



Face Mask COVID-19 Mitigation Procedure

Department:	All	Position:	All
Division:	All	Effective Date:	04/5/2020
SOP:	Distribution and Use of Face Mask Enhanced Operating Procedures – COVID-19	Revised Date:	05/1/2020

POLICY: All active Team Members working at their office or on property are **required** to wear a Westgate-provided face mask when in public areas during the COVID-19 pandemic or until further notice.

Westgate Resorts has provided masks in accordance with guidelines issued April 3, 2020 by the Centers for Disease Control and Prevention (CDC): “CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies) **especially** in areas of significant community-based transmission.” Wearing a mask is **required** for any Westgate Resorts team members that interact with guests but is not intended as a replacement for social distancing, which should be practiced whenever possible, even while wearing a mask.

DISCLAIMER: Westgate Resorts can neither independently certify nor guarantee the effectiveness of masks in preventing virus transmittal, including but not limited to COVID-19. Westgate Resorts is not liable for any issues arising or relating to the use of a mask (directly or indirectly) including, but not limited to, transmittal of any virus.

DISTRIBUTION OF MASK: Masks will be distributed to a single point of contact (POC) at the resort property or corporate location. This point of contact (POC) will provide distribution and tracking of mask.

- Warehouse will deliver/ship mask to POC.
- POC will be provided with a tracking sheet to track mask distribution.
- Team members must provide team member ID in order to receive a mask.
- Team members will have the option to replace their mask every five working days.
- Team members will be required to provide old mask in order to receive new mask.
- Team members will receive their mask, sign it out on the mask sign out sheet and are required to write their initials on the inside of the mask. POC will be required to initial as having signed out the mask.
- Mask will be handled with gloves only and will be given to team members in a bag in order to prevent contamination.

SECURING OF MASK: Mask are currently in high demand and need to be secured at all times. All masks need to be treated as a valuable company asset and controlled as such.

- POC will be responsible for securing mask in a locked and secure environment whenever they are not being distributed.
- POC will be responsible for counting mask at the start and end of each shift and reconciled against the mask tracking sheet.
- If a mask is missing, POC needs to inform the command center immediately.
- Team members must keep the mask in their possession and keep secured at all times.
- Team members must report missing mask to POC immediately.
- Mask need to be secured in a protected environment when they are not in use. Brown paper bags are the acceptable vessel for masks to be stowed when they are not on a team members face. Placing a mask on a table or non-sterile environment is not acceptable, as this could potentially spread harmful germs to the person wearing the mask as well as other people.

PROPER USE OF MASK: It is important to properly use the face mask to prevent unnecessary harm.

- Masks are to be treated as a part of the team members uniform and can be worn only at work.
- Masks are required to be worn at all times when in public areas.
- Masks are for the team member who signed for the mask and that team member only.
- Masks should never be shared, exposed to, or handled by other team members or guests.



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- Team members should not touch mask with their hands while worn unless they use proper hand washing procedures directly prior to handling the mask.
- Team members should wash hands properly for 20 seconds with antibacterial soap and warm water prior to touching the mask.
- Once hands are clean, mask should be placed over face as follows:
 - Mask should be held with one hand and place over face (covering nose and mouth).
 - Using the other hand, mask strap should be placed over the head, sitting above both ears.
 - If there are two looped straps, each strap should be placed around each ear.
 - Mold or pinch mask nose to shape along the nose to minimize air gap.
- Prior to removing mask, team members should follow proper hand washing procedures.

REPLACING OR DISCARDING MASK: It is important to properly discard mask and follow replacement procedures.

- Mask should not be worn more than five days and replacement mask will be provided following the 5th workday if available.
- Damaged masks should be returned immediately. A replacement will be provided if available.
- Mask that are obviously damaged or become hard to breathe through should be replaced.
- Returns of masks will be brought to the security guard on duty or POC and the team member/security guard will follow these steps:
 - Team member will wash their hands prior to removal of mask.
 - Team member will sign their mask back in with security, using a sterilized pen.
 - Team member will then remove mask and place into a bag.
 - Security guard will ensure bag is properly sealed and ensure they have sterile gloves to handle the bag.
 - Team member will seal the bag and immediately dispose of it in a closed container.
- Team member will then be required to return old mask to receive new mask.
 - Team member will not be allowed to obtain more than one mask at a time.

FACE MASK TRACKING AND ACKNOWLEDGEMENT FORM: The face mask tracking sheet and acknowledgement form are important in order to secure and track mask, and properly disclose the use of the mask.

- Corporate will provide the POC with a masking tracking sheet and acknowledgement form.
- Face mask Sign Out Sheet will be required to distribute and return any team member masks.
- Team members must clearly fill out their name and the condition of the mask that they are signing out, along with the date of sign out. For example, "Date Checked out, New White Surgical Mask, Name."
- Team member must provide proper team member ID to receive a mask.
- Tracking sheets must be kept in a secure location and need to be accessible for the duration of this time.
- Acknowledgement form needs to be signed by all team members upon first time receiving a mask.
- Acknowledgement forms and tracking sheet should be scanned and sent to the security command center every Friday by midnight.

ACKNOWLEDGEMENT: I hereby acknowledge that I have reviewed and understand this department policy, and further understand that violation of any part of this policy may result in progressive disciplinary action, up to and including termination of employment.

Team Member Signature/TM#		Date:	
Manager Signature/TM#:		Date:	



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Mask Acknowledgement Form

Name: _____

Department: _____

I, _____, hereby acknowledge the receipt of a face mask issued by Westgate Resorts during the COVID-19 Pandemic.

I am acknowledging that this mask is to be used during my assigned shift hours and that in order to receive a replacement mask, I must turn in the previous mask provided to me.

Furthermore, I acknowledge that Westgate Resorts¹ is neither certifying nor guaranteeing the effectiveness of the mask in preventing any virus transmittal included but not limited to COVID-19. Westgate Resort is not liable for any issues arising or relating to the use (whether directly or indirectly) of the mask, including but not limited to transmittal of any virus.

Westgate has provided this mask consistent with the April 3, 2020 latest guidelines issued by the Centers for Disease Control and Prevention (CDC). "CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies) **especially** in areas of significant community-based transmission." The wearing of a mask is discretionary and should not be a replacement for social distancing.

Failure to return mask or any misuse of Westgate Resorts issued property, may result in disciplinary action.

Signature: _____ Date: _____

¹ For the purposes of this, Westgate Resorts includes but is not limited to CFI Resorts Management, Inc., Westgate Marketing, LLC., Westgate Resorts, LTD., and its subsidiaries, affiliates, and parent companies.