Post COVID-19
Operating Plan

Updated: 15 October 2020
Overview

The Marines’ Memorial Association and Foundation prioritizes the safety and well-being of our members, guests, employees and visitors at our private club & hotel facility located at 609 Sutter Street, San Francisco.

We have and will continue to abide by all government mandates, guidelines and best practices as we move forward with business in a post-COVID world. The information contained in this document provides details on how we currently operate the various aspects of our business enduring the COVID-19 pandemic challenges while ensuring our members, guests and employees remain safe. Also included are our plans for expanded actions when the opportunity exists to re-build and resume full operations.

This plan incorporates requirements and recommendations from the CDC (Center for Disease Prevention and Control), Cal/OSHA (California Occupational Safety and Health Administration), CDPH (California Department of Public Health), SFDPH (San Francisco Department of Public Health) and recommendations from our insurance brokers and legal advisors.

As we implement and maintain procedures and protocols to ensure our operations are safe, we have developed this plan with the intent to highlight our workplace protocols in order to establish a level of comfort and as a catalyst to an ongoing open dialogue of safe best practices. If you have additional concerns or specific risks you would like addressed, please reach out to Michael Allen, General Manager, or Celeste Repsher, Director of Human Resources.

It should be noted that this is a living document which may change with additional government mandates, requirements, recommendations, and out of operational necessity.

Club and Hotel Operations

Due to the evolving nature of the COVID-19 pandemic, creating an exact timeline for resuming each area of our operation is not feasible. MMA&F will continue to monitor applicable state and local guidance, government mandates, hotel occupancy and business needs to determine next steps for reopening each area of our operation. We intend to have a gradual phased approach for opening our various operations and hiring staff as required. During this period of reduced operations, we have taken the opportunity to analyze our operations as a whole, discuss our goals moving forward and review each of our areas of operation, positions, responsibilities, and processes. As we slowly rise out of this period of drastically reduced operations, we will be looking at ways to enhance and improve services and amenities for our members and guests, streamline processes, adjust responsibilities and put the club in a more competitive position going forward.
**General Requirements of Employees and Guests:**

Everyone is required to wear a face covering in order to enter MMA and during the time they are on property, with the exception of a guest who is inside their hotel room. A face covering should be designed to fit over and cover your mouth and nose. A double folded scarf or bandana, medical face mask, fabric face mask, etc. may be used to meet this requirement. Face coverings with vents do not meet this requirement. Failure to wear a face covering after being reminded once may result in being asked to leave the property.

Signage has been placed throughout the building reminding guests and employees of the face covering requirement and to wash and sanitize hands regularly.

In the lobby, floor markers have been placed 6 feet apart on the blue rug between the sliding glass doors and the iron gate indicating where guests may stand while waiting to answer the COVID questions and be welcomed into MMA. Floor markers have been placed near the front desk offering two separate lines to the front desk to check-in/out. Floor markers are also in the elevator area for guests waiting for the elevators and lastly, two floor markers are in each elevator cab indicating the maximum number of guests from different households who may share an elevator.

We offer contact-less check-in and check-out and contact-less payment. Guest Service will make available to each guest upon check-in a complete list of our safety and security procedures. At that time, each guest will answer three health related questions as a screening process against COVID-19.

The Front Desk is offering amenity kits upon request. These kits may be customized to the needs of our guests and may contain such items as: a face mask, disposable gloves, toothbrush, toothpaste, hand sanitizer, bar soap, info card on COVID-19, a list of restaurants open for take-out and a notification that MMA staff may not enter a hotel room if guests are present.

Information about MMA and MMF is available for guests at the front desk, via QR code or internet link.

Touchless soap dispensers and hand sanitizer dispensers have been installed in each of the public restrooms. Standing or wall-mounted hand sanitizing stations have also been placed on each of the guest floors near the elevators. When event space is being used, hand sanitizing stations will be placed in each of the event rooms.

Signage has been placed throughout the building notifying guests to wear a face covering at all times while in MMA and when outside in SF (until the government mandate is lifted), to wash hands throughout the day and to use hand sanitizer frequently.

Elevators may be used as follows: Individuals in the same household may share an elevator. The maximum number of guests from different households who may share an elevator is two (2). They should be on each side of the elevator and facing forward for the entire ride. Signage has been placed on each elevator landing with this information.
Facility Maintenance

As recommended by the CDC, routine cleaning and disinfecting are a crucial part of reducing the risk of exposure to COVID-19. Normal routine cleaning with soap and water alone can reduce risk of exposure and is a necessary step before disinfecting dirty surfaces.

