



Message from Brian Stiglets:

The Inn at Longwood Medical remained open during the COVID-19 pandemic. We proudly worked to provide housing for guests seeking ongoing essential medical procedures and for medical staff.

During this process, we implemented additional cleaning procedures to enhance our current processes. For those who are regular guests, you will find changes to our operations to insure you of a safe environment during your visit.

The Staff and I have always been proud of our cleanliness and the trust we have earned from you, our guests. It is our intent to maintain that trust through our enhanced cleaning protocols to every aspect of our hotel.

A handwritten signature in black ink that reads "B. Stiglets". The signature is written in a cursive, flowing style.

Brian Stiglets

General Manager



The Inn at Longwood Medical

Covid Response Health and Safety Guidelines

Summary of enhanced Health & Safety Guidelines:

The Inn at Longwood Medical's highest priority remains the health and safety of our associates, guests, neighbors, and family & friends. Whether you have an existing reservation with us, or are considering a future visit to our hotel, please know that we have escalated our health & safety precautions to ensure that everything we do meets or exceeds the guidelines set by both the Centers for Disease Control and Prevention (CDC) and the Massachusetts Governor's and Mayor of Boston's standards. We continue to evolve these protocols as best practices change.

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Health & Safety

Employee Person Protective Equipment: PPE will be supplied and worn by all employees based on their role and responsibilities and to adhere to state and local regulation. Every employee entering the hotel will be required to wear a mask while on property and not able to guarantee appropriate social distancing. Gloves will be provided to employees whose responsibilities require them.

Guest Personal Protective Equipment: Guests will be required to wear masks in all public spaces, including restaurants, bar, and during all interactions with hotel associates.

Physical Distancing: Our public spaces will be structured and managed in a manner to ensure proper physical distancing guidelines. Employees are reminded to not touch their face, wash hands frequently, and maintain distance from each other and from guests whenever possible. Department Managers will stagger arrival times to protect against crowding. Employees must arrive at their assigned time.

Sanitization: Hand sanitizer stations will be placed throughout the hotel: all public areas, lobby, elevator landings, meeting rooms, restaurant and reception areas, and employee break rooms.

Signage: Proper signage will be placed throughout the hotel to remind guests and employees of the proper way to wear, handle and dispose of masks, use of gloves, washing hands, and the importance of social distancing.

Employee & Guest Health Awareness: Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify hotel management. Our employees are trained on how to respond and to report all presumed cases of COVID-19 on property to their Department Supervisors or to Hotel Management immediately.

Health & Wellness Check: Worker's temperature will be checked upon arrival and before each shift begins

Case Tracing: If the Inn at Longwood Medical is notified of a potential case of COVID-19, we will follow the recommendations of the City of Boston Department of Health.



Cleaning Guidelines

The Inn at Longwood Medical uses cleaning products and protocols which meet or exceed all EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. The Inn at Longwood Medical ensures that all employees are fully trained in the use of these products.

Public Spaces and Communal Areas: The frequency of cleaning and sanitizing has been increased in all public areas with an emphasis on frequent contact surfaces including, but not limited to, front desk counter, concierge desk, elevators and elevator controls, door handles, public bathrooms, room keys, dining surfaces, seating areas, and employee communal areas such as Front desk stations, locker rooms, break rooms, stairwells, and offices.

Guest Rooms: The Inn at Longwood Medical will continue to use industry leading cleaning and sanitizing protocols to clean guest rooms, with particular attention paid to high-touch items such as remote controls, toilet seats and handles, bathrooms shower and tub stalls, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring. All Cleaning Supplies meet or exceed CDC and Boston Health Department COVID-19 Guidelines.

Laundry: Unless a guest chooses not to receive daily housekeeping service, all bed linen and laundry will be changed daily and will continue to be washed at a high temperature and in accordance with CDC guidelines. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

Heart of the House: The frequency of cleaning and sanitizing will also increase in high traffic, heart of the house areas, with an emphasis on the employee cafeteria employee entrances, uniform rooms, restrooms, loading dock, offices, kitchens, security stations and employee training rooms. Shared materials and equipment will be sanitized before, during, and after each shift or anytime equipment is transferred or used by a different employee.

COVID-19 Room Recovery: In the event that a potential case of COVID-19 is reported, the guest's room will be removed from service and quarantined. The guest room will not be returned to service until the case has been confirmed or cleared. In the event of a positive case, the room will be returned to service after undergoing a sanitization protocol.

Air Filter and HVAC Cleaning: The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.



