogen peroxide cleaner disinfectant	Face Mask, Gloves, and Eye Protection
GUEST ROOMS	Moderate	Surface Exposure and Interaction with Other Guests	Detailed disinfection between guests. (24-48 hours between guests)	Moderate	Surface Exposure and Interaction with Guests	Face Mask and Gloves	Clean and disinfect all surfaces.	Clean and disinfect all surfaces between guest stays.	Hard Surfaces: EPA registered/CDC recommended hydrogen peroxide cleaner disinfectant Soft Surfaces: Soap, water, and steam clean as appropriate. Launder items if possible.	Face Mask, Gloves, and Eye Protection
SHUTTLES & BIKE RENTAL	Moderate to High	Surface Exposure, Interaction with Other Guests, and Interaction with Associates	Organize waiting line accordingly to achieve proper social distancing (Max number of guests per shuttle). Setup hand sanitizer stations.	Moderate	Surface Exposure and Interaction with Guests	Face Mask and Gloves	Clean and disinfect all surfaces, seats, equipment.	Clean and disinfect all surfaces, seats, and equipment between guests as applicable. Clean and disinfect all surfaces, seats, and equipment at open, close and periodically at a minimum.	Hard Surfaces: EPA registered/CDC recommended hydrogen peroxide cleaner disinfectant Soft Surfaces: Soap, water, and steam clean as appropriate. Launder items if possible.	Face Mask, Gloves, and Eye Protection

Area/ Department	GUESTS									
	Exposure Level	Exposure Pathway	Recommended Control Measure	Exposure Level	Exposure Pathway	Recommended Daily PPE	Pre-Reopen Cleaning Protocol	Post-Reopen Cleaning Protocol	Recommended Cleaning Solution – PENDING PROCUREMENT	Cleaning PPE
SECURITY	Moderate	Interactions with Associates	Encourage proper social distancing while interacting with guests.	High	Close Interaction with Guests	Face Mask, Gloves, and Eye Protection	Clean workspace, tools, and radios.	Clean and disinfect medical supplies and tools between each use, workspace and radios each shift. Reinforce frequent handwashing protocols.	Hard Surfaces: EPA registered/CDC recommended hydrogen peroxide cleaner disinfectant Soft Surfaces: Soap, water, and steam clean as appropriate. Launder items if possible.	Face Mask, Gloves, and Eye Protection
FITNESS CENTER	Low to Moderate	Surface Exposure and Presence in Confined Spaces	Reinforce proper social distancing using signage.	Moderate	Surface Exposure and Presence in Confined Spaces with a High Frequency of Guests	Face Mask and Gloves	Clean and disinfect all surfaces.	Clean and disinfect all surfaces between guests and at the end of the business day.	Hard Surfaces: EPA registered/CDC recommended hydrogen peroxide cleaner disinfectant Soft Surfaces: Soap, water, and steam clean as appropriate. Launder items if possible.	Face Mask, Gloves, and Eye Protection
STABLES– will not initially re open	Moderate to High	Surface Exposure, Interactions with Other Guests, Interactions with Associates	Reinforce proper social distancing using signage. Organize waiting line accordingly to achieve proper social distancing. Create seating arrangements to achieve proper social distancing.	Moderate to High	High Volume Interactions with Guests, Sometimes in close proximity	Face Mask and Gloves	Clean and disinfect all surfaces.	Clean and disinfect at open, close, and after each guest.	Hard Surfaces: EPA registered/CDC recommended hydrogen peroxide cleaner disinfectant Soft Surfaces: Soap, water, and steam clean as appropriate. Launder items if possible.	Face Mask, Gloves, and Eye Protection

