



Activities Department COVID-19 Mitigation Procedure

<b>Department:</b>	Activities	<b>Position:</b>	All
<b>Division:</b>	Resort Operations	<b>Effective Date:</b>	May 2020
<b>SOP:</b>	<a href="#">Activities Department COVID-19 Mitigation Procedure</a>	<b>Revised Date:</b>	

**POLICY:** Activities Department policies and procedures have been modified and enhanced, to support the health and safety of our guests 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 face coverings with at least two layers of protection 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.

**General Procedures**

These procedures are guidelines for all team members, guests and vendors.

**Screening Process:** Team members must undergo temperature and symptom checks at designated building points of entry prior to starting their shift.

- Security and management will check temperature with a non-invasive thermometer.
- Gloves will be worn when taking a team member’s temperature.
- Team Members with temperature reading of 100.4°F (38°C) or higher or showing other signs of illness will be asked to leave immediately.
  - Team Member’s name will be recorded, and they are required to follow quarantine procedures.
  - A physician authorization must be provided to TMS before returning to work.
- When known symptoms are encountered (fever, cough, shortness of breath, sore throat, headaches and muscle aches, new loss of smell and taste), property leaders will be notified and the team member must follow the SOP for flu-like symptoms.

**Distribution, Securing and Use of Face Mask:** Appropriate PPE will be worn by all team members based on their role and responsibilities and in strict adherence to state or local regulations, laws, and guidance.

- All team members are required to wear a mask while in any public area.
- Team Members will undergo mandatory training on proper use and disposal of Personal Protective Equipment (PPE).
- Masks and gloves will be distributed and tracked by a single point of contact at the resort property and/or corporate location.
- Team Members will be required to replace their mask 2 working days.
- Masks are to be handled with gloves and issued in individual disposable bags.
- Masks/gloves are to be treated as a required part of the Team Member’s uniform.



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**Quarantine Procedures:** Proper quarantine procedures are a key step to slowing the spread and help ensure the health and safety of other team members and our guests. If it's believed that the COVID-19 virus has been encountered, the following steps are required:

- 14-day self-quarantine outside of the workplace.
- COVID-19 testing with results verified by a health professional.
- A physician's authorization must be provided to TMS before returning to work.
- Upon notification of a suspected or confirmed case in the workplace:
  - Security will immediately secure the area, including the immediate workspace.
  - The entire workspace will be deep cleaned and sanitized including, but not limited to: tables, desk, doorknobs, light switches, chairs, keyboard, mouse.
- Upon notification of a suspected or confirmed case with a guest, Security will deactivate access to the room immediately and secure it for 24 hours while enhanced cleaning procedures are performed.
  - As necessary for sanitization, Security will provide entry to the unit and document any entries.
  - Ultra-Low Volume (ULV) disinfectant fogging will be used for any public area, back of house area, or guest rooms where an individual with flu-like symptoms has worked or resided.

**Approved Cleaning Products:** These EPA-Approved products are to be used to disinfect and sanitize all areas:

- Multi-Purpose Disinfectant and Sanitizer
- Disinfectant Wipes
- Antibacterial Hand Soap
- Hand Sanitizers

**Team Member Distancing:** Social Distancing, as defined by the CDC, will be practiced by team members at all times, without exception.

- Security will monitor and enforce Social Distancing protocols.
- Team members are responsible for maintaining a physical distance of 6 feet and will be subject to disciplinary action for not following social distancing guidelines.
- Guests are advised to practice social distancing by standing at least 6 feet away from other groups of people while standing in lines or moving around the property and avoiding elevators when possible.

**Routing and Queuing Plan:** Queue lines and waiting areas will be rearranged to support social distancing.

- Common Area and lobby furniture will be arranged to space groups out 6 feet apart or more.
- Queue lines will have marker bands spaced 6 feet apart to define social distancing space.
- Framed signs will be placed on stands in common areas, and at start of queue lines, notifying guests of required social distancing.
- Team members will not enter elevators with guests or other team members unless necessary and unavoidable (some exceptions may apply).

**Guest Procedures:**

- Guests will be Issued a Westgate branded surgical mask for use during their stay, if they do not have their own with them. Should they need another at any time a Westgate team member will provide them with a new surgical face mask.
- Guests will be required to wear a face covering when entering buildings, restaurants or interior outlets and will be denied entry without a proper face covering.

**Hand Washing Procedures** – All team members' first course of action should be the washing of hands. Any time a team member uses the restroom or interacts with an item provided to a guest (documentation, food, etc.), an employee



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should wash their hands thoroughly with soap and warm water for a minimum of 20 seconds. Alternatively, hand sanitizer should be used. Repeating this can greatly reduce the chance of infection.

- Team members must wash their hands, or use hand sanitizer, after any of the following activities: using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break, and before or after starting their shift.
- Team members should avoid touching their face and neck area as much as possible to prevent germs from being spread from hands to areas identified as vulnerable to virus transmission.
- Steps for proper hand washing for all team members:
  - A thorough hand washing with soap and warm water for at least 20 seconds.
  - Regularly wash hands and use the hand sanitizer stations located throughout the properties.
  - Clean and disinfect frequently handled objects such as cell phones, keyboards, desk and table surfaces, and office phones.
- Hand washing procedures and education are part of the Westgate Safety Training Program, which requires Management to inspect all sinks for proper water temperatures.
- Increased signage for front and back of house restrooms 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 any guest/team member personal contact.
- We have increased hand sanitizing stations throughout all public and administrative areas.

**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, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, escalator and stair handrails, gym equipment, dining surfaces and seating areas.

**Hand Sanitizers** – Hand sanitizers should be used with high frequency when available. If a manual door is used or a team member needs to touch a surface used by multiple individuals, the team member should immediately use hand sanitizer. Thorough use of hand sanitizer is defined as wringing the hands, interlocking fingers, and rubbing the backs of hands until the sanitizer is completely dried.

### **DEPARTMENT SPECIFIC PROCEDURES:**

- Group activities will be managed and set with one person every 6 to 10 feet.
- For zipline activities, harnessing is to be done outside of cabin on concrete pad or parking lot with 6 feet of distance between guests except for family members. No more than 6 guests may group at a time.
- Miniature Golf
  - All equipment, including putters and golf balls, will be disinfected prior to each round; careful disinfecting of hole markers, benches, and other FF&E on the course daily using CDC-recommended disinfecting chemicals is being performed. Touch surfaces will be wiped down regularly, and spray procedures will be utilized. All equipment will be disinfected after every use.
  - Equipment will be returned to designated drop-off locations for sanitization prior to next use.
  - Foam will be added to the inside of cups to prevent golf balls from going to bottom of cup, preventing the need to touch the cup when retrieving golf balls.
  - Maximum size of group per hole is 4 and social distancing between groups is to be strictly enforced.
- Bicycles



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- Each bike and bike helmet will be carefully disinfected using CDC-recommended disinfectant chemicals. Touch surfaces will be wiped down regularly, and spray procedures will be utilized. All equipment will be disinfected after every use.
- Pedal Boats
  - Each pedal boat will be carefully disinfected using CDC-recommended disinfectant chemicals. Touch surfaces will be wiped down regularly, and spray procedures will be utilized. All equipment will be disinfected after every use. Handrails, umbrella posts, and other surfaces in queuing areas will be frequently disinfected.
- Use outside space or pavilions versus closed space for easier distancing.
- Set new standards of operations for group activities.
- Tables or activity locations will be setup ahead of time.
- Create and encourage sign ups to keep numbers at manageable and social distancing level.
- Time frame will be increased of activities to allow for spaced out participation.
- Pre-packaged activity kits that can be taken back to unit will be provided should participants not want to be in close proximity of others.
- All supplies, work areas, chairs, tables, etc. will be sanitized and wiped down after each guest use.

**Independent Activities:** Independent activities will be developed and implemented at each site to support the health and safety of our guests and team members while providing fun experiences. Examples of these type of activities include:

- Digital Scavenger Hunt: Provide a list for guests to go find and photograph items or activities and then return with completed list to win a special treat.
- Mud pies and flowers: Allows kids of all ages to get their hands dirty and plant some seeds to give nature a little boost, then they get to practice handwashing skills to get all the dirt off the hands and fingernails.
- Pick-up Craft Kits.
- Photography Challenge: Participants would create photoshoots around individual properties, and we can then set up a virtual art gallery or tv channel to display weekly winners. These pictures would then help build a photo library we can share out through social media.
- Drive-in movie/"Movie under the Stars": Use inflatable projection screens to create a spot for guests to drive up to or mark individual seating squares for families to sit together while maintaining social distance from others.
- Westgate Virtual Run: Create a one-mile fun run, 5k or 10k, using built-in GPS trackers on guest phones and award those who log a complete run a special button/medal.
- Rock decorating and hunt: Paint/decorate rocks and hide them somewhere on property, and guests can how many rocks they can find while logging their finds with pictures.
- Talent show: This could be done utilizing Zoom or other approved teleconferencing software. As an example, talent competitions could involve impersonating an American Country Music Awards performance.
- Family parade: Families would decorate vehicle or family members will walk in a property parade. Those watching would act as judges and vote for the best decorated vehicle/family.
- TikTok Competitions.
- "Funniest Family" Home Videos.

**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.



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