

# WE PROMISE

## Safety Committed Employees Promote Safe Guest Experience

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# Nonantum Resort: COVID-19 Protocols and Guidelines for Safely Reopening

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## EMPLOYEES

**We are committed to maintaining a safe, clean, and productive workplace for our employee**

- We will provide our employees with the proper Personal Protective Equipment (PPE) to keep our team and our guests safe. We will ensure that employees have access to hand soap, cloth face coverings, gloves, masks, goggles, tissues, paper towels, and a designated trash bin to dispose of used items
- We will provide workers with up-to-date education and training on COVID-19 risk factors/protective behaviors (e.g., cough etiquette and care of PPE). We will use posters to serve as visual reminders of proper protocol
- Employees are subject to wellness and temperature checks before starting their scheduled shift. Results of tests will be shared with Human Resources, and results may require employee to stay home from work
- Face Coverings: We require employees to wear cloth face coverings.
  - Face coverings must be properly washed between shifts. Employees will be trained to not reuse masks without washing them between uses; to not share masks with other employees or family members at home; if a mask becomes damaged or torn, employees will discard and immediately replace mask.
- Hand Hygiene: Employees will practice good hand hygiene.
  - *Frequent hand hygiene prevents the spread of disease. Employees will be reminded to practice good hand hygiene with frequent handwashing and hand sanitizing, especially between contact with customers and customer items*
- Employees will work staggered shifts whenever possible and stagger break times to avoid crowding in common areas
- We will encourage employees to maintain 6 feet of distance between themselves and others
- Gatherings or meetings of employees of 50 or more during working hours are prohibited
- Employees will sanitize workspaces + public spaces at regular intervals throughout the day.
- Proper distancing is to be maintained during person to person conversations
- Employees will exhibit respiratory etiquette by coughing or sneezing into a tissue or elbow and promptly cleaning their hands
- Employees will report any guest or coworkers suspected of being sick to Human Resources or the General Manager
- We will ventilate workspace with open windows and doors to the extent possible
- We will disinfect time clocks, employee personal storage, phones, shared tools, scanning devices, and other shared items regularly

- We will discourage shared use of lockers, desks, offices, or phones
- We will increase electronic workplace communications (texts, emails, instant messaging, phone calls) with staff to reduce frequent face-to-face contact and create a forum for employee questions and concerns
- We will ensure that sick leave policies are flexible and consistent with public health guidance and that employees are aware of these policies
- We will maintain flexible policies that permit employees to stay home to care for a sick family member. Management is aware that more employees may need to stay at home to care for sick children or other sick family members than is usual
- We recognize that our team members all handle stress differently and we encourage all staff to be respectful and considerate of fellow team members

## Training

- All staff must complete the Nonantum Safe at Work training
- Dining Room and Bar staff are encouraged to be ServSafe certified in Food Handling, Alcohol, Takeout, and Delivery
- Dining Room and Bar Managers must be certified ServSafe Safety Managers
- Housekeepers will undergo training utilizing the American Hotels and Lodging Association *Enhanced Industry-Wide Hotel Cleaning Standards in Response to COVID-19*
- Housekeepers must undergo Bloodborne Pathogens trainings and comply with OSHA standards relating to bloodborne pathogens
- Employees will be provided training for:
  - Physical distancing guidelines and expectations
  - Monitoring personal health
  - Proper wear, removal and disposal of PPE
  - How to launder cloth face coverings and uniforms: see CDC, Cleaning and Disinfecting Your Facility, How to Disinfect: Laundry
  - Cleaning protocol, including how to safely and effectively use cleaning supplies
  - Proper food handling: see ServSafe, food handler course.

## FRONT DESK

**Front Desk procedures and processes will be assessed to minimize guest contact surfaces while still creating a welcoming and hospitable guest experience**

## GUESTS

- As of July 3, guest visitation is restricted to Maine, Vermont, New Hampshire, New York, New Jersey, and Connecticut residents and out-of-state visitors who have met the 14-day quarantine requirement, out-of-state essential workers, or have had a COVID-19 test with negative results 72 hours prior to arrival.
- Call ahead or online reservations are required
- All guests must wear masks in public areas of the resort where 6 feet cannot be maintained between people

