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Corporate Operating Procedures COVID-19 Facilities Housekeeping

Department:	Facilities Housekeeping	Position:	All
Division:	Corporate Operations	Effective Date:	May 4, 2020
SOP:	Facilities Housekeeping Department COVID-19 Mitigation Procedure	Revised Date:	May 13, 2020

POLICY: The Facilities Housekeeping policies and procedures have been modified to support the health and safety of our visitors and team members.

Westgate Resorts will provide 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 who interact with guests or other team members 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.

Orientation and Updates: All team members will be required to undergo a 2-hour virtual orientation provided online.

- Education on the virus, CDC guidelines and our role as an organization
- A detailed list of CDC guidelines will be provided and reviewed with the team.
- Review all SOP's and have them signed by team members
 - SOP's for all new procedures will be distributed, read through, and signed by each team member.
 - Signed SOP's will be put in each team member's file.
 - TMS will track all SOP's completed by active team members.
- Review all service and operating procedure changes
 - A list of all service changes will be provided and reviewed.
- Review outlet closure schedule where applicable
 - A possible outlet reopening schedule will be reviewed with all team members.
- Distribution and use of face mask and gloves
 - Masks and gloves will be ordered and available prior to re-opening.
 - Team members will undergo a review of proper use of both items, responsibility of the items, and process of receiving additional PPE items.
 - Masks and gloves will be tracked by Security using the Mask/Glove Tracking sheet.
- Protocol on Sanitation and Disinfecting
 - All new chemicals will be reviewed, including use and cautions. Security will add these new chemicals to the MDS binders at each property and corporate location.



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- Discussion of safety protocols such as social distancing as dictated by CDC and state.

General Procedures: These procedures will be general procedures for all team members to follow, as well as procedures to ensure visitors are adhering to.

- Team Member Screening
 - Checkpoint at building entry taking Team Member's temperature.
 - Team members will undergo temperature checks at main entry to the building prior to starting work each day.
 - Team members will be asked to complete Self-Disclosure Questionnaires.
 - Security and management will check temperature using a non-contact temperature gun.
 - Gloves must be worn when taking a team member's temperature.
 - Team Members with temperatures of 100.4F (38C) or above or other signs of illness should not be permitted to work, and the team member should be asked to leave immediately.
 - Team members with a temperature will be documented, required to follow quarantine procedures, and not allowed to return prior to providing a physician release to TMS.
 - Symptom Check (fever, cough, shortness of breath, sore throat, headaches and muscle aches, new loss of smell and taste).
 - When symptoms are encountered, proper communication to property leaders will take place and team member must follow flu-like symptom SOP.
- Distribution, Securing and Use of Face Mask
 - Appropriate PPE will be worn by all employees 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.
 - Masks and gloves will be distributed to a single point of contact at the corporate location. The point of contact will provide distribution and tracking of masks/gloves.
 - Team Members will replace their disposable mask every two days when working inside, or every day when working outside. Reusable masks will be washed daily or as needed.
 - Masks are to be handled with gloves and issued in individual bags as a protective measure.
 - Tracking will be handled by point of contact at each corporate location.
 - Masks/gloves are to be treated as part of the Team Member's uniform.
- Quarantine period if virus is encountered in the workplace
 - Proper quarantine guidelines must be followed.
 - 14-day self-quarantine outside of the workplace.
 - Required doctor authorization prior to returning to work.
- If suspected or confirmed case takes place



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- Upon notification of a suspected or confirmed case, Security will immediately secure the area until proper cleaning procedures can be implemented.
- In the case of a workplace area, this will include their immediate desk/work area.
- Sanitization fog spray will be used for any public area, storage area, meeting rooms, or office/workstations where an individual with flu-like symptoms has worked or resided.
- The workplace area will be deep cleaned and sanitized (e.g. tables, desk, doorknobs, light switches, chairs, keyboard, mouse, etc.).
- Chemicals (EPA Approved) to be used for disinfecting and sanitation of all areas
 - Multi-Purpose Disinfectant and Sanitizer
 - Disinfectant Wipes
 - Antibacterial Hand Soap
 - Hand Sanitizers

Washing Hands – Needs to be done as frequently as possible. This should be all team members' first course of action. Any time a team member uses the restroom or must interact with something provided to a visitor (documentation, food, etc.), a team member should wash their hands thoroughly with soap and warm water for a minimum of 20 seconds. Frequent hand washing is highly recommended and required after use of restroom or following visitor or team member contact.

- Team members are instructed to wash their hands or use sanitizer when a sink is not available after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, eating, drinking, going on break, and before or after starting a shift.
- Team members should avoid touching face and neck area as much as possible to ensure germs are not being spread from hands to sensitive areas.
- Steps for proper hand washing for all Team Members:
 - Regularly wash your hands and use the hand sanitizer stations that are located throughout the properties and corporate locations.
 - A thorough hand washing with soap and warm water for at least 20 seconds and repeating this often greatly reduces the chance for any infection.
 - Avoid touching your eyes, nose, and mouth.
 - Clean and disinfect frequently handled objects (cell phones, keyboards, desk and table surfaces, office phones, etc.).
- Hand washing procedures and education are part of the Westgate Safety Training Program, which requires all sinks to be checked for proper temperatures routinely by Management.
- The Hand Washing program includes signage, in both English and Spanish, that instructs team members to use the required handwashing protocols and promotes the use of Hand Sanitizers before and after visitor/team member personal contact.
- Increased restroom signage. We have increased locations of Hand Sanitizers throughout the public areas, offices/workstations, and elevators.



