



## COVID-19 PREPAREDNESS PLAN FOR ALL DEPARTMENTS – JUNE 1, 2020

(Updated June 15, 2020)

**Any Questions/Concerns about this Plan, please contact one of the following people below:**

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COVID-19 PREPAREDNESS PLAN

FOR ALL DEPARTMENTS – JUNE 1, 2020

## **PREPAREDNESS PLAN:**

This Preparedness Plan will be discussed with management and disseminated throughout all departments. It will also be posted in primary communication areas. Additional communication and training will be ongoing through general e-mail communications, team meetings/stand-ups (adhering to social distancing) and one-on-one coaching. Managers and supervisors are to monitor how effective the program has been implemented by “spot checking” departments via observation and discussion with both managers and line staff. Management and workers are to work through this new program together and update the training as necessary. This Preparedness Plan has been certified by Breezy Point Resort (BPR) management and was posted throughout the workplace on June 1, 2020. It will be updated as necessary.

## **FOR ALL DEPARTMENTS**

### **Helping Prevent the Spread of Covid-19**

- At this time, we are asking our staff to wear masks that they own or that we provide, when entering rooms or all food service staff as well as the front desk. This may change based on Centers for Disease Control (CDC) or Minnesota Department of Health (MDH) recommendations.
- When interacting with staff or guests maintain a 6-foot distance as much as possible.
- After touching shared spaces or equipment wash your hands with soap and water for at least 20 seconds or use sanitizer.
- Cover your mouth if you cough or sneeze, preferably cough into your arm.
- There are guidelines on preventing the spread of COVID-19 attached to this manual and posted throughout the property. Staff or team meetings must adhere to social distancing guidelines.
- Be smart – stay 6 feet away from each other when passing in the hallway or when working together.

### **Using Cleaners and Personal Protective Equipment (PPE)**

- Cleaning your hands – Wash with soap and water for at least 20 seconds, if using sanitizer rub into your hands until it is absorbed.
- Using disinfectant sprays- Keep surface wet for a period of time (see product label or ask housekeeping department for guidance) to effectively kill viruses.
- Using disinfectant wipes – Wipe in one direction, do not use the same wipe in multiple areas. The surface should be wet after wiping, let it air dry.
- Take precautions such as wearing gloves when using disinfectants and making sure you have good ventilation during use of the product.

## **COVID-19 Symptoms**

- If you have any of the following symptoms please contact your direct supervisor (supervisor is in turn to contact HR Director immediately), fever, cough, shortness of breath, muscle aches, headache, sore throat, or diarrhea. You will be asked to stay at home until you have met the following CDC guidelines, no fever for at least 72 hours (that is three full days of no fever without the use of medicine that reduces fevers) and other symptoms have improved (for example, when your cough or shortness of breath have improved) and at least 7 days have passed since your symptoms first appeared.
- If you feel you may be sick, we suggest you visit the Minnesota [www.mn.gov/covid19/](http://www.mn.gov/covid19/) website and use the “If You Are Sick” section for self-assessment or contact your health provider if you choose.
- If you develop symptoms at work, we will use a room assigned by the front desk to isolate you, ascertain who you have been in contact with and where. At this time, we will insist you wear a protective mask. We will then ask you to leave the workplace and again suggest you visit the Minnesota COVID- 19 website or contact your health provider if you choose.
- We will then notify other employees they may have been exposed and implement an immediate extra clean and sanitization of the affected work areas. We will not release sick employees’ names or any health information to other staff.

# **BREEZY POINT BOAT MARINA**

## **Booking/Confirmations**

We are encouraging guests to call or make reservations online. Everyone will be emailed a confirmation to show when they come to start their rental.

## **Rental & Check- in**

We are encouraging payments in advance to reduce touchpoints in the rental process. There should be sanitizer on the counter for guests and staff.