Area/ Department	GUESTS									
	Exposure Level	Exposure Pathway	Recommended Control Measure	Exposure Level	Exposure Pathway	Recommended Daily PPE	Pre-Reopen Cleaning Protocol	Post-Reopen Cleaning Protocol	Recommended Cleaning Solution – PENDING PROCUREMENT	Cleaning PPE
VALET- unavailable upon opening	Moderate	Interaction with Associates	Reinforce proper social distancing using signage. Organize waiting line accordingly to achieve proper social distancing.	High	Surface Exposure, Material Exchange Exposure, High Volume Interactions with Guests	Face Mask and Gloves	Clean and disinfect all surfaces.	Clean and disinfect all surfaces each shift and periodically during hours of service.	EPA registered/CDC recommended hydrogen peroxide cleaner disinfectant	Face Mask, Gloves, and Eye Protection
DOORS	Moderate	Surface Exposure	Reinforce proper social distancing using signage. Setup hand sanitizer station at entryways.	Moderate	Surface Exposure	None	Clean and disinfect all surfaces.	Clean and disinfect all surfaces each shift and periodically during hours of service.	EPA registered/CDC recommended hydrogen peroxide cleaner disinfectant	Face Mask, Gloves, and Eye Protection
ENGINEERING FACILITIES TEAM	Low	Interaction with Associates	Reinforce proper social distancing protocols with associates.	Moderate	Surface Exposure, Interaction with Guests	Face Mask, Gloves, and Eye Protection	Evaluate and optimize air handling systems. Change air filters as necessary. Clean workspace surfaces, tools, and carts.	Clean tools upon departure from each guest room, and clean workspaces, tools, and radios each shift. Reinforce frequent handwashing protocols.	Hard Surfaces: EPA registered/CDC recommended hydrogen peroxide cleaner disinfectant Soft Surfaces: Soap, water, and steam clean as appropriate. Launder items if possible.	Face Mask, Gloves, and Eye Protection
ELEVATORS	Moderate	Surface Exposure and Interactions with Other Guests	Reinforce proper social distancing using signage (Max number of guests per elevator). Setup hand sanitizer station at elevator bank.	Moderate	Surface Exposure	None	Clean and disinfect panels and interior surfaces.	Clean and disinfect interior surfaces once per shift and periodically during hours of service.	EPA registered/CDC recommended hydrogen peroxide cleaner disinfectant	Face Mask, Gloves, and Eye Protection

Area/ Department	GUESTS									
	Exposure Level	Exposure Pathway	Recommended Control Measure	Exposure Level	Exposure Pathway	Recommended Daily PPE	Pre-Reopen Cleaning Protocol	Post-Reopen Cleaning Protocol	Recommended Cleaning Solution – PENDING PROCUREMENT	Cleaning PPE
EVS TEAM	Moderate	Surface Exposure (If Ineffectively Cleaned)	Reinforce proper social distancing protocols with associates.	Moderate	Surface Exposure	Face Mask, Gloves, and Eye Protection	Clean workspace surfaces, tools, and carts.	Clean and disinfect workspace surfaces, tools, and carts each shift. Reinforce frequent handwashing protocols.	Hard Surfaces: EPA registered/CDC recommended hydrogen peroxide cleaner disinfectant Soft Surfaces: Soap, water, and steam clean as appropriate. Launder items if possible.	Face Mask, Gloves, and Eye Protection
FLOORS	Low	Surface Exposure	None	Low	Surface Exposure	None	Clean all surfaces.	Clean all surfaces daily.	Hard Surfaces: EPA registered/CDC recommended hydrogen peroxide cleaner disinfectant Soft Surfaces: Soap, water, and steam clean as appropriate. Launder items if possible.	Face Mask, Gloves, and Eye Protection
FOUNTAINS, GARDENS, STATUES, DÉCOR & ART	Low	Surface Exposure (No Exposure through Water Body or Water Droplets)	Reinforce proper social distancing using signage. Implement “Do Not Touch” restrictions using signage.	Low	Surface Exposure (No Exposure through Water Body or Water Droplets)	None	Clean all surfaces. Clean and chemically shock all basins.	Clean all surfaces daily. Maintain best practices related to disinfection and chemical management.	Hard Surfaces: EPA registered/CDC recommended hydrogen peroxide cleaner disinfectant Soft Surfaces: Soap, water, and steam clean as appropriate. Launder items if possible. Water Basins: Treat with approved chemical (ex: Chlorine)	Face Mask, Gloves, and Eye Protection
HANDRAILS	Moderate	Surface Exposure	Reinforce social distancing w/ signage. Setup hand sanitizer station periodically along handrails.	Moderate	Surface Exposure	None	Clean and disinfect surfaces.	Clean and disinfect handrails hourly.	EPA registered/CDC recommended hydrogen peroxide cleaner disinfectant	Face Mask, Gloves, and Eye Protection