Our standard cleaning processes for most areas at Marines’ Memorial include the following steps:

1. Clean with soap and water to decrease the virus on surfaces and objects. This step reduces the risk of exposure.

2. Disinfect using an EPA-approved disinfectant.

3. High traffic and high touch areas will be cleaned on a regular schedule with each cleaning documented. These areas include the front desk, external elevator buttons on all floors, internal elevator buttons and walls, handrails between the lobby level and FLL, public restrooms, doors and door handles, light switches, counter tops, toilets, faucets, sinks and mirrors in shared restrooms (both in employee and guest areas), employee break room tables, employee lockers and employee locker room sink areas and shared touch screens at the front desk and in member service areas.

All products used for cleaning and disinfecting will be approved for use against COVID-19 by the EPA. All products purchased for cleaning, including wipes, hand sanitizer, sprays, etc. must be approved in advance by Vincent Imasa, Executive Housekeeper, to ensure the product meets the EPA requirements, that a product Safety Data Sheet is on file with HR, the Department and Engineering and that the proper PPE is being used. We will increase and enhance the cleaning of soft and porous materials such as office seating, FLL chairs and sofas, area rugs, and carpets using EPA approved chemicals and hospital grade disinfectants.

Common Areas: Common areas include the lobby, hotel floor hallways, Flying Leatherneck Lounge, the library, and elevator areas. The maintenance and cleaning schedules of these areas have been increased to prevent the spread of COVID-19. During business hours all high traffic common areas are cleaned hourly using EPA-approved disinfectants. The use of an electrostatic sprayer with a botanical disinfectant solution is used twice daily in all common areas.

HVAC System: Mitsubishi split units with no shared venting.

Hotel Rooms:

All decorative throw pillows have been removed from the hotel rooms. Shared amenities like magazines, brochures and written collateral have all been removed and are available at the Front Desk or online. Bathroom amenities are single use and will be discarded after each guest.
For everyone’s safety, employees are prohibited from entering or servicing hotel rooms in the presence of guests.

When servicing hotel rooms while the guests are not in the room, housekeeping is required to wear the approved protective equipment of a face mask, face shield and gloves. Vacant hotel rooms will be quarantined for 24 hours for added protection before being serviced. The new cleaning protocol for cleaning hotel rooms includes removing and cleaning all bedding, towels and robes. Bed pillows are sanitized in the dryer for 28 minutes using 160 degree heat.

**Employee Office/Work Spaces:**

Shared items and equipment will be cleaned between uses by each user. This includes the front desk computers. As a job requirement, each GSA is required to clean their workstation including the computer, screen, phone and counter space, at the beginning of their shift before they use it and at the end of their shift as their last step before leaving. All other administrative staff are required to regularly clean and disinfect their workspaces as well.

Workstations which directly face guests or members have been provided with a plexiglass screen to ensure proper social distancing. Currently, the workstations that meet this need include the front desk, bell station and Membership reception. Other spaces will be included as business levels dictate.

**Offices:** Offices are cleaned by occupying personnel. Housekeeping staff will disinfect the areas weekly using EPA-approved disinfectants and the electrostatic sprayer using botanical disinfectant solution.

We have discontinued the use of all shared food and beverage equipment in the employee breakroom and offices. This includes shared coffee brewers, soda machines and shared candy/snacks.

Single use, compostable utensils will be provided to guests and employees.

Social distancing protocols have been put in place and workplace modifications may be made to ensure social distancing between employees and when employees are assisting/serving guests.

**Service to Hotel Rooms**

*Employees may not enter a hotel room if the guest is present.* Guest requests for amenities (towels, room service, etc.) will be addressed in a “no contact” manner. The employee will place the requested item/s outside of the hotel room, knock on the door, announce themselves then step at least 6 feet away from the door until the guest answers the door and retrieves their requested items. This includes the delivery of luggage by the Bell/Security Attendants.

There is no cleaning service for hotel rooms during a guests’ stay. Fresh towels and amenities will be offered as stated above.
An Employee who must enter a hotel room may only do so if the guest is not present in the room. The employee will be required to wear a face mask, face shield and gloves. Additional PPE may be required depending on the job they are doing. Hotel guests will be informed by the GSA of the following: For the protection of our guests and our staff, our policies do not allow our employees to enter a hotel room if the guest is present. An employee will be dispatched to the room to assist you if requested. Once the employee arrives, they will knock on your door and step at least 6 feet away from your hotel room door. The employee will wait for you (hotel guest) to exit the room before entering to assist with your issue. Once the issue has been resolved, the employee will step into the hallway and, at an appropriate distance, explain what occurred and how it was fixed.

