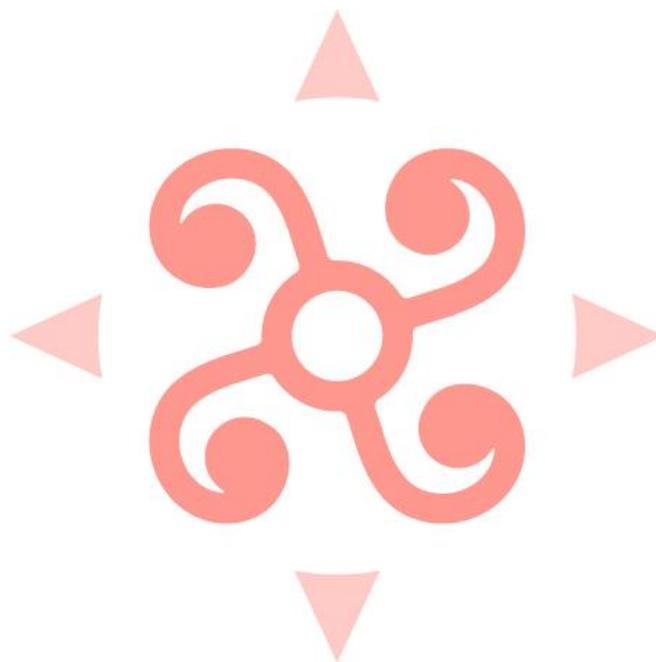


# COVID-19 OPERATIONS PLAYBOOK



## CARIBE ROYALE O R L A N D O

JANUARY 2022 | SIERRA LAND

*Updated January 7, 2022*

# CONTENTS

<b>3</b>	Statement from Sierra Land
<b>4</b>	Guests of the Caribe Royale
<b>5</b>	Associates
<b>6</b>	Sanitation Procedures
<b>7</b>	Safety & Security
<b>9</b>	Department Procedures
<b>14</b>	Associate and Guest Assistance

## Statement from Sierra Land

---

We take standards for hygiene and cleanliness very seriously and are taking additional steps to ensure the safety of our guests and team members. As we continue to navigate this “new normal” we look to various health agencies, locally, nationally, and globally to source the most up-to-date information to maintain a healthy environment.

We have created this operations playbook to address all health and safety concerns of our guests and associates alike. This guide lays out protocols for all facets of hotel operations and will address specifics for each department.

This has been a challenging period, and reestablishing a workplace where associates feel comfortable performing their jobs safely is of the utmost importance to the Caribe Royale.

Daily, we are working diligently to ensure that we meet the latest guidance on hygiene and cleaning. Our health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures.

Thank You,

Dan Kaplan  
CEO Sierra Land Group

Senior Management  
Caribe Royale Orlando

# Guests of the Caribe Royale

---

## Guest Health:

1. **Social Distancing.** Unvaccinated guests (anyone not **fully vaccinated**) will be recommended to practice social distancing by standing at least six feet away from other guests not in their party. This will apply to all common areas of the resort including elevators, food outlets, pool area, any time they are waiting in line, etc. Associates will also be expected to follow social distancing by standing at least six feet away from guests whenever possible.
2. **Face Covering.** Wearing a mask is **NOT** mandatory and will be up to the guest to decide. The Caribe Royale does recommend unvaccinated guests wear a face covering while indoors.
3. **Hand Sanitizer.** Hand sanitizer stations will be placed at key areas around the property to provide easy access to our guests.
4. **Guests with Covid-19.** If a guest tests positive for COVID-19 while staying on property, the guest will be advised to please self-isolate in their suite/villa. Once the guest has vacated the suite/villa, it will be thoroughly sanitized using a fogger with EPA approved VITAL OXIDE disinfectant. Following this procedure, the room will receive a comprehensive deep cleaning.
5. **Guests requiring Covid-19 assistance.** If a guest requires assistance regarding COVID-19 health concerns, they may speak with our Security team by dialing "0" and requesting security assistance. They may also choose to visit the Buena Vista Urgent Care clinic directly across from the hotel, Dr. Phillips hospital, Celebration Hospital, or call 911 if it is an emergency.

## Guest Arrival:

1. **Hotel Parking/Security Gates.** Parking gates will feature a touchless entry system. Guests may utilize the motion sensor to request a ticket, and/or utilize their RFID-enabled room key to enter/exit the gates.
2. **Hotel Entrance.** Upon entrance to the hotel, guests will be able to utilize automatic doors, thus alleviating a major touch point that could potentially contaminate the hands of a guest.
3. **Guest Elevators.** It is recommended that unvaccinated guests wear a face covering while in the elevator.