Guest Experience

Guest Arrival:

- Doormen will not open the doors of cars or taxis.
- If bell service is requested, the bell cart will be sanitized after each guest is assisted.
- Guests will continue to self-park at the garage within the hotel's complex.
- Queues will be marked and formed to reflect 6' Social Distancing in all public areas such as the Front Desk, Concierge Desk or in the Restaurant.
- Guest will be asked if they would like to opt out of Daily Housekeeping service.
- Guest will be encouraged to utilize express checkout and receive guest folios via email to limit traffic at the front desk.

Guest Elevators

- An employee has been assigned to sanitize the button panels at regular intervals.
- No more than four guests in an elevator at a time.
- Signage will be posted to explain the current procedures.

Guest Room/Amenities

- Housekeepers will make a concerted effort to minimize the contact with guests while cleaning hotel rooms. They will offer to return at an alternate, agreeable time for occupied rooms.
- Every room that checks out will be held out of inventory before cleaning.
- All reusable collateral to be removed from rooms.
- Newspapers and magazines can be purchased in the Galleria Mall or requested at the Front desk.
- Extra Pillows and blankets have been removed from guests closets and may be requested by phone through the front desk.
- Bathroom and guest room glassware has been replaced by single-use, wrapped products.

In Room Dining

- All servers will be required to wear masks and gloves when delivering or removing trays.
- Guests can request for the server to knock and leave tray outside of room.
- All Condiments will be single use, to be discarded after service.



Longwood Grille & Bar

- Restaurants may not seat any customers at the bar, but may seat at table seating that complies with all spacing and other requirements.
- Host and managers will manage physical distance at entries, waiting areas and queues in addition to stanchions and signage.
- All servers will be trained to keep a comfortable distance from guests while still being able to maintain a proper conversation and limit time spent within 6 feet of customers.
- All servers, supervisors, managers, and hosts will be assigned and required to wear appropriate PPE.
- All customers are required to wear face coverings except where an individual is unable to wear a face covering due to a medical condition or disability. Customers may remove face covering while seated at tables.
- Seating will be limited to assure effective compliance with social distancing requirements and to limit activities within a confined space.
- All customers must be seated unless they are picking up carry-out or delivery service in which the hostess or manager will advise where to stand for that service.
- Employees must follow directional hallways and passageways to allow for 6 feet of physical distancing.
- All workers must wash their hands frequently and table servers must wash their hands or apply hand sanitizer between each table interaction.
- Alcohol-based hand sanitizers with at least 60% alcohol will be made available at entrances and exits in the dining area.
- Both guests and workers must observe and obey social distancing markers and signs throughout their shift or visit.
- All straws must be wrapped.
- Condiments and similar products, (e.g. salt pepper, salad dressing, ketchup etc) should not be on pre-set tables and must instead be provided upon request.
- Menus must be single use paper or may be displayed on customer phones electronically.
- Tables and Chairs must be cleaned and sanitized between each seating.
- Utensils and place setting must be either single-use or sanitized after each use, utensils should be rolled or packaged. Tables should not be pre-set.
- Check presenters will no longer be presented. Instead bills will be printed by the servers and presented to the guest face down with a clean, sanitized pen. Team members will be required to place all used pens in a designated box after every use to have the pens properly sanitized after use.
- Workers temperature will be checked upon arrival and before each shift begins.
- Workers are encouraged to stay home if they are sick or maybe sent home if they are feeling unwell.
- Worker will not report to work if they have had close contact with a person who has tested positive for COVID-19.



Sales and Catering

- Sanitize conference room doors, tables, chairs, light switches and other equipment after each group.
- Hand Sanitization products will be available in all meeting rooms.
- All Servers and Room Attendants, Supervisors, Managers will wear a facial covering.
- Seating Capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows City of Boston Department of Health and CDC guidelines.
- Physically distanced floor plans will be recommended with seating being 6ft apart depending on floor plan preference.
- Signage will be displayed outside of all meetings and events reminding guests of appropriate physical distancing guidelines.
- Site inspections and meetings will be done virtually and/or with appropriate physical distance requirements.
- All public and private bathrooms and high touch points will be sanitized frequently before, during and after all meetings.

Meetings and Event Spaces

- Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on City of Boston Department of Health and CDC recommendations.
- Room Occupancies will be monitored, advised, and discussed by Banquet Staff and Sales with Meeting's Attendees and/or Booking Agent to ensure adequate physical distancing to meet recommendations by City of Boston Department of Health and CDC.
- Buffet style food and beverage will be replaced with food stations set with individually portioned menu items.
- Bar service will be managed to ensure appropriate physical distancing. Passed beverage service will be recommended.
- Individual bottled water will be provided in lieu of shared pitchers.
- Single use disposable flatware are available for service upon request.
- Banquets will only serve single use condiments to be discarded after every use.