



# HEALTH & SANITATION PROGRAM

We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures

## 1 Employee, Resident & Guest Health

The health and safety of our employees, residents and guests is paramount and continues to be our number one priority.

**Temperature Check.** At point of entry for all employees, residents, guests, vendors and contractors in the presence of a Security Officer, a non-invasive temperature check will be conducted utilizing a non-contact forehead infrared thermometer or standalone Safe Space Scanner. Anyone displaying a temperature over 100°F (CDC recommendation) will be subject to a secondary temperature screening. Individuals confirmed to have a temperature over 100°F will not be allowed entry to the property and will be directed towards appropriate medical care.

***Guests and visitors will be asked to take a temperature check from their arriving vehicle before they access the Porte Cochere. Residents will be allowed to enter and have their temperature check at their respective condominium vestibule.***

**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, Pool & Beach equipment 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 Sanitizer.** Hand sanitizer dispensers, touchless whenever possible, will be placed at key resident, guest and employee entrances and contact areas such as driveway, reception area, lobby, restaurants, meeting spaces, elevator landings, pools, and exercise areas. Hand sanitizer will be provided in guestrooms and throughout the heart of house for employees. Ecolab wall mount foam dispensers and cartridges have been installed throughout Heart of House areas.

**Front of the House Signage.** There will be health and hygiene reminders throughout the property.

**Heart 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, and to avoid touching their faces.

**Employee, Resident and Guest Health Concerns.** Our employees have been given clear instructions on how to respond swiftly and report any presumed cases of COVID-19 on property. We will be ready to provide support to our residents and 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, residents 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 condominium office (residents) or hotel security (guests).

Each room and suite is equipped with a “Coronavirus Guest Tips in Room Bi-Fold.”

**Case Notification.** If we are alerted to a presumptive case of COVID-19 at the resort, we will work with the Florida Department of Health to follow the appropriate actions recommended by it.

## **2 Employee Responsibilities**

Acqualina 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 Acqualina employees are instructed to wash their hands, or use sanitizer when a sink is not available, frequently (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, going on break and before or after starting a shift.

**Physical Distancing.** It is essential to practice physical distancing (at least 6 feet as per CDC recommendation) whenever and wherever possible throughout the resort. Acqualina employees will ensure to do all possible to be in adherence. Any area where employees queue will be clearly marked for appropriate physical distancing. This is including but not limited to the employee cafeteria, uniform room, shared office spaces, human resources, employee entrance/exit and other high-density areas.

**Respiratory Etiquette.** In order to further mitigate risk it is essential to follow the appropriate etiquette. Acqualina employees will cover their mouth and nose with a tissue when coughing or sneezing, then use the nearest waste receptacle to dispose of the tissue

after use and perform hand hygiene (as noted above). In addition, employees are reminded to refrain from touching their face.

**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 is 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 is mandatory. Every employee entering the resort is provided a mask and required to wear that mask while on property. Gloves are 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 & Timekeeping.** Employee pre-shift meetings are conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments are staggering employee arrival times to minimize traffic volume in heart of house corridors and service elevators. Hand sanitizer is available at each timeclock location and employees are required to sanitize their hands after clocking in. Our management team will continue to ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

**Office Space.** All Acqualina employees working in an office environment ensure that physical distancing is adhered to and PPE worn where the required distance cannot be maintained. Doors remain open (where possible) to increase air flow and while food and beverage consumption is permitted with proper storage required and the item must not remain in the space for more than 24 hours. All surfaces inside the office and/or work station including but not limited to desk, PC or laptop screen, keyboard, desk phone, mouse, mouse pad and chair as well as door handles are sanitized properly at least twice daily (begin/end of shift). Employees are furnished with the required disinfect wipes. Interoffice and departmental meetings have been moved into virtual environment to avoid close contact.

Telecommuting will continue as appropriate. Team members who are part of the telecommute group based on job function are required to communicate the days they will telecommunicate on the weekly manager's schedule.

**Equipment.** To minimize risk it is essential that all equipment utilized is properly sanitized if passed on or utilized by another employee as well as at shift change (end of day). Acqualina employees are actively discouraged from using other employee's phones, desks or offices (unless required or necessary). In such event all equipment utilized must be properly disinfected.

**Illness.** To protect the health and wellbeing of all at Acqualina, employees who experience symptoms related to, test positive for or have been in contact with anyone with COVID-19 are required to immediately self-quarantine, notify Human Resources (via phone and/or email) and will not be permitted to report for duty on property until cleared for work by a medical professional (doctor's note).

In addition, at point of entry for all employees, non-invasive temperature checks will be conducted utilizing a non-contact forehead infrared thermometer. Anyone displaying a temperature over 100.0°F (CDC recommendation) will be subject to a secondary temperature screening. Employees confirmed to have a temperatures over 100°F will not be allowed entry to the property and will be directed towards appropriate medical care and are not permitted to report for duty until cleared for work by a medical professional (doctor's note).

### **3 The Guest Journey**

#### **Guest Reservation**

Upon booking confirmation, an Acqualina Team Member will inform customer about our Experience Directors/Managers who will assist with room readiness, customization of stay and VIP service. In addition, customer will be introduced to our Guest Experience Mobile Application and encouraged to download in advance to explore Acqualina. We will continue to offer assistance in prearranging reservations for spa, dining, transportation, activities, room set up and preferred housekeeping daily service and turn down times. A remote check in option will be made available later this year.