# Associates of the Caribe Royale

---

## Associate Health:

1. **Social Distancing.** Associates will be advised to practice social distancing by standing at least six feet away from other associates (and guests). This will apply to all common areas of the resort including elevators, food outlets, pool area, any time they are waiting in line (i.e., clock in, Traka key system), etc. Additionally, this applies to all heart of the house areas, including any break areas, offices, locker areas, etc.
2. **Hand Washing.** Practicing frequent hand washing is vital to maintaining a healthy and safe environment. Associates will wash hands after the following activities: clocking in or out for their scheduled shift, obtaining keys from the Traka system, using the restroom, sneezing, coughing, touching face, smoking, eating, drinking, touching highly touched surfaces, before and after break. If handwashing is not available hand sanitizer (with at least 60% alcohol) may be used until hands can be washed.
3. **PPE.** Personal Protective Equipment will be worn according to the associate's job function and will be provided by the hotel. The Caribe Royale will provide face coverings to associates as they are needed. Some positions will be required to wear disposable gloves depending on their roles and responsibilities. These associates will receive instruction on the proper glove removal technique.
4. **COVID-19 Training.** All associates will receive a COVID-19 orientation on the updated protocols that have been put in place to maintain a healthy and sanitary environment for our guests and fellow associates. This training will be classroom style training utilizing proper social distancing protocols. Additionally, there are hand washing and glove removal videos posted on the learning management system within Paycor that associates may view at their leisure.
5. **Pre-shift.** Social distancing of 6 feet will be practiced during pre-shift. Associates must utilize the available hand sanitizer after clocking in, and after receiving keys from the Traka key cabinets. Additionally, associates will maintain social distancing while waiting in line to clock in, and/or to receive keys from the Traka key cabinets.
6. **PPE Distribution.** Associates will receive necessary personal protective equipment from their respective department. Each department will have different PPE protocols for each position, which will vary based on the job duties of the position.
7. **Heart of the house Signage.** Signage will remind associates of the proper way to wash hands, utilize PPE (gloves, face coverings, etc.), sneeze/cough, avoid touching face, and remove disposable gloves without contaminating hands.

# Sanitation Procedures

---

## General Guidance

1. **“Cleaning is housekeeping’s job, but sanitizing is everyone’s job”** – Aydee McCormick
2. **Frequency of Cleaning.**
  - a. Increase the frequency of cleaning and disinfecting, focusing on high-touch surfaces using CDC approved ECOLAB Chemical: Peroxide Multi Surface Cleaner and Disinfectant.
3. **Cleaning and Sanitizing Surfaces.**
  - a. Clean surfaces and objects that are visibly soiled first. If surfaces are dirty to sight or touch, they should be cleaned using a detergent or soap and water prior to sanitizing where applicable.
  - b. Clean and sanitize surfaces as soon as possible especially in areas where a person with respiratory symptoms (e.g., coughing, sneezing) was present.
  - c. Use CDC approved disinfectant cleaner: **Peroxide Multi Surface Cleaner and Disinfectant.** Do not re-use the cloth from room to room. Always maintain an ample supply of cloths.
    - i. **BLUE CLOTH:** Use to clean:
      1. Surfaces: counters, door handles, desks, tables, vanity tops, drawer handles, faucets, telephones, pens, remote controls, hairdryer handles, elevator buttons, handrails, hard surface furniture, light switches (spray cloth with disinfecting cleaner and wipe light switches, telephones, hairdryer handles, villas tablet and elevator buttons, NEVER SPRAY STRAIGHT ONTO THESE ITEMS), etc.
    - ii. **GREEN CLOTH:** Use to clean:
      1. **Surfaces:** Toilets, floors, any major “dirty” cleaning
    - iii. **Do NOT mix the cloths.** They must be sent in separate bags to the laundry. DO NOT MIX WITH guest linens and terry.
4. **Suites/Villas/Public Areas**
  - a. All high touch areas throughout the hotel will receive an extra layer of sanitation.
  - b. Please see “Housekeeping” section for more detailed information
5. **Presumptive COVID-19 contamination**
  - a. If the hotel becomes aware of a possible case of COVID-19 involving a guest the room will be thoroughly sanitized using a fogger with EPA approved VITAL OXIDE disinfectant. Following this procedure, the room will receive a comprehensive deep cleaning.

