

Onward Beach Resort 2020

COVID-19 Re-Opening Guidelines



STANDARD OPERATING PROCEDURE RELATING TO COVID-19

ROOMS DIVISION:

GUEST TRANSPORT:

- At the airport, the guest will be informed of the temperature check prior to entering the hotel and that should guests exhibit Covid-19 symptoms during their stay, they will be directed to Concierge for assistance and guidance that will follow the latest DPHSS regulations.
- Plastic Shield will be placed behind the seat of the driver as a protective shield between the hotel staff and the guests.
- If more than one family is being transported, seat spacing will be maintained to ensure social distancing is practiced. Mandated reduced seating capacity by Public Health will be strictly followed not to exceed required % of the vehicle's capacity.
- Proper scheduling of drop offs and pickups will prevent guests queuing as they enter the vehicle and ensure social distancing.
- Employees must ensure social distancing is maintained between guest and employee at all points of service.
- Conversation with guests should be limited to avoid long periods of close contact with guests.
- Guest Instructions will be provided to in-coming guests. The information material will cover all the changes in the standard operating procedures that the hotel has adapted on safety and sanitation. Guidance will as well be provided to guests should the guest fall ill during their stay at the hotel.
- Vehicles will be provided with hand sanitizers for the employee and for the guests.
- With special attention to high touch areas, the vehicle will be sanitized before and after every use with guests.
- Bellstaff will use gloves to avoid contaminating guests' personal property.
- Luggage Tags will be one-time use.
- Luggage carts will be sanitized after every use.

FRONT OFFICE AND GUEST SERVICES:

- Social distancing (6 feet) will be maintained between employee and guests.
- Plastic Shields have been setup at the Front Desk counters as a protective shield between the hotel staff and the guests.
- Front Office staff shall practice social distancing by utilizing every other work station.
- Signage to remind guests to social distance and floor guides will assist guests as they queue to check-in or check-out.
- Staggered Check-in and Check-Out time will reduce queues for Front Desk Service.
- Employees must ensure social distancing is maintained between guest and employee at all points of service.
- Check-in and Check-Out Procedures have been revised to reduce contact time at the Front Desk.

- At any point of service, conversation with guests should be limited to avoid long periods of employee close contact with guests.
- Touchless Hand sanitizers are at all Hotel Entrances
- Front Desk counters shall be provided with hand sanitizers for the employee and for the guests.
- All reusable items used by guests during check-in or check-out like pens, will be sanitized after each guest's use.
- Technology and contactless transactions shall be practiced as much as possible.
- Key cards will be disinfected prior to issuance to guests.
- Key packet will contain one-time use materials and coupons.
- Front Desk staff will use gloves when handling all guests' personal property.
- Front Desk staff will disinfect all points of guest contact after every guest transaction.
- High touch areas at the Front Desk counter and hotel lobby will be sanitized every hour.
- All other reusable items like game room materials used by guests will be sanitized after each guest's use.

HOTEL GUEST ROOMS & GUEST ROOM FLOORS:

- Signage to remind guests to social distance at the guest room hallway and elevators.
- Housekeeping staff will use facial masks, facial shield (when necessary) and gloves when servicing guest rooms. Gloves will be changed after servicing each room.
- More PPEs will be used when cleaning checkout rooms.
- At any point of service, conversation with guests should be limited to avoid long periods of employee close contact with guests.
- Changes in servicing guest rooms during the guest's stay such as changing of linen and towels only upon request will minimize guest contact with employees and will reduce employee contact with guests' personal property.
- Addressing maintenance issues in the guest rooms have been modified that may require the guest to change rooms.
- Each cleaned room ready for check-in shall have signage showing the room has undergone thorough cleaning and disinfection.
- Service of Guest Rooms have been modified for the safety and well-being of our guests and employees. Turn down service (for Suites) and daily make up room service has been suspended including vacuuming during the guest's stay.
- Amenities will be provided for the entire stay of the guests. Replacement of linen and towels as well as amenities will be upon request.
- Laundry services have been modified with priority on the guest's safety and well-being.
- All guest linen and towels will be handled and transported in a sanitary manner, meaning Housekeeping staff cannot carry or handle towels and linen with bare hands or touching their uniforms.
- Special attention will be given to cleaning and disinfecting high touch surfaces such as: door knobs, light switches, remote controls, furniture surfaces, refrigerator handles, telephones, controls for other electrical appliances, sink and shower handles.
- Disinfecting mist using CDC approved disinfectants will be applied in high-touch areas and air-conditioning vents and exhausts.
- Reusable, non-essential items like writing pads, pens, reading materials, and accent pillows will be taken out of the guest room.

