



## **COVID-19 RESPONSE PROGRAM**

At Balboa Bay Resort, the health and safety of our guests and team members is our number one priority. We are closely monitoring government, World Health Organization, and the Centers for Disease Control recommendations and following guidelines from these agencies and local health departments. With the latest updates from the experts in the field, we have created our own COVID-19 response plan to ensure every process has been thought of from the moment our guests check in to our Resort through to their departure. All team members will be trained according to these preventative measures.

What we have learned from this pandemic is that we are all in this together. By taking these proactive safety measures, we are protecting both our team members and our guests. We recognize these are unsettling times and whether our guests are traveling now or in the future, we will be ready to welcome them back to a safe and clean environment.

## **Program Overview**

### **Use of Personal Protective Equipment (PPE)**

Gloves – Team Members will receive and be required to wear gloves throughout the duration of their scheduled work shift. The only exception will be if the use of gloves creates a safety hazard.

Masks – Team Members will receive and be required to use masks throughout the duration of their shift unless they do not have contact with fellow Team Members, Residents, Guests or Vendors.

Gloves and masks should be removed carefully to avoid contamination of the wearer and the surrounding area. Goggles should be used whenever there is a risk of splash. Gloves and masks should always be disposed of after cleaning surfaces, handling trash, etc.

### **Sanitation**

Team members must wash their hands with soap and water for 20 seconds. If soap and water are not available, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. At the beginning and end of the shift Team Members must sanitize their work area (keyboards, telephones, desks, etc.). Commercial grade disinfectant will be available in each department. Hand sanitizer will be placed at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobby, restaurant entrances, recreation, arcade etc.

The Balboa Bay Resort will be implementing additional sanitizing measures to our already high standards of cleanliness. We will be using an **Electrostatic sprayer** to frequently sanitize all public spaces to include guestrooms, fitness center, spa, recreational areas, retail stores, and other public areas. The chemical used will kill 99.9% of bacteria and viruses to include SARS-CoV-2 that causes the coronavirus disease.

We keep our guest's safety in mind by placing touchless sanitizer dispensers to all entrances including disposable wipes in every elevator.

### **Social distancing**

Team Members must follow the 6 feet social distancing guideline - adhering to mandates by county, state, and federal government.

Floors will be marked at the front desk/valet stand to ensure guests are keeping a safe distance when checking in/out or inquiring about something in person.

### **Temperature Screening**

At the beginning of each shift, team members will be asked to submit to a temperature screening as approved by the EEOC. If a Team Member has a fever, they will be directed to go home and monitor their fever and other COVID-19 symptoms (i.e. cough, shortness of breath).

### **Pre-shifts, meetings, trainings**

To abide by the social distancing guidelines, we will endeavor to minimize the number of in-person trainings and meetings. When in-person meetings or trainings are scheduled the room must be set-up so participants can remain 6 feet from each other. Any F&B provided should be individually packaged, avoid buffet style service. Training materials, agendas, etc. will be handed to each participant versus placed on the table.

Pre-shifts must take place in area where social distancing can be maintained.

### **Housekeeping**

#### **Front of the House**

- A) Stay over and turndown service have been suspended to protect our team members and guests.
  - Extra amenities will be delivered upon request.
- B) Guestrooms must be quarantined for 24 hours before beginning the cleaning and disinfecting process.
  - After guest departure, patio doors must be opened, and ventilating fans will be used to increase air circulation in the guestrooms.
  - Guestrooms will be treated with Electrostatic Disinfectant spray with disinfectant between every guest use
- C) House attendant must ensure trash, soiled and dirty linen from every room is bagged and handled with caution to eliminate exposure.
- D) Clean and disinfect all areas of guestrooms and common areas including remote controls, lamp switches, door handles, doorknobs, drapery rods, mini-bar handles, hangers, coffee makers, alarm clock, etc.
  - All room service menus will be disposed after every checkout
  - Replace all protective TV remote covers between every guests use
- E) Ensure the six steps of cleaning are always thoroughly followed.
  - Cross contamination will be avoided by using proper cleaning rags and clean gloves for every area in the guestroom.
- F) All high traffic touch areas and common places must be sanitized and disinfected no less than 3 times a day or after use.
  - Note pads & pen, magazines or any other reading material must be removed from public spaces.
- G) The overnight team will deep clean all public areas and bathrooms. The use of bleach base and disinfectant chemicals will be used to sanitize effectively.
- H) Ensure every sanitizing stations are replenished
- I) Ensure all elevator disposable wipes have been replenished

### Laundry

- A) To minimize air contamination, dirty laundry will be handled with care.
  - All employees handling contaminated items must wear masks and gloves and dispose before touching sanitized spaces/leaving or returning from break periods.
- B) Items must be washed in accordance to manufacturer's instructions.
- C) Clean and disinfect hampers/other carts that transport laundry according to guidance below for hard or soft surfaces.

