

# COVID-19 PANDEMIC PREPAREDNESS AND RESPONSE GUIDE



**GRAND TRAVERSE  
RESORT AND SPA**

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## STATEMENT FROM THE GENERAL MANAGER

Matthew Bryant, Grand Traverse Resort and Spa



At Grand Traverse Resort and Spa, we care deeply about our family of employees and our communities. We also understand that asking employees to stay home during the pandemic is challenging. Our ownership, the Grand Traverse Band of Ottawa and Chippewa Indians, chose to pay all our full-time and part-time employees through April 29, 2020.

I commend Governor Whitmer for making the difficult decision to take early action in the fight against COVID-19. I believe her decisions saved lives as we were facing potential exponential growth in COVID-19 exposure especially given that Michigan has ranked in the top five nationally with positive cases. The plan documented here presents the procedures and protocols that we will follow to keep our guests, employees, and our community safe. Each operating department has its own customized set of procedures, even more detailed than the summary presented here. It relies on the best available science on sanitization methods in consultation with professional infectious disease experts from the best academic institutions in the country. We will continue to refine and update the plan as our experts provide us more advice. Our procedures are extensive and not applicable to all resorts in our industry. In addition, an incremental reopening makes the most sense, and that science and data must lead us out of this in a safe fashion.

In order to be able to recover and reopen our Resort, this is what I believe are the right steps to take:

1. The Governor's appointed Task Force should be focused on COVID-19 testing capabilities and safely reopening the economy
2. Reopen parts of the Michigan economy in early May. Begin with reduced occupancy, physical distancing measures in place, temperature checks and no large gatherings. We all need to wear a mask. Wearing a mask is uncomfortable; however, it will allow our economy to reopen faster
3. Follow the data provided by a team of modeling experts tracking benchmarks based on the following criteria:
  - a. Increases in COVID-19 testing velocity
  - b. Hospitalizations and deaths per million should not exceed the national average over any sustained period
  - c. Hospital critical care bed availability should be reserved based on a ratio of current COVID-19 patients in the event of a spike
  - d. Full transparent data should be public, web based and accessible to anyone.
4. Assuming in mid- to late-May we are still in line with the benchmarks, we will slowly begin to reopen the Resort with extensive safety measures in place
5. We will monitor the health data every day. And, if we need to, marginally pull back or move forward with our protocols

**STATEMENT FROM THE GENERAL MANAGER**  
Matthew Bryant, Grand Traverse Resort and Spa



The main obstacle with the measures listed above is widespread testing. Our state, the medical community, the Task Force and resort industry leaders are focused on ways to vastly enhance testing and I anticipate it will happen over the coming weeks.

I understand that if we incrementally reopen, we might have to pull back if a spike in cases occurs that jeopardizes our healthcare system capacity. However, the only way to cross this river is one stone at a time and we need to put our feet in the water before it is too late.

Sincerely,

Matthew Bryant, General Manager  
Grand Traverse Resort and Spa



**Prior to returning to work, all employees must be trained on:**

- COVID-19 signs, symptoms, and employee procedures, and who to contact in the event they become ill for any reason
- Required PPE and any required PPE for specific work areas as needed
- Face mask use requirements and protocol, proper donning/doffing procedures
- Location and protocols regarding locations of the PPE and how to acquire more if needed
- Employee's part in required disinfecting protocols of workspaces and areas
- Employee safety procedures, such as washing hands and not touching employee's face or others
- Proper handwashing procedure, and secondary requirements with follow-up protocol

Required training will be carried out by departmental Leaders and/or trainers using the materials developed by the GTB Safety Specialist, standard operating procedures listed within this document, CDC and OSHA guidelines, and any other federal, state, and/or local guidelines as they are required by law.

Further guidance can be obtained through the GTRS Human Resources office or by contacting the GTB Safety Specialist, Christy Parker ([christy.parker@gtbindians.com](mailto:christy.parker@gtbindians.com)). Christy Parker is the Resort's COVID-19 worksite supervisor. When she is not on property, the GTRS Security team is designated to perform this supervisory role.



**The health and safety of our employees 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, using elevators, or moving around the property. Restaurant tables and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All Resort outlets will comply with, or exceed, local or state mandated occupancy limits.

### **Hand Sanitization**

Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as reception areas, hotel lobby, restaurant entrances, meeting and convention spaces, elevator landings, pools, spa and health club.

### **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 gloves. Electronic signs may also be used for messaging and communication.

### **Back of the House Signage**

Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

### **Employee and Guest Health Concerns**

Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property. We will be ready to provide support to our guests. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a co-worker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or hotel security (guests).

### **Case Notification**

If we are alerted to a presumptive case of COVID-19 at the Resort, we will work with the Grand Traverse County Health Department to follow the appropriate recommended actions. Employees experiencing symptoms of COVID-19 and/or diagnosed with COVID-19 must report this to Human Resources immediately.



**Employees are vital for an effective sanitation and health program.**

### **Hand Washing**

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All Resort employees have been instructed to wash their hands (or use sanitizer when a sink is not available) every 60 minutes. Washing should last for a minimum of 20-seconds and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break, and before or after starting a shift.

