



Housekeeping COVID-19 Mitigation Procedure

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

POLICY: The Housekeeping policies and procedures have been modified and enhanced to support the health and safety of our guests and team members. Housekeeping services will be limited to only essential guest needs.

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

- Daily housekeeping services will not be provided to guests.
- Turndown services will not be provided to guests.
- When delivering items, housekeepers will wear PPE and cannot enter rooms while guests are present.
- If room requires service while occupied (e.g. plumbing issue), housekeeper will request guests to leave the unit, wear gloves and mask, and service the unit.
 - Housekeeper will sanitize unit prior to leaving.
- Amenity baskets will be suspended unless authorized by the General Manager.

Key Areas of Sanitization – Rooms

All guest rooms will be thoroughly cleaned and sanitized. We will have the following sanitization process continued for all touch points and surfaces:

- **Entry/Doorways.** All entry handles will be sanitized with approved Multi-Purpose cleaner.
- **Kitchens.** All surfaces, sinks and cabinet handles are to be sanitized with the Multi-Purpose cleaner.



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- **Bathrooms.** All surfaces, toilets, floors, door handles, faucets in sink and shower, including the shower head are sanitized with the Peroxide Multi-Purpose Cleaner.
- **Mirrors.** Spray with the Multi-Purpose Cleaner and then cleaned with the glass cleaner.
- **Furniture.** All furniture, including, but not limited to dressers, nightstands, end tables, desk, benches, lamps, remotes, etc. will be sanitized with Multi-Purpose Cleaner.
- **Seating.** All seating including, but not limited to: sofas, loveseats, armchairs, desk chairs, etc. will be sanitized.
 - Please note: chemicals must not be sprayed directly on fabric or leathers, but on a cloth and then the cloth used to clean the item.
- **Trash Receptacles and Ice Bins.** Spray and wiped down with Multi-Purpose Cleaner.
- **Linen Bins & Totes.** Remove, clean, and sanitize.
- **Soiled Linen and Terry.** Place in plastic bag and tied to prevent loose materials from falling out.
- **Trash.** Placed in plastic bags and tied to prevent loose items from falling out.
- **Lost & Found.** Items will be sanitized and placed in plastic bag for transport to Lost & Found.
- **Leftover Grocery Items.** To be disposed immediately. Housekeepers cannot keep. Certain exceptions may be made based on consultation and approval by department leader regarding type of item and packaging, and after ensuring packaging has been sanitized.

Ultra-Low Volume (ULV) Disinfection Fogging for Guest Units

Ultra-Low Volume (ULV) fogging is a high-impact process to disperse safe cleansers through the air to remove contaminants. Housekeeping teams at all resorts are equipped with handheld Ultra-Low Volume Disinfectant Fogging machines to facilitate disinfection. Every area from the lobby to the back offices will undergo ULV treatment at least once per week, or once per day as the situation dictates.

- Multipurpose Disinfectant cleaner at a 2/1 water dilution will be used for fogging.
- Rooms suspected of virus exposure will be treated with Ultra-Low Volume (ULV) fogging, secured for 24 hours and all linens washed with UV-enhanced process.
 - Once the unit has been vacated, it is immediately assigned to be fogged.
 - After ULV treatment, the unit is secured for 24 hours.
 - After the initial 24-hour period, all terry and linen items are removed for laundering.
 - Central laundry facility equipment utilizes ultraviolet lighting for disinfecting during each wash cycle. Contract laundry services will be required to provide information on enhanced procedures of disinfection as their new standard of practice.
 - The unit is then cleaned per established procedure utilizing company-issued disinfectants.

Key Areas of Sanitization - Public Areas

All public areas will be continually deep cleaned and sanitized. This includes back house areas and entail the use of Multi-Surface Cleaner and Disinfectant, Disinfectant Wipes/Clorox® Bleach Germicidal Wipes and Purell® Surface Sanitizer for routine cleaning for all touch points.

Lobby & Entry Touchpoints

- Fixtures (e.g., handles, railings, counters, phones) will be sanitized every 4 hours.
- Lobby furniture will be arranged to emphasize social distancing requirements.
- Lobby restrooms will be closed once every 24 hours for deep sanitization.
- Lobby will undergo weekly ULV disinfectant fogging weekly.

Back of House/Administrative Areas

- Daily inspection of Team Member hand washing stations (soap, towels, running hot water).
- Thorough deep sanitizing and cleaning of all staff lockers and service rooms.
- All rolling buffets and tables sanitized and cleaned after each use.



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- All flat beds, carts, pallet jacks, forklifts put on maintenance and cleaning schedule.
- Weekly fog disinfecting conducted of all back of the house areas.

Lobby Restrooms

- Lobby restrooms will be closed once every 24 hours for deep sanitization of every touchpoint including, but not limited to, every stall, toilet paper dispenser, door handle, and sink area.
- Lobby restrooms will undergo weekly ULV disinfectant fogging weekly.

Offices

- All phones, desks and surface areas cleaned and sanitized daily.
- Admins should be trained and assigned to specific areas of responsibility.
- Daily sanitizing of copiers and CAD machines.

Presentation/Sales Floors

- Daily inspections of all presentation floors at each respective property.
- Regular sanitizing of all tables and chairs.
- Sanitizing all entry door knobs, handles and push bars.
- Conduct counts of occupants entering each Sales floor to follow guidelines as dictated by the CDC (Centers for Disease Control and Prevention).
- The entire presentation/sales floor area will undergo weekly ULV disinfectant fogging.

Pool/ Spa Area

- Water features will be closed and disinfected regularly to ensure water quality.
- All pool furniture and cabanas will be deep cleaned and continually sanitized.
- Fitness Center equipment will be sanitized after every guest visit.
- Weekly fog disinfecting conducted of all pool bathrooms and spa areas, and Fitness Centers.

Shuttle Buses

- All shuttle buses will undergo weekly ULV disinfectant fogging weekly.
- Seats, arm rests, hand bars and entry points are to be sanitized and disinfected.

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:	