



Health and Sanitation Program

We are closely monitoring West Point and government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures. This program has been developed in consultation with three leading public health medical professionals.

1. Employee & Guest Health

The health and safety of our employees and guests is our number one priority.

Medical Screening. We are taking preventative measures and direction in accordance with West Point policies, the Orange County Department of Public Health and CDC guidelines. Please be aware of the following protocols in place for our re-opening:

- All visitors must enter through the Thayer Gate to come to The Thayer Hotel at West Point.
- Employees will be asked health screening questions, and will have their temperatures checked upon reporting for their shifts, and any employee with a temperature over 100 degrees Fahrenheit will not be allowed on shift.¹
- If a current hotel guest self reports as sick with COVID-19 symptoms, including an elevated temperature, and not in medical distress, the guest should be offered the opportunity to return to their room and gather their belongings before transportation is arranged.
 - If a guest requests to return to their room:
 - A Supervisor will be called to escort the guest for the remainder of the process.
 - The guest will be provided appropriate PPE (if not already wearing) and escorted directly to their room.
 - The Supervisor will control the elevator to ensure no other visitors use the same cabin.
 - The Supervisor will notify another employee to have the elevator put out of service and the elevator will be returned to service only after properly sanitized.
 - The Supervisor will notify the Manager on Duty to pin the room and not permit access until medical clearance is given and/or the room is properly sanitized.
 - If the guest does not return to their room:
 - The Supervisor will notify the Hotel Manager on Duty to pin the room and not permit access until proper medical clearance is given and/or the room is properly sanitized.
 - The guest's belongings will remain in the room until security can arrange for the safe removal and storage of the belongings.
 - Hotel Management will determine the best course of action to handle the outstanding folio on a case by case basis

¹ <https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html>

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- Guests who are not on property, or have left to seek medical attention, have previously displayed an elevated temperature may NOT return to the resort until they have been medically cleared. Once proper medical clearance is given, they may return to their room (if still checked-in).
- If the Guest who presents or self reports with COVID-19 symptoms is sharing the room or has had close contact with other visitors:
 - The Supervisor will determine room shares and close contact guests traveling with the elevated temperature guest. The full protocol will be followed beginning with a secondary screening for all close contacts.
 - Follow Orange County guidance on required isolation or quarantine procedures for close contacts as appropriate.
 - If a room is being used for self-isolation the Supervisor will inform Hotel Management and CDC and local health authority guidelines will be followed for all additional contact with the guest and service to the room.
- If the visitor has their own vehicle the visitor may leave in their own vehicle.
- If the visitor does not have their own vehicle an ambulance will be called to transport the person to the appropriate medical care facility as directed by the local health authorities.
- Visitors who are displaying the symptoms of COVID-19 should NOT be directed to use public transportation, taxis, Uber, Lyft or other shared transportation options.

Physical Distancing. Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using elevators or moving around the property. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All resort outlets will comply with, or exceed, local or state mandated occupancy limits.

Hand Sanitizer. Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobbies, restaurant entrances, meeting and convention spaces, elevator landings, and exercise areas. Hand sanitizer will be provided in guest rooms and throughout the back of house (in touchless dispensers) for employees.

Front of the House Signage. There will be health and hygiene reminders throughout the property including the proper way to wear a mask.

Back of the House Signage. Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

Employee & Guest Health Concerns. Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to the West Point Department of Public Health (DPH). We will be ready to provide support to our guests. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or hotel security (guests).



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Case Notification. If we are alerted to a presumptive case of COVID-19 at the hotel, we will work with the West Point Department of Public Health and Orange County Department of Public Health to follow the appropriate actions recommended by it.

2. Employee's Responsibilities

Thayer Hotel Employees are critical for an effective sanitation and health program.

Hand Washing. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All Thayer Hotel employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 30 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, before and after each food preparation, after cleaning each guest room, going on break and before or after starting a shift.

COVID-19 Training. All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations and Security.

Personal Protective Equipment (PPE). Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Once the hotel reopens, every employee entering the hotel will be provided a mask and required to wear that mask while on property, and this will continue until NYS Guidelines or CDC Guidelines reduce. When in an office and 6' of social distancing can be maintained from other teammates, a mask does not need to be worn. A mask must be worn while in the kitchen, and anywhere else in the hotel that is not a private office space. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests.

Daily Pre-Shift & Timekeeping. Employee pre-shift meetings will be conducted in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in back of house corridors and service elevators. Hand sanitizer will be available at each timeclock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance. Employees are encouraged to clock into the Paycom Time Card punch on their mobile devices, but should an employee use the hand punch employees will sanitize the hand punch after each use.

