

COVID-19 Response Program
Associate Guidebook

THE LUMEN[®]

Dear Associates

COVID-19 has changed our lives drastically and has changed the way we interact with our guests and other team members. We refer to this as the “new normal”.

In response to this we have developed this program designed to provide guidelines on how to better protect our guest and associates while continuing to provide the engaging service for which The Lumen has become known.

This guide was created with the help of the Cleveland Clinic to provide you with some guidance and best practices to make our hotels a safe place to work and visit. This document is meant to be important information on returning to work under these new conditions but should be used in conjunction with additional specific training provided by your leaders.

Most important of all, thank you for your commitment to the Program and being a part of a true team.

Going to Work

Your health and the health of our fellow associates and guests is very important to us and we need to do everything possible to help stop the spread of COVID-19. We have implemented the following practices to help keep our team safe. As you come to work, please keep these practices in mind.

Before You Come to Work

If you are not feeling well and showing symptoms, please stay at home. Contact your supervisor as soon as possible and then connect with your healthcare provider.



Entry Locations

Each hotel has designated a specific entry/exit location for all associates. Your supervisor will advise you of this entry point. This location is designed to maximize social distancing.

Clocking In

As an option, you may clock in from your personal mobile device when you arrive after completing the Wellness Check indicated below.

Please go to myadp.com for your mobile clock in options or contact your supervisor for assistance.

If you do not wish to clock in through the mobile option, you may still clock in using the timeclock, but should follow these steps:

- Wipe down the clock using the provided sanitizing wipes
- Wash your hands and/or use hand sanitizer after clocking in



Lockers

To help prevent contamination, locker use is restricted to only associates currently working a shift. You will not be allowed to leave items in a locker after your shift.

Before using the locker, you should wipe down the handle using the provided sanitizing wipes and again wipe down the locker after removing your items at the end of your shift.



The hotel will perform nightly sanitizing of the lockers using a disinfectant spray.

Daily Associate Wellness Check

For the protection of yourself and others, all associates must complete a Wellness Check prior to starting their shift. The Wellness Check consists of a temperature reading using a contactless thermometer and three (3) screening questions to determine if you are at risk.

The Wellness Check will be conducted in a private area where the screening and results can be kept confidential, by a member of the leadership team who has been trained in the screening process. The location for the Wellness Check at your hotel will be posted in your breakroom and at the timeclock.

Screening Questions

The Screener will ask you the following questions verbally and indicate the response on the Wellness Check Log using only pass or fail. A fail indication occurs only if you answer “Yes” to any of these questions.

- *Have you tested positive for COVID-19 or had any of the following symptoms in the last 14 days, or are experiencing any of these symptoms now: fever, cough, shortness of breath, difficulty breathing, prolonged chills, sore throat, and/or runny nose?*
- *Have you or any member of your household traveled internationally in the past 14 days?*
- *In the past 14 days, at work or elsewhere, did you have close contact with someone who has a probable or confirmed case of COVID19?*

Temperature Screening

The Screener will take your temperature with a thermometer using a no-contact method. Once the reading has been taken, the Screener will share the results and determine if the results are pass or fail using the following guidelines provided by the CDC.



Pass	Temperature below 100.4°F / 38°C
Fail	Temperature at or above 100.4°F / 38°C

Screening Results and Denial Access to Work

If an associate fails the screening process (pass or fail parameters are indicated below), then the associate will be denied access to work following the procedures below.

	Temperature	Questionnaire
Pass (both conditions must be met)	Below 100.4°F/38°C	All “No” responses
Fail (either condition is met)	At or above 100°F/38°C	Any “Yes” response

If it is determined that you cannot pass the screening, you will be asked to complete an actual Screening Document that will be added to your confidential medical file. You will then be asked to return home and you will not be able to work that day and you must remain home for at least for at least seven (7) days from the onset of symptoms and three (3) days after any fever is completely gone and any respiratory symptoms have improved. You may be required to provide medical clearance confirming your fitness to return to work.

Upon your return to work, you will be subject to further temperature screening and a screening questionnaire.

