



# COVID-19 RESPONSE & RE-OPENING PLAN FOR HARBORWALK

InnSeason Resorts HarborWalk is 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

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### 1 Personnel & Guest Health

The health and safety of our Harbor Walk Personnel and guests is our number one priority.

**Physical Distancing.** 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. Harbor Walk 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 Harbor Walk Staff Members whenever possible.

**Hand Sanitizer.** Hand sanitizer when available, will be placed on all housekeeping carts and in all department work areas for Harbor Walk 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 Harbor Walk personnel of the proper way to wear, handle and dispose of masks, use gloves, wash hands, sneezing, coughing and to avoid touching their faces.

**Personnel & Guest Health Concerns.** The Harbor Walk staff have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to the appropriate Harbor Walk resort management personnel. We will be ready to provide support to our guests. Harbor Walk 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. Harbor Walk Personnel and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (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 Personnel Responsibilities

All Harbor Walk 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 Harbor Walk 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 Harbor Walk 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 Harbor Walk 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 Harbor Walk personnel whose responsibilities require them to have direct contact with guests. PPE (Gloves and masks) will be required to be worn by all Harbor Walk personnel while in any occupied guest room or non-sanitized room. It is recommended that Harbor Walk personnel wear PPE while in or working in other resort locations, but will not be mandated unless the CDC or state officials instructs otherwise.

**Daily Pre-Shift & Timekeeping.** Harbor Walk 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 Surfside 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 Front Desk Agent will greet each guest at check in. The Front Desk Agent will remind guest to let staff know if anyone becomes sick during their stay at resort. Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the resort.

#### **Check in:**

- During prearrival call guest will be notified about “curbside check in” so they know what to expect before arriving at resort.
- Guest will be instructed during prearrival call as well as signage will be placed at entry door to lobby for those we were unable to reach prior to arrival, to call the front desk (508-548-4300) and let the Front Desk agent know they have arrived on property and where they are parked and give a description of their vehicle. At this time the Front Desk agent will let the guest know to have a valid ID ready.
- A front agent will then locate the vehicle and bring the guest their check in packet which will include (keys to unit, Welcome letter from Housekeeping, Registration card, map of property, and information about the resort).
- Before handing the guest their check in packet the Front Desk agent will then visually confirm via the guest ID, that they are who they say they are.
- The front desk agent will then instruct the guest where their unit is located on property and let them know we will be doing a follow up call to them within the hour.
- Upon returning to lobby the Front Desk agent will then check the guest into TSW.
- During the follow up call the Front Desk agent will ask the guest for their credit card information, vehicle information, names of other guests in unit and let them know they need to bring a signed registration card to the front desk and drop into secured box.
- The Front Desk agent will then answer any other questions the guest may have about the area and the resort.
- At the lobby entrance there will be a sign that states no more than two guests will be allowed in lobby at the same time.
- Any guest arriving during security hours (11:00pm to 7:00am) will be instructed by security to stay in car until security arrives with check in packet.
- Front Desk will then make follow up call after 9:00am for any guest that checked in late.

## Cleaning Products & Protocols

Harbor Walk 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 personnel.

**Public Spaces and Communal Areas.** The frequency of cleaning and sanitizing has been increased in all public spaces to a minimum of four times per shift with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, door handles, public restrooms, room keys and locks, stair handrails, vending machines, public ice dispensers.

**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, and luggage racks.

**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 personnel.

**Back of the House.** The frequency of cleaning and sanitizing will also increase in high traffic back of house areas a minimum of four times per shift with an emphasis on the personnel break rooms, personnel entrances, personnel restrooms, offices, kitchens, security and equipment, concierge service desks 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 personnel. This includes phones, radios, computers and other communication devices, payment terminals, engineering tools, safety buttons, 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.

**PTAC Cleaning and Sanitizing-** After each check out PTAC filters will be cleaned and sanitized as part of Maintenance Blitz of room.

