



topnotch  
RESORT

# HEALTH & DISINFECTION PROGRAM



# TOPNOTCH RESORT

## Health & Disinfection Guidelines

This plan presents what we will do to keep our guests, team members, and our community safe. Each operating department has its own customized set of procedures. It relies on the best available science on disinfection methods established by the CDC and the American Hotel and Lodging Association.

### TEAM MEMBER & GUEST HEALTH

The health and safety of our team members and guests is our number one priority.

**Physical Distancing:** Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, waiting for elevators or moving around the property. Physical layouts will be arranged to ensure appropriate distancing. Team members will be required to wear face masks, not to touch their faces, and to practice physical distancing by standing at least six feet away from guests and other team members. All resort outlets and amenities such as pools, tennis courts and spa will comply with, or exceed, local or state mandated occupancy limits.

**Hand Sanitizer:** Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and team member entrances and contact areas such as reception areas, the hotel lobby, restaurant entrances, meeting spaces, elevator landings, pools, spa, exercise facilities, and restrooms. Individual sized hand lotion, to prevent skin from drying out due to frequent sanitizing, will also be provided in guest rooms and throughout the property.

**Front of the House Signage:** There will be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks and face coverings. Signs will be posted at all entrances clearly indicating that no one may enter if they have symptoms of respiratory illness.

**Back of the House Signage:** Signage will be posted throughout the property reminding team members of the proper way to wear, handle, and dispose masks and face coverings, use of gloves, hand washing protocol, and the proper way to sneeze to avoid touching faces.

**Team Member & Guest Health Concerns:** Team members are required to complete a daily health protocol screening prior to reporting for their shift. Team members are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest displaying or complaining of a cough, fever, shortness of breath, chills, a new loss of taste or smell, repeated shaking with chills, muscle pain, headache, sore throat or other known symptoms of COVID-19. Employees and guests who exhibit any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or hotel management (guests).

## TEAM MEMBERS RESPONSIBILITIES

Topnotch team members are vital for an effective health and sanitation program.

### DAILY HEALTH PROTOCOL:

To help protect and ensure our teams are as safe and healthy as possible, each day, prior to arrival at the workplace, team members are required to self-screen for known symptoms of Covid-19, [www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus) as well as completing a temperature check.

**Handwashing:** Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All Topnotch team members have been trained to wash their hands for at least 20 seconds or use sanitizer when a sink is not available, and 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 starting a shift or leaving the job site.

**COVID-19 Training:** All team members will receive required Vermont Occupational Safety and Health Administration (Covid-19) Training for Protecting the Health and Safety of Team members within one week of employment.

*Reference:*

[https://labor.vermont.gov/sites/labor/files/doc\\_library/Protecting%20the%20Safety%20and%20Health%20of%20Workers%20VOSHA%20COVID\\_FINAL%20%2805.04.2020%29\\_0.pdf](https://labor.vermont.gov/sites/labor/files/doc_library/Protecting%20the%20Safety%20and%20Health%20of%20Workers%20VOSHA%20COVID_FINAL%20%2805.04.2020%29_0.pdf)

Additionally, all team members will receive departmentally specific training on COVID-19 safety, sanitizing requirements, social distancing requirements prior to starting work.

**Personal Protective Equipment (PPE):** Appropriate PPE will be worn by all team members based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every team member entering the hotel will be provided a mask and required to wear that mask in the presence of other team members or guests. Gloves will be provided to team members whose responsibilities include direct contact with guests, housekeeping duties, laundry, food preparation, and dishwashing.

**Daily Pre-Shift & Timekeeping:** Team member pre-shift meetings will be conducted in areas that allow for appropriate physical distancing between team members. Team members arrival times will be staggered where possible to minimize traffic volume in back of house corridors and service areas. Hand sanitizer and spray sanitizer are available at each timeclock location and employees will be required to sanitize their hands and the timeclock before clocking in. Our management team will ensure constant communication and proper PPE, cleaning and disinfection procedures are followed and updated per the latest guidance provided by CDC and local officials.

## THE GUEST JOURNEY

**Guest Arrival:** Visitors will be encouraged to use hand sanitizer and highly encouraged to wear a mask or face covering, which are available at the resort. Appropriate signage will also be prominently displayed outlining physical distancing practices in use throughout the resort. Guests are also required to complete the following document certifying compliance with the Vermont "Be Smart Stay Safe" guidelines:

<https://accd.vermont.gov/sites/accdnew/files/documents/Be%20Smart%2C%20Stay%20Safe%20-%20Certificate%20of%20Compliance.pdf>

- Valet services will be suspended until further notice.
- Team members will not open the doors of cars or taxis.
- Guests will be requested to use hand sanitizer prior to entering the resort at all entry points.
- Guests requesting bell service will be assisted and the bell cart will be disinfected after each guest is assisted.

## HOTEL GUEST ELEVATOR

- A team member will be present to disinfect the button panels at regular intervals, at least every hour.
- Signage will be posted to explain the current elevator protocols and procedures.
- No more than one party of a maximum of 4 guests will be permitted in the elevator. Guests will be encouraged to utilize stairs whenever possible.