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Cleaning and Sanitizing - The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, Lobby front desks and furniture, counters, elevators and elevator buttons, door handles, restrooms, locks, ATMs, stair handrails, gym equipment, cafeteria/dining surfaces and seating areas.

Hand Sanitizers – These are to be used with high frequency when available. In the event that a manual door is being used or a team member needs to touch a surface that is touched by multiple individuals, the team member should be prompted to utilize hand tissues (dispensers located at door areas) to use on handle when opening/closing doors and hand sanitizer.

- Thorough use of sanitizer is defined as wringing the hands, interlocking fingers, and rubbing the backs of hands until the sanitizer is dried.

FACILITIES HOUSEKEEPING

- Daily housekeeping services will be provided to all Corporate locations.
- Housekeeping staffing will be increased, as well as cleaning frequency.
- All Housekeeping staff are required to wear gloves during working hours and frequently changing them, properly discarding worn gloves in the trash each time.
- All requested cleaning supplies will be provided wearing gloves/masks and housekeepers will not be permitted to enter work areas/offices while occupied unless they can remain 6 ft apart.
- If work areas/offices require service while occupied (e.g. plumbing issue, spills, etc.), housekeeper will request team member to leave the area, wear gloves and mask, and service the space.

Ultra-Low Volume (ULV) Fogging Process for Corporate Locations

- At each of our corporate locations, we have equipped Housekeeping teams with hand-held fogging machines to facilitate disinfecting via ULV fogging. Similar procedure used for treatment of mold & mildew, without the use of harsh chemicals such as bleach. Multipurpose Disinfectant cleaner 2/1 dilution to be used for fogging only.
- Fogging will be conducted in any public or work area when the virus contamination is suspected. The process is high impact and requires minimal downtime.
- Below are the steps conducted at our corporate locations to ensure all public or work areas possibly impacted by the virus from a team member and/or visitor.
- Public / work area is immediately assigned to be fogged.
- After treatment, the area is secured for 24 hours.
- After the initial 24-hour period, the unit is then cleaned, per established cleaning procedure utilizing company-issued disinfectants and cleaners to ensure there are no areas left untreated.

Key Areas of Sanitation – Work Areas / Offices / Meeting Rooms

- All Work Areas, Offices, and Meeting Rooms will be thoroughly cleaned and sanitized to include at the end of each day. The following sanitization process will continue for all touch points and surfaces:
 - Entry and doorways - All entries and doorways are to be sanitized with a Multi-Purpose cleaner.



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- All phones, desks, credenzas, tables, and surface areas cleaned and sanitized daily. Admins should be trained and assigned to specific areas of responsibility.
- Copiers and CAD machines thoroughly sanitized daily. Disinfectant wipes will be provided and placed adjacent to machines.
- Kitchens - All surfaces, sinks and cabinet handles are to be sanitized with the Multi-Purpose cleaner.
- Seating – All seating, including, but not limited to sofas, armchairs, desk chairs, etc. will be sanitized.
- Chemicals must not be sprayed directly on fabric or leathers and should be sprayed on a cloth prior.
- Trash and Recycle Receptacles wiped with Multi-Purpose Cleaner.

Key Areas of Sanitation - Public Areas

- Lobby Areas, Elevators, Cafeterias, Fitness Centers and Restrooms
- All public areas will be deep cleaned and continually sanitized. This includes back house areas and will entail the use of Multi Surface Cleaner and Disinfectant, Disinfectant Wipes/ Bleach Germicidal Wipes and Surface Sanitizer for routine cleaning for all touch points.
- Lobby & Entry Touchpoints
 - Doors/handles, desks and countertops, signature capture pad, stanchion posts, elevator cabs and buttons, house phones.
 - Handrails, doorknobs, entry doors and exiting doors, revolving doors.
 - All railings, ADA access rails, exterior and interiors rails.
 - Weekly fog disinfecting conducted in all lobby and entry touchpoints.
 - All flat beds, carts, pallet jacks, forklifts put on maintenance and cleaning schedule.
- Public Restrooms
 - Sanitize every touchpoint, including, but not limited to every stall, toilet paper dispenser, door handle, and sink area.
 - Daily inspection of hand washing stations (soap, towels, running hot water).
 - Each restroom will be shut down once every 24-hour period for a deep sanitization.
 - Weekly fog disinfecting conducted in all lobby restrooms.
- Fitness Centers

Corporate Fitness Centers are closed until further notice. Upon reopening, the following procedures will apply:

- Fitness Centers will undergo a sanitization after every guest and equipment usage.
- Thorough deep sanitizing and cleaning of all locker areas.
- Weekly fog disinfecting conducted of all Fitness Centers, Fitness Center restrooms and locker areas.



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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:	