### **COVID-19 Training**

All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including housekeeping, food and beverage, golf, spa, health club, hotel operations and security.

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

Appropriate PPE will be worn by all employees 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 employee entering the Resort will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests.

### **Daily Pre-Shift and Timekeeping**

Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in back of house corridors and service elevators. Hand sanitizer will be available at each timeclock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.



### **Face mask policy**

Beginning Friday, August 21, Grand Traverse Resort and Spa will no longer accept face masks with valves, gaiters, bandanas, or face shields. Based on guidance from health officials and recommendations by the CDC, these types of face coverings allow unfiltered exhaled air to escape. Guests who do not have the proper face mask will be given a disposal one.

### **Guest Arrival**

Upon arrival, guests and visitors will be asked to use hand sanitizer and to wear a mask while in public areas of the Resort. Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the property. Masks are available at the Front Desk.

- Guest Arrival by Valet, Taxi or Ride Share:
  - Guests will enter the resort through doors that are either propped open, are automated or manually operated by an employee
  - Employees will not open the doors of cars or taxis
  - Guests requesting bell service will be assisted and the bell cart will be sanitized after each guest is assisted
  - Valet services will be suspended until further notice
- Guest Arrival by Shuttle:
  - Shuttles will be thoroughly cleaned and sanitized before and after each use
  - No more than four guests will be permitted per van and no more than six guests will be permitted per shuttle
  - Guests will not be permitted in the front passenger seat

### **Hotel Guest Elevators**

- An employee will be present to sanitize the button panels at regular intervals, at least once per hour
- Signage will be posted to explain the current procedures
- No more than four guests will be permitted per elevator

### **Hand Sanitizer**

- Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobby, restaurant entrances, meeting and convention spaces, elevator landings, pools, spa, health club and exercise areas



### **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

### **Locations for the Distribution of Personal Protection Equipment (PPE):**

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

>Hotel registration

#### **Back of the House:**

>All employee entrances

>Department-specific locations including kitchens, security, housekeeping and closets



Our hotel uses cleaning products and protocols that meet EPA guidelines, are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure uninterrupted supply of these cleaning supplies and necessary PPE.

**Public Spaces and Communal Areas.** The frequency of cleaning and sanitizing 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, door handles, public bathrooms, room keys and locks, ATMs, escalator and stair handrails, gym equipment, dining surfaces and seating areas.

**Guest Rooms.** Cleaning and sanitizing protocols 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, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring. The following items will be temporarily removed from guest rooms: pens, notepad, guest directory, magazines, menus.

**Laundry.** All bed linen and laundry will be changed and 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 excessive contact while being transported to the laundry facility.

**Back of the House.** The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, and offices.

**Shared Equipment.** Shared tools and equipment will be sanitized before, during, and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the Resort. The use of shared food and beverage equipment in back of the house office pantries is discontinued.

**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 deep cleaning sanitization protocol and approval by the Health Department.

**Air Filter and HVAC Cleaning.** The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

## PHYSICAL DISTANCING PROTOCOL

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

### **Queuing**

Any area where guests or employees queue will be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, coffee shops and casual dining and taxi/shuttle lines.

### **Hotel Front Desk, Concierge, Health Club Desk, Spa Desk, Pro Shop Desk, and Retail**

Agents will utilize every other workstation to ensure separation between employees whenever possible.

### **Restaurants and Bars**

Restaurants and bars will reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests.

### **Meeting and Convention Spaces**

Meeting and banquet setup arrangements will allow for physical distancing between guests in all meetings and events based on CDC and state recommendations. 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.

### **Pools and Hot Tubs**

Pool seating will be configured to allow for at least six feet of separation between groups of guests.

### **Back of the House**

Physical distancing protocols will be used in the employee dining rooms, uniform control areas, shared office spaces, and other high-density areas in order to ensure appropriate distancing between employees.



## **ALL EMPLOYEES ARE REQUIRED TO BE SCREENED PRIOR TO ENTERING FACILITY**

### **Location**

- Pepsi trailer at the water tower parking lot. **Hours: 5:30am – 3:30pm**. Note that this location will change based on seasonal weather.
- Security Office inside the Employee Entrance (Hotel Loading Dock). **Hours: 3:30pm – 5:30am**

### **Requirement**

- Required by Grand Traverse County Health Department Emergency Order #2020-1

### **Process**

- Employee arrives at the Pepsi Trailer or Security Office where they are greeted by an Attendant or Security Officer
- Attendant/Security Officer will be wearing the appropriate PPE (mask)
- Attendant/Security Officer will ask for employee's I.D. card and will type in or write down the employee's number on the laptop or required form
- Attendant/Security Officer will ask a series of questions required by the County Health Department. If any of the questions are answered with a "yes", or if the employee refuses to answer, the employee will not be allowed to work and will be sent home. An attempt will be made to notify the employee's supervisor
- Attendant/Security Officer will take the employee's temperature of the forehead with a hand-held, touchless thermometer. A temperature of 100.4 degrees or higher will result in the employee being sent home. The employee will notify their supervisor and the Attendant/Security Officer will notify Human Resources.
- For the most part, failing the questionnaire will result in the employee having to self-quarantine for 14 days. Human Resources can mediate any variables

### **Physical Distancing**

- Standard protocols will be followed unless a specific incident requires more invasive contact (e.g. First Aid, CPR, AED use, etc.)