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

### Fitness Center

- A) Workout equipment will be spaced 6 ft apart to allow social distancing.
- B) The fitness center will be cleaned and disinfected 3 times per day.
- C) Sanitizing wipes will be supplied for hotel guests to wipe down each area after use.
- D) Fitness room will be treated with Electrostatic Disinfectant spray at the end of each day
- E) Workout equipment will be spaced 6 ft apart to allow social distancing.

### Spa/Retail Facilities

#### **Daily Operation**

- A) All surfaces must be wiped down with proper PPE and disinfectant.
- B) POS terminals will be wrapped in protective plastic and sanitized between shifts.
- C) Hangers will be wiped down after each use.
- D) Dressing room will be disinfected after each use.
- E) Markers will be posted to be sure customers are 6 ft away from front counter.
- F) Extra stock will be removed from shelves/minimal items will be displayed.
- G) Fixtures will be relocated to allow more space for social distancing.
- H) All testers will be removed from shelves-available by request only and sanitized after use.
- I) All customers are required to sanitize hands before entering.
- J) All staff must disinfect any surfaces contaminated in the spa and retail facilities.
- K) Clothing from the dressing room must be quarantined for 24 hours and sanitized before returning to the floor.
- L) Care cards will be offered to customers to wash clothes before use and dispose of bag.

### Treatment Rooms

- A) All staff must wear PPE-gloves and masks.
- B) All linen and towels in treatment rooms must be removed and washed after each service.
- C) Massage table, headrest, etc. will be disinfected after each treatment.
- D) Tea service will be available upon request.
- E) All products will be held in pump dispensers-pumps will be sanitized after each use.
- F) Clients will be enforced to wear masks during selective services.
- G) The "Quiet Room" will be closed until further notice.
- H) Couples massages will be suspended until further notice.

## Recreation

### **Equipment Rentals**

- A) Paddle boards and kayaks will be available by appointment only.
- B) The equipment (paddles, life vests, boards, kayaks) will be cleaned and sanitized after each use.

### **Duffy Rentals**

- A) Rentals will be available to guests with a recommendation of no more than 5 people at a time.
- B) Sanitizer will be required prior to entry and will be available on board.
- C) Boat will be cleaned and sanitized after each rental.
- F) All rentals will be treated with Electrostatic Disinfectant spray at the end of use

## Front Office

### **Social Distancing**

- A) It is mandatory that every team member maintain a 6ft distance from others.
- B) Floors will be marked at the front desk/valet stand to ensure guests are keeping a safe distance when checking in/out or inquiring about something in person.
- C) Plexiglass has been installed at the front desk stations to minimize exposure.
- D) Group arrivals will be pre-keyed and registered to ensure a quick and contactless experience.
- E) Front doors will be left open throughout the day to limit contact with door handles.
- F) A team member will always be present in the lobby to navigate traffic and be sure that everyone is adhering to guidelines set forth.
- G) Excess furniture will be removed from the concierge desk and lobby area to limit gatherings.
- H) The front office reception desk will be sanitized after each guest interaction.
- I) Infrared thermometers will be available at front desk to conduct temperature checks for our guests.
- J) Provision of medical masks and gloves for our guests are available for available for sale, subject to availability.

### **Payment Procedures**

- A) The use of cash transactions will be discouraged unless necessary.
- B) Gloves must always be used during cash transactions. Gloves must be disposed of immediately following the transaction.
- C) ID and MOP will be checked visually at front desk/valet stand. The chip reader will be presented to the guest so that they can insert their MOP with limited contact.
- D) All chip and pin readers will to be wrapped in plastic and clean with disinfectant spray after each use.