Area/ Department	GUESTS									
	Exposure Level	Exposure Pathway	Recommended Control Measure	Exposure Level	Exposure Pathway	Recommended Daily PPE	Pre-Reopen Cleaning Protocol	Post-Reopen Cleaning Protocol	Recommended Cleaning Solution – PENDING PROCUREMENT	Cleaning PPE
EMPLOYEE DINING ROOM	Low	Interaction with Associates	Reinforce proper social distancing and handwashing using signage. Setup hand sanitizer stations at entryways. Install handwashing stations where possible. Organize waiting line accordingly to achieve proper social distancing. Arrange tables and chairs accordingly to achieve proper social distancing.	Moderate	Surface Exposure and Interactions with Other Associates	Face Mask and Gloves	Clean all surfaces and equipment.	Clean and disinfect surfaces once per shift and periodically during hours of service.	<p>Non-food Contact Surfaces: EPA registered/CDC recommended hydrogen peroxide cleaner disinfectant</p> <p>Food Contact Surfaces: Clean in dishwasher on Sanitize (steam) setting</p> <p>Soft Surfaces: Soap, water, and steam clean as appropriate. Launder items if possible.</p>	Face Mask, Gloves, and Eye Protection


Area/ Department	GUESTS									
	Exposure Level	Exposure Pathway	Recommended Control Measure	Exposure Level	Exposure Pathway	Recommended Daily PPE	Pre-Reopen Cleaning Protocol	Post-Reopen Cleaning Protocol	Recommended Cleaning Solution – PENDING PROCUREMENT	Cleaning PPE
KITCHENS	Low to Moderate	Surface Exposure (No Exposure through Food Preparation)	Reinforce proper social distancing and handwashing using signage.	Moderate	Surface Exposure and Interactions with Other Associates in a Close Environment	Face Mask and Gloves	Clean workspace surfaces, tools, and carts.	Clean and disinfect workspace surfaces, tools, and carts at open, close, and between meal services.	Non-food Contact Surfaces: EPA registered/CDC recommended hydrogen peroxide cleaner disinfectant Food Contact Surfaces: Clean in dishwasher on Sanitize (steam) setting	Face Mask, Gloves, and Eye Protection
LAUNDRY CENTER & UNIFORM WARDROBE	None (Restricted Area)	None	Reinforce proper social distancing and handwashing using signage.	Moderate	Surface Exposure and Interactions with Other Associates	Face Mask and Gloves	Clean and disinfect all surfaces, tools, and equipment.	Clean and disinfect surfaces, tools, and equipment each shift.	Hard Surfaces: EPA registered/CDC recommended hydrogen peroxide cleaner disinfectant Soft Surfaces: Soap, water, and steam clean as appropriate. Launder items if possible.	Face Mask, Gloves, and Eye Protection
OFFICE SPACE	None (Restricted Area)	None	Reinforce proper social distancing and handwashing using signage. Setup hand sanitizer stations at entryways.	Moderate	Surface Exposure and Interactions with Other Associates	Face Mask and Gloves (Use gloves where applicable in shared workspaces)	Clean all surfaces and equipment.	Clean and disinfect workspace surfaces each shift.	Hard Surfaces: EPA registered/CDC recommended hydrogen peroxide cleaner disinfectant Soft Surfaces: Soap, water, and steam clean as appropriate. Launder items if possible.	Face Mask, Gloves, and Eye Protection
MAIL, RECEIVING, & TRASH DOCKS	None (Restricted Areas)	None	Reinforce proper social distancing and handwashing using signage. Setup hand sanitizer stations at entryways.	Moderate	Surface Exposure and Interactions with Third Party Delivery Personnel	Face Mask and Gloves	Clean and disinfect all surfaces.	Clean and disinfect all surfaces at open, close, and periodically during hours of service.	EPA registered/CDC recommended hydrogen peroxide cleaner disinfectant	Face Mask, Gloves, and Eye Protection

ATTACHMENT 1: French Lick Resort POLICY AND PROCEDURE MANUAL

ATTACHMENT 2: Guidance on Preparing Workplaces for COVID-19
OSHA 03-2020

REFERENCES

- [1] Centers for Disease Control and Prevention, “Cleaning and Disinfection for Households”, March 26, 2020. <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfection.html>
- [2] Ecolab Inc, Product Specification Document, “Peroxide Multi Surface Cleaner and Disinfectant”, November 2, 2017.