### **Sanitization and Documentation**

- Hand sanitizer is available at the Security Office for use by all employees visiting the office
- Pens for visiting employees will be sanitized after use
- Any event resulting in an employee failing the screening or any other guest or employee contact relative to the Covid-19 orders will be documented in the Daily Activity Report



### **Front Office/Concierge/Reservation/PBX Cleaning & Sanitizing Protocol**

- Schedule will be put into place to sanitize all guest touchpoints including credit card devices, pens and registration countertops
- Room keys to be sanitized before stocking
- Offices and hotel registration desks to be deep cleaned and sanitized upon a shift change

### **Physical Distancing Protocol**

- Restructure stanchions to provide appropriate six-foot intervals
- Staff every other workstation
- Implement peak period queuing procedures, including a Lobby Greeter, when the number of guests exceeds the lobby capacity

### **Shared Equipment**

Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the Resort.

### **Bellstand and Transportation Cleaning and Sanitizing Protocol**

- Sanitize high touch front services spaces and equipment including, bell desks, luggage storerooms, bell carts, Port Cochere and drop-off/pick-up waiting areas
- Offices, desks, counters, workspaces and related equipment (including iPads and radios) to be sanitized at least once every four hours or upon a new employee using the equipment
- Wheelchairs and other guest amenities to be sanitized after each use
- Baggage doors sanitized every hour
- Bell carts and related equipment to be sanitized after each use
- Back of House (BOH) elevator buttons to be sanitized at least once per hour and initialed
- Foreign Labor transportation via resort employee vans/shuttles
  - Vans/shuttles will be thoroughly cleaned before and after each use
  - No more than four guests will be permitted per vehicle
- Guests will not be permitted in the front passenger seat. Physical Distancing Protocol
- Guest laundry and dry-cleaning services available using contactless pick-up and delivery protocols



**Guest Considerations**

- Valet parking suspended
- All packages will be placed in sealed single-use plastic bags
- Guest packages delivered to the rooms will be placed outside the guest room, the delivery person will call the room and then wait six feet away to ensure the package is retrieved
- Discontinue print magazine and newspaper services throughout the property. Guests will have access to PressReader on their own devices.

**Housekeeping Cleaning and Sanitizing Protocol**

- Carts, trolleys and equipment to be sanitized at the start and end of each shift
- Guest linen will be delivered and removed from guest rooms in single use tied/sealed bags
- Back of house restrooms will be sanitized at least once every four hours and initialed
- Housekeeping office touch and sit points sanitized each morning
- Opening manager to wipe down time clocks at back of the house locations upon entry and exiting

**Physical Distancing Protocol**

- Stayover housekeeping service has been suspended at this time. If a guest needs new linens or towels, they can request more through the Front Desk.

**Guest Considerations**

- All reusable collateral to be removed from rooms; critical information to be placed on single use collateral and/or electronically posted (in coordination with IRD)
- Disposable collateral to be disposed and changed after each guest
- Wrapped sealed unused packaging can be wiped down and returned for use
- Extra pillows and blankets stored in the guest room closets will be in sealed bags, or removed and available upon guest request
- All guest amenities to be packaged before being placed in room

## SANITIZATION PROCEDURES AND PROTOCOL FRONT OF HOUSE

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Specific sanitation consideration will be paid to the following guest room areas:

- Desks, counter tops, tables and chairs
- Phones, tablets, pens and remotes
- Thermostats
- Cabinetry, pulls and hardware
- Doors and doorknobs
- Bathroom vanities and accessories
- Bathroom fixtures and hardware
- Windows, mirrors and frames
- Lights and lighting controls
- Closets, hangers, garbage cans and other amenities

Gloves and mask to be worn when logging in lost and found items. All items are to be placed in plastic bags where applicable based on fit. Totes should be wiped down after every reopen and closing.

### **Laundry Cleaning and Sanitizing Protocol**

- Opening manager to wipe down time clocks at back of the house locations.
- Carts, Laundry Truck and equipment to be sanitized at the start and end of each shift.
- Offices, desks, counters, workspaces and related to be sanitized at start and end of shift.
- All bed linen and laundry will be changed daily and 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 Carts are to be sanitized after each use.
- Proper PPE must be worn at all times and switched out between dirty and clean Laundry.
- Proper handwashing protocols should be done after working with dirty linen.

### **Cleaning Products and Protocols**

Our hotels use cleaning products and protocols which meet EPA guidelines<sup>2</sup> and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

### **Public Spaces and Communal Areas**

The frequency of cleaning and sanitizing 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, ATMs, escalator and stair handrails, gym equipment, dining surfaces and seating areas.

## SANITIZATION PROCEDURES AND PROTOCOL FRONT OF HOUSE



**Guest Rooms.** Industry leading cleaning and sanitizing protocols 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, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring.

**Shared Equipment.** Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort. The use of shared food and beverage equipment in back of the house office pantries (including shared coffee brewers) will be discontinued. Radios will be assigned a number per person to control the cleaning and whereabouts of the equipment.

**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 sanitization protocol with the Clorox Total 360 electrostatic spray machine.