- Closet items like bed guards, spare pillows, extra blankets would be removed and will be available only upon request.
- All cutlery, drinkware and cups set up in the room will be for single-use.
- Shared appliances in the hallway like ice machines would be sanitized every hour.
- All furniture in the Elevator landing of guest room floors will be cleaned and mist sprayed with disinfectant every hour.
- Elevator call buttons and telephones will be sanitized every hour.

PUBLIC AREAS AND GUEST ELEVATORS:

- High Touch areas like door handles, stair handrails, furniture, tables, and elevator buttons, will be sanitized every hour.
- Public Restrooms will be recleaned and sanitized every hour paying close attention to high touch areas like counter tops, sink fixtures, toilet flusher, toilet seats, changing stations, door handles and lock mechanisms including cubicle dividers.
- Lobby Floor will frequently be dry mopped and damp mopped with peroxide.
- All other Public areas like Ramu (Self-service Laundry), Liaison Room, and Fitness Gym (when authorized to operate) will be mist sprayed with disinfectant every hour.
- Function rooms will be mist sprayed with disinfectant after the room has been cleaned and mist sprayed with disinfectant.
- Shared equipment or appliances will be cleaned and sanitized every hour.
- Furniture in Public Areas will be cleaned more frequently and sanitized.
- To ensure social distancing is practiced inside elevator cabs, maximum number of elevator users at one time have been set at 3 people or one family (if in excess of 3 persons).
- Guests using elevators should not face each other while maintain social distancing.
- High touch areas at the elevators will be regularly sanitized.
- Steam misting will be done at least once per day after cleaning the area.
- For guests' safety, hand sanitizers are provided at the lobby elevators and throughout the hotel including in each guest room hallway.

FOOD AND BEVERAGE DIVISION:

FOOD AND BEVERAGE SERVICES:

- Guests are required to reserve or call prior to arriving to ensure there is a table for them
- For dine-in service, restaurant or dining tables will be arranged to ensure appropriate distancing (6 feet).
- Mandated reduced seating capacity by Public Health will be strictly followed not to exceed 50% of the restaurant's capacity.
- Any area where guests queue will be marked for social distancing (Entrance, food station areas, and Cashier station). Visible signs and markers will be laid out to ensure adherence to 6 feet social distancing in and out of the restaurant, through the food lines, and cashier station.
- Signs will be used to remind guests to social distance and avoid congregating in waiting area.

- Employees must ensure social distancing is maintained between guest and employee at all points of service.
- Long conversation with guests is discouraged to avoid long periods of close contact with guests.
- Menus and any order slips will be single time use or disposable.
- Order taking will be simplified to reduce close contact time between guests and server.
- Employees are also not allowed to congregate or have long conversations in proximity amongst other employees at work.
- Guests are provided contactless hand sanitizing stations at the restaurant entrance and cashier's stations.
- POS terminal will be assigned to a single server where 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.
- Counters, food stations, hostess and cashier stations, menu stands or other frequently touched areas are sanitized per hour.
- Buffet stations, Cashier Stations, and other areas where close contact between guest and employee occurs will be provided with plexiglass to serve as a protective shield.
- For food contact surfaces: follow wash, rinse and sanitize procedures.
- No self-service of any food and beverage item. Staff will plate food from the buffet.
- Dining tables and chairs will be sanitized after each use.
- High Touch Surfaces will be sanitized every hour.
- Hand sanitizers will be provided and required as guests enter the restaurant
- Service stations and service carts will be sanitized hourly.
- Service trays will be sanitized after each use.
- Condiments/sauces will be poured out by servers on guest's personal-use containers
- Drink Pitchers will be replaced when drinks are consumed. Refill of drinks will not be poured on used glasses by servers from Drink Pitchers. Instead, fresh or new drink glasses will be served if drink pitchers cannot be set on each table.
- Garnishes will not be placed on drinks unless specifically requested by guests. If requested, garnishes will be placed on the single-use or personal-use containers.
- Single use wrapped straws will be served with drinks.
- Check presenters, pens and all other reusable guest contact items are to be sanitized after each use.
- Employees will sanitize their hands after holding guest credit card or any guest personal property.
- Placemats must be single- use or washed and sanitized after each use.
- Tables shall have no pre-setup flatware. As guests are seated, rolled flatware shall be placed per seating.
- Food preparation stations to be sanitized per hour.
- Employees should see to it all dining cutlery, glasses and plates are washed in the correct temperature and sanitized after washing. Their sanitation should not be compromised or contaminated when handled by service staff.
- Kitchens will be deep cleaned and sanitized at the close of operations.
- After every operation, the entire restaurant will be thoroughly detail-cleaned and sanitized. Focus will be placed on high contact areas touched by both guests and employees.