Based on occupancy, dirty hotel rooms will be placed out of order and left vacant/dirty for a minimum of 24 hours before being cleaned.

Hotel Housemen are required to do an initial disinfection of room using electrostatic sprayer before a hotel attendant can start cleaning the room. When cleaning a hotel room, Hotel Attendants should open the windows immediately upon entry into the room to facilitate air flow. Hotel room dirty linens will be in placed in a bag and sealed before leaving the room. They will be transported by cart in individual bags and washed at a high temperature in accordance with CDC guidelines. Electrostatic sprayers with disinfectant have been purchased for use in the hotel rooms and on high touch areas. Each hotel room will have all hard and soft surfaces sprayed as the last step in the cleaning process before declaring the room vacant/clean. As the last step in the cleaning and disinfecting process, hotel rooms that have been thoroughly disinfected and cleaned will be secured by a seal attached to the hotel room door indicating all precautions have been exercised to establish the hotel room as a safe and sanitized environment. Once a hotel room has been declared vacant/clean, no employee may enter the room. Only the registered hotel guest may break the seal and enter the room at least 15 minutes after it has been sprayed to allow time for the disinfectant to dry.

VIP/welcome amenities may be picked up at the front desk or will be delivered via “no contact” after the guest/s check-in the hotel room.

San Francisco Healthy Buildings Ordinance

Our facility complies with all requirements directed in the San Francisco Healthy Buildings’ Ordinance for our current level of occupancy. Various protocols and sanitation procedures will be enhanced as occupancy levels increase to remain in total compliance of the ordinance. The complete ordinance can be found at:

COVID Exposure

Employee:

1. Employee is not allowed to report to work or enter the building.
2. Employee is strongly encouraged to contact their health care professional/advice nurse.
3. Employee will self-quarantine at home to follow the advice of their medical professional for 14 days.
4. HR will notify employees if they may have come in contact (within 14 days) with an infected employee. Due to medical privacy laws, the identity of the infected employee will be protected to the extent possible.
5. When possible, MMA will secure, quarantine, and sterilize the work area of the infected employee.
6. The employee will need a medical release in order to report back to work.

Guest:

1. Guests will not be allowed to remain on or re-enter MMA property until medically cleared. MMA management will notify employees, other guests and/or visitors that may have come into contact with the infected guest within 14 days.
2. When possible, MMA will secure, quarantine, and sterilize areas of the club inhabited by guest. If the guest occupied a hotel room, the room must be quarantined for 72 hours before any employee may enter it, after which we will perform the extensive cleaning and sanitation process.

San Francisco Health Department must be notified when an employee or guest exposes the property to COVID 19. The Marines’ Memorial Association will follow the guidance of SFHD with regards to facility closure, inspection, disinfection and testing of anyone who may have come in contact with the virus.

Isolation Area

When it is necessary to isolate an individual, who has tested positive to COVID-19, the entire 9th floor has been established as the on property isolation area. When in use for this purpose, all facility occupants will be notified verbally and with signage. The area will be secured and monitored.

CAL/OSHA Emergency Regulations

1. We will notify all employees of potential COVID-19 exposure within one business day. Exposure means the possibility of being within 6 feet of the infected individual.
2. No charge COVID-19 testing sites are on record in the HR office. The sites are within a half mile of the club.
3. Marines’ Memorial reserves the right and must comply with refusing access to an individual that either do not adhere to the COVID-19 guidelines or pose a major risk to the facility.

ETS Standards

1. Periodic inspections of workplace will be scheduled for potential covid-19 exposure hazards.
3. Employees with elevated risk for COVID-19 infection should share their concerns with HR.

Moving Forward

This COVID Operating Plan is a living document that will be reviewed and amended as necessary. The purpose of this plan is to align the efforts of our organization in the most productive and healthy manner possible. This plan is no substitute for taking personal precautions when away from Marines’ Memorial by practicing social distancing, wearing a mask, washing your hands regularly and using hand sanitizer. If we all work together on this, we will survive and flourish.

Questions and concerns about this plan or document should be directed the Manager on Duty or to Michael Allen, General Manager.

By signing below, I confirm the following:

*I have been given a copy of the MMA Reopening Plan

*I have read the Plan, understand the contents and agree to abide by its requirements.

*I have been given the opportunity to ask questions.

*I understand that translation into another language is available if I would prefer it.

Printed Name: ________________________________   Position: _______________________

Signature: ____________________________________ Date: ___________________________