### **Public Area Cleaning and Sanitizing Protocol**

Employees to sanitize the following areas at least once per hour and initial

- Guest and employee service elevators
- Table and desk top surfaces
- Handrails
- Trash bins
- ATM's
- Phones
- Vending machines
- Time clocks
- Employee security entrance door

Employees to sanitize the following areas at least once per hour and initial

- Hotel entry doors
- Drinking fountains
- Employee smoking areas
- Exterior benches
- Trash bins

All Front of House (FOH) restrooms to be sanitized at least once per hour and initialed.

SANITIZATION PROCEDURES AND PROTOCOL  
FRONT OF HOUSE



Example PPE Inventory Sheet:

<b><u>PPE INVENTORY COUNT</u></b>						
	ITEM	QUANTITY		SHIPMENT		VENDORS
		ON HAND	ON ORDER	DATE	PRICE	
1	Masks - Fabric					
	Masks - Level #1					
	Masks - Level #4					
2	Gloves					
3	Goggles					
4	Jump Suits					
5	Booties					
6	Disinfectant Spary(for spray bottles)					
7	Refill Gallons					
8	Hand Sanitizer Bottles					
9	Sanitization Desk Station					
10	Sanitization Floor Station					
11	Clorox 360					
12	Clorox 360 Chemical					
13	Disinfectant Wipes					
14						
15						



#### **Employee Smoking Area**

- Employees must follow social distancing guidelines when visiting the outside smoking area
- Employees must wash their hands using proper handwashing techniques before returning to work from the smoking area

#### **Employee Breakroom**

- Employees are allowed to use the Employee breakroom to take breaks
- While using the breakroom, Employees must adhere to the 50% occupancy and social distancing rules
- Coffeepot and fountain drinks are turned off until further notice
- Employee meals will not be served until further notice
- Breakroom surfaces and touch points will be cleaned a minimum of five times between 8:00am and midnight
- Cleaning supplies will be made available in the breakroom for individual use as necessary

#### **Engineering Controls (includes Hotel and Condominiums)**

- Associates must use an EPA-approved disinfectant cleaner after handling shop tools
- Associates will be responsible for care and disinfectant of their own tools
- Associates must wipe down latches to Generator panels after each use
- When caring for pools, Associates must wipe down padlocks to pool equipment as well as the poles to pool vacuum equipment once done using it
- Associates must wipe down Ladders after each use
- When using the scissor lift, Associates must wipe down the latch to basket, end of the charging cord, emergency stop button, control buttons, joy stick
- Engineering truck, after each use, wipe down the steering wheel, door latch, gear shifter, seat, and only one person/ vehicle use at this time
- Office computer-wipe down after each use
- Egress ladders on outside of building-wipe down after every use
- Associates must use disposable gloves when dispensing community materials such as Cal-Hypo or paint and must then dispose of the gloves immediately after use.
- Office Doorknobs must be wiped down every four hours at a minimum when Engineering staff is on duty



## All Entrance and Exit Doors

- Two Entrance Doors (Lobby and Northeast Door to Patio)
- Two Exit Doors (Door to golf cars and Southeast door)
- Doors will be propped open and wiped down regularly
- Signage to be placed at each door identifying “Enter” or “Exit” along with tape with arrows showing traffic flow IN or OUT
- The number of people who can be in the pro shop at one time based on the pro shop size may be restricted, but expect that we will have a maximum of 12 people including staff

## Pro Shop Desks

- Use the two stations located on each end of the desk, the middle station will be moved to a table in the women’s retail area for retail sales and also as additional check-in for golfers
- Tape with “X” will be on the floor identifying where people should stand as they wait in line to check-in
- Attendants will be wearing gloves and facemasks
- Phones, keyboards, cash drawer and countertop will be wiped down regularly
- Credit card readers will be placed on counter for guests to swipe cards
- We are still planning on taking cash payments

## Bag Drop Area

- Staff will be wearing gloves and facemasks
- Staff will not be handling golfer’s golf bags, but can clean the club heads
- Golfers will need to place their own golf bag on the bag rack or golf pull cart
- One player per golf car (when golf car use is allowed)
- Staff can take pull cart from the Bag Drop to the golf car, and leave there for golfer to place bag onto golf car
- Staff will wipe down and sanitize the golf cars after parking them in staging area, focusing on the commonly touched areas including: steering wheel, dash, cubby, key, forward/reverse button or lever, handles, seat, arm rails and bag straps (when golf car use is allowed)
- Staff will wipe down golf cars thoroughly after each use focusing on the commonly touched areas mentioned above, and will also be spraying the golf car completely after each use
- Golf cars will be parked to adhere to social distance guidelines as marks will be painted on the asphalt to assist staff where to park the golf cars
- Any cash gratuities for staff are to be placed on the golf car steering wheel/scorecard holder



### Group Set Up

- Registration tables will be spaced apart, with places for people to stand in line marked using bag stands
- Golf cars will also be appropriately spaced apart at the staging area, especially for shotgun starts