## GUEST ROOM DISINFECTION

- Guests will be assigned a room that has been thoroughly cleaned, disinfected and sealed with a sanitized sticker that the guest will break upon entry.
- Each guest room will receive a COVID-19 awareness card outlining the health and disinfection steps being taken by the resort.
- A spray bottle of sanitizer and/or wipes will be provided in each room for guest use upon request.

## DEPARTMENT SPECIFIC DISINFECTION POLICIES

Additional department protocols are under review and will be added/modified as developed.

## HOTEL OPERATIONS

### GUEST CONSIDERATIONS

- a. All packages and non-food guest room deliveries will be placed in sealed single-use plastic bags when possible.
- b. Guest packages which need to be delivered to the rooms will require the delivery person to call the room first and ensure guest is available. The package will then be placed outside the guest door by a delivery person in gloves who will knock and step back 6 feet to ensure the package is retrieved.
- c. Guest rooms will only be stocked with amenities such as extra hangers and blankets, in-room coffee service, disposable amenities, etc., as requested prior to arrival or during the guests stay.
- d. All resort purchases are required to be charged to guest room from.

## AMENITY DELIVERIES AND TRANSPORTATION

### CLEANING & DISINFECTING PROTOCOL

- High touch front services spaces and equipment including bell carts at the porte cochere will be disinfected between each use.
- Offices, desks, counters, workspaces and radios will be disinfected upon the start and conclusion of the work day or upon a new team member using the equipment.
- Wheelchairs and other guest amenities will be disinfected after each use.
- Bell carts and related equipment will disinfected after each use.

- Bell cart carpets to be covered with a cleanable, non-porous or disposable surface.
- Back of House (BOH) elevator buttons to be disinfected once per hour.

### PHYSICAL DISTANCING PROTOCOL

- Guest laundry and dry-cleaning services will be available using contactless pick-up and delivery protocols.
- Guest amenity deliveries will be consistent with In Room Dining protocols and delivered with contactless procedures whenever possible, and non-food items will be placed in single use plastic bag.

### GUEST CONSIDERATIONS

- Valet parking will be suspended
- Luggage storage will be suspended
- Self-service ice machines will be suspended and signage posted indicating ice is available through the front desk or in-room dining.

## CLEANING PRODUCTS AND PROTOCOLS

**Public Spaces and Communal Areas:** The frequency of cleaning and disinfecting 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, ATM, stair handrails, gym equipment, dining surfaces and seating areas.

**Guest Rooms:** Industry leading cleaning and disinfecting protocols provided by our vendor, ECOLAB, are used to clean guest rooms, with particular attention paid to high-touch items including: television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, peep holes, light switches, temperature control panels, alarm clocks, luggage racks, and flooring. All in-room disposable amenities are available on request. Excess hangers, pillows and blankets, pads, pens, irons and ironing boards, as well as in-room coffee service, have been removed from guest rooms and sanitized, and are available upon request during your stay or prior to your arrival, for advanced placement.

**Laundry:** All bed linen and laundry, including duvets, will continue to be washed at a high temperature and in accordance with CDC guidelines. Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility. Linen will be changed after the third night or upon request.

**Back of the House:** The frequency of cleaning and disinfecting will also increase in high traffic back of house areas with an emphasis on the team member break room, team member entrances, team member restrooms, loading zone, and offices.

**Shared Equipment:** Shared tools and equipment will be disinfected before, during, and after each shift or anytime the equipment is transferred to a new team member. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, cleaning equipment, keys, time clocks, and all other direct contact items used throughout the resort.

**Room Recovery Protocol:** In the event of presumptive case of COVID-19 the guest's room will be removed from service and quarantined. The guest room will not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced disinfection protocol by a licensed third-party expert.

**Air Filter and HVAC Cleaning:** Air filter cleaning and sanitizing in guestrooms occurs after each departure. HVAC filter cleaning frequency has been increased.

## PHYSICAL DISTANCING

Throughout the resort we will meet or exceed state and local health authority guidelines on proper physical distancing where possible.

**Queuing:** Any area where guests or team members queue will be clearly marked for appropriate physical distancing. This includes team member's entrance and timeclock area, lobby, concierge, elevator, spa retail, and tennis chalet.

**Restaurants and Bars:** Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group of guests traveling together, and subject to capacity restrictions as required by the state of Vermont.

**Meeting Spaces:** Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC and state requirements. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

**Retail Spaces:** In coordination with our retail partners and tenants, guest occupancy limits will be enforced to allow for appropriate distancing at our owned and leased retail spaces, including Mountain Ops and Gentle Giants.

**Fitness:** Indoor fitness will be subject to capacity limitations per guidance by the state of Vermont.

**Tennis:** Outdoor tennis will be conducted by appointment and subject to capacity limitations per guidance by the state of Vermont. Tennis players are required to provide their own tennis balls.

**Spa and Salon:** Salon and Spa services will be conducted by appointment, and subject to capacity limitations per guidance by the state of Vermont.

**Pools:** Pool seating will be configured to allow for at least six feet of separation between groups of guests traveling together, and capacity will be limited to that required by the state of Vermont.

**Back of the House:** Physical distancing protocols will be used in the employee break room, shared office spaces, and other high-density areas in order to ensure appropriate distancing between team members.

## REPORTING

A confirmed case of COVID-19, whether a team member or a guest, will be reported to Spire Corporate as well as the local health department.