## **Marina Interior Cleaning Processes**

- Each evening at close, the marina staff will clean and disinfect countertops, door handles, computers, cooler doors. These high traffic areas will be cleaned every two hours through the day and a check list in place to log times and who cleaned the areas. This frequency will increase based on activity.
- Counters will have hand sanitizer on them for guests and staff to use. There will separate holders for clean and used pens, used pens will be disinfected and put back into the clean holder as needed.
- There will be a 6ft. mark on the floor to maintain distance from the counter, as guests step forward to sign paperwork staff can move back to maintain distancing.

## **Rental Items Cleaning Processes**

**All watercraft will be sanitized after every rental. Using wipes with solution approved by Environmental Protection Agency (EPA) to use against SARS-CoV-2**

- Pontoons – Controls, seats, cupholders, rails, canopy poles and ladder
- Fishing Boats – Seats, rails and engine
- Paddleboats - Seat and rudder handle
- Canoes – Seats, rails and paddles
- Kayaks – Seats, rails and paddles
- Paddleboards – Board and paddles

## **Accessories**

Lifejackets will be sanitized after each use. Staff will wear gloves and masks when working with the public.

# ALL RESTAURANTS AND COFFEE HOUSE

## **Dining Reservations (*Once we can open dining spaces*)**

- Many of our packages include some meals. Most guests will have their reservations made for dinner prior to arrival. There will also be information in all guests' arrival packets which will be verbally reviewed by our check in staff.
- Guests will be asked to fill out a card with contact information, due to new regulations on contact tracing.

## **RESERVATIONS ARE REQUIRED. PLEASE CALL:**

- All food handlers will wear a mask.
- Dockside ( Lunch and Dinner 11am-10pm) Dial 218-562-7170
- Palmer's Grill – (noon-8pm) Dial 218-562-6270
- Antler's Restaurant – (noon-9pm) Dial 218-562-7162
- Coffee House – (7am-8pm) Dial 218-562-7179
- Marina II Dining Room – Breakfast Mon- Fri 7 am-10 am; Sat – Sun 7 am – 11 am
- Dinner Fri – Tue 6 pm – 10 pm Must Make Reservations 218-562-7161
- Check our Facebook Pages for menus or go to [www.breezypointresort.com](http://www.breezypointresort.com)
- TAKE-OUT AVAILABLE AT ALL RESTAURANTS.
- Limit tables to 4 (or 6 if family)
- 50 percent capacity for outside areas of Dockside. 50 percent capacity for inside areas of Dockside.
- 50 percent capacity for Patio at Antlers. 50 percent capacity for inside area of Antlers.
- 50 percent capacity for Patio at Palmer's Grille. 50 percent capacity for inside area Palmer's Grille
- Tables to be spaced at least 6 feet apart.

## **Dining Payment (This will apply to TO GO orders as well)**

- Many of our guests have meals included in their packages and have a meal tickets or wrist bands they simply show their server.
- There will separate holders for clean and used pencils, used pencils will be sanitized and put back into the clean holder as needed. We will be encouraging room charge to reduce potential risk from handling cards or cash.

## **Dining Areas - Cleaning Processes (*May adjust as guidelines are issued*)**

- Tables will be spaced out to ensure there is 6 feet between seated diners in accordance with distancing guidelines.
- Condiments will be in single use, disposable packaging.
- Menus will be single use paper.
- After guests depart their tabletop and edges will be sanitized, chairs will also be sanitized.
- Staff will wear gloves when setting silverware and serving food or drinks.
- Staff will be encouraged to maintain distance from guests when possible.
- All cleaning solutions and applications will be in accordance with EPA recommendations on SARS-CoV-2 with the guidance of our kitchen hygiene partner Ecolab.
- The Dining Host/or designated server will clean door handles, rails, counters and any other touch points on a regular basis. These high traffic areas will be cleaned every two hours through the service period and a check list in place to log times and who cleaned the areas. The frequency will increase based on activity.
- There will be hand sanitizer available for guests and staff.
- Masks will be provided to staff if requested or mandated and will be worn by all food handlers.
- Bathrooms are cleaned twice daily by housekeeping. Since we only have outdoor seating at this time, ask your server for directions to the restrooms.
- The F&B departments will continue regular cleaning practices as dictated by MDH.