### Starters

- Staff will be wearing gloves and facemasks
- Staff will be monitoring the practice green and driving range for social distancing
- Staff will be wiping down range baskets before and after use, and distributing range balls
- One starter for The Bear and The Wolverine. Spruce Run will be temporarily closed
- Members can check-in at the Starter House and skip the Pro Shop, and Pro Shop can bill their accounts

### Driving Range

- The driving range will remain open, but we will use only every other station to adhere to social distancing guidelines
- Bag stands will be spaced on range 10' to 12' apart
- Range balls will be washed after each use (as we currently do), but now the washer will have a detergent or bleach in it
- Range baskets will be wiped down thoroughly after each use and basket handles wiped down before handing to the guest
- Practice green will have limited number of people on it at one time, possibly 12. Social distancing will be enforced by our Starter

### Player Assistants

- Enforce social distancing by monitoring golfers on course
- Sanitize flagsticks (even though golfers should not be touching them)
- Assisting golfers with any needs they may have
- One or two Player Assistants per shift, depending on business levels

### On Course

- Water stations will remain empty
- Bunker rakes to be removed (players will smooth area in sand with their feet, and replace ball)
- Flagsticks to remain in the cup and not removed by the golfers
- Hands free ball removal tool is in place on every flagstick, allowing golfers to retrieve their ball



## **Restrooms and Locker Rooms**

- Showers not open
- Limited number of people in locker room at one time
- Faucets, sinks, counters and doors sanitized regularly

## **Player and Guest Communication**

- Member newsletter to be sent out to inform members of our new COVID-19 golf policies and also recommend they reserve their tee times online or via phone call, instead of in the Pro Shop
- Send a notice to facility employees regarding Covid-19 concerns and actions taken. This includes CDC best practices the facility is following and notification that the facility is closely monitoring and following all restrictions imposed by federal, state, and local governments
- Email confirmations will remind people of our golfing practices
- When reserving tee times online, golfers will be notified up front of some of our practices, with assurance that we are providing a safe environment for them
- Signage on 1st tee of each course informing them of:
  - Flagstick rule
  - Bunker play (no rakes)
  - No water stations
  - One person per golf car
  - Practice social distancing of 6 foot minimum

## **Tee Times**

- Changing to 12-minute tee time intervals and staggering them to help Pro Shop and Starter House
- Promoting more online tee time reservations
- Allowing twosomes to play instead of forcing them to be paired together

## **Golf Food and Beverage**

- Beverage Carts and Putters will be available once allowed



## **Golf and Grounds**

### **Job Assignments**

- Eliminate morning assignments in break room. Instead, have assignments written on the job board so team members can start work as they arrive.
- Arrange job assignments so individuals can have their own work cart to use.
- Mowing equipment is designed to only have the operator on the machine.
- Team projects will stress the social distance recommendations of at least six feet apart
- Split lunch times to allow for social distancing standards in break room

### **Cleaning and Sanitizing**

- Several hand-held spray bottles, 32 oz. Spic and Span, and the other peroxide Covid -19 available for personal use.
- Staff to spray the equipment that they use when they are done with it for the day. The touch points include: steering wheels, control levers, key switches, seats and arm rests.
- spray sanitizer bottles can be used at the beginning of a shift for the day to treat your equipment and or tools.



**Sanitizing Protocol**

- Cash wraps, phones, workstations, hard surfaces, handles and frequently touched surfaces will be sanitized at least once per hour and also at each shift change
- Sanitize handles, knobs, cage locks, cages and stock room surfaces at least once per hour
- Pens are to be sanitized after each use

**Physical Distancing Protocol**

- Signage will be prominently posted at each store reminding guests of maximum occupancies and distancing guidelines

**Guest Considerations**

- Displays and retail assortments will be limited to essential items during phase one to include sundries, toiletries, pre-packaged food and beverage
- All merchandise will be served/handled by a retail attendant; no self-serve available in any category (such as Whirligigs bulk candy)
- Card machine placed where guests can swipe their own cards. Card machine wiped down after each use



### **Restaurants, Bars and Lounges**

- Host podiums including all associated equipment to be sanitized once per hour
- Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager
- POS terminals to be assigned to a single server when possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use
- Dining tables, bar tops, stools, door knobs, phones and chairs to be sanitized after each use
- Condiments to be served in single use containers (either disposable or washed after each use)
- Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use
- Menus to be single use and/or disposable
- Existing porous placemats (including Chilewich style) to be replaced with linen, single use disposable or non-porous placemats that can be machine washed and sanitized after each use
- Sanitize trays (all types) and tray stands sanitized after each use
- Storage containers to be sanitized before and after each use
- Food preparation stations to be sanitized at least once per hour
- Kitchens to be deep cleaned and sanitized at least once per day
- Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.)

