



COVID-19 RESPONSE & RE-OPENING PLAN

We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures.

COVID-19 RESPONSE GUIDELINES

1 Falls at Ogunquit Personnel & Guest Health

The health and safety of our Falls at Ogunquit personnel and guests is our number one priority.

Physical Distancing. Falls at Ogunquit Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using elevators or moving around the property. Falls at Ogunquit personnel will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other personnel whenever possible.

Hand Sanitizer. Hand sanitizer when available, will be placed on all housekeeping carts and in all department work areas for Falls at Ogunquit personnel to utilize as needed.

Front of the House Signage. There will be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks. Signage will also include reminders regarding social distancing as well as sanitation methods being practiced.

Back of the House Signage. Signage will be posted throughout the property reminding Falls at Ogunquit personnel of the proper way to wear, handle and dispose of masks, use gloves, wash hands, sneezing, coughing and to avoid touching their faces.

Falls at Ogunquit Personnel & Guest Health Concerns. Our Falls at Ogunquit personnel have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to the appropriate resort management personnel. We will be ready to provide support to our guests. Falls at Ogunquit Personnel are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Falls at Ogunquit personnel and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (Falls at Ogunquit personnel) or hotel management (guests).

Case Notification. If we are alerted to a presumptive case of COVID-19 at the resort, we will work with the State DHHS to follow the appropriate actions recommended by it.

2 Falls at Ogunquit Personnel Responsibilities

All Team Member participation is vital for an effective sanitation and health program.

Hand Washing. Proper hygiene and frequent handwashing with soap is vital to help combat the spread of this virus. All resort personnel have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching of the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the resort property, going on break and before or after starting a shift.

COVID-19 Training. All Falls at Ogunquit personnel will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including housekeeping, hotel operations, grounds personnel and common area cleaners/janitorial personnel.

Personal Protective Equipment (PPE). Appropriate PPE will be worn by all Falls at Ogunquit personnel based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Gloves and masks will be provided to Falls at Ogunquit personnel whose responsibilities require them to have direct contact with guests. PPE (Gloves and masks) will be required to be worn by all personnel while in any occupied guest room or non-sanitized room. It is recommended that Falls at Ogunquit personnel wear PPE while in or working in other hotel locations, but will not be mandated unless the CDC or state officials instructs otherwise.

Daily Pre-Shift & Timekeeping. Falls at Ogunquit Personnel pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between personnel. Larger departments will stagger personnel arrival times to minimize traffic volume in back of house corridors. Hand sanitizer will be available at each departmental PPE station location and Falls at Ogunquit personnel will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

3 The Guest Arrival

Guest Arrival

The Manager on Duty (MOD) or other designated Falls at Ogunquit personnel will greet each visitor to the resort. Visitors may be screened and asked if anyone in the party is ill. If so, they will not be permitted to check into the resort. Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the resort.

a) **Guest Arrival**

- Check-in area will be identified and will follow distancing protocols
- When applicable guests may either check-in remotely upon arrival to property, or may enter the Front Desk (1 person admitted to the front desk at a time).
- Check-in protocols should be followed.
 - A photo id should be shown.
 - If express check-in has been set-up, the guests will receive their arrival envelope and proceed to their room.
 - If express check-in has not been set-up then the guest will have to register, swipe a credit card, then receive their arrival envelope and proceed to their room.
- Covid-19 arrival support protocols should be followed for Guests requesting help with luggage including proper PPE and distancing from guests.
- Within an hour of check-in, a welcome call will be made to the Guest room in order to answer questions and receive any omitted required check-in information; names of guests and vehicles on property.
- This plan will be posted on the resort's Online Owner's Inn Website.

b) **Guest using resort shuttle services**

- Shuttles will be thoroughly cleaned before and after each use.
- No more than four guests will be permitted per shuttle at any one time.
- Guests will not be permitted in the front passenger seat.

Hotel Guest Elevators

- a) Trained sanitation personnel will sanitize the button panels at regular intervals, once every two hours.
- b) Signage will be posted to explain the current procedures.
- c) Recommendations of no more than three guests per elevator.
- d) Falls at Ogunquit Personnel of any department will not use hotel elevators unless equipment or carts are needed to complete work on any level of the hotel. If an elevator is needed to be used by Falls at Ogunquit personnel to transport equipment or carts, it is required that they not enter an elevator with any guest or owner.

4 Cleaning Products & Protocols

Our resort uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and blood borne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply chain of these cleaning supplies and the necessary PPE for Falls at Ogunquit personnel.