 FRENCH LICK RESORT® <small>FRENCH LICK & WEST BADEN · INDIANA</small>	STANDARD OPERATING PROCEDURE French Lick Resort
Title of SOP:	MAINTENANCE OF AN OCCUPIED ROOM
Department(s):	Facilities
Document Number:	Implementation Date:

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 <p>FRENCH LICK RESORT® FRENCH LICK & WEST BADEN · INDIANA</p>	Document #:	Title of SOP: MAINTENANCE OF AN OCCUPIED ROOM
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Purpose

- 1.1 This purpose of this SOP is to set forth the procedures for facilities and maintenance associates to follow regarding entry into an occupied guest room.

Scope

- 2.1 This SOP will affect facilities and maintenance departments and associates.

Roles and Responsibilities

- 3.1 The Director of Facilities is the owner of this SOP.
- 3.2 The Director of Facilities, or the Director's designee, will be responsible for ensuring that facilities and maintenance associates follow these procedures.

References

- 4.1 NA

Definitions

- 5.1 NA

Procedural Description

- 6.1 Associates shall not enter into an occupied room unless under emergency conditions. Emergency conditions include, but are not limited to, the following:
 - 6.1.1 Alarms indicated by the Fire Panel.
 - 6.1.2 Issues that will damage property by means of uncontrollable water (broken water/sprinkler lines, clogged drains, etc.).
 - 6.1.3 Issues that can potentially damage property or person by electricity due to malfunctioning equipment within the room (HVAC components, electrical outlets, etc.).
- 6.2 Associates that must enter into occupied rooms under emergency conditions must:
 - 6.2.1 Wear Protective Personal Equipment (PPE) consisting of protective gloves and either a full face shield or mask and safety glasses. Mask may be worn with the face shield if desired.
 - 6.2.2 Be occupied by a second associate, also wearing PPE, to assure guest's personal items and privacy are not compromised and to assist in repairs where possible.

- 6.2.3 Perform the necessary repairs expeditiously, informing the Front Desk of updates and timing to keep the guest informed, or, if repairs are untimely, to relocate the guest to another room.
- 6.2.4 Clean and sanitize the area upon completion.
- 6.2.5 Clean and sanitize tools and equipment prior to removing PPE upon completion of work.
- 6.2.6 PPE must be sanitized or disposable PPE replaced after each encounter in an occupied room. Disposable PPE must be disposed of in proper waste receptacles and hands washed with soap and water for at least 30 seconds or properly sanitized.
- 6.3 Rooms to be occupied will be checked within 24-hours of occupancy in order to reduce potential maintenance needs while occupied. The following is a checklist to be considered:
 - 6.3.1 Room lock is functional and responsive to key cards.
 - 6.3.2 Television is operational and responsive to the remote.
 - 6.3.3 Lights, lamps, clocks all work properly.
 - 6.3.4 Thermostat is taken off "set back" mode and set to 68 degrees Fahrenheit.
 - 6.3.5 Rooms placed online but not yet occupied should have shower and sink traps filled to prevent potential odors. Toilets should be flushed so that water level is appropriate and water is clear.
- 6.4 Rooms that cannot pass the checklist prior to occupancy must be placed "out of order" and repaired expeditiously to be put back into inventory.

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 FRENCH LICK RESORT® <small>FRENCH LICK & WEST BADEN · INDIANA</small>	Document #:	Title of SOP: MAINTENANCE OF AN OCCUPIED ROOM
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Title	
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Document Change Log


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 <p>FRENCH LICK RESORT® FRENCH LICK & WEST BADEN · INDIANA</p>	<p>STANDARD OPERATING PROCEDURE French Lick Resort</p>
<p>Title of SOP:</p>	<p>MANAGING OF ON-SITE POTENTIAL COVID-19 ASSOCIATES</p>
<p>Department(s):</p>	<p>RESORT WIDE</p>
<p>Document Number:</p>	<p>Implementation Date:</p>

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Purpose

- 1.1 The purpose of this document is to provide instruction regarding the management of associates who become sick with symptoms of Covid-19 while on-duty at the Resort. Symptoms may include but are not limited to feeling feverish, persistent dry/unproductive cough, and/or shortness of breath.

