

Residence Club and Front Office

Front Office and Housekeeping Procedure Protocols:

- Enter room only when guests are not present (guests are not allowed in residence during cleaning) per state guideline.
- Minimize physical contact with guests' personal belongings
- Have HVAC operating and/or windows open during service.
- Allow for appropriate time for extra attention to cleaning and preparations of rooms and equipment
- Practice Social distancing whenever applicable. This goes for employees to employee interactions as well as employee to member interactions.
- Through Cleaning/Disinfecting protocols
 - Through cleaning of all high traffic areas
 - Frequent disinfecting of commonly used surfaces
 - Clean shared equipment between each use.
 - Clean touchable surfaces between shifts
 - Additional daily mopping and vacuuming in residences
- Hand Sanitizer and other sanitary supplies are made available to all employees
- Sanitation stations are operational and regularly stocked/refilled
- Guests and visitor will be screened upon arrival and follow up questions should be asked when appropriate
- Appropriate signage is displayed at all entrances.
- Consideration of more frequent replacement of air filters/ventilation
- Removed reusable collateral from units and replace with "single use/use by request system"
- Develop a Quarantine/Cleaning plan for any unit where an infected guest has been
- Providing guests an amenity bag with sanitation units and "awareness card"
- Implement Physical/Social Distancing Guidelines in the Clubhouse
- Visual cues or barriers to keep employees distanced from guests/customers
- Signage to remind guests/members of physical distancing
- Prop doors open whenever possible
- Windows will be opened per state recommendation to promote flow of stagnant air

General Housekeeping

General Housekeeping Protocol Points

Cleaning is a no small task, even when we are not faced with global pandemic. A housekeeper is expected to take a property that is in disarray from departing guests and completely reset it – eradicating the microbes that have been left behind in the property and creating like new experience for arriving guests. Cleaning a property required specific training, appropriate supplies and systematic process.

Considering COVID-19 pandemic, the CLUB and the Housekeeping Department are augmenting the existing cleaning procedures to include more rigorous sanitization and disinfection. These protocols are as follows:

- All housekeeping staff will complete training regarding proper and safe cleaning techniques. Cleaning as defined by CDC as "the removal of germs, dirt and impurities from surfaces. It does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection."

- Housekeeping will strongly emphasize the importance of ensuring the appropriate use of PPE such as masks, disposable gloves and hand sanitizer if hand soap is not readily available. These practices will be mandatory for the housekeeping staff
- Housekeeping will properly dispose of gloves and use of sanitizer when finished and BEFORE entering the units.
- All gloves will be changed between units and between certain tasks. Hands will be washed as soon as possible after gloves are removed.
- Housekeeping will use disinfecting products on all major surfaces and pay attention to all high-traffic/touch areas, including door knobs (inside and out), electronic panels, stair railings, telephones, light switches, remote controls, arms of the chairs, refrigerator doors, dishwasher handle, toilets, faucets, and clothes hangers. While not all encompassing, this is list give multiple examples of these sensitive areas.
- The staff must ensure that proper social distancing protocols are followed – by remaining 6 ft apart.
- All shared equipment should be sanitized between every single (i.e. vacuum, golf car, etc.)
- Linens and Beddings will not be shaken, so as not to disperse viral particulates into the air and will be placed in a bag.
- The houseman/housekeeper will remove gloves after removing the dirty linen and securing them in bags. Hand sanitizer will be applied, and fresh gloves put on before putting clean linen on the bed.
- All dirty linens/towels must be wash before putting them in the container to launder outside.
- Towels will be washed upon request in the residences. All linens used or unused will be swapped out between stays.
- Gloves and masks will always be worn.
- Use a disinfecting product on the trash can or bin and always place a fresh liner or bag inside.