



## **The Gant Cares COVID-19 Operational Plan**

In partnership with  
**Aspen Lodging Association**  
**Aspen Chamber Resort Association**  
**Pitkin County Board of Health**

Here at The Gant, the safety, well-being and peace of mind of our associates, guests, owners and community is top priority. As such, we have developed The Gant Cares, our COVID-19 Operational Plan. We are pleased to share the detailed actions our team is implementing and strictly enforcing to ensure care and cleanliness as you consider your next visit.

Given this is a rapidly changing and sensitive situation, our team is closely monitoring state and local mandates to quickly evolve our operational plan to align with the most accurate and timely information.

### **Employee & Guest Health**

#### **Thermal Thermometers**

All employees entering the resort will be screened for COVID symptoms including temperature checks prior to beginning their shift. Any associate displaying symptoms will be asked to seek medical attention and depart the resort immediately.

#### **Physical Distancing**

Guests will be advised to practice social distancing by allowing at least six feet of space from other persons outside of their immediate travel party throughout the resort. Café tables and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded to avoid touching 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 local or state mandated occupancy limits. Signage and/or other communication means available may be utilized to encourage the compliance of social distancing. This includes check-in, check-out, elevators and Café.

- **Resort Front Desk and Concierge**  
Employees will utilize workstations in a manner that adheres to proper social distancing. A physical barrier will be in place to assist in social distancing between the

employee and the guest.

- **Pepperjack's Café**

Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated party.

#### **Hand Sanitizer**

Hand sanitizer dispensers, touchless wherever possible, will be placed throughout the resort at key guest and employee entrances and public areas such as driveways, reception areas, resort lobbies, café, event spaces, elevator landings, pools and fitness areas. The Gant will be locally sourcing its hand sanitizer, containing 80% ABV, from Marble Distilling.

#### **Resort Public Area Signage**

Health and hygiene reminders will be placed throughout the resort including the proper way to wear, handle and dispose of masks in addition to social distancing requirements.

#### **Resort Employee Area Signage**

Signage will be posted throughout the resort reminding employees of the proper way to wear, handle and dispose masks, use gloves (in positions deemed appropriate by medical experts), wash hands, handle sneezing and avoid touching their faces. Directives regarding social distancing, especially in tighter spaces such as elevators, will be displayed.

#### **Employee & Guest Health Concerns**

Employees of The Gant have received clear instructions on how to swiftly respond to and report presumed cases of COVID-19 on the resort to the Pitkin County Board of Health. The Gant is also prepared and equipped 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 resort are instructed to immediately notify their manager (employees) or The Gant Management (guests).

#### **Case Notification**

If The Gant is alerted to a presumptive case of COVID-19 at the resort, we will work with the Pitkin County Board of Health to follow the appropriate board-recommended actions.

#### **Public and Employee Areas Cleanliness**

Public spaces and employee/non-public areas such as the kitchen, storage, breakrooms and offices must and will be cleaned and disinfected using commercial grade cleaning solutions and products. Viricidal cleaner will be used for any reactive cleaning measures related to an infected person or situation. High touch objects and surfaces, such as tables, countertops, elevator buttons, door handles, public bathrooms, room keys and locks, fitness equipment, dining surfaces and seating areas will be routinely wiped down with cleaner.

Individuals who are cleaning must wash their hands and wear impermeable, disposable gloves. Cleaners will avoid touching their faces during cleaning. Gloves will be disposed of after each clean, and cleaners should wash their hands immediately after gloves are removed.

**Hand Washing**

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of COVID-19. All associates working in the resort will be required to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for a duration of 20 seconds) and immediately following these activities: Using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before starting and after a shift.

**Shared Equipment**

Shared tools and equipment will be sanitized before, during and after each shift or any time the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen instruments, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort.

**COVID – 19 Training**

All associates will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food and Beverage and Hotel Operations.