#### **Pre-Arrival**

An Acqualina Experience Director/Manager will reach out to customer via telephone within 3 days of the booking for an introduction and virtual initial welcome (via Zoom if desired by guest). If customer cannot be reached, an email with a video (tour of resort) introducing Acqualina along with customization options for the upcoming visit. A dedicated Experience Director/Manager will curate an unforgettable Acqualina experience based on personal preference and desires.

#### **Guest Arrival**

A Valet Attendant (wearing a face mask) will receive the customer arriving to the resort and extend a warm welcome. Appropriate signage will also be prominently displayed outlining mask usage and current physical distancing practices in use throughout the resort.

Guest will be asked to complete check in at Front Desk practicing social distancing. Guest will scan their Government Issued ID and swipe their Credit Card information. Front Desk Agent/Experience Curator will review any inclusions using iPad. An email of the inclusions will be sent to the guest immediately following check in. Guest will be provided key cards, until Electronic Key card is launched as part of our Guest Experience App. Experience Director/Manager will escort customers to the elevator and provide guidance on how to access accommodations.

Guest will be required to complete Registration card, ideally in advance. Card will include the following disclaimer: COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the Centers for Disease Control and Prevention, senior citizens and guests with underlying medical conditions are especially

vulnerable. By visiting Acqualina Resort and Residences on the Beach, you voluntarily assume all risks related to exposure to COVID-19.

**All arriving Guests will be asked to verify their confirmation number/access number that allows their entry to the exclusive Acqualina community. Guests will be able to access Acqualina amenity features and place customer requests in advance of their stay by using their confirmation/access numbers through our Guest Experience Mobile App.**

**After the Temperature Check is completed the following will occur:**

- **Arrival Valet, Taxi or Ride Share**
  - Patron will enter the resort through doors either propped open, automated or manually operated by an employee
  - Employees will wear PPE (gloves) or sanitize their hands after the opening of any vehicle doors
  - Patrons will be provided the opportunity to have seat and steering wheel covers placed inside their vehicle
  - Patrons requesting bell service will be assisted and the bell cart will be sanitized after each patron has been assisted
  
- **Arrival by Chauffeured Transportation arranged by Acqualina**
  - Vehicles will be thoroughly sanitized prior and after each use
  - No more than four patrons will be permitted per SUV and no more than two will be permitted per sedan
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- **Resort 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 two patrons will be permitted in the elevator (unless group/family travelling together)
  
- **Guest Sanitation Amenities**
  - Each guest will receive a complimentary sanitary gift bag inside their accommodations including disposable mask and hand sanitizer
  - Guests are required to wear a face covering when traversing throughout the property

#### **4 Cleaning Products and Protocols**

Our resort uses 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.

Chemical      Bioesque Botanical Disinfectant Solution

Utilization	Electrostatic Fogger (all areas)
User	Staff
MSDS	on file (EPA approved)
Chemical	Ecoblab 20 Neutral Disinfectant Solution
Utilization	General Cleaning (surfaces)
User	Staff
MSDS	on file (EPA approved)
Chemical	Vital Oxide Disinfectant Solution
Utilization	General Cleaning (surfaces)
User	Overnight Cleaning Company
MSDS	on file (EPA approved)

All have been verified on the EPA approved pesticide website for disinfectants.  
[https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-](https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2)

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**Public Spaces and Common 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, resident and front desk counters, elevators and elevator buttons, door handles, public powder rooms, room key cards and locks, ATM, stairwell handrails, gym equipment, pool & beach equipment, 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, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring.

Victory Electrostatic Fogger will be utilized indoors (and outdoors) to disinfect. In addition, we have Hudson Electric Atomizer/Fogger that we currently use.

**Laundry.** 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 continue to be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

**Heart of the House.** The frequency of cleaning and sanitizing will also increase in all heart of house areas with an emphasis on the employee cafeteria, employee entrance, uniform room, employee restrooms and locker areas, loading dock, offices, kitchens, human resources and security areas.

**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 gadgets and devices, engineering tools, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort.

**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 and approval by a licensed third-party expert.

**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. We are currently using pleated filters and will upgrade to MERV8 grade. Filters are changed every 3 months with maintenance of the A/C units' quarterly, coil cleaning as needed.

Our commitment on **Air Quality** is that our first responsibility is to meet the ever changing highest standards dictated by all the certified organizations such as **ASHRAE (American Society of Heating, Refrigeration and Air-conditioning Engineers)**, the **CDC**, and **FDA**. At Acqualina we constantly upgrade our **HVAC** system and procedures to ensure optimum results.

## 5 Physical Distancing

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

**Queuing.** Any area where residents, guests or employees queue will be clearly marked for appropriate physical distancing. This includes Valet, Resident and Front Desks, Lobby, dining areas, Pool & Beach access area, Employee entrance/exit area and Employee Time Card Punch Clock locations.

**Valet, Front, Resident and Pool & Beach Welcome Desk.** Agents will utilize workstation with appropriate distancing in between each other 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 Spaces.** Meeting and banquet set-up 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.

**Acqualina Spa & Boutique.** Occupancy limits will be enforced to allow for appropriate distancing.

**Pool, Beach and Lawn Areas.** Outdoor seating will be configured to allow for at least six feet of separation between groups of guests and/or families.

**Heart of the House.** Physical distancing protocols will be used in the employee cafeteria, uniform room, shared office spaces, human resources and other high-density areas to ensure appropriate distancing between employees.