

HEALTHCARE

## Four Seasons, John Hopkins Medical International double down on Lead With Care' collab

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By LUXURY DAILY NEWS SERVICE

Four Seasons Hotels and Resorts and Johns Hopkins Medical International are expanding their "Lead With Care" program to ensure that the hospitality giant's employees, guests and residents receive optimal care.

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A collaboration that began in response to the COVID-19 pandemic is moving forward to ensure preparedness across all aspects of operations. These will include a multitude of hygienic practices, crisis management, preparedness for future pandemics and other emergencies, and occupational health and safety.

"Throughout the pandemic, Johns Hopkins Medicine experts have been trusted health and safety advisors for our company and our property teams around the world," said Alejandro Reynal, president/CEO of Toronto-based Four Seasons Hotels and Resorts, in a statement.

"As we look to the future, our evolved Lead With Care program continues to provide Four Seasons team members with the confidence to deliver an exceptional service experience grounded in compassion and genuine care, and informed by the latest health and safety guidance," he said.

Majority owned by billionaire Bill Gates, **Four Seasons** is one of the leading high-end hotel and resorts brands worldwide.

Med led

Like many of its ilk, Four Seasons worked with medical experts during the pandemic to ensure that its properties were safe for guests, residents and staff.

John Hopkins Medical International, known for its medical research, education and care, has provided a hand-picked team of highly specialized leaders, physicians and scientists from a wide range of disciplines.

This team will continue to offer advice and guidance by deciphering scientific information, helping to navigate rapidly changing health regulations, and keeping informed of best practices.

Overall, this will provide Four Seasons with the knowledge and tools to ensure a safe environment for all involved in any of their 47 locations worldwide.

"We are proud to expand on this work, creating a long-term model of excellence that will set a new standard for health and safety operations within luxury hospitality," Mr. Reynal said.