**Personal Protective Equipment (PPE)**

All resort associates are to wear face masks while in the resort working for the resort. 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 the proper use and disposal of PPE will be mandatory. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants.

**Employee Daily Check-In & Pre-Shift and Check-In**

Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees.

**Event, Meeting and Convention Spaces**

Event and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC<sup>4</sup> and state recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

**Pools**

When pools are allowed to open – compliance with mandated protocols from the county and state will be followed. Guidelines established may include pool seating to be configured to allow for at least six feet of separation (when state/county mandated) between groups of guests and mandated maximum capacity in all bodies of water that follow separation guidelines.

**Delivery Protocol**

Deliveries shall be machine unloaded to the greatest extent possible. Direct contact with delivery drivers should be kept to a minimum and in compliance with social distancing regulations.

## **Guest Room Cleanliness**

The resort will maintain the highest standards of cleanliness and hygiene throughout the resort and will implement several enhanced protocols.

All guestrooms will be cleaned and disinfected using commercial grade cleaning solutions and products between guest stays, including all frequently touched objects and surfaces, such as door handles, remote controls, telephones, etc.

Particular attention will be paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, telephones, in-room control panels, light switches, temperature control panels, alarm clocks and flooring.

High-touch surfaces will be cleaned and disinfected after each stay. Examples of high-touch surfaces include tables, hard-backed chairs, doorknobs, handrails, light switches, remotes, wardrobe and cabinet handles, desks, toilets, sinks, bedside tables, and kitchen and bathroom surfaces. A two-step approach will be used for cleaning high-touch surfaces:

- Use a detergent or soap and hot water for visibly dirty surfaces followed by disinfection to kill germs on surfaces.
- Viricidal cleaner will be used for any reactive cleaning measures related to an infected person or situation.

All bed linens and laundry will continue to be washed at a high temperature and in accordance with CDC guidelines.

Dirty linens will be removed in a safe manner to eliminate excess contact while being transported to the laundry facility. Employees will wear disposable gloves when handling dirty laundry and discard after each use. Items will be washed using the warmest setting and items will be dried completely.

If guests do not want housekeeping service, clean linens will be provided in green bags, guests will be asked to bag dirty linens in red bags. These valet bags will be laundered between usages.

### **Room Recovery Protocol**

In the event of a presumptive case of COVID-19, the guest's room will be removed from service and quarantined. The guest room will not be returned to service until a 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 administered by a licensed third-party expert.

## **Shuttle Service**

The Gant shuttles will be thoroughly disinfected between each ride and protocols will comply with state/county mandates.

Shuttle service will be limited to one individual or traveling party at a time.

All resort shuttles will have hand sanitizer present.

Employees will not open the doors of The Gant shuttles.

## **Guest & Visitor Arrival**

Guests will enter the resort through doors that are either propped open (when weather and Aspen bear-season permits) or manually operated by an employee.

The number of guests allowed in the lobby will be limited to ensure safe social distancing practices. We will ask only one member of each party to enter the lobby upon arrival to complete registration and receive room keys and parking pass.

Visitors to the resort will be encouraged to utilize hand sanitizer and to wear a mask if regulations are in place that dictate that. Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices mandated throughout the resort.

Wherever possible, The Gant will implement contactless procedures and remove touch points within the confines of their operation such as contactless check-in procedures and electronic signatures.

“Sneeze Guards” will be in place to distance guests from associates at the front desk, bell stand and concierge areas.

Complimentary face coverings will be available for guests upon arrival.

Guests requesting bell service will be assisted and the bell cart will be sanitized after each use.

## **Department Specific Sanitization Policies**

---

### **Guest Services & Transportation**

- Practice social distancing and face covering protocols.
- Sanitize high-touch front office service spaces and equipment including offices, bell desk, luggage storeroom, bell carts, porte-cochere and drop-off/pick-up waiting areas.
- Offices, desks, counters, workspaces and related equipment (including iPads and radios) to be sanitized several times daily or upon a new employee using the equipment.
- Lobby doors sanitized every hour.
- Office refrigerator to be wiped down several times daily. All dishes to be cleaned and put away upon usage. Paper plates and disposable utensils will be provided.
- Guest laundry and dry-cleaning services available using contactless pick-up and delivery protocols.