Locations for the Distribution of Personal Protection Equipment (PPE)

<b>Front of the House</b>	<b>Back of the House</b>
Back office behind Front Desk	Department Specific Locations Housekeeping, Engineering

**RESORT OPERATIONS**

**6 Business Services, Office Services, Lost/Found**

**Cleaning & Sanitizing**

- a) Counters and equipment sanitized at least once per hour.
- b) Sanitize Front Desk Work station twice every shift.

**Physical Distancing Protocol**

- a) Front desk Personnel to use separate computers and have individual stations to eliminate shared equipment.
- b) Maximum of two personnel at Front Desk counters including management.
- 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

- a) All staff and guest must be wearing facial covering at all times except when in the water.
- b) Pool will be open with 40% capacity limit.
- c) The total amount of guested allowed in the pool area is 19.
- d) Water chemistry testing will be increased to 6 times a day.
- e) During each test pool operator will count number of guests in pool area and log with pool readings.
- f) Social distancing of at least 6 feet is required for all individuals outside of a household group and applies to deck areas, bathrooms, or wading areas. No one should congregate in the water or on the pool deck.
- g) Lounge chairs will be arranged together by 2 every 6 feet.
- h) Picnic tables will be placed 10 feet apart and only guests from same family may sit at table together.
- i) Sanitizing stations will be placed around the pool for guests to sanitize lounge chairs and picnic tables before sitting down.
- j) Used pool towels will be placed in empty pool towel bin at pool, any towels brought to room will be bagged before housekeeping gathers them.
- k) Close pool facilities used by a sick person and wait 24 hours before cleaning and disinfecting these pool facilities.

## 8 Public Areas

### **Cleaning & Sanitizing Protocol**

- a) Sanitation Personnel to sanitize the following areas at least four times per shift:
  - Resort exit doors
  - Vending & Ice Machines (if usage allowed by the state)
  - Stairwell handrails and door handles
  - Personnel dining tables and counters
  - Hotel entry doors
  - Personnel smoking areas
  - Exterior benches and furniture
  - Interior and exterior trash bins
  - public restrooms

## 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, front desk personnel will be required to use gloves.

### Physical Distancing Protocol

- a) Tape lobby floor so that a distance of 6 feet is well marked for guests.
- b) Move work station to where guest computer is located so that 2 agents can work at the same time more than 6 feet apart.

### Guest Considerations

- Proper social distancing practices will be posted throughout the lobby.

## 10 Housekeeping

- Safety / Clean committee – Rali Sieurin, owner of Danielle’s Cleaning Services will be conducting all safety trainings for Housekeeping
- All units will be inspected pre check in and disinfected by designated inspectors. A checklist with all items disinfected in addition to the unit being thoroughly cleaned will be left in the room for guests to see.
- No unit will be turned over for check in before being 100% inspected
- Common areas will be cleaned more frequently and a Sign-off log for common area will be kept at the Front desk at the end of the day with times and initials.
- Pens, note pads, advertising, guest directories will be removed from the unit
- Unit daily service:
  - o If guests wish not to have anyone enter the room but would still like fresh towels or extra amenities, they can call the front desk for room service. Front desk will inform them that the items will be delivered within 15min for them to take inside. Bags cannot be left outside for guests to pick up later in the day due to bad weather or theft.
  - o Mid-week cleaning is still available if the guests wish to have it. Extra precautions are taken to ensure the safety of the guests

*Cleaning and Disinfecting in Rooms – in addition to what is already done in the rooms the following items MUST and will be cleaned and disinfected*

- All door handles, including the sliding and closets doors
- Amenity Dispensers
- Light switches, including the knobs on the standalone lamps
- Pull cords of blinds and curtains
- Remote controls
- Phones



- Night stands, dressers – top and handles
- Tables, back and seats of chairs
- Leather couches – armrests, cushions, back of couch
- AC unit buttons and knobs
- Thermostats
- Balcony furniture
- Broom and dustpan handles, iron handle
- Kitchen cabinet handles; fridge, microwave, oven door handles
- Kitchen without dishwasher – dishes will be disinfected as usual

## Cleaning and Disinfecting Common Areas

Common areas will be cleaned and disinfected every 2 hours between 8am and 8pm. A log will be kept at the Front desk at the end of the day.