Public Spaces and Communal Areas. The frequency of cleaning and sanitizing has been increased in all public spaces to a minimum of every 2 hours, with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, elevators and elevator buttons, door handles, public restrooms, room keys and locks, stair handrails, vending machines, public ice dispensers, and fitness equipment. When applicable, Electro-static sanitation methods will be applied to all hotel common areas, fitness equipment, public furnishings (interior and exterior), public restrooms, Housekeeping carts, interior and exterior common doors, and all other high touch contact surfaces throughout the hotel during overnight hours.

Guest Rooms. Industry leading cleaning and e-sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room remote controls, light switches, temperature control panels, alarm clocks, luggage racks and flooring.

Laundry. All resort linen and laundry will be washed at a high temperature and in accordance with CDC guidelines. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility by Falls at Ogunquit personnel.

Back of the House. The frequency of cleaning and sanitizing will also increase in high traffic back of house areas a minimum of every two hours with an emphasis on the Falls at Ogunquit personnel break rooms, entrances, restrooms, offices and equipment, and training areas.

Shared Equipment. Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to new Falls at Ogunquit personnel. This includes phones, radios, computers and other communication devices, payment terminals, implements, engineering tools, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort. The use of shared food and beverage equipment in back of the house break areas (including shared coffee brewers) will be discontinued.

Room Recovery Protocol. In the event of presumptive case of COVID-19, the guest's room will be removed from service and quarantined. The guest room will not be returned to service until the case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol.

Air Filter and HVAC Cleaning. The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

Locations for the Distribution of Falls at Ogunquit Personal Protection Equipment (PPE)

Front of the House	Back of the House
Registration	Department Specific Locations Housekeeping, Engineering

HOTEL OPERATIONS

6 Front Desk Operations

Cleaning & Sanitizing

- a) Counters and equipment sanitized at least once per hour.
- b) Sanitize internet stations and post sanitation signage for guest reference.

Physical Distancing Protocol

- a) Falls at Ogunquit Front Desk Personnel are to use separate computers and have individual stations to eliminate shared equipment.
- b) Maximum of two personnel at Front Desk counters.
- c) Greeter at main entrance, when necessary, to control physical distancing.
- d) Credit card swipe moved to front counter.
- e) Enforce six-foot physical distancing minimums with common carriers and delivery personnel.
- f) Encourage the use of e-mail or room phones for all guest transactions.

Guest Considerations

- a) Discontinue print magazine and newspaper services throughout the property.
- b) All guest/owner package deliveries will be placed in sealed single-use plastic bags.
- c) Packages delivered to the hotel for any guest or owner will require to be picked up at the front desk. Front desk will place a call to the specific owner or guest advising them of the delivery.
- d) All lost and found items will be immediately bagged and sealed before leaving the space in which they were found. The item will be clearly labeled as to the location it was recovered. Items recovered and bagged must be turned in immediately and not placed on housekeeping carts. Normal lost and found procedures will then take effect. When shipping an item back to its owner, the item must remain sealed in the bag.

7 Pool Operations

Cleaning & Sanitizing Protocol

- a) Chaise lounge chairs to be sanitized once every 2 hours when applicable.
- b) Tables and guest contact surfaces to be sanitized once every 2 hours when applicable.

Physical Distancing Protocol

- a) Chaise lounge chairs set with appropriate physical distancing.
- b) All tables and other equipment to be spaced for appropriate physical distancing.

Guest Considerations

- a) **Limited Operations:** all pools will be closed during limited operations of a pandemic occurrence. All CDC guidelines will be followed during these times.
- b) **Phase 1:** (for first 30 days of re-opening): All pools will be closed. All pool and patio furniture to be placed or reduced to distances to promote social distancing.
- c) **Phase 2:** (after first 30 days of re-open): When CDC grants approved, All pools may re-open including with proper social distancing being practiced and monitored.
- d) Number of occupants in any body of water lifted, providing social distancing is practiced (Phase 2).
- e) Planned activities will be scheduled as planned (if seasonally applicable) with proper social distancing.

8 Public Areas

Cleaning & Sanitizing Protocol

- a) Falls at Ogunquit Personnel are to sanitize the following areas every 2 hours.
 - Guest and service elevators
 - Resort exit doors
 - Vending machines
 - Stairwell handrails and door handles
 - Falls at Ogunquit Personnel dining tables and counters
 - Hotel entry doors
 - Exterior benches and furniture
 - Interior and exterior trash bins
 - public restrooms
 - guest laundry rooms

9 [Front Office / Front Desk](#)

Cleaning & Sanitizing Protocol

- a) Sanitize all guest touchpoints after each transaction including EMV credit card devices, pens and registration countertops, keyboards, phones etc.
- b) Room keys to be sanitized before re-stocking and to be kept separated at all times.
- c) One master pen put out for guest use only at each station. Sanitize after each use.
- d) When a cash transaction occurs, Falls at Ogunquit front desk personnel will be required to use gloves.