Associate Temperature/Questionnaire Refusal

Please note that if you refuse the temperature screening or to answer questions asked pursuant to the Screening Questionnaire (other than for religious reasons or other protected grounds), you may be advised that you will be denied access to the workplace and will not be compensated, as it will be considered a violation of our Health & Safety practices. To request an accommodation please contact your General Manager or Regional Director of People & Culture for assistance.

Protecting Yourself and Others from COVID-19

Social Distancing Protocols

Social distancing, also called “physical distancing”, means keeping space between yourself and other people outside of your home. Your hotel has set some revised occupancy allowances for certain spaces including back of the house areas and break rooms. Please observe these new guidelines. Steps you can take to practice social or physical distancing include:

- Stay at least 6 feet from other people
- Do not gather in groups
- Stay out of crowded places and avoid mass gatherings Social Distancing is one of the best tools to stop the spread of a virus.
- Avoid elevators when possible. If the elevator is occupied by guests, do not enter, and wait for another elevator.
- Break times are staggered to accommodate new break room occupancy limits

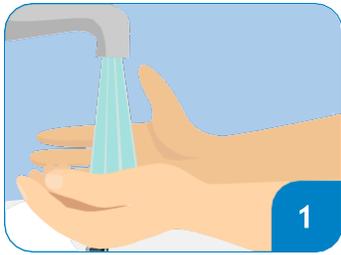


Hand Washing

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of all viruses. You should wash your hands, or use sanitizer when a sink is not available, frequently (at least every 60 minutes) and

- Whenever they look dirty
- After using the restroom
- When entering or exiting the workplace and before and after your shift
- After blowing your nose, coughing, or sneezing
- After touching animals
- After cleaning activities including sweeping and mopping
- Before and after your break
- Before, during, and after you prepare food
- Before and after eating or drinking
- Cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift
- Anytime you feel your hands are dirty

The proper technique for hand washing



Wet your hands with clean running water (warm or cold).



Lather your hands with soap. Rub together 20+ seconds. Don't forget wrists, back of hands, between fingers & fingernails.



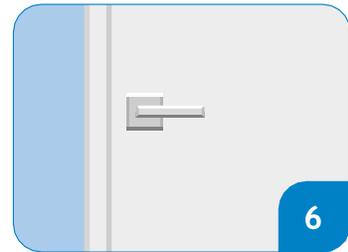
Rinse your hands well under running water.



Turn off the water with your elbow (or a clean towel).



Dry your hands with a clean towel or air dry them.



Used a towel? Use it to open the bathroom door.

Respiratory Etiquette

Certain actions should be taken when coughing or sneezing, which are designed to reduce the spread of respiratory illness to others

- Cover your nose and mouth when coughing and/or sneezing with a tissue or in your elbow. If tissues are used, throw them away immediately.
- Wash your hands or use a hand sanitizer



Appropriate PPE for the Workplace

Personal Protection Equipment or “PPE” is to be worn by all associates based on their role and responsibilities and in adherence to state or local regulations and guidance. Additional training on how to properly use and dispose of all PPE is mandatory and will be provided by your supervisor.

PPE will be provided for you at no charge.

Face Masks

Cloth face coverings can be used for source control in the workplace. They are recommended by the Centers for Disease Control and Prevention (CDC) to potentially help prevent transmission when used as a complement to social distancing. They are not a replacement for adequate distancing.

How to wear a mask or face cover:

The CDC recommends keeping these criteria in mind when wearing a mask or face cover:

- It should be snug but comfortable against the sides of the face.
- It needs to be secured with ties or ear loops.
- It should be made with multiple layers of material.
- It must allow you to breathe without restriction.
- It should be able to withstand machine washing and drying and not get damaged or change shape.

How to keep masks and face covers clean:

- The CDC recommends washing cloth face masks frequently, either by hand or in a washing machine. Individuals should take care not to touch their eyes, nose, mouth, or face when removing a worn face covering, and to wash their hands immediately after removing them as they may carry infectious contaminants.



Correct



Mask Necklace



Mask Goatee



Mask Visor

Gloves

Gloves protect you against contact with infectious materials. However, once contaminated, gloves can become a means for spreading infectious materials to yourself, other associates, guests, or environmental surfaces. The way you use gloves can influence the risk of disease transmission. These are the most important do's and don'ts of glove use.