## Associate Wellness Check

### 1. Associate

- a. Human Resources will provide information regarding medical assistance and/or COVID-19 testing.
  - i. Associates may not return to work while waiting for a COVID-19 test result. If they receive a positive result, they may only return once they meet the conditions below (see #5 and #6 under Associate Wellness Check).

### 2. Associates in contact with suspected COVID-19 guest

- a. Associate will notify supervisor immediately of the situation and will be notified of next steps that will need to be taken.

### 3. Associates in “Close Contact” with a COVID-19 positive individual

- a. **Close contact** is defined as: “someone who was within 6 feet of an infected person for a cumulative total of 15 minutes or more over a 24-hour period starting from 2 days before illness onset until the time the patient is isolated.”
- b. **Unvaccinated associate with close contact** (OR Fully Vaccinated Associates with more than 6 months since final shot – Pfizer/Moderna; more than 2 months since shot for J&J)
  - i. Associate will test immediately to determine contact tracing.
  - ii. Associate will self-isolate for 10 days OR until they get tested (5-7 days after exposure)
    1. If the associate receives a negative test they may return to work
  - iii. Associates who choose to self-isolate for 10 days:
    1. Stay home until 10 days after your last exposure.
    2. Check your temperature twice a day and watch for symptoms of COVID-19.
    3. If possible, stay away from people who are at higher-risk for getting very sick from COVID-19.
- c. **Vaccinated/Booster Associates with close contact** (*vaccinated associates must be under 6 months since final dose of Pfizer/Moderna; or under 2 months since shot for J&J*):
  - i. Wear a mask indoors in public for 10 days OR until they get tested (5-7 days after exposure)
  - ii. If experiencing symptoms get tested and isolate immediately
  - iii. Self-test kit is an acceptable testing option

### 4. Associates in close contact AND living with a COVID-19 positive individual

- a. **Unvaccinated associates:**
  - i. Associate will test immediately to determine contact tracing.
  - ii. Associate will self-isolate for at least 14 days from date of notification.

- iii. Associate will re-test on the 14<sup>th</sup> day.
- iv. Associate may return on the 15<sup>th</sup> day from notification provided they have a negative test result, and they are symptom, and fever, free.
- v. Associate should wear a mask whenever in contact with the COVID-19 positive individual

b. **Vaccinated Associates:**

- i. Associate will test immediately to determine contact tracing.
- ii. Associate will self-isolate for at least 10 days from date of notification.
- iii. Associate will re-test on the 10<sup>th</sup> day.
- iv. Associate may return on the 11<sup>th</sup> day from notification provided they have a negative test result, and they are symptom, and fever, free.
- v. Associate should wear a mask whenever in contact with the COVID-19 positive individual

5. **COVID-19 Positive Associates WITH symptoms under home isolation**

- a. If the associate tests positive for COVID-19, they will not be permitted to return to work, or the property, and should maintain home isolation until they can affirm that they meet the following conditions:
  - 1. A negative test result, and
  - 2. 24 Hours with no fever without the use of fever-reducing medications, and
  - 3. Other symptoms of COVID-19 are improving (e.g., cough, shortness of breath), except for loss of taste or smell which may persist for weeks/months after recovery and shouldn't delay return to work, and
  - 4. At least 5 days have passed since symptoms first appeared.

6. **COVID-19 Positive Associates WITHOUT symptoms under home isolation**

- a. If the associate tests positive for COVID-19, they will not be permitted to return to work, or the property, and should maintain home isolation until they can affirm that they meet the following conditions:
  - 1. A negative test result, and
  - 2. At least 5 days have passed since the date of their first positive COVID-19 viral test assuming they have not subsequently developed symptoms since their positive test. If they develop symptoms, then the symptom-based strategy above should be used.

7. **COVID-19 Positive Associates WITH severe illness requiring hospitalization**

- a. If the associate tests positive for COVID-19, and is considered to have "severe illness" that requires hospitalization they will not be permitted to return to work, or the property until they can affirm that they meet the following conditions:
  - 1. A negative test result, and
  - 2. 24 Hours with no fever without the use of fever-reducing medications, and
  - 3. Other symptoms of COVID-19 are improving (e.g., cough, shortness of breath), except for loss of taste or smell which may persist for weeks/months after recovery and shouldn't delay return to work, and
  - 4. At least 20 days have passed since symptoms first appeared.

***\*As with any related COVID-19 issue, these “Associate Wellness Check” guidelines are subject to change as new developments and information become known.***

## Department Procedures

---

### Front office

1. **Bell Stand**
  - a. Van and golf cart will be sanitized after transporting guests to towers/villas/GCCC.
  - b. All bell carts will be sanitized after each use, in addition to any other high touch areas.
2. **Front Desk**
  - a. Sanitize all high touch areas in and around the lobby area (business permitting) including desk, signature pad, stylus/pen, stanchions, tables, etc.
3. **Automated Business Center/Game Room**
  - a. Game room will be sanitized throughout the day with a focus on high touch areas.