3. The Guest Journey Guest Arrival

Upon entry of the hotel lobby, visitors may use hand sanitizer and are required to wear a mask (which will be provided by the Thayer if they do not have their own mask). Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the resort.

Hotel Guest Elevators.

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- An employee will sanitize the button panels at regular intervals, at least once per hour.
- Signage will be posted to explain the current procedures.
- No more than four guests will be permitted per elevator.

Guest Sanitation & Amenities.

- Self-service water stations and complimentary whole fruit in lobby will be removed until further notice. Should guests request a bottle of water, the Front Desk will stock a few cases of room temperature water, available upon request

4. Cleaning Products and Protocols

Our hotels use cleaning products and protocols which meet EPA guidelines² and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

Public Spaces and Communal Areas. The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, escalator and stair handrails, casino cage counters, gaming machines, gaming tables, gym equipment, dining surfaces and seating areas.

Guest Rooms. Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch 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.

Laundry. All bed linen and laundry will be changed upon checkout and continue to be washed at a high temperature and in accordance with CDC guidelines.³ Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility. Clean linen will be bagged by bed size before being transported to the guest rooms.

Back of the House. The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices, kitchens, security scanning podiums, Employee Relations service desks and training classrooms.

² <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

³ <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>



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Shared Equipment. Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort. The use of shared food and beverage equipment in back of the house office pantries (including shared coffee brewers) will be discontinued.

Room Recovery Protocol. In the event of presumptive case of COVID-19 the guest's room will be removed from service, placed in Out of Order status, and quarantined. The guest room will not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol by a licensed third-party expert and approval by Department of Public Health officials.

Locations for the Distribution of Personal Protection Equipment (PPE).

- Front of the House. Valet stands and Front Desk.
- Back of the House. Employee entrance (manager's office), department specific locations, including kitchen, MacArthur's Podium, housekeeping office, IT/AV Office, Reservations office, and each executive's office.

5. Physical Distancing

Throughout the property, we will meet or exceed state and local health authority guidelines on proper physical distancing.

Queuing. Any area where guests or employees queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, coffee shops and casual dining and taxi lines.

Hotel Front Desk, Business Center and Concierge. Agents will utilize every other workstation to ensure separation between employees whenever possible.

Restaurants and Bars. Restaurants and bars will follow all current guidelines and offer distancing between individual dining tables where space permits.

Meeting and Banquet Spaces. Meeting and banquet set-up arrangements can allow for physical distancing between guests in all meetings and events if the group, or government guidelines, require it.

Back of the House. Physical distancing protocols will be used in the employee dining rooms, uniform control areas, training rooms, shared office spaces, and other high-density areas in order to ensure appropriate distancing between employees.

6. Department Specific Sanitization Policies.

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There will be checklists for cleaning and sanitizing every thirty minutes. Cleaning products for food service areas will be different from kitchen and other common areas. Guest Room and Housekeeping, areas will have their own specific guidelines. See specific departmental checklists and protocols. These guidelines and checklists will be developed and adjusted in accordance with the CDC, state and local health guidelines.

7. Operations, Business Services Kiosk and Lost & Found.

Cleaning & Sanitizing Protocol.

- Counters and equipment sanitized at least once per hour
- Sanitize internet stations and post sanitation signage for guest reference

Physical Distancing Protocol.

- Employees to have individual stations to reduce shared equipment during each shift
- Maximum of two employees at counter
- USPS mailbox in the lobby to be cleaned every hour
- Enforce six-foot physical distancing minimums with common carriers
- Encourage the use e-mail for all guest transactions
- Offer Internet Stations for printing and completing any documentation instead of at counter

Guest Considerations

- Discontinue print magazine and newspaper services throughout the property.
- Guest packages delivered to the rooms will be placed outside the guest room, the delivery person will call the room and then wait to ensure the package is retrieved.

8. Valet, Guest Services & Transportation

Cleaning & Sanitizing Protocol.

- Sanitize high touch front services spaces and equipment including front desks, luggage storerooms, luggage belts, bell carts, porte cocheres and drop-off/pick-up waiting areas
- Offices, desks, counters, workspaces and related equipment (including iPads and radios) to be sanitized at least once every four hours or upon a new employee using the equipment
- Scooters, wheelchairs and other guest amenities to be sanitized after each use
- Baggage doors sanitized every hour
- Bell cart carpets to be covered with a cleanable, non-porous or disposable surface
- Back of House (BOH) elevator buttons to be sanitized at least once per hour
- Vending machines (break room and taxi tunnels) to be sanitized at least once per hour

Physical Distancing Protocol.