Scope

- 2.1 This SOP will cover all Resort departments and associates.

Roles and Responsibilities

- 3.1 The Owner of the SOP is the Chief Operating Officer.
- 3.2 It is the responsibility of all Resort associates to be aware of the instructions set forth in this document.

References

- 4.1 NA

Definitions

- 5.1 **Rapid Response Designee (RRD)** – An individual or group of individuals assigned to evaluate all associates and draw a conclusion regarding the associate’s dismissal or ability to return to work. The RRD will escort the ill associate while they are on Resort property. The RRD for the Resort is the on-duty EMT (Emergency Medical Technician).
- 5.2 **Sick Room/Quarantine Room**- A defined location where a potentially ill associate is sequestered until further actions are determined.
- 5.3 **Personal Protective Equipment (PPE)**- Items used to protect oneself from various hazards.
- 5.4 **Close Contact**- Being within 6 feet for 15 minutes or more, during the 48-hour period before the diagnosed associate’s symptoms started.

Procedural Description

- 6.1 **The procedures to be followed when an associate exhibits signs of Covid-19 will be as follows:**

- 6.1.1 When an associate is exhibiting signs for the Covid-19 while on duty, it will need to be reported to their Manager/Supervisor immediately. Either by the associate themselves or by another associate.
- 6.1.2 EMT on duty will need to be notify immediately and the EMT will respond to associate to speak to the associate about performing a vitals check.
- 6.1.3 The associate will need to be taken to the building's Sick Room/Quarantine Room to be evaluated by the EMT. The associate will also need to take all their personal belongings with them to the Sick Room.
 - 6.1.3.1 French Lick Hotel Sick Room/Quarantine Room is on the Lower Level Spring Wing within the Property Operations section
 - 6.1.3.2 West Baden Hotel Sick Room/Quarantine Room will be a designated meeting room on the 1st Floor.
 - 6.1.3.3 French Lick Casino Sick Room/Quarantine Room will be the Medical Room and the Holding Cell.
- 6.1.4 Prior to entering the Sick Room/Quarantine Room, the EMT will need to have the proper PPE on them. This includes but limited to: Gloves, Face Masks, and Gown
- 6.1.5 If associate is showing symptoms of the Covid-19, a face masks will be provided to the associate by the EMT.
- 6.1.6 If an associate is showing symptoms of the Covid-19, the EMT will need to know the following information along with any other information concerning the associate's health and document it in the CIP Reporting system:
 - 6.1.6.1 Has the associate come in close contact with anyone with Covid-19?
 - 6.1.6.2 What other associates has the ill associate been in close contact with?
 - 6.1.6.3 Who all is in the Sick Room/Quarantine Room with the ill associate?
 - 6.1.6.4 What is the associate's specific job duties?
- 6.1.7 The EMT will determine if the associate needs to be sent home due to possible symptoms.
- 6.1.8 The associate will need to stay in the Sick Room/Quarantine Room till their transportation is ready for them. Until then, the EMT will remain with the associate and will escort them to their transportation.
- 6.1.9 The EMT will need to document all information within their report in the CIP Reporting System and inform Risk Management immediately.

6.2 The decontamination procedure will be as follows:

- 6.2.1 Once the associate has exited the Sick Room/Quarantine Room, the EMT will need to notify EVS to perform sanitation and decontamination of the Sick/Quarantine Room as well all areas the ill associate was at prior to entering the Sick/Quarantine Room.
- 6.2.2 No one can enter the Sick/Quarantine Rooms without the EMT's permission and donning the proper PPE prior to entry.

6.2.3 EVS will need to inform the EMT when the sanitation and decontamination is complete with the Sick/Quarantine Room so the EMT can report it in the CIP Reporting System.

6.3 The process of notifying leadership and affected associates will be as follows:

- 6.3.1 HR will request written or verbal consent, which is to be documented with date and time of verbal consent, from the ill associate to disclose their COVID-19 diagnosis to both Leadership and other associates identified as having close contact with the ill associate.
- 6.3.2 If the ill associate does not give consent, HR is prohibited from releasing the identity of the ill associate. HR will advise those affected associates they have been in close contact with someone who has tested positive or who is experiencing COVID-19 related symptoms.
- 6.3.3 HR will then ask the affected associates to self-quarantine for 14 from the time of their last contact with the ill associate as well as remind the affected associates to notify their healthcare provider if they notice a change in their health status. If the affected associate receives a diagnosis of COVID-19, they are to inform HR immediately.
- 6.3.4 The affected associate will be informed to contact HR prior to returning to work.
- 6.3.5 HR will notify Resort Leadership after receiving consent to do so from the ill associate as well as the associate's manager.
- 6.3.6 The associate's manager will be informed by HR on what information they can give out about the situation and will assist HR in the of contacting affected associates.

