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Corporate Operating Procedures COVID-19 Team Member Services

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

POLICY: The TMS 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 Team Member Services.
 - 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 medical release prior to returning to work, in accordance with our SOP, Procedure for Return to Work after 14-day Self Quarantine.



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- If suspected or confirmed case takes place
 - 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.



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- Increased restroom signage. We have increased locations of Hand Sanitizers throughout the public areas, offices/workstations, and elevators.

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.

Team Member Services (TMS)

Recruitment

Prescreening & Interviewing Candidates

- Avoid meeting candidates face to face, instead use the online meeting tool, MS Teams, when available.
- If use of online meeting tool is not available, the interviewer needs to establish a meeting area that complies with social distancing protocols of at least 6 ft apart, preferably in a large meeting room, scheduled for the minimum time required.
- Use of mask during in person interview.
- Avoid person-to-person greetings such as shaking hands.
- Coordinate next steps via email or phone.

Onboarding

- Onboarding sessions must be coordinated with social distancing in mind based on the size of the meeting area.
- Sessions must be staggered to limit amount of new hires sharing the same space at once.
- Writing tools should be disinfected after each use, to include pens, pencils, keyboards, mouse, in addition to the desk area, armrests and computer screens.
- Gloves may be used when handling documents that need photocopying or signatures.

TMS Operations

Office Hours & Interactions

- Determined by number of team members working on property.
- Phase in re-opening the department based on CDC updates.
- Consider staggering schedules if hours are reduced.



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- Avoid in person meetings where possible. Encourage team members to use the telephone, online conferencing, e-mail or instant messaging to conduct business as much as possible, even when participants are in the same building or area.
- Do not congregate in work rooms, lunchrooms, copier rooms or other areas.
- Follow hygiene protocol when visiting common areas such as copy machines, lunchrooms, and office refrigerators.

Submitting Documentation

- Team members can scan documents (doctor's notes, FMLA Certifications, Benefits Documents, etc.) to TMS email or fax to TMS office.
- Alternatively, team members can send pictures of their documents via cellphone where available or via email.
- TMS may wear gloves when handling documents that need photocopying or have been mailed or interofficed.

Requesting ComData Cards

- Requests for ComData cards will be accepted via phone or email.
- ComData cards may be sent via interoffice mail to department's manager or if necessary, may be picked up in person at TMS office when scheduled in advance.
- ComData cards being picked up at TMS may be placed in an envelope and set at a designated area that meets social distancing protocol where TM may retrieve it, such as at a mailbox, drop off box, desk or table.
- Alternatively, TMS may drop off the ComData card in an envelope at the Security Desk.

Leave of Absence Requests

- Handling LOA requests (FMLA, ADA, PLOA etc.)
 - Agree on the delivery of required forms over the phone, or via email.
 - Email, scan forms to the TM so they can print in their department.
 - Send via regular or express mail when necessary.
 - Where technology permits, coordinate Microsoft Teams ("Teams") meeting to go over the request.
 - Alternatively, go over the request via phone.
 - Provide updates via phone, email or mail.

Payroll/Benefits Questions

- Team members can email their inquiry to TMS or directly to payroll@wgresorts.com or benefits@wgresorts.com.
- Alternatively, team members can call Team Member Services (TMS) with their inquiry.



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Conflict Resolution

- Team members can schedule a “Teams” meeting where technology permits.
- Alternatively, team members can schedule a conference call.
- TMS can coordinate conducting the meeting in an area conducive to social distancing, preferably with advanced notice based on priority.
- Team members should send statements and backup documentation to Team Member Services (TMS) via email, mail or fax.
- In-person interviews for investigations must be scheduled in advance, where possible, and take place in a meeting space where social distancing can be observed, preferably after receipt of initial statement via email or mail.
- Updates can be provided via phone, email and mail.

Management Consultation

Disciplinary Actions / Separations / Employee Relations

- Conduct Teams meeting when feasible to discuss with manager.
- Alternatively, manager can send back-up documentation for TMS to review and then coordinate a conference call.
- If Team Member Services (TMS) must be present during the meeting with the team member, they can do so either via Microsoft Teams or conference call.
- Alternatively, the meeting can be conducted in an area that allows for social distancing.
- May allow use of masks, and other protective wear such as gloves.
- Observe hygiene protocol following the meeting.

Team Members Presenting Flu-Like Symptoms

- 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.
- Team Member Services (TMS) will immediately notify Corporate TMS of any suspected COVID-19 cases.
- Quarantine period required if virus is encountered in the workplace.
 - Proper quarantine guidelines must be followed.
 - 14-day self-quarantine outside of the workplace.
 - Required medical release prior to returning to work, in accordance with our SOP, Procedure for Return to Work after 14-day Self Quarantine.
- Team Member Services (TMS) will collaborate with Security and Department Manager.
 - If suspected or confirmed case takes place.
 - Upon notification of a suspected or confirmed case, Security will immediately secure the area until proper cleaning procedures can be implemented. This will include their immediate desk/work area.



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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:	