



Kids Club COVID-19 Mitigation Procedure

Department:	Kids Club	Position:	All
Division:	Resort Operations	Effective Date:	May 2020
SOP:	Kids Club COVID-19 Mitigation Procedure	Revised Date:	

POLICY: The Kids Club 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

Children Guidelines: Kids Club Attendants will instruct children under their care to follow established guidelines. Additionally, they will plan to have adequate supplies for hand hygiene and routine cleaning of objects and surfaces.

- Children must wash hands often with soap and water, especially after eating, using the restroom, and coming in contact with other children.
- Children must wash hands with soap and water if hands are visibly dirty and periodically throughout the time spent in Kids Club. If soap and water are not available or hands are not visibly dirty, alcohol-based hand sanitizers with at least 60% alcohol mixture can be used.
 - Assist children with handwashing, including toddlers who cannot wash hands alone.
 - Attendant will supervise children using hand sanitizer to prevent ingestion or improper use.
- After assisting children with handwashing, staff should wash their hands again afterward.
- Children must cover mouth when they cough or sneeze.
- With parental consent, children will wear a face mask covering their mouth and nose when moving throughout the resort.



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- Children must not come in physical contact with one another or with the team.
- Children will be instructed to attempt to limit touching their face.

Physical Distancing Strategies: Kids Club Attendant will work to ensure they are always promoting physical distancing with the children in the Kids Club as well as with team members.

- Kids Club will operate at a reduced occupancy level, not to exceed 50%, to ensure physical distancing can occur for all children and staff.
- Limit the mixing of children by staggering playground times and keeping groups separate for special activities such as art, music, video games, and exercising.
- Stagger arrival and drop off times for children.
- A sign must be posted stating that only one parent at a time may enter the Kids Club to pick up or drop-off their child. If multiple parents arrive, they must wait outside 6 feet apart until are called into Kids Club.

Children Screening

It is important that all children are properly screened prior to arrival to minimize risk of infection and virus spread.

- A visual inspection of the child will be conducted for signs of illness which could include flushed cheeks, rapid breathing or difficulty breathing (without recent physical activity), fatigue, or extreme fussiness.
 - Parent/guardian must affirm the child does not have fever, shortness of breath or cough.
- All children will have their temperature taken with a non-invasive thermometer.
 - Children with a temperature of 100.4° F (38.0° C) or above, or other signs of illness, will not be admitted to the facility and asked to leave immediately with their parents.
 - Child's information will be placed on quarantine list and they will only be permitted to return after 14 days with a qualified physician's release.
- Communicate to parents the importance of keeping children home when they are sick.
- Children are prohibited from bringing their own toys into the Kids Club.

Cleaning, Sanitizing, and Safety Procedures

- Routinely clean, sanitize, and disinfect surfaces and objects that are touched, such as toys and games, especially after usage.
 - This may include cleaning objects/surfaces not ordinarily cleaned daily such as doorknobs, light switches, classroom sink handles, countertops, nap pads, toilet training potties, desks, chairs, cubbies, and playground structures. Only approved cleaners provided by the Housekeeping Department are to be used.
 - Toys used by children should be set aside until they are properly cleaned by a person wearing gloves. Clean with water and detergent, rinse, sanitize with an EPA-registered disinfectant, rinse again, and air-dry. You may clean in a mechanical dishwasher. Be mindful of items more likely to be placed in a child's mouth, like play food, dishes, and utensils.
 - All cleaning materials should be kept secure and out of reach of children.
 - Toys that cannot be cleaned and sanitized should not be used.
 - Do not share toys with other groups of children, unless washed and sanitized before being moved from one group to the other.
- All children, staff, and volunteers should wash and/or sanitize their hands at the following times:
 - Arrival to the facility and after breaks.
 - Before and after preparing food or drinks.
 - Before and after eating or handling food or feeding children.
 - Before and after diapering.
 - After using the toilet or helping a child use the bathroom.
 - If they come in contact with any bodily fluid.



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- After handling animals or cleaning up animal waste.
- After playing outdoors or in sand.
- After emptying trash receptacles or transporting trash bags.

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:	