



Serenity Spa COVID-19 Mitigation Procedure

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

POLICY: The Serenity Spa 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 employees 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 have the option to replace their mask every 5 working days, depending on supply.
- 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).

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.



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- 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:

Spa Entry: The following procedures are **required** at the entry point of all Spa facilities:

- All guests will be presented with hand sanitizer and mask for use before entering.
- Guest and team member temperatures will be taken with a non-invasive thermometer.
 - If a guest has a temperature reading 100.4 degrees or higher, direct them to vacate the premises immediately and seek medical attention from a health professional.
 - If a team member has a temperature reading 100.4 degrees or higher, immediately notify the department executive and TMS.
- Guests will be required to answer the following yes/no questions before entering the waterpark:
 1. Have you or anyone in your party been on a cruise in the past 14 days?
 2. Have you or anyone in your party traveled Internationally in the past 14 days?
 3. Have you or anyone in your party had any flu-like illnesses in the past 14 days?
- A guest/owner responding “yes” to any question above will be politely turned away and told, “Regrettably, we’re unable to accommodate individuals that have been sick or traveled internationally in the past 14 days, to help us protect the health of our team members and guests.”
- If all guest responses are “no,” the guest will be allowed to continue into the waterpark but will be required to use hand sanitizer before they continue into the facility.
- All guests are required to wear a face mask before entering and while inside the Spa.

Cleaning & Sanitizing Protocol

- Motion-sensor hand sanitizer will be placed at every entrance to the spa and administrative areas.



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- Guests will have access to washing station at time of check-in.
- Reception areas, including all associated equipment, will be sanitized at least once per half an hour and logged by a manager. This will include, but not limited to, any touchpoint including but not limited to:
 - Computer, keyboard, mouse, any handles, phone, elevator buttons, pen, and credit card machine.
- Retail areas, counters, handrails and door handles are to be sanitized at least once per hour and logged by a manager.
- Receptionists/Attendants will wash hands and/or use hand sanitizer after each interaction.
- Chairs to be sanitized after each use.
- Pens and all other reusable guest contact items to be either sanitized after each or provide single use pens.
- Product dispensers to be sanitized before and after each use.
- Service Providers will wash hands right before and after touching a guest.
- Treatment rooms, nail workstations, and hairstylist workstations will be sanitized between every service.

Social Distancing

- There is to be no contact during greeting, including hand shaking.
- If there are any chairs in waiting areas, they are to be 6 feet apart.
- Guests will be granted entrance in such a way to encourage at least 6 feet of distance between groups.
- Services will be booked to encourage guests to arrive at specific times and prevent more than one group at a time in check-in areas.
- Receptionists or Service Providers will escort guests directly to treatment rooms, wearing masks and maintaining 6 feet of distance. Guests will dress down in treatment room.
- Team Members will maintain social distancing during breaks and down time. Any seating used by TM's will be covered with washable or disposable covering or able to be sanitized.
- Service Providers will remain back of house to keep social distancing from front of house employees.
- Pre-shift and other meetings will be held in an open area that will allow for 6-foot physical distancing.

Shared Surface Contact Minimization

- No cash transactions are permitted.
- Water bottles are the only approved beverages. All refreshments will be single serve in open areas only. No refreshments will be placed in such a way where guests would need to make contact with a surface to attain.
- Spa menus will be single use and disposable.
- Guest checks and receipts will be placed on a table, with a sanitized pen which the guest can keep. Any pens returned will be sanitized or discarded. Digital Check Signing is to be used when possible.
- Spa amenities and lounges are closed to guests and employees.
- Locker rooms, steam rooms, saunas and hot tubs will be closed.
- Robes and sandals will not be used.
- One restroom will be assigned for guest and employee use and sanitized after each use.
- Doors will be propped open, when appropriate, to minimize contact.
- POS terminals should be assigned to a single server where possible and sanitized between each user, and before and after each shift. If multiple servers are assigned to a POS terminal, receptionists will sanitize their hands between each use.
- Soiled linens will be handled with gloved hands at all times. They will be put into marked bags and left for 48 hours, when feasible.

Treatment Room Protocols

Service Providers will:

- Wash hands at beginning and end of each service.
- Always wear masks.



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- Change into a new shirt/apron between each service.
- Disinfect aprons between services.
- Perform services face down when possible.
- Wear a plastic face shield when performing face-up services.
- Only use blankets upon specific request and wash after each use. Sheets and Towels will be used.

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:	