



November 1, 2020

At The Grove Hotel, the safety, care and comfort of our guests, team members and partners has always been our primary concern. As we continue to go forward and operate our business in the wake of the pandemic, we are relying upon the best information available with regard to cleaning and sanitization standards. The team at The Grove Hotel and Trillium Restaurant have prepared the below departmental overview of the areas of our operation that reflect changes and enhancements we are making or are in the process of modifying to ensure the safety of our guests and employees alike. These practices are adopted from the American Hotel & Lodging Association's Safe Stay practices recommended for cleaning, disinfecting, hygiene and other practices set forth in their industry-wide hotel cleaning standards in response to COVID-19.

### General Information

- Beginning on Saturday, July 4, 2020 – Boise City has implemented a face covering ordinance for 30 days for all indoor & outdoor public areas. The Grove Hotel has complimentary disposable masks available for our guests, and we kindly ask that our guests bring a personal mask when you visit the hotel. More information regarding the ordinance can be found on the Mayor's website at: <https://www.cityofboise.org/departments/mayor/coronavirus-covid-19-information/public-health-emergencyorder-20-10/>.
- The Grove Hotel continues to be recognized and designated as a AAA Four Diamond hotel – meeting exceeding standards for facilities, cleanliness, quality of materials and services.
- The Grove Hotel has been designated with a AAA “Best of Housekeeping” hotel for 2020, placing us in the top 25% of all AAA inspected and approved hotels. This award ensures that our hotel has demonstrated housekeeping excellence for the highest possible cleanliness and condition scores.
- Proper hand wash techniques and availability of liquid hand sanitizer, including recommended touchless dispensing of sanitizer are available and communicated appropriately to all staff.
- Local health hygiene reminders in the front of house areas have been placed on display; these currently include the no more than 2 occupants per elevator signage, face mask handling signage, COVID-19 cleaning & sanitization steps the hotel has taken as well as guest facing signage asking ill guests to not enter facilities.
- Local health hygiene reminders in the back of house areas as well as touchless sanitizer units have been installed in employee areas, timeclock, restrooms, changing rooms and restrooms.
- Staff has been introduced to CDC and OSHA training tutorials providing information on proper hand wash techniques, as well as proper ways to wear, handle and dispose of masks.
- We have introduced an antimicrobial disinfecting spray called PreventX 24/7 in all guestrooms, public areas, dining rooms, fitness center, and throughout our facilities to help reassure our guests and employees.

### Employee Safety Protocols for All Team Members



- The hotel continues to maintain the six-foot physical distancing requirement for employees and guests, and to limit close interactions.
- We are also utilizing employee screening procedures for illness and exposure upon work entry. Employees are screened for illness and exposure upon work entry.
- We have provided all of our team members with a video detailing the proper hand-washing procedures as guided by the Centers for Disease Control. All team members are required to watch a video detailing the proper hand-washing procedures as guided by the Centers for Disease Control.
- Masks are available for staff upon request. Gloves are available and recommended in all departments. ➤ We are currently requiring masks to be worn by employees while they are on shift during their work.
- Signage explaining the proper ways to wear and handle masks are posted in all departments. All team members are required to watch a video with the proper handling and wearing of masks.
- Touchless hand sanitizing stations are available at the hotel front desk, guest services desk, restaurant host stand, fitness center reception desk, and at the main entry to the meeting space and at the employee time clock areas.
- Team members also have access to individual bottles of liquid hand sanitizer available upon request.
- To minimize contact, our housekeeping staff will offer to come back to the room at an alternate time.

#### Guest Services | Airport Shuttle | Valet Parking

- Valet parking has been suspended at this time, however self-parking is available in the hotel parking garage.
- When opening a guest vehicle door to offer assistance, guest services staff will assist only while wearing gloves.
- Hotel bell carts are sanitized after each guest use by guest services staff.
- Airport shuttles are cleaned and sanitized after each shuttle run including door handles, armrests, seat covers, buttons, steering wheels, etc.
- Face masks or coverings are required while in transit and on board airport shuttles to and from the hotel per Boise City Public Health Order 20-10 and hotel policy.

