

# THE ELMS

EST.  1888

HOTEL & SPA

## Hotel Specific:

- KC Clean Commitment Pledge
- Awarded accreditation from the Global Bio-Risk Advisory Council for demonstrating the superior ability to prepare for, respond to and recover from bio-risk and infectious disease situations
- Conducting training about COVID-19 to educate hotel colleagues
- Screen measures for all colleagues upon arrival to work
- Increased frequency of cleaning with hospital-grade disinfectants on all high-touch surfaces and areas
- Prominently placed hand sanitizer stations throughout hotel public and employee areas and entrances
- HVAC UV air purifier and coil sterilizer installed in all public space units to ensure sanitization and air quality
- Protective masks and other equipment worn by hotel colleagues
- Implementation of enhanced food safety and hygiene protocols for restaurants, room service, and group meetings and events
- In addition, in the interest of all guests and colleagues, if a guest or colleague exhibits symptoms of COVID-19, it remains a high priority for our hotel to safely relocate these individuals to a place where they may receive appropriate medical attention



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### Meetings and Event Meals:

- Hand sanitizer at the beginning of each buffet line
- Single sided buffets with sneeze guards and Banquet Team serving meals
- Individual, prepackaged dressings, condiments, salt and pepper packets and butters available
- Cover all food and drink when delivering from kitchen. Cover all trays of dirty dishes when removing from Event Venue
- Rolls served table side instead of bread baskets on tables
- Waters are pre-poured with beverage covers
- Increased number of Bars and beverage stations spread throughout
- Masks and gloves worn by all service staff
- Gloves replaced and hands sanitized frequently

### Meeting and Event Setup and Tear Down:

- Keep doors open until start of the event, during coffee/tea breaks and lunch break to avoid frequent opening and closing by guests, whenever possible
- Designate specific doors as entrance and some as exit to encourage one-way flow, whenever possible
- Adhere to Social distancing protocols when serving food and beverage and clearing tables
- Refrain from handshaking or other physical contact with guests and colleague
- Theater style seating will allow 3 ft of space between guests, and distance between rows increased by 1 ft
- Classroom, U-Shape, Conference and Hollow Square to seat no more than two people per six-foot table
- Banquet/Reception Tables to seat as few as two and up to 10 people as long as those people reside or work together
- Event Venue teardown will ensure proper hygiene and sanitation
  - All materials are removed from tables, all linens are removed from tables and transported to laundry in closed linen bag or covered bin, all equipment is sanitized before removing from room and placed in proper storage area, all trash is removed from room