

# Health & Safety Initiative

In Response to Coronavirus (COVID-19)



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**THE BREAKERS®**  
PALM BEACH

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# I. Health & Safety

**Guest Reservations & Arrival:** As a condition of making a reservation, guests attest that they are free of COVID-19 symptoms and exposures per the [Guest Health Attestation](#) posted on [thebreakers.com/bsafe](https://thebreakers.com/bsafe).

In addition, please be informed:

- Mask use is not required, although guests may choose to mask at any time based on personal health or preference
- Guests should wear masks in accordance with [CDC guidance](#)

Complimentary disposable masks are available upon request.

**Health Concerns:** Employee training allows for swift response when reporting all guest presumed cases of COVID-19 to management and Security. Security will engage with our Risk Management Department to coordinate operational protocols.

- For presumptive cases, such as if a guest advises or displays symptoms of COVID-19, the guest will be isolated to their guest room where they must stay while awaiting departure transportation
- Isolated guests are prohibited from engaging with others and cannot receive visitors; hotel staff will be able to deliver food and other supplies that the guest may require in a contact-free manner; however, isolated guests will not be able to receive housekeeping or in-room services, and they are prohibited from leaving their room and using any resort facilities
- Our Security Management Team will facilitate medical attention as needed, as well as departure transportation from the resort

If alerted of a positive COVID-19 case at the property, our response follows CDC guidelines.

**Medical Services:** Should employees or guests express any health concerns, they will be referred to an area healthcare facility for testing and treatment as appropriate.

**Sanitizing Resources:** Hand-sanitizing stations have been placed in public spaces and at employee entrances, particularly in high-traffic areas and at key touch points.

**Signage:** Visual reminders for health and hygiene are displayed in both guest and employee areas as appropriate.

## II. EMPLOYEE PRACTICES

**Benefits:** Our employees and their families continue to have access to numerous wellness and financial resources.

**Hand Washing:** Proper hygiene and frequent hand washing are highly encouraged. All employees have been instructed to wash their hands often with soap and water for at least 20 seconds, especially after using the restroom; blowing their nose, coughing or sneezing; before and after eating; going on break and/or starting a shift. In addition, employees use an alcohol-based hand sanitizer with at least 60% alcohol. Sanitizing stations are available throughout employee areas.

**Health Screenings:** Upon arriving for work, employees are screened daily for COVID-19 symptoms and temperatures over 100.4°F. Employees with confirmed symptoms or a temperature over 100.4°F are not permitted to enter the property and will be immediately directed toward appropriate medical care.

**Personal Protective Equipment (PPE):**

Employees wear appropriate PPE based on their roles and responsibilities, and in adherence with state and local regulations and guidelines. Training on how to properly use and dispose of all PPE has been provided.

**Policies:** Team Member Health & Safety Standards are provided to employees and include additional personal and medical leave options, protocols for daily health screenings, personal hygiene requirements, property and workspace cleanliness standards, business and personal travel policies, detailed steps for responding to presumed COVID-19 cases and more.

**Risk Management:** Employees experiencing symptoms of COVID-19 or a reportable exposure must remain at home and notify their supervisor and Risk Management. Risk Management provides the employee with testing options (PCR is required), as well as return-to-work requirements in accordance with current guidance from the CDC and Department of Health, as appropriate. Contact tracing is conducted and completed. Risk Management and/or The Breakers' on-site health care provider must clear team members in order to return to work.

The Breakers employs its own Risk and Compliance Manager who is certified in Contact Tracing through Johns Hopkins University.

**Shared Employee Space:** Flexible work arrangements, such as remote work and staggered shift times, reduce employee density.

Our employee cafeteria offers grab and go food options and is frequently disinfected, especially in high-touch areas such as door handles, tables and chairs. All office common and break areas are cleaned and disinfected daily.

**Signage:** Displayed signage throughout work areas reminds employees of personal health & hygiene practices, such as hand washing, as appropriate.

**Training:** Employees continue to train in all enhanced health and hygiene practices consistent with CDC guidance. They are able to recognize and report COVID-19 symptoms and exposures, and follow the appropriate masking, quarantine and isolation procedures recommended by the CDC and Department of Health.

### III. The Guest Experience

**Arrival:** Upon arrival at the Security Guardhouse, guests will verify their room, spa or dining reservation. They will then proceed to park. Luggage assistance is provided upon request.

**Digital Transactions:** Touchless transactions using email, mobile phone and texts have been implemented throughout the guest experience. Examples include a mobile guest app, pre-registered check-in, point-of-sale (POS) transactions and express checkout. Guests may text all special requests, including In-Room Dining orders.

**Elevator Use:** Elevator buttons are treated with an antimicrobial compound and are frequently cleaned and disinfected.

