

BRIGHTON MANAGEMENT STANDARD OPERATING PROCEDURE – LA COUNTY SAFER AT HOME ORDER FOR CONTROL OF COVID-19

Effective 04/15/2020

OVERVIEW

1. Purpose

i Due to the continued rapid spread of the Novel Coronavirus (COVID-19) and the need to protect the most vulnerable members of our community, this order continues to prohibit all indoor and outdoor public and private gatherings and events. The Order specifically defines hotels/motels/shared rental units and similar facilities as Essential Business. This Order is effective within the County of Los Angeles Public Health Jurisdiction, defined as, all unincorporated areas and cities within the county of Los Angeles with the exception of the cities of Long Beach and Pasadena, and continues through May 15, 2020.

2. Requirements

i The Health Officer now requires Essential Businesses to implement by no later than 11:59pm on April 15, 2020, a Social Distancing protocol, which includes a requirement to provide all of their employees whose duties requires contact with other employees and/or the public with a cloth face covering to wear while performing duties that involve contact with others. The County Health Officer will continue to monitor the rate of COVID-19 disease spread, the severity of the resulting illnesses and death causes, California Department of Public Health and Center for Disease Control and Prevention recommendations, and the effect of this order. If needed, this Order may be extended, expanded, or otherwise modified to protect the public's health.

3. Additional Requirements/Guidelines

i *For Essential Businesses opened to any member of the public, the Owner, Manager, or Operator of the Essential Business shall prepare and post no later than 11:59pm on April 15, 2020, a Social Distancing protocol for each of their facilities within the county of Los Angeles Public Health Jurisdiction that are frequented by the public or employees. The Social Distancing protocol must be substantially in the form attached to this Order as APPENDIX A.*

The Social Distancing protocol must be posted at or near the entrance of the relevant facility and shall be easily viewable by the public and employees. A copy of the Social Distancing protocol must also be provided to each employee performing work at the facility. All Essential Business shall implement the Social Distancing protocol and provide evidence of its implementation to any authority enforcing this order upon demand. The Social Distancing protocol must explain how the Essential Business facility is achieving the following, as applicable.

- a) Limiting the number of people who may enter the facility at any one time to ensure that people in the facility can easily maintain, at all times, a minimum of 6-foot physical distance from others, except as required to complete an Essential Business activity. Persons who are family members or household contacts, may stand or move together, but must be separated from others by physical distance of at least 6 feet.*
- b) Where lines may form at a facility, marking 6-foot increments at a minimum, establishing where individual should stand to maintain adequate Social Distancing.*
- c) Providing hand sanitizer, soap and water, or effective disinfectant at or near the entrance of the facility and other appropriate areas for use by the public and employees, and locations where there is high-frequency employee's interaction with members of the public (example front desk) Restrooms normally open to the public should remain open to the public.*
- d) Posting a sign in a conspicuous place at all public entries that instructs member of the public not to enter if they are experiencing respiratory illness, including fever or cough, and to maintain Social Distancing from one another. (See APPENDIX B for example of notice to post)*
- e) Providing for the regular disinfection of high touched surfaces and disinfection of all payment portals, pens, stylus after each use.*

- f) *Provide cloth face coverings to employees and contracted workers whose duties require close contact (within six feet for 10 minutes or more) with other employees and/or the public).*
- g) *Requiring the members of the public who enter the facility to wear a face covering during their time in the facility, unless in their guest room.*
- h) *Adhere to communicable disease control recommendations provided by the Los Angeles County Department of Public Health, providing guidance for cleaning and disinfecting the site. See guidance posted at www.publichealth.LAcounty.gov/media/coronavirus.*
- i) *Complete APPENDIX A: Social Distancing Protocol and send a copy to Samantha Gonzalez and Brenda Alcaraz.*
- j) *Refer to APPENDIX C, for guidelines on using and removing a mask. Staff must be trained on proper*

APPROVAL AND AUTHORITY TO PROCEED

Name	Title	Date

Dear Members of the Public,

Please do not enter the building if you are experiencing symptoms of Respiratory illness, symptoms include the following;

- Cough
- Shortness of Breath
- Trouble Breathing
- Fever over 100
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

If you do not have any symptoms upon entering, please adhere to the following Social Distancing guidelines;

- Maintaining a minimum of 6 feet apart
- Wear a face covering such as a disposable mask or cloth mask.

If you have any questions, please contact the Front Desk at [\(insert front desk number\)](#).

Sincerely,

Hotel Management

How to put on, use, take off and dispose of a mask

When to Use a Mask

- Masks are effective only when used in combination with frequent hand cleaning with alcohol-based hand rub or soap and water

If you wear a mask then you must know how to use it and dispose of it properly.

- Before putting on a mask, clean hands with alcohol based hand rub or soap and water.
- Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.
- Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water.
- Replace the mask with a new one as soon as it is damp and do not re-use single-use masks.

To remove the mask:

- Remove it from behind (do not touch the front of mask)
- Discard immediately in a closed bin
- Clean hands with alcohol-based rub or soap and water

Using a cloth face covering

You also have the option of using a cloth facemask. It is required that you wash your facemask frequently, ideally on a daily basis. Have a bin or bag to store cloth face coverings until they can be laundered with detergent and hot water and dried on a hot cycle. If you must re-wear your cloth face covering before washing, wash your hands immediately after putting it back on and avoid touching your face.

Discard cloth facemasks that:

- No longer cover the nose and mouth
- Have stretched out or damaged ties or straps
- Cannot stay on the face
- Have holes or tears in the fabric

References:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>

publichealth.lacounty.gov/media/Coronavirus/GuidanceClothFaceCoverings.pdf

SCRIPT – CHECK IN A GUEST

Good Morning/Good Afternoon/Good Evening.

As we are all going through the COVID-19 pandemic, the wellbeing of our guests and associates are of great importance to us, and to ensure we are taking the proper steps.

1. Are you experiencing any symptoms related to the COVID-19 (Coronavirus)?

****Please note (internal note only) If the guest doesn't know the symptoms***

- The symptoms are as follows;
- Cough
- Shortness of breath
- Fever over 100
- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

Again, this is strictly to ensure the safety of our guest and associates.

Thank you for your response!

****Please note (internal note only) ---- If the guests respond they have any of the above symptoms or refuse to answer the question, please let them know that unfortunately they cannot stay with us. Remember to remain empathetic***

The CDC (Center for Disease Control and Prevention) has categorized the COVID-19 pandemic as a “direct threat” to the health and safety of individuals. Therefore, if a guests states they have any of the symptoms above or refuses to answer, we can refuse service.

If the property has a listing of nearby quarantine locations that can be given to the guests, please do so.