



# COVID-19 PROTOCOL PROGRAM

Please note this is a fluid document and will be reviewed and revised as needed.

## 1. Employee & Guest Health

The health and safety of our employees and guests is our number one priority. This is a living document and will be revisited bi-weekly to ensure all safety measures are in place.

**Non-Touch Thermal Thermometer.** Points of entry will be limited to allow our team to conduct noninvasive temperature checks utilizing a handheld forehead device. SKG will make every effort to screen guests and staff before they enter the building. Anyone displaying a temperature over 100.4°F will not be allowed entry to the property and will be directed towards appropriate medical care. If possible and practical, SKG will utilize a walk through scanner to reduce the person-to-person close quarter interaction.

**Enhanced Cleaning.** The Big Arm Resort staffs an 8-hour custodial department. The property currently has hand-sanitization stations for employee and guest use and is installed at each entrance. In addition to routine cleaning, the property has implemented enhanced cleaning procedures including increasing the frequency of disinfecting restrooms to every hour, as well as sanitizing door handles, doors, phones, tables, chairs, handrails, and other high touch and high traffic areas multiple times a day.

SKG custodial department team members will undergo training on proper Personal Protective Equipment (PPE) and personal safety. We currently use a video recommended by the Center for Disease Control and Prevention (CDC) as our source of training.

**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, 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. To control high traffic areas and contact on surfaces, side doors will have limited access.

SKG will place physical distancing indications (signs, floor signs, etc) throughout the property to promote social distancing standards.



**Masks.** Upon entering the Big Arm Resort, all employees, guests, and vendors must put on a mask and keep this mask on at all times, except for eating and drinking.

**Hand Sanitizer.** Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as reception areas, amenities office, and restaurant entrances. Each department interacting with guests will have individual hand sanitizer bottles to sanitize their hands between guests.

**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.

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

**Employee & Guest Health Concerns.** Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on the property to David Sanchez, Facilities Manager. 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 coworker 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 security (guests).

**Case Notification.** If we are alerted to a presumptive case of COVID-19 at the Big Arm Resort, we will work with David Sanchez, Facilities Manager, to follow the appropriate actions recommended.

**Media Inquiries.** All media inquiries are directed to Bryon Miller or Brooke Duty at (406) 883-3636.

## **2. Employee's Responsibilities**

**Hand Washing.** Correct hygiene and frequent handwashing with soap are vital to helping combat the spread of the virus. All employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 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, entering and leaving the cabins, office or restaurant, going on break and before starting a shift. Employees in positions that have frequent exchange of money, credit/debit cards, and drinks should wash on a more frequent basis.



**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 & Beverage, Public Area Department, 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 Big Arm 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 to wear them as determined by medical experts including housekeeping and public area attendants, marina attendants in direct contact with guests.

**Daily Pre-Shift & Timekeeping.** Hand sanitizer will be available at each time-clock 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.

### 3. Our Guests' Journey

**Guest Arrival.** An employee will greet each visitor to the property. Visitors will be screened and asked to wear a mask. Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the property.

#### **Guest Arrival**

- Guests will enter the Big Arm Resort through doors that are either propped open, are automated, or manually operated and cleaned frequently by an employee.

### 4. Cleaning Products and Protocols

Our Housekeeping staff use cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria, and other airborne and blood-borne 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, door handles, public bathrooms, room keys and locks, ATMs, dining surfaces and seating areas.

**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, light switches, temperature control panels, alarm clocks, luggage racks, and flooring.

**Laundry 05.26.2020 update.** There will be NO guest services during the duration of the stay unless a guest requests service. All bed linen and laundry will 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.

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

**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 clock in stations, employee entrances, offices, and kitchens.

**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 the back of the house office pantries (including shared coffee brewers) must be sanitized after each use. Everyone is responsible to sanitize all areas that they have touched.

**Room Recovery Protocol.** In the event of a 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 the 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 by a licensed expert and approval by David Sanchez, Facility Manager.