### **Room Keys**

- A) A drop box will be supplied for all used room keys.
- B) Room keys will be sanitized 24 hours after guest use before utilizing again.
- C) New room keys will be presented to the guest with gloves in a tray to limit exposure.

### **Valet Parking**

- A) Self-parking will be encouraged for Resort guests.
- B) Valet parking will be available upon request for Resort guests.
- C) Team members are required to wear a mask and gloves when operating a guest vehicle.
- D) Team members must sanitize hands in between parking every vehicle.
- E) All team members must adhere to payment procedures listed above.

### **Food & Beverage Operations**

#### **Safety Overview**

All team members must continue to follow safe serve and food safety practices when preparing food.

- Keep food handling equipment / accessories clean, limit interactions with customers. The goal should be “contact-less delivery” to protect employees and customers.

#### **All F&B staff must always wear gloves**

#### **Menus and Offerings**

- Family style and shareable items will be discontinued until further notice.
  - Cardstock menus will be laminated for ease of cleaning with disinfectant spray between each use.
- A) Buffet
    - Buffet brunches will be temporarily discontinued until further notice.
    - In lieu of brunch, prefixed menus will be offered Sundays, holidays, and other special occasions.
  - B) Cleanliness
    - Changing tablecloth between each seating will be enforced after usage regardless if linen is dirty or not.
    - If there are no linens, clean both tables and chairs with disinfectant spray between every seating.
  - C) Handling Payments
    - Team members must wear gloves while handling all payment transactions.
    - Team members must sanitize hands between each transaction.
    - All POS terminals and credit card terminals need to be wrapped in plastic and cleaned with disinfectant spray after each use.

#### **Takeout Orders/IRD**

- A) Guests may stand in line if staff can monitor the line to maintain 6-foot physical distancing, with signage to encourage distancing.
- B) All beverages must be filled by Team members. No self-service beverages or customer refills.
- C) Single-use items like napkins and condiments will be given directly to the customer.
- D) Single-service items such as utensils and straws should be wrapped.
- E) In room dining will remove all mini bars from the guest rooms. This will be replaced with a laminated menu that can be cleaned after each guest departure.

### Host Stand

- A) Designate one host at a time. Team members must wipe down phones and stations with wipes between shifts and change of personnel.
- B) Ensure menus are all laminated. Wipe down with EPA cleaning chemicals before and after each use.
- C) Regulate guests waiting in line and ensure 6-foot physical distancing. Signage will be posted to enforce social distancing.

### Restaurants

- A) Per CDC guidance, each seating should not exceed 50 people at a time.
  - Space out seating for dining by 10 feet distance between table.
  - Maximum party of 4 per table (until further notice by CDC).
- D) Each outdoor/indoor bar will have spaced out seating of 6 feet apart.
  - A&O's exterior/interior bar will be maxed with 6 guests per seating.
  - Waterline's bar will be maxed with 6 guests per seating.
- E) Main Restaurant Floorplan
  - Space out tables at least 10 feet apart to allow for social distancing. If tables cannot be moved, seat guests on every other table.
- F) Signage and Advertising
  - All changes will be made visible with signage and posted online, including on social media.
- G) Indoor vs. Outdoor
  - If there is a capability to open windows and patio doors – we will do so. Increasing air circulation keeps fresh air flowing into stale spaces.
- G) All restaurant outlets will be treated with Electrostatic Disinfectant spray at the end of each day

### Pool Operations

- A) Social Distancing in pool requirement at 10 ft minimum.
- B) Readjusting pool floorplan to allow for social distancing:
  - Space out Cabanas
  - Space out Day Beds
  - Space out lounge chairs (in pairs of 2)
  - Hot Tub usage only 1 person or couple at a time (max 2).
- C) Cleaning and Sanitizing Protocol
  - Lounge chairs, Cabanas, and Day beds to be sanitized after each use.
  - Cabanas will be treated with Electrostatic Sprayer at the end of each day.
- D) Pool Service
  - Hot Tub usage - only 1 person or couple at a time (max 2).
  - Lap swimming will be available by appointment only.
    - Only 2 lanes utilized per appointment time will be available to ensure social distancing.
  - Signage posted discouraging groups larger than 4 to maintain social distancing.
    - Management may consider temporary closure to support social distancing practices.