- Guest dry-cleaning services available using contactless pick-up and delivery protocols
- Guest amenity deliveries will be consistent with In Room Dining (IRD) protocols and



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delivered with contactless procedures whenever possible

Guest Considerations.

- Valet parking suspended

9. Public Areas

Cleaning & Sanitizing Protocol.

- Employees to sanitize the following areas at least once per hour
 1. Guest and garage elevators
 2. Employee entrance, and store-room property entry doors
 3. Handles to offices
 4. Office work stations
 5. Stair handrails
 6. Employee dining tables and counters
- Employees to sanitize the following areas at least twice per hour (every 30 minutes)
 1. Main lobby entry doors
 2. Conference space doors and conference space handrails from lobby level to Washington level
 3. Restaurant and bar doors and handrails
 4. Main Lobby handrails
 5. Lobby elevators buttons
 6. Exterior benches at lobby entrance
 7. Front Entrance and lobby trash bins
- All Front of House (FOH) restrooms to be sanitized at least once per hour

Physical Distancing Protocol. Maintain physical distancing of 6 feet or more when possible.

10. Front Office

Cleaning & Sanitizing Protocol.

- Sanitize all guest touchpoints after each transaction including EMV Credit Card Devices, pens and registration countertops
- Room keys to be sanitized before stocking
- Offices, Call Centers, Registration Desks to be deep cleaned and sanitized each hour

Physical Distancing Protocol.

- Restructure stanchions or floor markings to provide appropriate six-foot intervals.
- Staff every other workstation
- Lobby Greeter to provide guidance to arriving and departing guests to ensure physical distancing measures are followed
- Implement peak period queueing procedures, including a Lobby Greeter, when the number of guests may exceed the lobby capacity

Guest Considerations.

- Signage regarding 6 feet social distancing



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- Front Desk staff and hosts in food and beverage service outlets be prepared to guide guests and answer questions

11. Housekeeping

Cleaning & Sanitizing Protocol.

- Carts, trolleys and equipment to be sanitized at the start and end of each shift
- Back of house restrooms will be sanitized at least once every four hours
- Until further notice, daily room refresh service for stayovers will not occur. Guests may request additional amenities, towels, and linen from the front desk, which will be delivered at a specified time, in a single-use bag. Employee will knock on the door, and leave the bag on the floor outside of the room for the guest to retrieve.

Physical Distancing Protocol.

- All reusable collateral to be removed from rooms; critical information to be placed on single use collateral and/or electronically posted (in coordination with IRD)
- Disposable collateral to be disposed and changed after each guest
- Thayer Hotel Magazines will be removed from guest rooms and not replenished
- Specific sanitation consideration will be paid to the following guest room areas:
 - Desks, counter tops, tables and chairs
 - Phones, tablets and remotes
 - Thermostats
 - Cabinetry, pulls and hardware
 - Doors and doorknobs
 - Bathroom vanities and accessories
 - Bathroom fixtures and hardware
 - Windows, mirrors and frames
 - Lights and lighting controls
 - Closets, hangers and other amenities

12. Fitness Center.

The fitness center will capacity controlled until further notice. Please visit the front desk for a fitness center pass. Alternative wellness options to be provided to guests as they are developed including ability to walk around Thayer Hotel grounds outdoors.

Cleaning & Sanitizing Protocol.

- Anti-bacterial cleaning and signage to clean equipment prior to and after use will be placed.
- Hand Sanitizing station will be available
- Self service water dispenser will be removed
- Cleaning will happen twice per day of all equipment in the fitness center

Physical Distancing Protocol. Signage will be in place to remind guests to remain more than 6 feet away from others.

- Cardio-vascular machines will be closed so that every other one is available for use, in order to maintain social distancing.

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- Signage will be put on both entrances to the fitness center, reminding guests that no more than 6 people can be in the fitness center at one time, to maintain social distancing, and to clean their equipment before and after use.

13. Restaurants, Bars & Lounges.

Cleaning & Sanitizing Protocol.

