

## **Sea Gull COVID-19 Reopening Protocol and Procedures**

The Sea Gull Condominiums is first and foremost committed to ensure the health and wellbeing of all our owners, staff and registered guests. We remain diligent in monitoring the Novel Coronavirus (COVID-19) cases and following guidelines from the Center for Disease Control and Prevention (CDC) as well as the World Health Organization and local, regional, and state authorities.

### **Housekeeping:**

- All housekeeping personnel will have temperature checked prior to starting shift.
- All housekeeping personnel will wear masks and gloves and follow EcoLab written recommendations for routine hand washing and sanitization.
- Cleaning chemicals: Sea Gull Condominiums consistently uses cleaning products and protocols which are effective against viruses.
  - EcoLab / Gulf Coast Paper has provided a protocol for what chemicals to be used where and how, the protocol is posted, and all employees will have signed off on understanding of protocol.
  - Housekeeping is using EcoLab Neutral Disinfectant or Lysol to sanitize fabric furniture between guests.
  - Housekeeping is using EcoLab Neutral Disinfectant or Lysol to sanitize bed pillows between guests.
  - Laundry: Sea Gull Condominium's linen is processed on premise which allows us to closely monitor and control the effectiveness of our linen cleaning protocol. Our laundering products and cleaning processes are designed to address a broad spectrum of viruses, including COVID-19.
- Additional linens and guest supplies will be provided upon request only.
  - Guests will be informed these must be requested by phone to the desk between 9AM and 11AM.
  - These items will be bagged and dropped off at the unit entry door for contactless delivery by 5PM.
- Housekeeping personnel will not enter any occupied unit to perform cleaning services.
- Comforters have been removed from units. They have been replaced with washable blankets which are washed between every guest and property will use a fitted sheet, a flat sheet and a blanket, all of which are washed and sanitized between guests.
- Decorative pillows on beds have been removed from units.
- Breaks, including lunch breaks will be staggered to avoid concentrations of staff in any one area.
  - Break room will be sanitized after every break cycle.

## Maintenance

- All maintenance personnel will have temperature checked prior to starting shift.
- All maintenance personnel will wear masks and gloves and follow Ecolab written recommendations for routine hand washing and sanitization.
- Main concentration will be on the maintenance and upkeep of common elements of the building.
- Only Emergency work orders will be performed within occupied condo units.
- The manager will have sole discretion of what work orders will be classified as emergency work orders.
  - Non emergent work orders will be performed between rentals following the sanitation of the unit.
- Depending on the work order, occupants may be required to vacate the unit while the work is being performed.
- Breaks, including lunch breaks will be staggered to avoid concentrations of staff in any one area.
- Break room will be sanitized after every break cycle.

## Front Desk

- All desk clerks and office personnel will have temperature checked prior to starting shift.
- All front desk and office personnel will wear masks and gloves and follow Ecolab written recommendations for routine hand washing and sanitization.
- Sneeze guards will be installed at the front desk.
- Registration will be performed digitally through e-signature and prepayments will be required upon check in.
- Photo ID will be presented visually, and upon confirmation that all digital documents received and payment is received; key cards will be dropped off and picked up without physical contact.
- Reservation questions and work order requests will be handled over the phone and not in person. If face to face is required for any specific topic, the option for a zoom meeting will be offered to the guest or owner.
- Breaks, including lunch breaks will be staggered to avoid concentrations of staff in any one area.
- Break room will be sanitized after every break cycle.

## Common Area Protocol Adjustments:

- Swimming Pool & Playscape Area
  - Pool furniture and tables and playscape will be sanitized daily by staff wearing gloves and masks. Furniture will be arranged to comply with social distancing.
  - Social distancing guidelines will be observed with regard to pool furniture.
  - Sanitizer solution will be provided for guests to sanitize the furniture before and after use.
  - Pool restrooms will be sanitized multiple times throughout the day.
  - The number of occupants will be in accordance with social distancing guidelines.
  - Social distancing policies and protocols will be posted on all pool entrances.
- Hot Tub – The occupancy of the hot tub will be in accordance with social distancing guidelines.
- Fitness Room
  - The fitness room use will be permitted by appointment only.
  - Appointments will be based upon one registered unit at a time.
  - Appointments will be scheduled in advance through the front desk by telephone.
  - Appointment schedule will be posted on the fitness room door.
  - Occupancy will be in accordance with governmental guidelines and social distancing guidelines.
  - Signage provided explaining sanitizer to be used pre and post use as well as use of gym is under the understanding of each individuals risk.
- Coffee Bar area – Coffee bar area will remain closed until further notice.
- Game Equipment – Game equipment is available at each station self serve with sanitizing station to sanitize the equipment before and after use.(Pool/billiard and ping pong) Some game items may not be available to include basketball, tennis, pickleball.
- Common area bathrooms will be sanitized multiple times throughout the day.
- Elevators – Limit maximum number of occupants in the elevator to 4 at a time.
  - Staff will not ride in elevators with owners and / or guests.
- The meeting room will be closed for group use until further notice.
- Beach Crew Program – Limited Contract Program
  - All beach crew personnel will have temperature checked prior to starting shift.
  - All beach crew personnel will wear masks and gloves and follow Ecolab written recommendations for routine hand washing and sanitization
  - Beach Crew will set out equipment and sanitize.

- Owners and guests will have use of the beach equipment on a first come first serve basis.
- Following each use of the equipment, the beach crew will be notified that the beach equipment is ready to be sanitized for the next use.
- At the end of the day, beach furniture will be sanitized by beach crew using sanitizing solution in pump sprayers and then collect and store equipment and end of day.

## **Business Adjustments:**

- All In room information books will be removed. A digital mobile app is available to provide the same information to guests and owners.
- Owner guest books / Review books will be removed from units.
- All Reservation Payments will be required in advance of arrival by credit card.

## **Cancellation Policy Adjustments:**

- Guests traveling with new or existing direct bookings for stays at Sea Gull through July 31, 2020 will have their cancellation or change penalties waived if the request is received at least 24 hours prior to arrival.
- Guests who are prohibited from traveling to Sea Gull under applicable law will have their cancellation or change penalties waived.

## **Employee Health and Safety Knowledge**

- Hand Hygiene: Our employees have been trained on proper and frequent handwashing in order to prevent the spread of viruses.
- Training: In addition to our Housekeeping training, all of our employees are required to complete COVID-19 awareness training provided by EcoLab and CDC Documentation.
- Health Checks: Employee, vendor and contractor temperature screening is being conducted prior to any staff, support staff or third-party work-related entity being allowed to enter Sea Gull Condominiums property public spaces. Additionally, all Sea Gull staff has been instructed not to report to work if he or she feels ill, has a temperature or is caring for someone who is or may be COVID-19 positive.
- We are advocating a property wide limited personal contact directive for our colleagues (ex. Handshakes, close contact, etc...) that would typically be associated with customary greetings.