#### Housekeeping | Maintenance

- All rooms are cleaned with a combination of PreventX 24/7 (an antimicrobial cleaning spray designed to disinfect and be effective against enveloped and non-enveloped viruses) on all surfaces, with particular attention to high touch surfaces (nightstand, countertops, desks, light switches, door handles, latches, etc.) as well as Spic and Span disinfecting cleaner.
- A card has been placed in all guest rooms explaining our room cleaning procedures and how to contact the front desk for additional items available.
- Pillow protectors in every guest room are replaced with each new stay.
- We have replaced dry dusting with wet dusting procedures to minimize the spread of dust in the room.
- Elevator buttons and interior handrails are cleaned and sanitized periodically throughout each day.
- Housekeeping (and other applicable department uniforms) are being laundered in house each day.
- Housekeeping carts and shared equipment are wiped down after use/each shift.



- Some in-room items have been moved to 'on request' only in order to allow our teams to fully sanitize and disinfect them after each use.
- Glass tumblers and coffee cups are individually wrapped in plastic when delivered to guest rooms.
- Vanity amenity trays have been removed and amenities have been placed on top of the countertop surface.
- Housekeepers wear fresh sets of gloves when cleaning bathroom areas and bedroom areas as well as change gloves when working between distinct guest rooms.
- Remote controls are fully disinfected after each new guest. Wipes and bags are provided for use with the in-room TV remote control.
- Sanitizing wipes available upon request.
- HVAC air filters are replaced monthly.
- We have removed the common house phones throughout the hotel.

#### Front Desk

- Guest room keys are single use (upon checkout guest room keys are not reused).
- We have provided a 6 foot distance barrier at the reception desk to encourage distancing measures.
- Touchless hand sanitizer stations are available at the front desk.
- As an alternative to printed newspapers, hotel guests are provided with complimentary access to a digital copy of the local paper, the Idaho Press Tribune.
- Guest package and amenity delivery will be delivered in a single use plastic bag, and will be delivered to the room while maintaining a 6 foot distance for pickup.
- A sign has been placed in the hotel lobby encouraging no more than two guests at a time to utilize the elevators in order to encourage distancing.

#### Food and Beverage

- Seating groups and table placement in our dining room allows for minimum 6 feet distance between groups.
- Touchless hand sanitizer stations are available at the host stand.
- Masks and gloves are required for employee use and gloves are required in the preparation and handling of food, as well as in the delivery of service items to each table.
- We frequently disinfect and sanitize tables, chairs, seating groups and other facilities in between guests dining in the restaurant and bar area.
- Room service will deliver items to guest rooms and stand 6 feet away to allow a guest to take delivery of their order directly from the hallway. Guests are asked to leave used trays and dishes in the hallway
- Hotel bar will observe diminished standing room occupancy limits as we continue to follow State of Idaho guidance on full reopening plans.
- Barstools in the bar top area have been spaced out or removed according to guidelines.
- Food orders may also be placed at the hotel bar during operating hours, observing all other general cleanliness requirements.



## Fitness Center | Pool Area | Spa

- In partnership with our third party manager of Grove Fitness Club & Spa, we have introduced several key cleaning and distancing measures to ensure health and safety of members, guests and employees alike. ➤ Fitness Club & Spa staff will wear gloves and will be wearing masks as part of their shift.
- Liquid hand sanitizer stations are available at the reception area, general workout rooms and in the locker room facilities for member, guest and employee use.
- Social distancing of 6 feet between each person is being recommended for workout equipment use in the fitness center as well as pool, hot tub and sauna/steam rooms. Signage is posted to members.
- Modified hours of operation of the gym, pool area and spa availability and will continue to monitor activities as well as local government ordinance to evaluate operations.

## Banquets | Events & Meetings | Wedding Space

- All meeting rooms are cleaned with PreventX 24/7 (an antimicrobial cleaning spray designed to disinfect and be effective against enveloped and non-enveloped viruses) and are cleaned with disinfectant on all surfaces between meetings.
- Hand sanitizer stations are placed at meeting space entry as well as at beverage & break stations and buffets
- Our facilities include a HEPA certified filter throughout the entire meeting space
- Disposable gloves and sanitizer stations will be available at beverage stations, break stations and buffets ➤ Coffee stations will be manned with a masked & gloved banquet team member during scheduled breaks ➤ Team members will wear masks inside meeting spaces.
- We request groups allow their agenda to accommodate staggered break and lunch times in order to allow social distancing in public foyers and restrooms
- Catering Managers are requesting groups to allow time between room turns to accommodate changing linen and proper cleaning
- Social distancing options are available - we have created spacing and floorplan options in meeting rooms should you wish to increase your event space to accommodate social distancing. ➤ Hybrid meeting options, support & equipment available