### **Physical Distancing Protocol**

- Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
- Peak period queuing procedures to be implemented when guests are not able to be immediately sat
- Tables and booths to be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local health department)
- Reduce bar stool count to provide appropriate physical distancing for The Den
- Manage the line flow at quick serve outlets to ensure coffee and food pick up areas remain appropriately distanced
- Additional quick serve coffee options to open based on demand and length of physically distanced lines



**Guest Considerations**

- All self-serve condiments and utensils to be removed and available from cashiers or servers
- All straws to be wrapped
- Tableside cooking to be suspended until further notice
- Remove grab and go offerings
- Bar snacks will be served per individual guest and not shared by the table
- All food and beverage items to be placed on the table, counter, slot or other surface instead of being handed directly to a guest

**Additional Employee Dining Room (EDR) Protocols**

- No self-serve food available (including snacks)
- Food to be served by cooks and line attendants
- Single use cups for beverage (no refills)
- Prepackaged plastic flatware
- Trays and plates to be distributed by attendants
- Extension of sneeze guards

**In Room Dining (IRD) Cleaning and Sanitizing Protocol**

- All equipment will be sanitized prior to assigning for the shift
- Employees assigned to Room Service will sanitize their stations and all equipment at least once per hour and at each change of shift
- Staff will sanitize all doors, handles and high contact surfaces at least once per hour

**Physical Distancing Protocol**

- Set food on tables in hallway and notify guest when the table is outside of the guest's room (plate covers remain) – guests will retrieve their own table
- Request that guests notify Room Service when finished with their meal and place their trolley in the hallway outside of their room

**In-Room Dining**

- Printed In-room dining menus to be removed from rooms, menu is available on guestroom TV



## **Equipment and Linens**

- All shared equipment and meeting amenities to be sanitized before and after each use, or be single use if not able to be sanitized
- All linen, including underlays, to be replaced after each use
- Clean and soiled linens to be transported in sealed single use plastic bags into and out of the meeting rooms

## **Physical Distancing Protocol**

- Buffets available with plexi-glass barriers installed
- All food and beverage items to be individually plated and served
- Coffee and other break items to be attended and served by a server
- Flatware to be provided as a roll-up
- Condiments to be served in individual PCs or sanitized individual containers
- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows Grand Traverse Fire Department and CDC guidelines (in coordination with Hotel Sales & Convention Services)

## **Guest Considerations**

- Individual bottled water is available at a discounted price of \$1.00 per bottle for meeting rooms
- Develop examples of physically distanced floor plans for Sales & Convention Services use
- Create modified menus to showcase styles of service and items currently available



**Sanitization**

- Sanitize conference room doors, tables, chairs, light switches and other equipment after each group use
- Meeting concierge, welcome desk, and other key functions will sanitize their respective work areas, counters, doors and equipment at least once every four hours and upon a shift change

**Physical Distancing Protocol**

- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows government and CDC guidelines (in coordination with Catering & Banquets)
- Site inspections and meetings will be done virtually and/or appropriately physically distanced

**Guest Considerations**

- Provide example of physically distanced floor plans (in coordination with Catering and Banquets Department)
- Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines



### **General/Dispensary**

- Uniforms are to be taken home daily for cleaning. Clean uniforms/apparel are expected upon arrival at work
- Hands are to be washed upon arrival prior to touching computer. Hands are also to be washed before and after breaks, especially if leaving the Spa
- No food in the dispensary. Drinks will be allowed but must have a lid/cover
- 2 people max in the dispensary, to allow for social distancing
- Staff will use designated break room for lunch and breaks between services
- The dispensary sink will be reserved for continued sanitation practices such as hand washing and cleaning reusable service items (files, dishes, jars, spatula, manicure bowls).
- Daily opening and closing procedure checklist will be implemented, as well as daily sanitation logs to be filled out by providers
- Arrival/departure times for shifts may need adjustment to accommodate. Management will dictate as needed

### **Nails**

- Hands are to be freshly washed before the start of each service
- Gloves are mandatory for duration of service. Fresh gloves will need to be applied if you walk away from your client for any reason
- Manicure sink needs to be properly sanitized using Rejuvenate prior to making towels for hot cabbies as well as in between clients/services
- Manicure bowls are to be cleaned/sanitized in the dispensary
- Manicure tables will continue to be wiped down after each use but will also extend to drawer knobs, lamp, and technician stools
- Pedicure chairs will continue to be sanitized/rinsed/wiped down after each use
- Pedicure carts/technician chairs are to be sanitized after each use
- Hot towel cabbies will continue to be emptied at closing but will need to be wiped down/sanitized and left open until next business day
- Drawers have been organized to reflect proper storage of dry and wet supplies
- Shellac lamps and nail dryers are to be wiped down and sanitized after each use

### **Facial/Waxing/Lashes**

- Hands are to be washed before and after each service in room
- Gloves/surgical masks are mandatory for all facial, wax and lash services
- Sanitize sinks prior to making towels for hot cabby



- Sinks will no longer be filled for use during facials. Utilize large rubber bowls and do not pre-fill before client is collected. This will ensure clean water for client and sink will be free for hand washing
- Garbage containers must have lid and cannot be stored in cupboard with clean linen
- Clean linen is to be stored in clean/dry closet
- Beds are to be made fresh daily and stripped at night
- Lash and wax clients must lay on top of a single flat sheet draped on top of bed and removed/changed after each use
- Beds will continue to be changed as needed after facial services. Clients will be instructed to keep arms under sheets to inhibit contact with blankets. Providers will adjust draping as needed for massage of hands/arms
- All hard surfaces including counters, lamps, steamer, cabbies, and knobs/switches will be wiped down/sanitized after each client
- Floors to be swept/mopped nightly at close of business day