## **Food Preparation/Cooking Areas - Cleaning Processes**

Our food preparation and cooking areas will follow all existing and new regulations. We will work closely with our hygiene partner (Ecolab) to ensure we have the needed cleaning solutions and PPE to meet any regulations.

# **SERENITY SPA**

- Appointments must be made prior to visit; we will not accept any walk-in traffic.
- There will not be more than 9 people in the spa at one time, including staff and guests.
- Plexiglas barriers will be put up at the front desk and at the manicure stations.
- All employees must wear a mask in the spa.
- All guests must wear a mask when receiving their service.
- All guest receiving services must wash hand for 20 seconds or use a hand sanitizer.
- Guests that are sick should not enter the spa for any reason. No charge for canceled services due to illness.
- Cleaning of manicure and pedicure stations will be in accordance with the MN Board of Cosmetology recommendations.
- We always clean and disinfect the Spa to a high standard. We will also be implementing additional
  - disinfecting procedures specifically to include “touch point” areas such as knobs, handles, switches, etc.
  - to ensure those are disinfected as well as cleaned.
- Unless receiving or giving a service, employees and guests must maintain a 6-foot distance between each other.
- Employees will not be allowed to come to work if they are sick for any reason.
- Employees will maintain proper hygiene, washing hands for 20 seconds and using hand sanitizer before and after each service.
- All treatment areas will be sanitized after each service and clean linens will be used after each service.

# **SECURITY DEPARTMENT**

## **Security Keys/Time Clock/Work Station - Cleaning Processes**

### **Each shift should clean after clocking in:**

- The desk area including the door handle, computers and any other touch points.
- Security Keys
  - Vehicle touchpoints – E.G. steering wheel, gear lever, control stalks, handles, seatbelt and other areas that are common touch points.
- Security will help throughout the resort. Each shift when patrolling will wipe down all exterior door handles (3-6 times per day). Day shift will walk the beach areas and wipe down lawn furniture once a day. Security will be given the supplies to do this and can get more from housekeeping.
- We have to do a lot more cleaning and guest service than we used to and are running with less staff so all departments are being asked to pitch in outside their normal realm of operations.

## **Guest Interactions**

- Please attempt to maintain a 6-foot distance at all times.
  - When summoned to rooms or cabins, staff will be prepared and supplied with PPE.
- When entering guest rooms or cabins staff should wear masks and/or gloves.

# GOLF COURSES

Deacon's Lodge, Whitebirch and Traditional Courses are all open.

- OPEN- Pro-Shop and bathrooms (LIMIT 2 PEOPLE IN BUILDING AT A TIME)
- CARTS- One golfer per cart unless they are from the same household or arrived in the same car. Carts shall be sanitized after each round.
- On-course touchpoints shall be eliminated including rakes and ball washers.
- Tee times can be booked between 8am-6pm call 218-562-7177 (Whitebirch and Traditional) and 218-562-6262 (Deacon's Lodge)
- Walk ups are allowed provided not congregating.
- Be smart and stay 6 feet away from each other and avoid congregating.
- Bags and clubs must remain in golfer's possession.
- No rental clubs.
- Please Do not interact or congregate with other groups.
- Flagsticks are always to be left in the hole and not to be touched.
- Rakes and ball washers will be removed.
- Prepayment preferred.
- Package guests must show their recreation pass or wristbands.

# TIMESHARE ACTIVITIES DEPARTMENT

- Reservations are required for all Timeshare activity events. Please call ahead for all activities so we can properly plan and make sure there is space available – activities are limited to 9 people at one time.
- All equipment and materials will be sanitized after each activity so they are ready for next time. Our staff will wear face mask and/or gloves when handing out these materials. Left over materials will either be sanitized or disposed of.
- Pelican Pier Room has been set up with tables and chairs for indoor activities. These have been placed to allow 6 feet between seated people. Members of the same household may share the same table, provided there are no more than 6 to a table.

