



**HOTEL/MOTEL INSPECTION REPORT
TENNESSEE DEPARTMENT OF HEALTH
DIVISION OF ENVIRONMENTAL HEALTH**

ESTABLISHMENT Opryland Hotel		DATE 02/24/23	SCORE N/A /100
LOCATION 2800 Opryland Drive	STAFF Keisa Burrell	EST. NO. 620225058	
CITY, STATE, ZIP Nashville TN 37214	PURPOSE Complaint		NUMBER OF ROOMS 2881
PERMITTEE MARRIOTT INTERNATIONAL: ATTN: KIM EDGIN		FOLLOW-UP REQUIRED <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	

WATER/ICE

* 1.	Source, adequate	5
* 2.	Hot and cold under pressure	5
* 3.	Cross Connection	5
4.	Ice machine automatic dispensing, prepackaged	2
5.	Ice machine clean, maintained, free of contaminants	2
6.	Ice storage containers and scoops smooth, constructed, designed, cleaned, stored handled, and used	1
7.	Plumbing installed and maintained	2

SEWAGE

* 8.	Approved sewage and liquid waste disposal, functioning properly	5
------	---	---

INSECT AND RODENT CONTROL

* 9.	Presence of insects and rodents	4
10.	Outer openings protected	2
11.	Harborage, attractants	2

SOLID WASTE

12.	Outside storage containers, area, enclosures, constructed, clean, covered, cleaning facility	2
13.	Containers in guest rooms, lobby, hallway, assembly rooms, constructed, clean maintained	1
14.	Outside premises shall be maintained free of litter and unnecessary articles	1

POISONOUS AND TOXIC MATERIALS

* 15.	Toxic items properly stored, labeled, and used	4
-------	--	---

PERSONNEL

* 16.	Personnel with infections restricted	4
* 17.	Hands washed and clean, good hygienic practices, personal cleanliness	4

FIRE SAFETY

* 18.	Fire extinguishers, smoke detectors, fire alarms; installed, number, maintained	4
* 19.	Wiring heating, A.C. equipment, boiler room, storage areas maintained, free of litter, unnecessary articles, flammables properly stored	4
* 20.	Exits, evacuation plans, fire equipment notices	4

GENERAL CONSTRUCTION

21.	Personnel toilet facilities: adequate, convenient, designed, cleaned, good repair, toilet tissue, waste receptacles	2
-----	---	---

22.	Personnel lavatory facilities: adequate, convenient, accessible, soap, towels, hand-drying device, waste receptacles clean, good repair	2
23.	Outside walls, roof, gutters good repair	1
24.	Walkways, porches, hallways free of litter, unnecessary articles, good repair	1
25.	Toilet and bathing facilities: adequate, location, designed, clean, good repair, tissue, soap, waste receptacle	2
26.	Bathing facility: anti-slip tubs, adequate slip strips, appliques, slip-proof mats good repair	2
27.	Heating and cooling system adequate, maintained, installed	1
28.	Telephone service	1
29.	Lighting	1
30.	Ventilation	1
31.	Windows, doors, clean, maintained, good repair	2
32.	Sleeping rooms adequate soap, towels, washcloths, clothes hangers, ashtrays, drinking glasses, chairs	2
33.	Beds, mattresses, springs, slats, rails, pads, linens, covers, spreads clean, good repair	2
34.	Bedding accessories, mattress pads, covers, sheets, pillows, and pillowcases adequate	2
35.	Furniture, appliances, draperies, curtains, shades, venetian blinds clean, good repair	2
36.	Floors, carpet clean, good repair	1
37.	Walls, ceilings, skylights clean, good repair	1
38.	Storage areas, closets clean, good repair	1

LINEN/EQUIPMENT SANITIZATION

39.	Maintenance and cleaning equipment properly stored	2
40.	Clean, soiled linen properly stored	1
41.	Linen room clean, orderly	1
* 42.	Sanitization rinse, glasses, linens	4
43.	No reuse of single service articles	1
44.	Single service articles, storage, handled, constructed, properly wrapped	1

ADMINISTRATION

** 45.	Current permit posted	0
** 46.	Most current complete inspection report posted	0

Failure to correct any violations of critical items within ten (10) days may result in suspension of your hotel/motel permit. Repeated violation of identical critical item category may result in revocation of your hotel/motel permit. Items identified as constituting imminent health hazards shall be corrected immediately or operations shall cease. You are required to frame and post the hotel/motel permit and the most recent inspection report in a conspicuous manner and to keep this inspection report available at this facility for public disclosure to any person who requests to view it. You have the right to request a hearing regarding this report by filing a written request with the Commissioner within ten (10) days of the date of this report. T.C.A. Sections 68-14-307, 68-14-308, 68-14-318, 68-14-321, and 4-5-320.