## Balboa Bay Resort: COVID-19 Response

- Maintain proper disinfectant levels (1-10 parts per million free chlorine or 3-8 bromine) and pH (7.2-8).
- Protective cover for pool menus which will be cleaned with disinfectant spray after each use.
- All disposable flatware will be packaged.
- All glassware will be disposable.

### Sales and Event Services

#### Meetings and Setups:

- A. Physical Distancing Guidelines with revised meeting room sets, diagrams and capacity charts
- B. Meeting space will be treated with Electrostatic Disinfectant spray between every event
- C. Enhanced cleaning schedule in high touch point areas during meetings and events
- D. Downsize contents of meeting room to minimize opportunities for contamination and facilitate meeting room sanitation
  - Remove pre-set pads, pens, mints
- E. Double or Triple overlay linens to be used on all tables, no skirts unless rental linen
  - During meal breaks that take place out of meeting space, top linen to be removed and sent to laundry in plastic trash bags
  - All linens stripped daily including for meeting spaces in continued use by same event
- F. No pre-set water pitchers or water stations
  - Bottled water only or individual water goblets with covers
- G. REGISTRATION SETUPS:
  - Event registration is recommended to be contactless
    - i. Downsize contents on registration table to minimize opportunities for contamination
  - Clients are recommended to wear personal protective equipment when occupying registration desks
    - i. Clients are responsible for providing personal protective equipment for self and attendees

#### Food and Beverage:

- A. Reimagined banquet menus
  - Remove buffets
- B. Signage with health and safety protocols
- C. Sanitation stations at meal locations
- D. Physical Distancing Guidelines with revised meeting room sets, diagrams and capacity charts
  - Suggested Capacities for Severe and Moderate Distancing
- E. COFFEE SERVICE:
  - Meeting Room Coffee:
    - Remains self-service, with sanitation station
    - Creamers and Sugar individually packaged
    - Attendant to disinfect during scheduled meeting breaks
    - Disposable cups with lids, no ceramic mugs



## Balboa Bay Resort: COVID-19 Response

- Meal Service will include tableside coffee service
- F. MEETING MEALS:
  - Outside seating or separate space from meeting room will be assumed whenever possible
    - Banquet staff to remove soiled linens and sanitize meeting room during scheduled meal breaks
  - Silverware will be rolled
  - Pre-set water goblets with paper covers will be supplied
- G. THREE-COURSE MEALS:
  - Rolled Silverware for first course
    - Additional coursed silverware placed by servers
  - Pre-set water with paper covers
  - No pre-set bread, salad, desserts
  - Service staff to change gloves for each course
    - Gloves are color coded per course
- H. RECEPTIONS:
  - Tray Passed Hors D'Oeuvres will be covered
  - Remove tray passed beverages
  - Remove stationed food

### **Safety and Security**

Our safety and security team continue to work diligently to educate our customers and hold team members accountable to the policies and standards set forth. In addition, they have created a COVID-19 Epidemic Response Plan that outlines guidelines enforced by public health officials. Their objective is to “bolster business continuity through preparation, response, surveillance and communication.”

#### **A) *Resort Guest Exhibiting Symptoms Consistent with COVID-19***

- If a team member observes a guest presenting with symptoms consistent with COVID-19, they must contact Security immediately
- All guests displaying symptoms who are staying in the resort must be asked to stay in their rooms
- Security will contact the Newport Beach Fire Department (Nbfd) to advise of the situation.
- If our guest will be transported to the hospital for COVID-19 symptoms:
  - Security will contact the Orange County Public Health Agency (714)834-3500. <http://www.ochealthinfo.com/phs/>
  - Security will contact the California Department of Public Health (916) 558-1784. <https://www.cdph.ca.gov/>
  - Security will contact an emergency bio-hazard cleaning company to disinfect the room

#### **B) *Team Member Exhibiting Symptoms Consistent with COVID-19***

- If one observes a team member presenting with symptoms consistent with COVID-19, they must contact Security & HR immediately
- Security and HR will advise the Team Member to go home and to seek medical attention

## Balboa Bay Resort: COVID-19 Response

- HR will ask the team member to disclose the name of those he/she has worked with in proximity
- HR will notify the individuals that may have been in proximity with the infected team member
- HR will ask those who have been possibly exposed if they are symptomatic
- HR will ask those who have been possibly exposed to seek medical attention and quarantine themselves
- Infected team member will not be allowed to return unless a doctor's note is sent to HR for approval