- At the entry to the Restaurant and Bars, signage and hand sanitizers will be provided for guest use prior to entry. When possible, they will be touchless.
- Doors to the Restaurant and indoor bar will be kept open during service hours. At Zulu Time, the hand sanitizer will be available immediately upon exiting the building onto the rooftop bar
- The following items areas are to be sanitized twice per hour and logged by a manager, including:
 1. Host podiums including all associated equipment
 2. Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager
 3. Runners will sanitize all restaurant and bar doors, handrails, handles and high contact surfaces
- POS terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use, and sanitize the station
- Dining tables, bar tops, stools and chairs to be sanitized after each use
- Condiments to be brought out by request, and served in single use containers (either disposable or washed after each use)
- Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use. Until further notice, checks shall be presented with a single use check presenter. When possible, a portable POS will be used to avoid contact with the guest's credit card. After taking payment, employee will wash and hands
- Menus to be single use and/or disposable
- Sanitize trays (all types) and tray stands sanitized after each use
- Storage containers to be sanitized before and after each use
- Food preparation stations to be sanitized at least once per hour
- Kitchens to be deep cleaned and sanitized at least once per day
- Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.)
- Clean and soiled linens to be transported in sealed single use plastic bags into and out of the restaurant and bars

Physical Distancing Protocol.

- Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
- Peak period queuing procedures to be implemented when guests are not able to be immediately sat
- Manage the line flow at quick serve outlets to ensure coffee and food pick up areas

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remain appropriately distanced

- Additional quick serve coffee options to open based on demand and length of physically distanced lines (Bistro 1926)
- Service Bars will be staffed to allow for appropriate distancing between employees

Guest Considerations.

- All straws to be individually wrapped. All coffee stirrers will be individually wrapped
- In restaurant or bar dining will include linen napkin rollups. Rollups will be made directly after silverware is sanitized and napkins are washed, on a sanitized surface, with employee wearing a mask and gloves. Roll-ups are to be placed in covered sanitized bins. Gloves to be disposed of after completing silverware roll-up operation
- All food and beverage items to be placed on the table, bar or other surface instead of being handed directly to a guest

14. Catering & Banquets

Cleaning & Sanitizing Protocol.

- All shared equipment and meeting amenities to be sanitized before and after each use, or be single use if not able to be sanitized
- All linen, including underlays, to be replaced after each use
- Clean and soiled linens to be transported in sealed single use plastic bags into and out of the meeting rooms
- The following items areas are to be sanitized twice per hour and logged by a manager, including:
 1. Host Podiums including all associated equipment to be sanitized at least twice per hour and logged by a manager
 2. Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager
 3. Runners will sanitize all doors, handles and high contact surfaces
 4. Conference space doors and conference space handrails from lobby level to Washington level
- Flatware to be provided as a roll-up. Rollups will be made directly after silverware is sanitized and napkins are washed, on a sanitized surface, with employee wearing a mask and gloves. Roll-ups are to be placed in covered sanitized bins. Gloves to be disposed of after completing silverware roll-up operation.

Physical Distancing Protocol.

- Servers will wear masks and gloves for each guest or participant being served. Servers will stand behind the table to create 6 feet of distance

Guest Considerations.

- Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations



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- Develop examples of physically distanced floor plans for Hotel Sales & Convention Services use

15. Conference Services.

Cleaning & Sanitizing Protocol.

- Sanitize conference room doors, tables, chairs light switch and other equipment after each group use
- Meeting Concierge will sanitize their respective work areas, counters, doors and equipment at least once every four hours and upon a shift change when no conferences are in progress. When conferences are in progress, cleaning will be done when participants/guests leave the areas

Physical Distancing Protocol.

- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that New York State, county and CDC guidelines (in coordination with Catering & Banquets)
- Site inspections and meetings will be done virtually and/or appropriately physically distanced

Guest Considerations.

- Provide example of physically distanced floor plans (in coordination with Catering & Banquets)
- Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines
- Break areas have pre-packed foods available in-house production and brought in products using disposable portion control items, e.g., premade yogurt parfaits, premade vegetables and hummus, pre-made trail mix or popcorn
- A la carte individual, single use menus will be provided to each participant for lunch and dinner orders, to be completed and taken by Meeting Concierge prior to the first morning break, Boxed meals will be placed with names on them on tables in the meeting room
- Attendees collect their boxed meals from the service table that has been sanitized
- Plated a la carte service will resume when appropriate based on the Phase that we are in

16. Security Operations

Cleaning & Sanitizing Protocol

- All contact surfaces to be sanitized at the completion of an incident (in addition to standard sanitization protocols)
- Shift managers will assign specific sanitation responsibilities and ensure proper protocols are followed (see Security Checklist)
- Security to log completed tasks

Guest Considerations



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- Security Guards to familiarize themselves with hand sanitizer and mask distribution points for guests and coworkers
- Security Guards will follow the same mask protocols as other employees when physical distancing cannot be maintained, and when in common areas
- Security guards will wear gloves when completing cleaning duties and follow same hand washing protocols as other employees
- Security guards will wear gloves when in contact with guests, and dispose of gloves after each interaction with guest or items that guests have touched, and follow hand washing protocols after each encounter with same