Physical Distancing Protocol

- a) Restructure stanchions to provide appropriate six-foot intervals.
- d) Implement peak period procedures, including a Lobby Greeter or MOD coverage, when the number of guests exceeds the lobby capacity as designated.

10 [Housekeeping](#)

Cleaning & Sanitizing Protocol

- a) Carts, bins and equipment to be sanitized at the start and end of each shift.
- b) All housekeeping carts to have hand sanitizer on them at all times.
- c) Guest linen will be delivered and removed from guest rooms in single use sealed bags only.
- d) All linens including pillow protectors and mattress pads on the guest room beds are to be changed during each service.
- f) Covid-19 HK enhanced cleaning protocols performed; check lists turned in to Housekeeping Manager.

Falls at Ogunquit Phase 1

- a) Minimized contact with guests while cleaning resort rooms is expected. Housekeeping personnel will offer to return at an alternate time for occupied rooms.
- b) It will be mandatory that all Falls at Ogunquit personnel entering occupied rooms for stay over services wear proper PPE gear at all times (mask & gloves).
- c) Stay over service to be performed only if the guest is not present in the room.
- d) Entering a room before e-sanitation methods are applied will require all Falls at Ogunquit personnel to wear a mask and gloves.
- e) Unless mandated by the CDC or state regulations, PPE will be recommended but not mandated throughout the rest of the facility except as mentioned in section “b” & “d” above.

Guest Considerations

- a) All reusable collateral to be removed from rooms and discarded.
- b) All paper pads, pens, sales plaques, and amenity binders to be removed from rooms before opening resort under phase 1 operations.
- c) Disposable collateral to be disposed and changed after each guest check out.
- d) Extra pillows and blankets stored in the guest room closets will be removed and sanitized/cleaned after each guest departure. Sealed single use packaging will be left in the closet.
- e) Guests will receive daily pick up and drop off service when applicable.
A guest care package containing towels, soaps, coffee and other amenities will be delivered outside the guest’s door for the day, and dirty linens as well as trash to left outside the unit in sealed bags for pick up by staff.
- f) Additional mid-week service will be temporarily on hold.
- g) Specific sanitation methods will be completed to the following guest room areas:
 - Desks, counter tops, tables and chairs
 - Phones, tablets and remotes
 - Thermostats
 - Cabinetry, pulls and hardware
 - Doors and doorknobs
 - Bathroom vanities and accessories
 - Bathroom fixtures and hardware
 - Windows, mirrors and frames
 - Lights and lighting controls
 - Closets, hangers and other amenities

** A list of all high touch point areas to be kept on all carts at all times for reference.

12 ENGINEERING DIVISION

All shop areas, tool boxes, tools, computers, phones and other equipment shall be sanitized at the end of every shift or after each use. Break chairs, tables, cabinets, small appliances etc.; to be sanitized after each use. Falls at Ogunquit Personnel refrigerators to be sanitized a minimum of every 2 hours. All Falls at Ogunquit personnel are to wear proper PPE measures (gloves and masks) when in occupied guest rooms or rooms that have not been e-sanitized. Falls at Ogunquit Personnel are to practice safe social distancing between fellow Falls at Ogunquit personnel at all times.

- Falls at Ogunquit Personnel time clock to be sanitized after each use.
- Falls at Ogunquit Personnel PPE station to be set up and maintained daily.

PPE (Gloves and masks) will be required to be worn by all Falls at Ogunquit personnel while in any occupied guest room or no e-sanitized room.

It is recommended that personnel wear PPE while working in all other hotel locations and areas, but will not be mandated unless the CDC or state officials instructs otherwise.

13 FITNESS CENTER

The following directives are based on recommended CDC guidelines

Fitness Center-

- Guest must obtain key from Front Desk per use.
- Front Desk will log usage of the Fitness Center.

When applicable the Fitness center use will be allowed 30 days after reopening resort operations (phase 1). After the 30 day with-holding period (phase 2), fitness center use will be allowed with recommended access of no more than 2 persons at any one time. Fitness equipment will be sanitized and cleaned a minimum of every 2 hours. Access will be allowed from 9:00 AM until 8:00PM.

** Sanitation efforts will be a minimum of 4 times per shift. E-sanitation methods will be conducted after the fitness center has closed and is not in use.