RECREATIONS DIVISION:

WATERPARK:

- The Reception staff will enforce the government's mandated reduced capacity and number of persons per group
- Signage for guests to wear mask, social distance and sanitize hands will be placed at the entrance and around the facility as a reminder for guests.
- Contactless transactions will be the norm to reduce close contact with guests for extended periods of time
- For contact tracing purposes, a representative of each group or family will register at the Reception with their contact number or room number.
- Sanitation stations will be setup at the Entrance, slide areas where shared equipment are used like tubes and sliding mats.
- Shared equipment will be sanitized after every guest's use.
- Plastic Shields have been setup at the Reception Desk counters as a protective shield between the waterpark staff and the guests.
- Signage to remind guests to social distance and floor guides will assist guests as they queue to conduct transactions or seek services at the Reception Desk.
- Dressing Rooms will be occupancy-controlled to ten people at one time.
- Lounge chairs would be set six (6) at each designated area and spaced apart to maintain distance for each group.
- Signage to remind guests to social distance and floor guides will assist guests as they queue to ride any of the slides or attractions.
- Social distancing will be maintained between employee and guests at all points of service.
- Staff will wear face masks when not in the water or pool.
- Used equipment will be separated from disinfected equipment
- Shared furniture and equipment that have been cleaned and disinfected will be protected from contamination before guests' use.
- After every operation, the entire waterpark will be thoroughly detail-cleaned and sanitized. Focus will be placed on high contact areas touched by both guests and employees.

HOTEL POOL AND MARINE CLUB SERVICES:

- Operation of the Hotel Pool and Water Sports Activities will depend on Government Advisory.
- Signage for guests to wear mask, social distance and sanitize hands will be placed around the facility as a reminder for guests.
- Contactless transactions will be the norm to reduce close contact with guests for extended periods of time
- For contact tracing purposes, a representative of each group or family will register at the Reception with their contact number or room number.
- Social distancing will be maintained between employee and guests at all points of service.
- Staff will wear face masks when not in the water or pool.
- Used equipment will be separated from disinfected equipment

- Shared furniture and equipment that have been cleaned and disinfected will be protected from contamination before guests' use.
- Sanitation stations will be setup around the pool area and around the Marine Club Registration Area
- Sanitation stations where shared disinfected equipment are issued like life jackets, oars for canoes or kayak.
- Shared equipment will be sanitized after every guest's use.
- Plastic Shields have been setup at the Reception Desk counters as a protective shield between the Marine Club staff and the guests.
- Signage to remind guests to social distance and floor guides will assist guests as they queue to conduct transactions or seek services at the Registration Desk.
- Instructions will be provided to guests. The information material will cover all the changes in the standard operating procedures for the hotel pool and Marine Sports that the hotel has adapted on safety and sanitation.
- Hotel Pool lounging chairs will be setup with 6 feet distance between each section.
- After every operation, the entire Hotel Pool and Marine Club will be thoroughly detail-cleaned and sanitized. Focus will be placed on high contact areas touched by both guests and employees.

OTHER FACILITIES:

MY MART:

- Mandated reduced occupancy capacity by Public Health will be strictly followed.
- Signage for guests to wear mask, social distance and sanitize hands prior to entering the store (at the entrance) as a reminder for guests.
- Any area where guests queue will be marked for social distancing (Entrance and Cashier station). Visible signs and markers will be laid out to ensure adherence to 6 feet social distancing in and out of the store, through the aisles, and cashier station.
- Before opening the store, items are placed on display will be mist-sprayed with disinfectant.
- Employees must ensure social distancing is maintained between guest and employee at all points of service.
- Long conversation with guests is discouraged to avoid long periods of close contact with guests.
- Plastic Shields have been setup at the Cashier's counter as a protective shield between the My Mart staff and the guests.
- My Mart staff will use gloves when handling all guests' personal property.
- My Mart staff will disinfect all points of guest contact after every guest transaction.
- High touch areas at the Cashier's counter will be sanitized every hour.
- All other shared items like pens or telephones will be sanitized after each use
- After every operation, the entire store will be thoroughly detail-cleaned and sanitized. Focus will be placed on high contact areas touched by both guests and employees.

MONITORING:

- Temperature check will be conducted at all entrances to the Hotel. Guests with temperature over 100 degrees Fahrenheit and exhibiting Covid-19 symptoms will not be allowed to enter and will be assisted by the Concierge.
- Signage at the Entrance will remind guests that no one with fever or symptoms of Covid 19 will be permitted inside the Hotel.
- Employees exhibiting symptoms of Covid-19 or frequently sneezing/coughing will not be allowed to work and will immediately be sent home to seek medical consultation. Temperature check will be conducted at all employee entrances. Employees with temperature above 100 degrees Fahrenheit will not be allowed to enter the hotel.
- For purposes of Contact Tracing, Guest's information (Guest Name and Contact Number or Room Number) will be collected at the entrances of Waterpark, restaurants and F&B Outlets.