- Guest amenity deliveries will be consistent with In Room Dining (IRD) protocols and delivered with contactless procedures whenever possible.

### **Pool Operations**

- Chaise lounge chairs to be sanitized several times daily.
- Chaise lounge chairs set with appropriate physical distancing.
- Towel cabinets to be sanitized several times daily.

### **Public Areas**

- Employees to sanitize the following areas several times daily
  - Guest elevators
  - All handrails
  - Employee dining tables and counters
- Employees to sanitize the following areas several times daily
  - Resort entry doors
  - Exterior elevators and handrails
  - Exterior benches
  - Trash bins
- All public restrooms to be sanitized several times daily.
- Practice social distancing and face covering protocols.

### **Housekeeping**

- Carts, trolleys and equipment to be sanitized at the start and end of each shift.
- Guest linens will be delivered and removed from guest rooms.
- Back of house restrooms will be sanitized several times daily.
- House phones, in unsupervised/controlled areas, to be removed.
- Physical Distancing Protocol
  - Minimize contact with guests while cleaning resort rooms; guest room attendants will offer to return at an alternate time for occupied rooms.
- Guest Considerations
  - All reusable collateral to be removed from rooms; critical information to be placed on single use collateral provided at check-in.
  - Disposable collateral to be disposed of and changed after each guest.
  - 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

## **Fitness Center**

- Pending guidance from local authorities and medical experts, the fitness center will be available to guests based on state and county social distancing guidelines.
- Equipment and high touch areas to be sanitized several times daily.
- Additional cleaning wipes will be placed throughout the fitness center for guest use.
- Practice social distancing and face covering protocols.

## **Pepperjack's Cafe**

- Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized several times per day and logged by a manager.
- 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.
- Dining tables, bar tops, stools and chairs to be sanitized after each use.
- Condiments to be served in single use containers (either disposable or washed after each use).
- "Sneeze Guards" will be in place to distance guests from servers at the counter.
- Check presenters, pens and all other reusable guest contact items to be either sanitized after each use or single use.
- Menus to be sanitized after each use.
- Storage containers to be sanitized before and after each use.
- Hourly temperature checks of dish machines to ensure proper sanitation.
- 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.).
- Practice social distancing and face covering protocols.
  - Employees to manage physical distancing at entries, waiting areas and queues (in addition to signage)
  - Peak period queuing procedures to be implemented
  - Tables and booths to be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local authorities)
  - Reduce bar stool count to provide appropriate physical distancing
  - Manage the line flow at quick serve outlets to ensure coffee and food pick up areas remain appropriately distanced
  - Additional quick serve coffee options to open based on demand and length of physically distanced lines
- To-go/Delivery Options
  - Select menu items will be available for guests to arrange a contact-less delivery to the room or to be picked up in the café.

## **Catering & Banquets**

- 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 linens, 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.
- Physical Distancing Protocol
  - All buffet and self-serve style events to be suspended until further notice
  - All food and beverage items to be individually plated and served
  - Coffee and other break items to be attended and served by a server
  - Flatware to be provided as a roll-up
  - Condiments to be served in individual packages or sanitized individual containers
  - Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing
- Guest Considerations
  - Individual water will be provided in lieu of water carafes on meeting tables and water stations
  - Provide examples of physically distanced floor plans for meeting and event use
  - Provide modified menus as needed

### **Resort Sales & Convention Services**

- Sanitize conference room doors, tables, chairs, light switches and other equipment after each group use.
- Physical Distancing Protocol
  - Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing
  - Site inspections and meetings will be done virtually and/or appropriately physically distanced
  - Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines