



Fitness Center COVID-19 Mitigation Procedure

Department:	Fitness Center	Position:	All
Division:	Resort Operations	Effective Date:	May 1, 2020
SOP:	Fitness Center COVID-19 Mitigation Procedure	Revised Date:	

POLICY: The Fitness Center policies and procedures have been updated and enhanced, to better support our efforts in protecting 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 Queueing 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.



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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

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

Staffed Fitness Centers: Some of our fitness centers at larger properties are staffed and will perform enhanced procedures compared to standard procedures performed at our unstaffed fitness centers.

- Upon entry to the facility, all guests will be given the opportunity to use a hand sanitizer.
- Guest and team member temperature will be taken with a non-invasive thermometer.
 - If the guest has a temperature reading 100.4° F or higher, immediately advise them to vacate the premises and seek medical attention from a qualified health professional.
- Guests will be required to answer the following questions before proceeding into the fitness center:
 - Have you or anyone in your party been on a cruise in the past 14 days?
 - Have you or anyone in your party traveled Internationally in the past 14 days?
 - Have you or anyone in your party had any flu-like illness in the past 14 days?
- If the guest responds "yes" to any of the questions above, the guest/owner will be politely turned away utilizing the phrase, "Regrettably, we're unable to accommodate individuals that have been sick or traveled internationally in the past 14 days, to help us focus on the health of our team members and guests."



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- If the guest responses are negative, the guest will be allowed to continue into the Fitness Center, but all guests are required to use hand sanitizer before they continue into the facility.
- Gym will not exceed 50% of maximum legal occupancy.
- All guests will be notified that their equipment will need to be sanitized after each use.
- Team members will follow behind guests to sanitize equipment after each individual use.
- Yoga mats will be held behind the counter for individual checkout use and be thoroughly sanitized after each use.
- Sanitizing wipes in dispensing units will be located throughout the gym and replenished as needed.
- Water fountains will be temporarily disabled.

Unstaffed Fitness Centers: Some of our fitness centers at smaller properties are not staffed and will adapt procedures based on available resources, to the best of their ability. Some of these adapted procedures may include:

- Virtual in-room physical training via Zoom or other approved online meeting software.
- A hand sanitizer dispenser unit will be located at the entry of the fitness center.
- A sign will be placed at the fitness center entry door detailing enhanced procedures:
 - A max occupancy number will be posted, which will be less than 50% of allowable occupancy.
 - All guests must sanitize their equipment after use.
 - Any guest feeling ill or with a temperature at or above 100° F is not permitted to enter.
 - Avoid touching your face.
 - Recommend water to be brought into the gym, as it will not be provided.
 - Notice of yoga mat removal.
 - Information on cleaning procedures and schedules will be posted.
- Yoga mats will be removed from the gym.
- Sanitizing wipes in dispensing units will be located throughout the gym and replenished as needed.
- Water fountains will be temporarily disabled.
- Fitness center will be sanitized at least every 4 hours during operating hours.
- Fitness center will be sanitized at the close of operating hours each day.
- Weighing scales will be replaced with touchless scales.

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:	