

## Supporting Hospitality for Hope with Covid-19-Related Operational Practices Developed at the Nation's Top Healthcare Institutions

Towne Park is the national leader in hospitality support services from parking management to bell/door services to concierge and shuttle operations. Hundreds of leading hotels nationwide have relied on Towne Park for more than 30 years to provide the best service while ensuring a smooth and consistent operational experience.

Through our healthcare division, Towne Health, we provide operational support services at more than 300 leading healthcare institutions from the Cleveland Clinic to Massachusetts General, from the Mayo Clinic to Michigan University Healthcare. In response to the Covid-19 pandemic, we developed a suite of new mission critical, non-clinical solutions that address the enhanced safety, efficiency and flexibility required during this crisis and beyond. These services are also now available to hotels participating in the **Hospitality for Hope** initiative.

We are helping to create a true environment of care for first responders, caregivers and patients that also reflect the best practices and ongoing learnings of the CDC, WHO and leading hospitals in terms of most effectively and safely protecting against the spread of coronavirus in all operational processes.

Based on our long time expertise working with the nation's leading healthcare institutions and in responding to the pandemic, this expanded range of services will also provide support to hotels with critical resources that bring together our distinctive hospitality expertise with the knowledge and experience specific to the healthcare environment before, during and following this crisis.

Our combination of hospitality and healthcare expertise along with our front-line experience implementing these new healthcare related support services such as screening for health risks, sterilizing and cleaning public spaces to prevent contamination, and managing complex logistics operations[, can provide important resources for hotel owners and government agencies looking for a partner who can ensure the success of a wide range of operational services as part of **Hospitality for Hope**.

### Enhanced Healthcare-Related Support Services for Hospitality for Hope Locations

- **Greeter & Valet Visitor Screenings.** Our greeters and valet are trained to serve dual roles as patient/visitor/first responder health screeners. This includes using agreed upon screening questionnaires, using infrared temperature units and other non-clinical screening tools.
- **Sanitizing Services/Light Maintenance Ambassadors.** Our team can enhance facility cleaning processes including sanitizing surfaces in public areas, removing waste, and sanitizing entrances, garage/lot facilities, shuttles and transport vehicles. We will keep public, non-clinical arrival areas operating efficiently in a clean and safe environment.
- **Internal Patient Transport (IPT).** Towne Health's proven capabilities optimize efficiency and patient experience by safely and compassionately moving patients throughout the facility. Services can begin from arrival through the time of discharge including wheelchair escort, movement from patient rooms to clinician appointments/testing areas, and from transfer to discharge. In a Hospitality for Hope environment, providing trained support for moving patients will be essential to maintaining a safe environment.
- **Patient Sitting Ambassadors (PSAs).** Through Towne Health we provide specially trained, caring resources to remain beside with patients during quarantine, observation and recovery, freeing up clinical staff to focus on the highest priority responsibilities while ensuring continuous, reassuring and knowledgeable patient support.

- **Shuttle Services:** Our teams provide safe, reliable transport, from carts to shuttle buses to transport healthcare workers and first responders to and from facilities. Particularly when public transportation options are limited, providing safe shuttle operations can ensure appropriate staffing for all essential worker roles.
- **Operations & Logistics Management:** Efficiently managing the flow of vehicles and deliveries, with a focus on ensuring the safety of the property, the protection of staff, patient and visitors, and the efficient flow of operations to maximize the outcomes from the Hospitality for Hope locations.

### **Covid-19 Operational Health, Safety & Sanitation Practices**

We follow specific safety procedures at each location with operational guidelines for each role and services we now provide in support of the crisis response. In alignment with CDC recommendations and other best practices we have established detailed health, safety and sanitation requirements for each service including valet, shuttle, greeter, screening and in-patient transport as standard operating procedures.

- **Personal Hygiene & Safety:** Hand sanitizer and disinfectant products are available for all operations. All team members use hand sanitizer before and after the handling of any personal items.
- **Equipment Sanitation:** Counters, valet stands, keyboards, phones, and other high traffic areas or objects are cleaned regularly with disinfectant wipes.
- **Vehicle Sanitation:** When assisting a customer with their vehicle, we wipe down all vehicle touch points, including key fobs, steering wheels, door handles (inside and out) and gear shifts with disinfecting wipes
- **Social Distancing Practices:** Where possible our teams are maintaining proper distance between self and guest, following the 6-foot social distancing recommendations. We are helping to enforce social distancing among all visitors, caregivers and first responders at every one of our locations.
- **Shuttle Health & Safety:** In our shuttle operations we implement social distancing practices by transporting a smaller group (half capacity) and/or making additional trips for larger groups. We routinely wipe down seats, handrails and other commonly touched areas with disinfecting wipes and carry hand sanitizer in each vehicle.
- **Enhanced Healthcare Practices & PPE:** In our healthcare locations where we provide enhanced support solutions during the crisis, we implement all practices recommended by each hospital including personal protective equipment such as safety masks and gloves and our teams follow site-specific practices in addition to Towne Park guidelines.

We are here to support you, your staff, visitors, patients and your communities in this moment when we are all working together to ensure the finest delivery of care while maintaining clean, safe environments at the highest possible. We all feel a responsibility to contribute and be part of the national response to this crisis. Our teams are ready to be of service and can adapt to each **Hospitality for Hope** location's unique requirements.

Please let us know how Towne Park can be of service in supporting your team, patients and guests and a true partner in the **Hospitality for Hope** initiative.

Jason Rabbino  
Chief Client Officer  
[jrabbino@townepark.com](mailto:jrabbino@townepark.com)  
267-257-9523