(*) Identifies critical items (**) Identifies misdemeanor violations

Signature of Person in Charge
Date of Signature 02/24/23

By EHS
Time in/out 11:00 AM 11:45 AM

**HOTEL/MOTEL INSPECTION REPORT
TENNESSEE DEPARTMENT OF HEALTH
DIVISION OF ENVIRONMENTAL HEALTH**



Establishment Information

Establishment Name: Opryland Hotel

Establishment Number : 620225058

Observed Violations

Total # 0

***See page at the end of this document for any violations that could not be displayed in this space.

Additional Comments

Received complaint that guest stayed in rm G-4070 on 2/18/23 and child had a bedbug bite. Guest stated they spoke with security who confirmed bedbugs and was treated 2/21/23 by engineering pest control. Received confirmation of treatment from Housekeeping manager. Room currently occupied and not checked.

***See page at the end of this document for any extra Additional Comments that could not be displayed in this space.

Establishment Information

Establishment Name: Opryland Hotel

Establishment Number : 620225058

Observed Violations (cont'd)

Additional Comments (cont'd)

What you need to know about...

Protecting your water against waterborne pathogens

Easily assess potential risk factors and keep your water safe for guests:

- Complete this short worksheet to see if your building is at high risk for *Legionella* growth: <https://www.cdc.gov/control-legionella/php/toolkit/wmp-worksheet.html>
- Learn the basics of a water management program: <https://www.cdc.gov/control-legionella/php/wmp/index.html>
- Learn how to keep your pools and hot tubs safe for guest use: <https://www.cdc.gov/control-legionella/php/hospitality/index.html>
- Reach out with questions or concerns: Legionella.Health@tn.gov



What is *Legionella*?

Legionella are bacteria that can cause a serious lung infection called Legionnaires' disease. People can get sick when they inhale water droplets that contain the bacteria.



How does *Legionella* affect water systems?

Legionella bacteria grow naturally in the environment and in water. They can also grow in building water systems. Buildings with large water systems, like hotels, may be more likely to grow *Legionella*. If the bacteria are present, they can be spread through aerosols produced by: hot and cold water systems, showerheads, decorative fountains, hot tubs, cooling towers, and more.



Why should you care?

Legionella can potentially grow and spread in building or recreational water systems that can often result in a large number of guests getting sick affecting your business's reputation and income.



What can you do to prevent *Legionella* and other waterborne diseases?

You can protect your guests, staff, and business by assessing your water system and learning about water management programs. Using a water management program can help identify potential hazards in your water system to prevent the growth and spread of harmful bacteria.



Recreational Water Illnesses - What You Should Know.

Preventing recreational water illnesses (RWIs) is possible when operators, patrons, and local health departments work together to ensure compliance with rules and regulations for permitted establishments. Absence or low levels of sanitizing residual in pools, spas, splash pads, and other types of recreational water can result in the spread germs that cause diarrhea as well as skin and respiratory RWIs.



Clean Up & Disinfect For **NOROVIRUS** A STOMACH BUG

Act fast! Clean up any vomit or diarrhea immediately.



Only use hot water & bleach if fabric laundering directions permit



*If using regular strength bleach (5.25%), increase the amount of bleach to 1 cup.



Any vomit or diarrhea may contain norovirus and should be treated as though it does.

Cualquier vomito o diarrea puede contener norovirus y debe ser tratado como si lo hiciera.

Toute vomissure ou diarrhée peut contenir un norovirus et doit être traitée comme si elle en contenait.

任何呕吐或腹泻都可能含有诺如病毒，治疗时应视为含有诺如病毒处理。

Scientific experts from the U.S. Centers for Disease Control and Prevention (CDC) helped to develop this poster. For more information on norovirus prevention, please see <http://www.cdc.gov/norovirus/preventing-infection.html>.

