



**Mansion House Covid-19 Cleaning Protocol in Accordance with Governor Baker's Phase 2 Instructions.**  
In addition to mandated Commonwealth guidelines rooms will be unoccupied for 24 hours in-between guest departure, cleaning and the next guest arrival.



#### Physical Distancing Protocol

- To minimize contact with guests, stayover service will be on request only. If the guests do request service, room attendants will coordinate a time to enter room when the guests are not in it.
- Guests will be encouraged to contact front desk to inform them of a time they would like stayover service if they require it.

#### Increased Sanitation

- In addition to the increased focus on cleanliness of guest rooms, we will also be pinpointing high touch areas in guest's rooms. The following will be disinfected before exiting the room.
  - Headboards, desks, counter tops, tables and chairs
  - Telephones and television remotes
  - Thermostats and light switches
  - Cabinetry, bed side tables, knobs and other hardware
  - Bathroom vanities, fixtures, hardware, hair dryer etc.
  - Windows, mirrors
  - Closet hangers, safe, luggage racks
  - Refrigerator door handles
  - Coffee makers

#### Cleaning & Sanitizing Protocol

- All standard cleaning SOP's are to be followed, with the addition of these extra steps.
- Each room will require a new set of sanitized gloves from the Room Attendant.
- Masks are required by all staff members while at work.
- Bed linen/duvet will be replaced after each departure, and will be placed in an individual bag and brought to laundry for washing.
- We will allow 24 hours in between cleaning and the next guest use for their safety.



- Housekeeping uniforms to be laundered at the end of each shift for disinfecting.
- Housekeeping carts to be sanitized at the beginning of the shift before heading onto the floors, and after the shift when returned to the basement. All items will be removed from the carts at the end of the day and placed back in storage to also be sanitized.
- Guest linen during their stay will only be changed upon request, to limit housekeeping contact with guest's soiled bedding and towels.
- We will remove one spin worth of toilet paper to discard any exposed areas after check out. We will remove one tissue from the box to discard of the exposed tissue after check out.
- Pillow protectors on guest room beds to be changed at each checkout.
- Remote control wraps to be applied after disinfecting after each check out.
- Guest room keys left behind after check out are to be sanitized before being returned to the front desk.
- Sanitizing items on the shelves in storage daily and always handle with gloves when bringing to guest rooms.
- Sanitize lobby restrooms and health club restrooms every 4 hours.
- Remove house phone in lobby, as well as lobby computer.
- All extra pillows and blankets in closets will be bagged to ensure they are fresh.
- Daily Housekeeping log recorded to track which Room Attendant is in each room and at what time.

#### Additional Considerations

- Remove all reusable/items that could be touched and left behind i.e. collateral from guest rooms such as brochures, menus, honor bars, etc. We will keep these items at the front desk and distribute
- We have complimentary Wi-Fi for our guests, allowing them to research the island online regards to activities we suggest.
- Every 2-4 hours (twice a shift), front desk staff will sanitize all high touch areas.
  - Front desk counter
  - Credit card swiper
  - Stair railings
  - Door handles
  - Bell carts
  - Elevator inside and landings (all floors 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>)
  - Health Club doors & stair rails