### **Hair**

- Hands are to be washed before and after each service, and each time we walk away from clients
- Capes are single guest use only. Place dirty/used capes in laundry bin, or use disposable capes.
- Stations including guest shelf and trays are to be wiped down after each use
- Salon chairs and shampoo bowls are to be wiped down/sanitized after each use
- Hair area sink, counter and color scale to be wiped down/sanitized after each use

### **Massage Rooms/Body care**

- Hands are to be washed before and after each service in room
- Surgical masks are mandatory for all massage and body treatment services at this time. Gloves are no longer a requirement for massage.
- Sanitize sinks prior to making towels for hot cabby
- Utilize large rubber bowls instead of sinks. This will ensure clean water for client and sink will be free for hand washing
- Body care services are not available at this time.
- Couple's massage is not available at this time.
- Garbage containers must have lid and cannot be stored in cupboard with clean linen
- Clean linen is to be stored in clean/dry cupboard.
- Tables are to be made fresh daily and stripped at night
- All hard surfaces including counters, lamps, steamer, cabbies, and knobs/switches will be wiped down/sanitized after each client
- Floors to be swept/mopped nightly at close of business day in treatment room



### **Spa General/Office**

- Hands are to be washed upon arrival prior to touching computer. Hands are also to be washed before and after breaks, especially if leaving the Spa
- Daily opening and closing procedure checklist will be implemented
- Hourly sanitation list implemented to clean during business hours.
- Gloves must be worn while sanitizing spa touch points
- Clorox 360 machine used daily after hours in spa and break rooms
- Arrival/departure times for shifts may need adjustment to accommodate. Management will dictate as needed
- Openers and closers: wear gloves when cleaning/filling water pitchers and beverage stations
- Locker room to be sanitized hourly and Clorox-ed every night
- Saunas are closed until further notice.

### **Spa Front Desk**

- Wipe down the phone and keyboard at your work station at the beginning of your shift, periodically during your shift, as well as the end of your shift.
- Credit card machines should be sanitized/wiped down between every guest, since they are high-traffic areas
- Hanging coats: If a guest would like to hang their coat, show them to the closet and allow them to hang it before walking them back to the waiting area upstairs
- Regular sanitation checklist to be followed every hour, including disinfecting high traffic areas and door handles.
- We will be implementing a “gentle screening” of each guest at check in, where we ask them if they are experiencing any symptoms such as cough, sore throat, body aches, etc. “We do ask that if you have recently developed any of these symptoms, you allow us to reschedule your appointment free of any cancellation fees.”

### **Spa Guest Expectations**

- Guest fills out new on-line waiver form that includes questions surrounding travel/recent illness
- No cancellation policy if a guest is ill so guests are not discouraged to not cancel
- Hands-free transactions: if credit card is on file, no need to touch the credit card machines
- Waiting areas are sectioned off with a 6 ft. distance in between
- Guests will be offered a mask to wear during treatment if they don't have their own.
- Guests are encouraged to bring their own sandals to the spa
- Guests are given the option to change into a robe and use the locker room, or change in the treatment room if that makes them more comfortable



### **Health Club Employee Protocols**

- Enter at the employee entrance and check-in with security
- Hands are to be washed upon arrival to the health club, prior to touching the computer and clocking in
- Hands are also to be washed before and after breaks.
- Daily opening and closing procedure checklist will be implemented
- Phones, computers, desk surfaces, and chair handles at every station will be sanitized at beginning and end of shift
- Increased cleaning protocols to take effect throughout the health club every 2 hours. Each area will have their own checklist to sign off on
- See the opportunity for building relationships with clients members by assuring them of your concern and proactive measures to boost public health. Let members know your best practices. We are in this together

### **Health Club Desk**

- Wipe down the phone and keyboard at your workstation at the beginning of your shift, and again every 4 hours or as needed
- Front desk staff should be wearing gloves when handling food items or cleaning
- Card machine placed where guests and members can swipe their own cards. Card machine wiped down frequently throughout shift
- Guests will not be allowed to sign themselves in for classes or pool like in the past. The employees will be the ones handling the pens.
- Every card that is given for a key exchanged will be sanitized
- Every key that is returned will be sanitized before placing back in the slot
- There should be no more than two employees behind the health club desk at one time. Keeping a distance of 6 feet when possible
- Regular sanitation checklist to be followed every two hours, including disinfecting high traffic areas, stair rails, and door handles

### **Lifeguards and Pool Attendants**

- Sanitize door handles coming in and out of the locker rooms, shower areas, and pool area, including outdoor hot tubs, at the start and end of your shift
- Sanitize phone and lifeguard station (shared pens, clipboards, fan, radio, chair surfaces, etc.) at start and end of each shift
- Follow regular sanitation protocol every two hours



### **Personal Trainers and Fitness Instructors**

- Avoid hands-on contact with clients. Avoid handshakes or other close-contact greetings
- Trainers and group exercise instructors should make adjustments to form or alignment verbally, without direct physical skin-to-skin contact
- Allow for at least 6-foot distancing between class members
- Class sizes will be limited based on space availability in order to keep proper distance
- Suggest people bring their own mats or use a towel barrier. For group classes, have people either disinfect shared mats both before and after use or bring their own
- Do not use shared props unless able to wipe down between use
- Use gloves when cleaning weight training equipment
- Recommend that clients wear gloves when using weight training equipment and advise them to wash gloves after every gym session
- Wipe down machines after client usage
- Notify the front desk if low on supplies
- Inform clients of your hygiene measures
- Continue to remind everyone that maintaining good health is the best defense and that staying active is essential to optimizing health
- Promote virtual training options. For clients who may be wary of going to public spaces or in the at risk population. Be up to date with what we have to offer
- All classes are offered outdoors weather permitting and if unable to stay outdoors we will use a very large and open meeting space to allow for proper distancing.