- Limit opportunities for “Touch Contamination”. Do not touch your face or adjust PPE with contaminated gloves
- Change Gloves during use if torn and when heavily soiled
- Discard in appropriate receptacle

How to Properly Remove Gloves



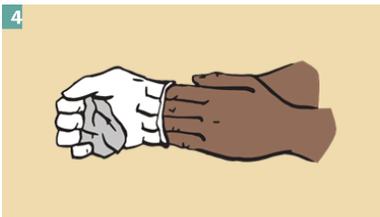
1 Grasp the outside of one glove at the wrist. Do not touch your base skin.



2 Peel the glove away from your body, pulling it inside out.



3 Hold the glove you just removed in your gloved hand.



4 Peel off the second glove by putting your fingers inside the glove at the top of your wrist.



5 Turn the second glove inside out while pulling it away from your body, leaving the first glove inside the second.



6 Dispose of the gloves safely. Do not reuse the gloves.



7 Wash your hands immediately after removing gloves.

Who Should Wear What PPE?

Wearing the recommended Personal Protective Equipment (PPE) helps keep you and others safe. The following matrix outlines job categories and the required PPE. Be sure to follow the guidelines for using PPE.

	Face Masks	Disposable Gloves	Protective Eyewear
Room Attendants	Yes	Yes	
Lobby and Public Area Attendants	Yes	Yes	
Guest Services Staff	Yes	Yes	
Kitchen Staff	Yes	Yes	
Restaurant Service Staff	Yes	Yes	
Maintenance Staff	Yes	Yes	Recommended *
Sales Staff	Yes		
Management Staff	Yes		

*Protective eyewear or safety shields are required when doing any work where contaminated water/fluids can become aerosolized.

Your Wellbeing

Managing your stress and wellbeing is essential to staying healthy and happy. Following these steps to manage stress and add a sense of normalcy can go a long way to help you and your employees cope with the ever-changing environment and help keep those around you calm and focused.



Exercise regularly.

Aerobic exercise (e.g., walking, running, hiking, or playing with your kids/pets), can help release endorphins (natural substances that help you feel better and maintain a positive attitude).



Maintain a healthy diet.

Stress can adversely affect your eating habits and your metabolism. The best way to combat stress or emotional eating is to be mindful of what triggers stress eating and to be ready to fight the urge.



Connect with others.

Fear and isolation can lead to depression and anxiety. Reach out to family members, friends, and colleagues regularly via phone, text, FaceTime, or other virtual platforms.



Take a break.

While it is important to stay informed of the latest news and developments, the evolving nature of the news can get overwhelming. Find a balance of exposure to news that works for you. Whenever reasonably possible, disconnect physically and mentally.



Get enough sleep.

It is especially important that individuals get the recommended amount of sleep to help them stay focused on work and on managing the stress the current outbreak can bring. Experts recommend avoiding alcohol and stimulants like caffeine and nicotine before bed.

Employee Assistance Program

We encourage you to seek assistance if you feel unable to manage your wellbeing and are feeling an increased level of stress and anxiety. Our employee assistance program (EAP) is a great resource to not only assist associates but also family members within your home.

Call: 1-888-327-9573

TDD: 1-800-697-0353

Go online: www.guidanceresources.com Web ID: SYMETRA.

Training & Resources

Knowledge is power and as we are all students, we must keep up on the latest information to ensure we proactively protect ourselves, our fellow associates, and guests from illness.

Associates will be required to take the following training sessions on COVID – 19 through <https://www.itrainstation.com/>

- 6 Steps to Prevent COVID-19
- COVID-19: Causes, Symptoms, Diagnosis and Treatment
- Beating Coronavirus: Flattening the Curve
- Coronavirus: 5 Facts & Action Steps (COVID19)

You will also review our COVID-19 Response program created in partnership with Cleveland Clinic during your onboarding orientation. In addition, please find the following resources to keep you informed on how to do your part in the protection and prevention from COVID-19.

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/sick-with-2019-nCoV-fact-sheet.pdf>

<https://www.cdc.gov/coronavirus/2019-ncov/community/worker-safety-support/index.html>