SOCIAL DISTANCING:

- Mandated reduced capacity by Public Health will be strictly followed.
- Any area where guests queue will be marked for social distancing. Visible signs and markers will be laid out to ensure adherence to 6 feet social distancing.
- Signs will be used to remind guests to avoid congregating in waiting area.
- Employees must ensure social distancing is maintained between guest and employee at all points of service.
- Long conversation with guests is discouraged to avoid long periods of close contact with guests.
- Contactless transactions will be the goal to minimize close contact periods between guests and employees.
- All service processes have been simplified to reduce close contact time between guests and employees.
- Employees are also not allowed to congregate or have long conversations in proximity.
- Social distancing (6 feet) will be maintained while at work amongst employees.

PERSONAL PROTECTIVE EQUIPMENT:

- Face mask will be required for employees at work.

- For services or points of contacts where employees get to touch guests' property or items guests will use, hand gloves will be used by employees.
- Guests will be required to wear masks at all times when they are in public areas.

FOOD AND BEVERAGE:

- Guests will be required to wear mask when they enter the restaurant or outlet. They may take out mask when they are seated and dining at their tables.

DISINFECTING / SANITIZING:

- Guests are provided contactless hand sanitizing stations at all entrance points – hotel entrance, elevators, restaurant or F&B outlets, and Waterpark.
- Instead of reusable informational items like menus, one-time use or disposable materials will be used.
- High-touch or frequently touched areas are sanitized per hour.
- Close contact service sections shall have plexiglass to serve as safety barrier between guest and employee.
- Dining Tables and chairs will be sanitized after each use.
- Reusable items like pens, are sanitized immediately after each use.
- Employees will use hand gloves to avoid contaminating guest personal property.
- Employees will sanitize each work area before and after their shift. For work areas that have close guest contact, sanitation will also be done every hour.
- Shared equipment, tools and carts will be sanitized before and at the end of each shift.
- After every operation, the entire section or facility that provides service will be thoroughly detail-cleaned and sanitized. Focus will be placed on high contact areas touched by both guests and employees.

ADDITIONAL GUIDELINES:

- Risk Assessment must be done every day of operation to improve Covid-19 SOPs
- Employees will be encouraged to report any Safety concerns to the Manager on Duty
- Service areas where close contact between guest and employee occurs will be provided with plexiglass to serve as a protective shield.

- Reminders shall be placed for guests to social distance, use hand sanitizers, and wear mask whenever at Public Areas of the Hotel.

FOOD AND BEVERAGE:

- F&B Manager on Duty must have current Management Serve Safe Certification during the hours of F&B operations.

EMPLOYEE GUIDELINES FOR COVID-19:

- ✓ Employees will be trained on Covid 19 Procedures or SOP. Training will include: (1) Proper way to wear facial mask; (2) Effective hand-washing method and increased frequency of washing hands; (3) Proper way of maintaining social distancing; (4) Proper manner of sanitizing the restaurant and kitchen or preparation areas and various frequently touched surfaces including frequency of sanitizing and (5) Proper manner of handling guests' dining equipment like: glasses, cutlery, plates and napkins.
- ✓ Employees are required to Use Facial Masks at Work
- ✓ Employees are provided hand sanitizers and Personal Protective Equipment that must be used at work for employee protection.
- ✓ Employees must follow the effective hand-washing method and increase the frequency of washing hands especially after coming back on breaks and touching high-touch areas.
- ✓ Employees must wash their hands before and after using gloves to prevent the spread of germs. They can contaminate the gloves with germs from their hands when they put on new gloves.
- ✓ Employees are to avoid congregating and need to practice social distancing when among co-workers
- ✓ Employees should follow etiquette: Cough/sneeze into your sleeve, preferably into your elbow. If you use a tissue, discard it properly and clean/ sanitize your hands immediately
- ✓ Employees are to maintain good personal hygiene
- ✓ Employees are to avoid touching their face, particularly eyes, nose and mouth with their hands to prevent getting infected
- ✓ If employees find themselves coughing/sneezing on a regular basis, they should avoid close contact with their coworkers and take extra precautionary measures such as requesting leave.
- ✓ Employees are to practice disinfecting common touch areas or their hands after touching common touch areas
- ✓ Employees must avoid contact or proximity to individuals who are obviously sick. Report to the Manager any observed sick individual.
- ✓ Employees must contact their immediate Supervisor if they or another employee or guest becomes ill with symptoms of Covid-19: fever, cough, and shortness of breath
- ✓ Sick employees will not be allowed to report for work
- ✓ An employee who develops symptoms of illness at work will immediately be isolated, sent home, and contract tracing procedures will immediately be implemented by Human Resources with a need to know reporting. Said employee will follow CDC and government guidelines of quarantine and will be allowed to report back with presentation of Clearance from DPHSS.