6.4 The process for using face masks will be as follows:

- 6.4.1 If associates are not able to maintain a 6 feet distance from other associates, face masks will be required to wear.
- 6.4.2 If the face mask is reusable, associates must remember to wash and dry the mask properly.

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 FRENCH LICK RESORT® <small>FRENCH LICK & WEST BADEN · INDIANA</small>	STANDARD OPERATING PROCEDURE French Lick Resort
Title of SOP:	TEMPERATURE SCREENING PROCESS AND FACIAL MASKS FOR CASINO GUESTS
Department(s):	Security
Document Number:	Implementation Date:

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Purpose

- 1.1 The purpose of this procedure is to help prevent the spread of the COVID-19 virus within the French Lick Resort facility through temperature screenings of all associates and guests immediately upon entering.

Scope

- 2.1 This SOP will affect all associates and guests who enter any property of French Lick Resort.

Roles and Responsibilities

- 3.1 The Director of Security is the owner of this SOP.
- 3.2 It is the responsibility of all Security associates to implement the procedures outlined.

References

- 4.1 Cook Group Park 48 Temperature Screen Process

Definitions

- 5.1 **Personal Protective Equipment (PPE)** – Equipment utilized to protect oneself from harm. This may include, but is not limited to face masks and gloves.
- 5.2 **Infra-Red Thermometer**- A thermometer utilizing infra-red technology to check a person’s body temperature without having to physically touch the person.

Procedural Description

6.1 Initial Screening

- 6.1.1 Signage shall be placed at all associate/guests entry points throughout the Resort advising associates and guests entering the Resort of the temperature screening process as well as informing associates/guests if they show any of the listed symptoms, they are to not to enter the facility.
 - 6.1.1.1 All guests and associates will be required to wear a face masks while on Resort property. If an associate or a guest refuses to wear a face masks, they will be denied entry.

6.1.1.2 Note: Golf associates will be screening guests and associates at the golf courses.

6.1.2 Proper PPE will be in place and be utilized by the designated associate working the screening location prior to beginning the screening.

6.1.3 The Infra-Red Thermometers will be tested before the start of the screening to ensure it is in working order.

6.1.4 Once the designated associate is posted and has on the proper PPE, they will start the screening process utilizing the Infra-Red Thermometer during the initial screening.

6.1.5 After the screening is complete and the associate/guest passes the screening, they will be given a wristband to wear for the day. Each day will have a different colored wristband to show the associate/guest has been through the temperature screening process.

6.1.5.1 If an associate or guest refuses to have their temperature check, they will be denied entry to the Resort and/or the Casino.

6.1.6 If an associate/guest is found to have a temperature of 100 degrees or more; a secondary temperature check will be conducted.

6.2 Secondary Screening

6.2.1 The designated associate will perform the secondary screen in a separate area after a 5 minute waiting period, with the Infra-Red Thermometer and will contact the on-duty EMT to conduct a medical report in the CIP Reporting System if the secondary screen also shows the associate/guest's temperature to be 100 degrees or more.

6.2.1.1 If the temperature is 100 degrees or more, The EMT will also ask the associate/guest permission to conduct vitals check as well as to inquire if the associate/guest has been feeling ill or if they have any other listed symptoms.


6.2.1.2 the EMT will inform the associate/guest to leave the facility and to check with their health care provider via IU Health Telemedicine.

6.2.2 If secondary screening shows a temperature below 100 degrees and no other symptoms are noted, the designated associate will allow the associate/guest to enter the facility.

6.2.2.1 The designated associate will need to conduct a quality check of the thermometers if the secondary screening shows a temperature less than what the initial screening shown.

6.3 Facial Masks for Casino Guests

6.3.1 Guests who are entering the Casino with a face mask must remove the mask prior to entering to allow Security to see their face and to check their ID, if needed.

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