**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.

## 5. Locations for the Distribution of Personal Protection Equipment (PPE)

### Front of the House Back of the House

All manned entrances & exits  
Employee entrances  
Cabin/RV registration  
Department-specific locations  
Kitchens, Security Podiums,  
Housekeeping & closets

## 6. Physical Distancing

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, restaurants, and ATMs.

**Amenities Office.** 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. No tables with over 6 guests are allowed under Phase 1 reopening.

<https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/mass-gatherings-ready-for-covid-19.html>

## DEPARTMENT SPECIFIC SANITIZATION POLICIES

*Additional department and protocols are under review and will be added/modified as developed*

### Cabin/RV OPERATIONS

#### 7. Amenities Desk Services

Cleaning & Sanitizing Protocol

- a) Guest facing counters to be sanitized at least once every 30 minutes. During high traffic times the equipment shall be sanitized in between guest interaction.
- b) Sanitize all guest touchpoints after each transaction including Credit Card Devices, pens and registration countertops
- c) Room keys to be sanitized before stocking
- d) Offices, Call Centers, Registration Desks to be deep cleaned and sanitized upon a shift change

Physical Distancing Protocol

- a) Guests to maintain six feet of separation while waiting in line with the spacing to be clearly marked on the floor
- b) Staff to provide guidance to arriving and departing guests to ensure physical distancing measures are followed
- c) Implement peak period queuing procedures, including staff, when the number of guests exceeds the lobby capacity

#### 8. Housekeeping

Cleaning & Sanitizing Protocol

- a) Housekeeping carts and equipment to be sanitized at the start and end of each shift

- b) Housekeeping staff shall change gloves in between room service and after handling bedding or bath linens to minimize cross contamination.
- c) Guest linen will be delivered and removed from guest rooms in single-use bags
- d) Pillow protectors on the guest room beds are to be changed upon checkout
- e) All items stored on shelves in the Housekeeping closets are placed in bags and not exposed to the open air when not in use

#### Physical Distancing Protocol

- a) Minimize contact with guests while cleaning hotel rooms; guest room attendants will offer to return at an alternate time for occupied rooms
- b) If guests are staying longer than overnight, rooms will only be cleaned at the end of their stay.

#### Guest Considerations

- a) All reusable collateral to be removed from rooms; critical information to be placed on single-use collateral and/or electronically posted
- b) Disposable collateral to be disposed of and changed after each guest
- c) Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request
- d) All guest amenities to be packaged before being placed in a room
- e) Specific sanitation consideration will be paid to the following guest room areas:
  - Desks, countertops, tables, and chairs
  - Phones, tablets, and remotes
  - Thermostats
  - Cabinetry and hardware
  - Doors and doorknobs
  - Bathroom vanities and accessories
  - Bathroom fixtures and hardware
  - Windows, mirrors, and frames
  - Lights and lighting controls
  - Closets, hangers, and other amenities

### **9. Public Area (PAD)**

#### Cleaning & Sanitizing Protocol

- a) Employees to sanitize the following areas at least once every 30 minutes and more if there is high traffic in the public area.
  - Employee smoking areas
  - Exterior benches
  - Trash bins
  - Kiosk/ATM units
- b) All Front of House (FOH) restrooms to be sanitized at least once per hour

## FOOD & BEVERAGE

### 10. Restaurants, Bars & Lounges

#### Cleaning & Sanitizing Protocol

- a) Host Podiums including all associated equipment to be sanitized at least once every 30 minutes
- b) Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager
- c) POS terminals to 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
- d) Dining tables, bar tops, stools and chairs to be sanitized after each use
- e) Hand sanitizer stations near Food and Beverage venues
- f) Shared equipment and workstations are to be sanitized before, during and after each shift
- g) Limited handling of ID, credit cards and club cards and immediate hand sanitizing after returning these items
- h) Guest swipes their own credit/debit card, if possible.
- i) Condiments to be served in single-use containers (either disposable or washed after each use)
- j) Check presenters, pens and all other reusable guest contact items to be either sanitized after each use or single-use
- k) Menus to be single-use and/or disposable
- l) Sanitize trays (all types) and tray stands sanitized after each use
- m) Storage containers to be sanitized before and after each use
- n) Food preparation stations to be sanitized at least once per hour
- o) Kitchens to be deep cleaned and sanitized at least once per day
- p) A buffet will remain closed until further notice
- q) Bartenders must have garnishes already skewered, use tongs or have gloves on
- r) Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.)