### IT

1. **Room Calls**
  - a. PC technicians that must enter guest rooms due to a “call,” must be wearing the appropriate PPE and must maintain 6 feet of distance from the guest.
  - b. Golf carts will be sanitized after each use.

### Food & Beverage

2. **Outlets – General**
  - a. High touch surfaces will be sanitized regularly in all outlets.
    - i. Host stands will be sanitized regularly.
    - ii. Service stations, counters, high touch service areas will all be sanitized regularly.
    - iii. Trays will be run through the dish machine frequently throughout the day.
    - iv. POS stations and credit card terminals will be sanitized regularly.
    - v. Tables and seating will be sanitized after each guest.
  - b. Check presenters and/or pens will be sanitized after each use.
  - c. Silverware will be rolled, and all straws will be individually wrapped.
3. **Heart of house Associates**
  - a. All culinary/stewarding associates will maintain 6 feet in between themselves and other associates when possible. Ensure they are always wearing the appropriate PPE.

### Retail/Fitness Center

### 1. **Cleaning and Sanitizing**

- a. High touch surfaces will be cleaned frequently including phones, POS, checkout counters/desks, credit card terminals, stylus/pen, etc.
- b. Guests will be encouraged/reminded to clean the equipment after each use with products provided by the hotel.
- c. Fitness Center Attendant will clean equipment after guest use and frequently.
- d. Any rental equipment will be thoroughly sanitized after guest use and immediately prior to guest use.

## **Security**

### 1. **Guest Interaction**

- a. While interacting with guests security officers will maintain the proper social distancing when possible.
- b. Proper sanitizing procedures will be used following all guest incidents.
- c. All high touch points within the security office will be sanitized frequently, including door handles, keypad, sliding window, keyboards, mouse, mouse pads, countertops, etc.

## **Engineering**

### 1. **Room calls**

- a. Engineers that must enter guest rooms due to a “call,” must be wearing the appropriate PPE and must maintain 6 feet of distance from the guest.
- b. Golf carts will be sanitized after each use.

### 2. **Main Pool**

- a. Maintaining proper pool operation and maintenance (including use of disinfecting chlorine and bromine) will create a safe and secure pool environment and will “inactivate the virus in the water” (per the CDC).

### 3. **Main Pool Deck**

- a. Guests are reminded to practice good hand hygiene while enjoying the pool area.
- b. All high touch areas in, and around, the main pool will be thoroughly disinfected with a CDC approved chemical throughout the day.
- c. When possible, pool chairs and patio furniture will be sanitized after guests vacate.
- d. Soiled towels will be picked up by pool attendants using disposable gloves and placed in the dirty towel bin. Attendants will remove soiled gloves in accordance with proper training protocols.

## Heart of house Offices

### 1. Cleaning and Sanitizing

- a. High touch surfaces will be cleaned frequently including door handles, common desk/counter areas, copy machines, scanner/fax machines, etc.
- b. Any shared office equipment will need to be cleaned frequently including computers, keyboards, mouse, mouse pad, telephone, pens, etc.

## Event Management

### 1. Cleaning and Sanitizing

- a. Hand sanitizer stations will be placed at key areas throughout the Convention Center.
- b. High touch surfaces need to be cleaned regularly.
- c. Items within meeting spaces need to be single use or cleaned after each use.
- d. All table linen will be replaced after each use.

## Housekeeping

### 1. Staggered shifts

- a. Laundry/Suite Attendants will have staggered shifts (and lunch breaks) to avoid a large gathering of associates in the break room.

### 2. Safety guidelines during cleaning and sanitizing. Always practice good hand hygiene after cleaning!

- a. Use an alcohol-based hand sanitizer if soap and water are not available.
- b. Wash hands often with soap and water for at least 20 seconds.
- c. Key times to clean hands include:
  - i. After cleaning the bathrooms, surfaces and in between cleaning guest rooms
  - ii. After blowing your nose, coughing, or sneezing
  - iii. After using the toilet
  - iv. Before eating or preparing food
  - v. After touching an animal, animal feed or animal waste
  - vi. Before and after providing routine care for another person who needs assistance (for example, a child)
  - vii. Before and after treating a cut or wound
  - viii. After handling trash
  - ix. After cleaning activities
  - x. After using public transportation
  - xi. Cover coughs and sneezes with a tissue or sleeve. Do not use your hands.
  - xii. Do not touch your eyes, nose, or mouth with unwashed hands.
  - xiii. Do not shake hands. Instead, wave.
  - xiv. If you interact with clients or coworkers, remember to wash hands with soap and water or use hand sanitizer after every transaction.
- d. Wear disposable gloves when cleaning and sanitizing. Gloves should be discarded after each use. Clean hands immediately after gloves are removed.
- e. Wear eye protection when there is a potential for splash or splatter to the face.