## CHECK IN PROCESS

- Guest registration forms (in lieu of onsite sign in sheets) will be emailed 10 and 3 days prior to arrival
- Remaining room balances will be charged the day of the guest's arrival to discourage the onsite transaction of currency
- Vehicle registration will be completed in advance via email
- Guests will provide ETA so welcome bags can be placed with appropriate distance between each bag at the front desk OR delivered to the guest's vehicle
- Guests will be asked via email prior to arrival if they will need a mask or if they will bring their own. If they need a mask, the quantity needed will be placed in their welcome bag
- Guests will be informed via email prior to arrival about the hotel's new procedures, including pool and restaurant procedures
- When the guest returns the electronic sign in sheet via email a note will be placed on the guest's reservation and placed in a file on the computer
- Guests will enter through the front door (one-way traffic patterns); pick up their welcome bag; exit the front porch. Front desk agent is available to answer questions and direct to their room while maintaining the appropriate 6-foot distance
- Clear signage regarding 6-foot distancing protocol will be displayed throughout the lobby and other public areas
- Guests will receive welcome bags including keys, hours of operation, dining room information, checkout procedures, masks (if needed), and individual sanitizer wipes.

## CHECK OUT PROCESS

- Guests will be charged for any incidentals on the morning of their departure and an email receipt will be sent to limit the exchange of currency and paper receipts
- Guests will be asked to call and inform the front desk they are checking out and leave keys in room
- It will be made clear that due to COVID-19 and new cleaning measures we will not be able to accommodate late check outs – checkout must be by 11am
- The keys that have been used are to be placed aside to sit for 24 hours and before being cleaned properly and placed back into use
- Stairwells in the Carriage House will be clearly marked for directional flow (except in the case of an emergency)

## ELEVATORS

- Elevators are to be cleaned at 30 minute intervals wiping down all contact surfaces
- Only one family group of 10 or less may use the elevator at a time
- Signage to be placed on outside of each elevator floor:

*As a courtesy to others*

*If you are waiting for an elevator (up or down) and the elevator is occupied,  
please wait for the next elevator. Stairs are also available for you to use*

## ACTIVITIES

- The pool is open! Reservations must be made with the front desk staff or the pool attendant
- Kayaks and bikes will be disinfected after each use
- Lawn games will be signed out and disinfected after each use

## HOUSEKEEPING

- In addition to the guidelines that are being followed for ALL employees, housekeeping staff will be required to wear gloves and goggles

## GUEST ROOMS

- There will be one housekeeper in a room at a time; no team cleaning
- Sharing of handheld equipment such as vacuums, mops, and other tools will be limited between employees
- Rooms will be left vacant for 24 hours after guests depart prior to being entered by any staff members (whenever possible)
- Occupied rooms will not be serviced (unless stay is 3+ days), but housekeepers will leave items such as towels or shampoo outside the room upon request
- Housekeepers will practice enhanced room sanitation by cleaning and sanitizing all hard surfaces after every use. These will include, but are not limited to:
  - Door and drawer handles
  - Light and other power switches
  - Peepholes
  - Shared tool
  - Chairs and tables
  - Television, heat and fireplace remotes
  - Refrigerators, microwaves, telephones, alarm clocks, and other frequently touched surfaces
  - Sinks and faucet handles
  - Toilet and toilet handle
  - Shower/ bathtub, handles, and grab bars
  - Towel bars
- Only EPA-approved disinfectants will be used
- All laundry will be washed using the warmest appropriate water setting as recommended by the CDC.
- Checklists of cleaning protocols will be kept in a log along with the name of the housekeeper.

## PUBLIC SPACES

- Lobby areas will have seating areas spaced 6 feet apart and will be disinfected on a routine basis using EPA-approved products
- Vending machines, public computers, water bubblers, ice machines, and public coffee makers will not be available for use
- Frequent touchpoints will be sanitized several times throughout the day. These will include, but are not limited to:

- Door handles
  - Light and other power switches
  - Stair railings
  - Elevator buttons, interior and exterior
  - All hard surfaces, such as tables and countertops
  - Hand sanitizing stations
- Public restrooms will be sanitized several times daily. Items to be fully sanitized will include, but are not limited to:
    - Toilet bowl, toilet handle, and toilet paper holder
    - Sinks and faucets
    - Paper towel dispensers and air dryers
    - Diaper changing station
    - Soap dispensers
    - Door pulls and push plates
  - Housekeeping managers will maintain a log listing cleaning frequency of public spaces