### **Tennis Sanitation Guidelines**

*The following guidelines are based on recommendations from national, state and county health departments and the USTA, USPTA and IHRSA.*

- Tennis courts and lessons are open to member, Resort guests and non members, with priority given to Health Club members
- Court reservations are now required for all court time (indoor and outdoor). Please call the Health Club Desk for a reservation, 231-534-6770
- When arriving for tennis, please enter the Health Club no more than 5 minutes before the start of your court time
- When arriving for outdoor tennis courts, please submit all names of players to the Health Club Desk via email [healthclubdesk@gtresort.com](mailto:healthclubdesk@gtresort.com) or phone, 231-534-6770
- Masks must be worn inside the Health Club
- Masks may be removed once players are on the tennis court
- Players must check in at Health Club Desk and go right to their court



- Players are to set water bottles, bags and other equipment down at least 6 feet away from each other
- Locker room availability will be limited, please come to tennis dressed and ready to play when able
- Maximum 4 players per court rental
- Minimum court rental – 1 hour, maximum court rental – 2 hours, subject to availability
- Payments will be made online or by calling the Health Club Desk with a credit card, 231-534-6770 when able
- Doors to tennis courts will be sanitized regularly
- Benches, court caddies and score cards will be sanitized regularly with sanitizing spray
- Tennis programming (with a pro) maximums:
  - Adult programs – 4 players per court
  - Junior Programs – 6 players per court
  - 10 and Under programs – 2 players per 36' court, 6 players per 60' court
- Hand sanitizer and spray sanitizer will be available on every court
- Ball hoppers will be marked for use, please use the same hopper during your lesson
- Ball hoppers will be sanitized after each lesson
- Players will not shake hands or touch during or after play
- Players will stay at least 6' away from opponents and partners during doubles (when possible)
- Roll or kick back tennis balls that come on to your court
- Use your own set of tennis balls for play to reduce contact with others
- Players should refrain from changing ends of the court or change ends at opposite net posts
- When play is finished, players will leave tennis court
- Players take tennis balls home or throw away after use (do not leave tennis balls on courts after play)
- Players will put mask on when they leave the tennis court
- Players will wash or sanitize hands before and after touching tennis balls used for lessons or leagues

#### **Tennis Racket Stringing/Gripping**

- Rackets will be accepted for stringing and gripping at the Health Club Desk
- Please complete a stringing/gripping form and attached to your racket handle
- Players will keep all racket bags or other containers with them
- Rackets will be sanitized before and after stringing and gripping
- Stringers will sanitize hands before and after stringing and gripping



### **Delivery Protocols**

All Resort deliveries will be made through the Tower dock until further notice. With the exception of large orders for Commissary, Garde Manger, and Housekeeping, vendors will practice “contactless” deliveries by leaving items on the Tower dock and maintaining a six feet or more distance while verifying receipt of the delivery to the recipient or a member of the Purchasing team. Whenever possible vendors are encouraged to use electronic verification to eliminate the need for close contact.

### **Large Delivery Exceptions**

In the case of large orders for the Commissary, Garde Manger, and Housekeeping, vendors may make direct deliveries to those areas under the following circumstances:

- All vendors entering a Resort building must first check in with a member of Purchasing who will complete a log listing the vendor’s name and the team member’s identifier (such as an employee number), destination (ex. Commissary, Tower Kitchen, Housekeeping Office), time in and time out, and answer to the GT Health Department questions required of Employees
- Vendors must wear protective mask and disposable gloves while inside Resort buildings
- Vendors must limit their travel within the Resort building to location indicated on the sign-in log

### **Limited Contact**

- Limit contact with frequently touched surfaces during deliveries, such as doorbells or door handles. Use a foot, shoulder, elbow, hip, or forearm when opening doors, instead of hands, if possible
- Avoid sharing scanners, pens, or other tools with vendors
- If you are wearing machine-washable work gloves normally worn for the job throughout your shift, do not touch your face with gloved hands. Remove them and wash hands before eating. At the end of the work shift, remove the gloves, store them for washing, and wash your hands. When doing laundry, wash gloves using the warmest appropriate water setting and dry them completely

### **Sanitization**

- If surfaces are visibly dirty, they should be cleaned with detergent or soap and water prior to disinfection
- Follow the directions on the cleaning products label
- Wipe down pens and clipboards, after each use with the public if shared when receiving a delivery
- All flatbeds and hand carts to be wiped down frequently throughout the day, including after carts are returned from outlets. Frequently touched areas (door handles, light switches, desktops, etc.) are to be wiped down every four hours throughout the day