**Hygiene Amenities:** In addition to standard amenities, hand sanitizer and mobile device wipes are provided in each guest room.

**Transportation:** Complimentary house car and shuttle services are available. Each house car features an individual air filtration unit. The shuttle provides service to Ocean Club, our three off-site restaurants (Echo, Flagler Steakhouse and Henry's Palm Beach) and our Via Flagler retail boutiques (Contessa Gallery, Frisbie Group, Julien Farel Restore Salon, Main Street by The Breakers, SHAN and Sisley-Paris).

## IV. Cleaning Products & Protocols

Prior to COVID-19, The Breakers employed extensive health, safety and hygiene measures that adhered to [EPA Guidelines](#). These operational practices will continue and we are implementing additional systems and new technology for cleaning and disinfecting.

**Air Filtration Systems:** The cleaning frequency of our HVAC (heating, ventilation and air conditioning) systems has increased. A combination of ionization and UV-light technology to enhance air quality and disinfection are used.

**Cleaning Products:** A variety of EPA-approved, antimicrobial and surface disinfectants, which include hydrogen peroxide, alcohol and bleach-based solutions, are utilized. These cleaners meet CDC requirements for use against viruses (such as COVID-19), bacteria and other airborne and bloodborne pathogens. All handrails and elevator buttons receive an antimicrobial compound application to kill germs. In addition, the use of electrostatic spray technology provides a superior disinfectant as appropriate.

**Communal, Meeting & Public Spaces:** The frequency of cleaning and disinfecting all public spaces has increased. There is an emphasis on high-traffic areas and key touch points, such as check-in desks, elevator landings, house phones, retail store counters and displays, meeting rooms, public restrooms, door handles, stair handrails, trash bins, ATMs, fitness equipment, restaurant entrances, dining surfaces and seating areas.

**Front Office & Guest Services:** Room keys have a one-time use and are discarded upon every guest departure; mobile keys are also available through the use of our guest app.

**Guest Rooms:** [EPA-approved](#) cleaning products and disinfecting protocols are used in guest rooms with particular attention paid to high-touch items, such as doors, furniture handles and pulls, nightstands, toilet seats and handles, telephones, thermostats, light switches, alarm clocks, luggage racks, safe keypads, carpet and flooring.

The TV remote control is cleaned, disinfected and sealed prior to guest arrival. Newspapers are available upon request and recycled after each use.

**Housekeeping:** A guest can accept or decline daytime and evening housekeeping service, and they may adjust their preferences daily. To minimize contact with guests while cleaning, housekeepers are able to return at alternate times for occupied rooms.

**Laundry:** Bed linens and towels are changed based on guest preference. All items will continue to be washed at a high temperature and in accordance with [CDC guidelines](#).

**Public Restrooms:** All public restrooms are frequently cleaned and disinfected; we have temporarily replaced cloth hand towels with disposable paper hand towels.

**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 room will not be returned to service until the case has been cleared. In the event of a positive case, the room will remain out of service for the recommended time frame needed for the virus to die, and it will then be thoroughly cleaned and disinfected per CDC guidelines. Prior to reactivation, a certified third-party vendor sterilizes each room with a deep-penetrating fog treatment that utilizes non-toxic, plant-based products that are safe, effective and environmentally friendly. The application of these hospital-grade, EPA-registered and CDC-approved products kills 99.99% of all molds/fungi, bacteria, and viruses, including COVID-19.

## V. Hotel Operations

**Activities:** Sports Court equipment is cleaned and disinfected after each use. The Arcade and Playground are spot cleaned and disinfected throughout the day and they receive a complete spray treatment to disinfect nightly.

**Business Center:** Shared computers and printing services for guest use are available on the South Mezzanine level. Equipment is frequently cleaned and disinfected.

**Guest Shipping:** For guest packages, our Mailroom Team calls each guest to confirm preferred delivery time. Packages are delivered to the room and placed outside the door. Our team will then knock and wait six feet away to ensure the package is retrieved.

**Ice Machines:** Self-service ice machines on guest floors are available. They are frequently cleaned and disinfected.

**Laundry & Dry Cleaning:** Services use contact-free pickup and delivery.

**Ocean Fitness:** Between each use, fitness equipment is cleaned and disinfected. Complimentary fitness classes are available for guests and members. Personal trainers will disinfect mats and equipment for each client.

**Retail Shops:** All shops are cleaned and disinfected nightly; frequently touched surfaces are disinfected throughout the day.

News & Gourmet and Main Street feature individually wrapped pastries. Utensils, condiments and straws are available upon request and are individually pre-packaged and sealed.

**Salon & Spa Services:** Treatment rooms are cleaned and disinfected between each use and single-use amenities are provided. There are no self-service refreshments; attendants provide individually portioned snacks and beverages.