## RESTAURANT

### EMPLOYEES

- Hand sanitizers may not be used in place of handwashing for food production. Hand sanitizers are great to use immediately following proper handwashing. Hand sanitizer is not fully effective until it has had time to dry on hands
- Employees will wash hands:
  - Upon the start of the shift
  - After handling money or credit cards
  - After handling dirty dishes
  - After touching eyes, nose, or mouth
  - After coughing or sneezing
  - After using the restroom
  - After eating
  - When switching tasks
  - When switching gloves
  - Anytime a task is interrupted (i.e. to take a phone call)
- Interaction between employees and outside visitors or delivery drivers will be limited. Touchless receiving practices will be implemented whenever possible
  - Protocols will be set in place for vendor deliveries. All vendors and their staff will be informed of our ordering, payment, and delivery practices
  - Orders must be placed virtually via phone, email, or text
  - Invoices must be emailed or sent in another digital format
  - Deliveries must be left in designated areas outside the building to limit people entering in/out of establishment
- Handheld equipment, phones, desks, workstations, and other tools and equipment will be designated to specific employees to the extent possible. Whenever shared equipment is

used, such as computer terminals, employees are required to sanitize equipment before and after use

- Employees are not permitted to have food or drink in food service areas

## CUSTOMERS

- Signage will be posted at entrances and throughout the restaurant alerting customers to COVID-19 policies, especially to maintain 6 feet physical distance between people to the extent possible
- Face Coverings: Consistent with Executive Order 49 FY 19/20, customers should wear cloth face coverings when in a food service facility where social distance is difficult (e.g., waiting in line for pickup, entering or exiting, and walking to the restrooms). Customers DO NOT need to wear face coverings when seated at the table
- Physical distancing protocols will be maintained during guest check-in and seating
- Customers will be informed they are not to come to the restaurant if they have a fever or cough
- For contact tracing purposes, we will maintain customer records, including customer name and contact information and the group's server
- Both takeout and room service options will be available
- Reservations with calls ahead or online are a requirement (Phase 2)
- Physical distancing in any waiting line is required
- Menus will be single-use paper and discarded after use
- A maximum group party size of eight people will be enforced
- Dining room tables will be spaced at least 6 feet apart
- The total number of people at any one time will be no more than 50 people per room and each party must be 6 feet apart from other parties. This also applies to outdoor seating areas
- Bar or counter service within restaurant establishments will follow physical distance guidelines
  - Guests will not be permitted to congregate at the bar counter
- Bar area within the restaurant will close at the same time as restaurant service
- EPA-approved cleaning and disinfectant products will be used to wipe down dining room tables and chairs after each party
- Only single-use condiments will be provided
- We will not be offering any self-service buffet food
- Cloth napkins and linen table coverings will be single use and changed between customers
- Children need to remain seated with their party. No play areas or shared toys; single-use crayons only will be provided

## KITCHEN

### EMPLOYEES

- Face coverings are to be worn in kitchen and prep areas at all times
- Kitchen and Front of House areas are to be populated by appropriate employees only. Food, drink, and equipment are to be handled by applicable Food and Beverage employees only, and employees without work related interaction with kitchen staff will be asked to leave
- Eating and drinking is restricted in work areas and must be done only during designated break periods

- Gloves will be worn for all necessary food prep and execution. Gloves are not a replacement for handwashing; gloves will be replaced frequently with subsequent handwashing between changes
- Shipments will be received with as little vendor interaction as possible. Exterior shipping packages will be processed and broken down to be discarded after reception. Exterior packaging will not be stored in any food storage areas
- Shipments will be processed immediately upon delivery completion and expedited properly
- Hand washing will be done frequently and effectively. Hand sinks and sanitizer stations will be fully stocked and monitored by all employee responsibility with soap, sanitizer and paper products. Hand sinks are restricted from any other use than personal hygiene
- Dish and ware washing machine will be emptied, cleaned, and sanitized with appropriation to usage. Temperature, chemical, and mechanical competency will be analyzed frequently and corrected as necessary
- Uniforms will be clean and used only once prior to laundering
- Employees will adhere to appropriate social distancing throughout cooking and prep areas to the extent possible
- Work utensils, cookware, and knives will be cleaned and machine sanitized frequently
- EPA-approved disinfectants, cleaners, and all applicable chemicals will be labeled, stored, and applied properly
- Workstations, cooking and serving surfaces, and all applicable contact surfaces will be frequently cleaned and sanitized upon opening, throughout work periods, and with end of day protocol