#### Physical Distancing Protocol

- a) Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
- b) Peak period queuing procedures to be implemented when guests are not able to be immediately sat
- c) Tables and booths to be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local authorities)
- d) Reduce bar stool count to provide appropriate physical distancing
- e) Manage the line flow at quick-serve outlets to ensure coffee and food pick up areas remain appropriately distanced
- f) Plexiglas installed at POS system
- g) No parties over 6 people will be sat together due to social distancing standards

#### Guest Considerations

- a) All self-serve condiments and utensils to be removed and available from cashiers or servers
- b) All straws to be wrapped or handed out with clean gloves
- c) All food and beverage items to be placed on the table, counter, slot or another surface instead of being handed directly to a guest

#### **11. In-Room Dining – NO ROOM SERVICE**

#### **12. Catering & Banquets – No Groups/Events Scheduled for June**

##### Cleaning & Sanitizing Protocol

- a) All shared equipment and meeting amenities to be sanitized before and after each use, or be single-use if not able to be sanitized
- b) All linen, including underlays, to be replaced after each use
- c) Clean and soiled linens to be transported in sealed single-use plastic bags.

##### Physical Distancing Protocol

- a) All buffet and self-serve style events to be suspended until further notice
- b) All food and beverage items to be individually plated and served
- c) Coffee and other break items to be attended and served by a server
- d) Flatware to be provided as a roll-up
- e) Condiments to be served in individual PCs or sanitized individual containers
- f) Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows CDC guidelines (in coordination with Catering & Banquets)
- g) Site inspections and meetings will be done virtually and/or appropriately physically distanced

#### ENTERTAINMENT

- 13. Patio** – All concerts have been Cancelled for the summer

#### MARINA

#### **14. Gas/Pumping Station**

##### Cleaning & Sanitizing Protocol

- a) Handles on pumps will be sanitized each hour along with POS station
- b) Gloves will be worn when pumping fuel or handling credit/debit cards
- c) Sanitize all guest touchpoints after each transaction including Credit Card Devices and pens
- d) Appropriate PPE will be determined at the beginning of the marina opening



#### Physical Distancing Protocol

- a) Guests to maintain six feet of separation, if possible
- b) Staff to limit helping guests in and out of boats, if at all possible
- c) Implement a strategy to be as far from the guest as possible when they are running their debit/credit card through the POS system

## **ENTRY SCREENING & CASE REPORTING PROTOCOLS**

### **Entry Screening**

Any person displaying a cough, shortness of breath, or other known symptoms of COVID-19 or a temperature above 100.4°F will be discreetly offered a secondary screening.

A team member using appropriate PPE (including a surgical mask and eye protection) and a temporal thermometer will record a second temperature. If the visitor refuses the secondary reading, they will be denied entry to the property and provided a COVID-19 information card.

### **Visitors with Elevated Temperature**

If the secondary reading confirms that the visitor has a temperature above 100.4°F, the visitor will be denied entry to the property and be directed towards medical care and provided with resources and recommendations based on CDC and local health authority guidelines.

### **In-House Hotel Guests**

If a current hotel guest is deemed to have an elevated temperature, and not in medical distress, the guest should be offered the opportunity to return to their room and gather their belongings before transportation is arranged.

Guests who have previously displayed an elevated temperature may NOT return to the Big Arm Resort until they have been medically cleared. Once proper medical clearance is given, they may return to their room (if still checked-in).

### **Transportation**

If the visitor has their own vehicle the visitor may leave in their own vehicle.

If the visitor does not have their own vehicle an ambulance will be called to transport the person to the appropriate medical care facility as directed by local health authorities.

### **CPR/Emergency services**

S&K Gaming, LLC will seek medical advice to develop and address CPR related first aid services. The best practices will be implemented after consulting experts. Emergency services such as ambulance calls may require pre-screen notification for COVID related symptoms with the information passed to the responding agency.