**Vendors:** Every vendor who enters the property is subject to a temperature screening. Any vendor with a temperature of 100.4°F or higher is denied access to the property.

## VI. Club Operations

**Beach & Pool:** After each use, chaise lounge chairs are cleaned and disinfected using an accelerated hydrogen peroxide-based Oxivir mist application; staff is on duty to provide chair setup and towel & beverage service. Bungalows remain available for daily rental. They are cleaned and disinfected after each use. Guests may also choose from a variety of on-site water sports.

**Facilities:** The Clubhouse, fitness facilities, locker rooms and exterior restrooms are frequently cleaned and disinfected. Water stations remain available; complimentary water and Powerade are provided.

**Golf:** Available for club members and hotel guests only, tee times are scheduled 10 minutes apart. The following policies apply:

- Individual and shared golf carts are available; they are cleaned and disinfected after each round
  - Scorecards, pencils, tees and towels are provided and discarded or cleaned after each use
  - Sand bottles and scoops are cleaned and disinfected between rounds
  - Play is set up for walking and is encouraged
  - Caddies may be arranged with 24-hours advance notice
- Practice facilities are only accessible to club members and hotel guests. The following are available:

- Hitting bays for warming up
- Bag handling, storage and club rentals; equipment is cleaned and disinfected after each use
- Beverage cart services
- Charges are automatically applied to the account on file; signature is not required

**John Webster Golf Academy:** At this time, we are offering seasonal programs and individual and small group lessons.

**Staff:** All staff are required to wear appropriate PPE. Employees are directed to wash hands or sanitize after touching any equipment, including clubs, bags or shoes.

**Tennis:** Tennis courts are available for play, as well as for small group lessons and clinics. Hand sanitizer is provided at all main contact points. Complimentary water and Powerade are distributed on the tennis veranda in lieu of self-serve water stations.

## VII. Food & Beverage

The Breakers had elevated food safety standards in place prior to COVID-19. We are one of only a few hotels in the United States with a dedicated Food Safety Manager; a former Food Safety Inspector for the state of Florida currently holds this position. This full-time team member is responsible for inspecting all restaurant and banquet food production, safety and sanitation.

Condiments and sugar options are served in single use containers (either disposable or washed after each use). Straws are available upon request and individually wrapped.

We continue to follow the FDA's Food Code recommendations for hand washing and disposable glove use in all food service areas.

**Food Safety:** We continue to work with EcoLab and ServSafe to enhance our guidelines for hygiene and disinfecting, as well as provide training for all food service employees. A full-time, dedicated Food Safety Manager oversees all outlets; this individual completes daily food safety audits. All food handlers and supervisors are trained in safe food preparation and service practices. Food & Beverage Managers are required to conduct self-inspections using the company's food safety standards as guidelines.

**In-Room Dining:** Menus are available on every guest room television or via the guest app. Guests may order online or by calling. No-contact delivery is available upon request. Food is set and either served with plate covers or sealed with tamper-proof stickers. Each cart includes a button that notifies the staff that the cart is ready for pick-up when pressed. Guests may place their cart in the hallway outside of their room for staff removal.

**Restaurants & Bars:** Enhanced measures have been incorporated throughout the guest experience.

Dining tables, bar tops, stools and chairs are cleaned and disinfected after each use. Menus are available online through QR codes and paper menu holders are disinfected between customers.

Curbside pick-up is available for take-out dinner orders at Echo, The Breakers' off-site Asian restaurant. Tamper-proof stickers are applied on all to-go meals.

**Retail Food Service:** Our retail food venues, namely News & Gourmet, Main Street and Mary Lily's, follow the same protocols for hygiene in regard to food handling and service. High-touch/high-traffic areas are frequently cleaned and disinfected.

## VIII. Meetings & Events

The Conference Services and Events team will coordinate and customize all details.

**Banquets & Catering:** We have redesigned our banquet menus and reimagined our food & beverage service, which include individually packaged, fresh-food options; upscale box lunches; an expanded menu of plated selections; and “one plate” meals (inclusive of appetizer, entree and dessert). Modified menus showcase available service styles and food selections.

Individual cans of water replace shared water carafes and self-serve hydration stations.

**Capacities and Floor Plans:** Every event has customized floor plans and seating capacities.

**Conference & Event Services:** Meeting rooms are cleaned and disinfected after each group, with special attention paid to high-touch points, such as door handles, tables, chairs and light switches. Single-use notepads and pens are provided to attendees upon request. Between events, equipment, linens and meeting amenities are cleaned and disinfected or replaced. All employees wear appropriate PPE.

**Facial Coverings:** Mask use is currently not required, although guests may choose to mask at any time based on personal health or preference. In addition:

- Guests should wear masks in accordance with [CDC guidance](#)

**Vendors:** See vendor requirements under Hotel Operations, Section (V).

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