- f. Store CDC approved chemicals in labeled, closed containers. Keep them in a secure area away from children and food. Store them in a manner that prevents tipping or spilling.
3. **Guest Room Sanitizing.** It is **mandatory** that all high-touch areas are cleaned and sanitized in every guest room assigned to be cleaned:
- a. Doors, door handles
  - b. Counters, desks, tables, vanity tops
  - c. Drawers, drawer handles, closet door handles, hangers, luggage racks
  - d. Refrigerator, microwave, coffee maker, and stove door handles
  - e. Toilet seats, toilet handles, bathtubs, shower walls, sinks, faucet handles
  - f. Telephones, pens, remote controls, hairdryer handles, light switches & knobs
  - g. Safe buttons, clock radios, coffee makers, ice buckets, irons, curtain wands, thermostats
  - h. Hard surface furniture: Desk chair arms, villa patio furniture, villa chairs and barstools
  - i. Villa kitchen counters, kitchen cabinets, cutlery and glassware
  - j. Villa tablets, sliding doors
4. **Presumptive COVID-19 contamination**
- a. If the hotel becomes aware of a possible case of COVID-19 involving a guest, the suite/villa the guest was staying in will be thoroughly sanitized using a fogger with EPA approved VITAL OXIDE disinfectant. Following this time frame the room will deep cleaned/sanitized using EPA approved sanitation protocols.
5. **Public Areas**
- a. Hotel Guest Elevators
    - i. Sanitize elevator button panels inside and out regularly
    - ii. Sanitize elevator handrail regularly
  - b. Clean and sanitize all high touch areas including but not limited to:
    - i. Front desk counter
    - ii. Bell desk
    - iii. Guest Services desk
    - iv. Door handles, push plates
    - v. Drinking water fountains
    - vi. Ice machine buttons
    - vii. Guest laundry room machines/soap dispenser machines
    - viii. Public restrooms: Toilet seats, toilet handles, faucets, doors, door locks
    - ix. Handrails
    - x. Business center
    - xi. Game room equipment
    - xii. The Loft counter bar
    - xiii. Hard surface furniture: tables, chairs
    - xiv. ATM Machine
    - xv. Pay parking machines
    - xvi. Fitness Center
    - xvii. Tower Concierge Desks
    - xviii. Java's sitting areas

**6. Shared equipment and tools**

- a. To be sanitized at the start and end of each shift or anytime it is transferred to another associate:
  - i. Carts
  - ii. Laundry bins
  - iii. Vacuums
  - iv. Master keys
  - v. Broom handles
  - vi. Toilet and scrub brushes, sponges
  - vii. Telephones, radios, and iPods
  - viii. Desks, pens
  - ix. Computer keyboards and mice
  - x. File cabinets and binders
  - xi. Heart of the house restrooms to be sanitized every 4 hours
  - xii. Cover all suite attendant carts while in public areas
  - xiii. Cover all bins in the hallways
  - xiv. All clean laundry bins must be covered as soon as completed

**7. Heart of the house.** The following will be cleaned and sanitized:

- a. Break room tables and chairs
- b. Microwaves
- c. Refrigerator
- d. Coffee maker
- e. Faucet handles
- f. Restrooms and lockers
- g. Drinking water fountain
- h. Time clocks and Traka key cabinets

**8. Laundry**

- a. Each associate is responsible to wipe machine controls at the start and end of each shift or any time it is transferred to another associate.
- b. Sorters must wear all PPE including an apron.
- c. All finished product must be covered to avoid exposure.
- d. All clean linen must always be stored away from soiled linens.
- e. Never transport clean and dirty linens at the same time.

# Associate and Guest Assistance

---

## Important Guest Information

1. **Guests requiring assistance**
  - a. If a guest requires assistance regarding COVID-19 health concerns, they may speak with our Security team by dialing “0” and requesting security assistance.
  - b. They may also choose to visit the Buena Vista Urgent Care clinic directly across from the hotel, Dr. Phillips hospital, Celebration Hospital, or call 911 if it is an emergency.