- Lobby entrance all door handles
- Hall, side or admin door handles
- Indoor and outdoor pool door handles, empty tables, chairs and chaise lounges
- Pool / locker room bathrooms - door handles, cabinet handles flush lever
- Lobby bathrooms - door handles, cabinet handles flush lever
- Closet / storage door handles
- Staircase railings
- Vending machine buttons
- Ice machines – touch points

## Cleaning and Disinfecting of the Housekeeping Tools

*Wear rubber gloves and face masks – change as needed. Use the same HK Equipment Caddie with chemicals all day*

- HK Equipment Caddy handles
- HK Cart handles
- Laundry bin handles
- Cleaning bottle handles
- Vacuum cleaner touch points - handles, switched, buttons
- Resort laundry equipment touch points – handles, switched, buttons
- Bulk fill storage valves and handles

## BE VERY MINDFUL OF CROSS CONTAMINATION AT ALL TIMES

### For our associates' safety

If not feeling well, please stay home. If you have a fever, remain home for at least 24 hours after the fever is gone.

**Gloves** When disposable gloves are used, workers should typically use a single pair of nitrile exam gloves. Change gloves if they become torn or visibly contaminated; or in between potential areas of contamination. When removing: Peel off gloves touching only the inside of the gloves with your bare hands. Properly discard gloves in a waste container.

Wash hands or use an alcohol-based hand sanitizer immediately after removing.

- Please use mask and gloves at all times
- Continue to keep a safe distance between yourselves and other people
- Wash your hands frequently for at least 20 seconds
- Use an alcohol-based hand sanitizer
- Avoid touching your face without first washing your hands
- Cover nose and mouth when coughing or sneezing and wash hands afterwards
- Wash your clothes after work daily

### Services – be extra diligent to avoid cross contamination.

- Gather all dirty linens first and put in a bag. Tie the bag
- Take all trash out
- Clean the room.
- Take your gloves off. Dispose of the gloves in a separate bag
- Stock the room with clean linens and items
- Put new pair of gloves. Move to the next room

### Cleaning and Disinfecting guest requested Items

- Any housekeeping items requested after hours will be cleaned and disinfected before being delivered

## Other points

1. Chemicals used for disinfecting at the resort:
  - Comet cleaner with bleach - EPA registered as a Hospital Grade Disinfectant. EPA number – 3573-54
  - Clorox Bleach – kills %99.9 of germs
  - Vinegar – kills %94 of germs
  - Windex disinfectant multi surface cleaner – kills %99.9 of germs. EPA number – 4822-593
2. Laundry Handling – see attachment
3. The disinfecting unit check list and common area checklist will be posted at the front Desk.

## 12-ENGINEERING DIVISION

Safety is top priority for all team members and guests. Stay home if you feel sick! PPE should be used at all times. If possible, items /areas touched during routine maintenance should be disinfected when work is finished.

### *General interactions/work flow*

- Gloves and masks required
- General Covid-19 precautions should be followed- Social Distancing, disinfecting, washing hands, etc.
- Suggest changing to uniform at work and back to casual cloths when leaving
- Team meeting daily - remind of safety first – gloves/masks/ social distancing

### *Entering rooms:*

- Employee shall wash hands before entering room
- Guest should not be in room if possible
- If guest is in the room the social distancing applies
- Sanitize touchpoints when leaving
- Keep log of rooms and work done

### *Projects:*

- Projects that require 2 or more people
  - Maintain enough distance as possible that still gives you the ability to get the work done.
  - Use masks and gloves

### *Vehicle Use:*

- Company Vehicles shall be sanitized before and after each use.
- Sanitizer will be placed in company vehicles for employees to use.

*Pools:*

- Pool and Spa readings shall be taken with mask and glove being worn.
- Pen or Pencil used to record readings shall be sanitized after reading recorded.

*Other procedures:*

- If possible, each team member should have their own basic tool kit
- Carry sanitizer in tool kits
- Sanitize tools before and after using.
- Each MT should keep a daily log of which rooms they access
- Log should be turned into their supervisor
- Supervisor should coordinate logs by the MT then by day
- Trash should be emptied with gloves and mask on.