



Fauchère Hospitality Covid 19 Mitigation

Hotel Fauchère has been at the forefront of our industry and our community in responding to Covid-19. Early in March, we enlisted the guidance of Dr. Doug Manion, an infectious disease and virology specialist, to advise on the appropriate steps, both for the hotel and for the Borough of Milford (where Sean Strub, the hotel's owner, serves as Mayor) in order to protect our staff, guests and community.

Under Mayor Strub's leadership, Milford was the first municipality in Pennsylvania to recommend that businesses shut down and residents limit travel and stay in their homes. The mayor and Dr. Manion have continued to work with state and county officials to ensure the safety of our citizens and visitors to the area. In early March Dr. Manion met with our entire staff to provide information and has held "Ask the Doctor" Zoom sessions for area residents. Dr. Manion has also provided counsel to Relais & Châteaux, the global luxury hotel of which we are a member. Dr. Manion continues to provide the company guidance as research evolves, to both establish and monitor adherence with health and safety protocols.

Our current operation is following strict standards to protect the safety of our guests and colleagues. When our restaurants (**Bar Louis, The Delmonico Room and 403 Broad**) open, we will continue to apply these as well. These are subject to change as we learn more, but at present our program includes:

- Our staff wears coverings over their mouths and noses, either face shield or a cloth mask.
- We require our guests to also wear masks when inside in public spaces of the hotel (masks are provided without charge)
- We require staff to maintain safe distancing and ask the same of guests
- Frequent pre-shift, mid-shift and post shift hand-washing is practiced by all staff and signage is posted to encourage guests to wash hands frequently as well.
- Anti-bacterial hand sanitizer dispensers are located at key guest and employee entrances and contact areas
- Covid-19 safety signage is posted in all back and front of house staff areas
- The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including but not limited to room keys, key fobs and locks, stair handrails, dining surfaces and seating areas
- Guest rooms are aired out with the windows open prior to cleaning and new industry cleaning and sanitizing protocols have been implemented with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, light switches, temperature control panels, alarm clocks, luggage racks and flooring.

- Protective barriers have been installed between the booths in Bar Louis and protective curtains in the Delmonico Room and 403 Broad
- Restaurant occupancy will be reduced
- Space between tables for seated dining will be increased to allow for required distancing between parties.
- Menus will be recyclable single-use
- Portable screens will be utilized in all indoor dining areas
- Our staff is encouraged to be attuned to their health and how they feeling prior arrival for work and not come to work if they are feeling unwell.
- Our staff will continue to undergo training in procedures to mitigate Covid-19 training of staff by Dr. Manion, our advisor and specialist in infectious disease and virology.

Our top priority is to protect the health and safety of our guests and staff. We will frequently review our procedures with the most current scientific data available and the medical guidance of our expert advisor.

Your understanding and cooperation are highly appreciated. For any questions or comments please contact Sean directly at sean.strub@hotelfauchere.com or Dr. Manion at doug.manion@hotelfauchere.com

Thank you for your support.