



# HOTEL/MOTEL INSPECTION REPORT

## TENNESSEE DEPARTMENT OF HEALTH

### DIVISION OF ENVIRONMENTAL HEALTH

ESTABLISHMENT Opryland Hotel		DATE 03/20/24	<b>SCORE</b>  <b>80 /100</b>
LOCATION 2800 Opryland Drive	STAFF Victor Oguntimehin	EST. NO. 620225058	
CITY, STATE, ZIP Nashville TN 37214	PURPOSE Routine		
		NUMBER OF ROOMS <b>2881</b>	
PERMITTEE MARRIOTT INTERNATIONAL: ATTN: KIM EDGIN		FOLLOW-UP <input checked="" type="checkbox"/> YES REQUIRED <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
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#### 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
<b>PERSONNEL</b>		
* 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
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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 03/20/24

By Victor Oguntimehin EHS

Time in/out 10:32 AM 03:15 PM

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TENNESSEE DEPARTMENT OF HEALTH  
DIVISION OF ENVIRONMENTAL HEALTH**



***Establishment Information***

Establishment Name: Opryland Hotel

Establishment Number : 620225058

***Observed Violations***

Total # 11

- 4: Fresh water leak observed near ice machine in room D6039
- 7: Water is leaking from pump in boiler room.
- \*15: Unlabeled pink liquid in white spray bottle in women's bathroom in the boiler room. Corrective action, person in charge discarded spray bottle.
- \*20: The door in room G5080 is not self closing and self latching.
- 22: Toilet leak in employee bathroom in the laundry room.
- 24: Railing across conservatory wine bar in front of lion fountain is loose.
- 34: Observed yellow and red staining on the pillows and pillow cases in room D6035
- 36: Observed brown carpet stains next to bed in room D5091.
- 37: Missing ceiling tiles near room D5011 and in the trash rooms near elevators on 5th floor.
- 37: Observed brown staining on the wall next to bed in room D6035.
- 40: Clean linen stored in bags directly on the floor in the laundry room.

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

***Additional Comments***

Cascade presidential suite, garden 6062, 6064, 6079, 5083, 5080, G5053,  
Delta 5004, 5011, 5091, 5008, 6035, 6034

Cascades  
6061, 5054, 6139, 6138

Magnolia  
3313, 3309, 3307,

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

**Establishment Information**

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**Observed Violations (cont'd)****Additional Comments (cont'd)**

Source Type: Water

Source: City



What you need to know about...

# Your building water system and *Legionella*

## How to assess your building to protect guests and staff:

- ☐ Complete this short worksheet to see if your building is at high risk for *Legionella* growth:  
<https://www.cdc.gov/legionella/wmp/toolkit/wmp-risk.html>
- ☐ Learn the basics of a water management program:  
<https://www.cdc.gov/legionella/wmp/overview.html>
- ☐ Reach out with questions or concerns: [Legionella.Health@tn.gov](mailto: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 building water?

*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* may grow and spread in hotel water systems. Hotels often have a large number of visitors and numerous *Legionella* outbreaks have occurred at hotels. From 2016 to 2017, there were 134 illnesses related to two outbreaks at Tennessee hotels.



## What can you do to prevent *Legionella*?

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



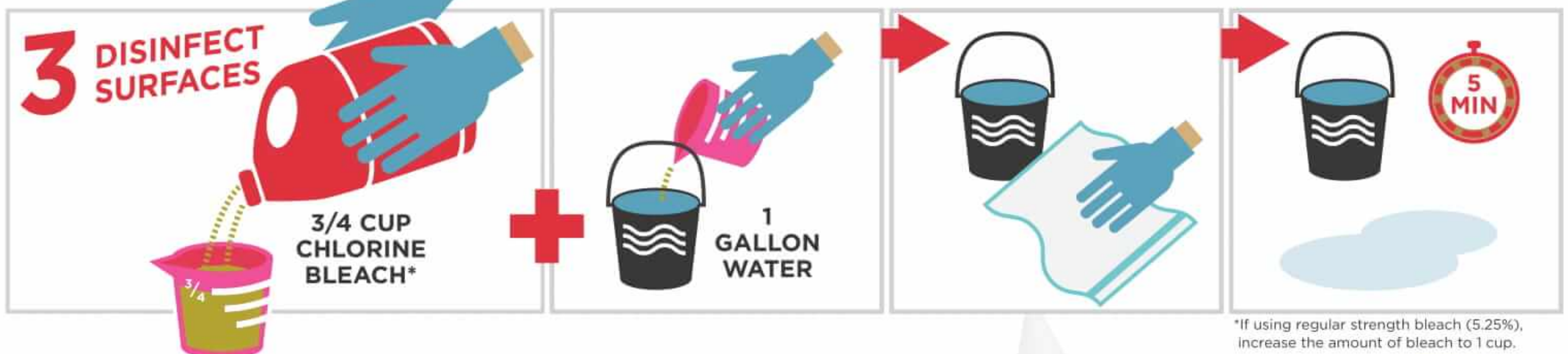


# Clean Up & Disinfect For **NOROVIRUS** A STOMACH BUG

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>.