# BREEZY BELLE

- We are encouraging guests to call or make reservations online. Everyone will be emailed a confirmation to show when they come to start their rental.
- Tables will be spaced out to ensure there is 6 feet between passengers in accordance with distancing guidelines.
- Staff will be encouraged to maintain distance from guests when possible.
- All cleaning solutions and applications will be in accordance with EPA recommendations on SARS-CoV-2.
- There will be hand sanitizer available for guests and staff.
- Masks will be provided to staff if requested or mandated and will be worn by all food handlers.
- After each cruise, the Breezy Belle staff will clean and disinfect countertops, door handles, railing.
- Capacity of Breezy Belle is 16 people on lower level, 4 tables of 4; 35 people on top level, 9 tables of 4 for a total of 52 people.

# FRONT DESK

## Lobby Check-in Processes

The check in area is traditionally crowded at peak times with lots of touch points in the check-in process. The following proposals should alleviate this.

We have two designated check-in terminals and marks on the floor to keep guests six feet back when waiting. As guests step forward to sign paperwork staff can move back to maintain distancing.

## Lobby/Desk Cleaning Processes

The front desk team will sanitize the lobby area frequently, this encompasses public areas, check in desk, public computers, and doors. Frequency will vary according to how much traffic is coming through. When we have steady traffic coming through, we will have a front desk staff member in the lobby area dedicated to cleaning. Housekeeping will still be coming through and cleaning bathrooms and mopping the floor daily and will be touched up as needed by front desk staff.

- Public area –Focused on door handles, stair rails and countertops. Furniture will be cleaned with disinfectant sprays.
- Check in Desk - The staff side will be sanitizing phones, computer workstations, key card machines, point of sale terminal and work surfaces.
- There is wall mounted sanitizer around public spaces. Counters will have hand sanitizer on them for guests and staff to use.

## Departure

The guest may call from their unit and inform the front desk they are departing. Front desk will be able to complete the checkout service via telephone or process with online guest request with the “Express Checkout” link guests receive. There is no need for guest to return to the front desk to complete the checkout process. Key cards can be left on the table and we ask the guest to please close the door behind them.



# HOUSEKEEPING

## Guest Rooms

- We always clean and disinfect our cabins to a high standard, and we hope that is apparent to our guests. We have always used a disinfectant cleaner throughout all of our housekeeping departments that is effective against “Human Coronavirus” along with many other viruses. Team members are reminded to be especially diligent in their wellness routines, and as always, we are asking them to stay home in the event that they are sick or exhibiting symptoms. We will be implementing additional disinfecting procedures within the lodging units specifically to include “touch point” areas such as knobs, handles, switches, pull chains, etc. to ensure those are disinfected as well as cleaned.
- We will be removing items from units that guests “share” from one visit to another that cannot be easily cleaned (such as guest books, paper, pens, etc.). At check in, the front desk will provide you with local area information and answer any questions you may have.
- BPR will NOT be completing daily maid services of the lodging units. Requests for housekeeping items can be made either through the “Angel” link or by calling the front desk.
- Staff will be prepared and supplied with PPE.
- Clean/new items will be used for cleaning of each units including gloves, rags, mop pads, etc.
- Our end goal is to assure guests by demonstrating best practices that their personal health safety is our number one objective.

## Public Areas

- Public area processes will remain the same but with added focus on touchpoints such as rails and door handles.
- All departments are being asked to help with this.

## Department Processes

- Team meetings: physical distancing will be adhered to.
- Scheduled breaks and lunch: physical distancing in the breakroom will be adhered to. Eating and taking breaks outdoors is encouraged. Sanitizing bleach solution and paper towels will be available in the breakroom.
- Employees will be requested to pre and post wipe their individual eating area surfaces.



# MAINTENANCE

## Guest Interactions

- Maintenance staff will maintain physical distancing from guests, giving guests 'by your leave' first passage in hallways and public areas
- Regarding guest maintenance requests: front desk personnel will advise guests requesting maintenance:
  - At no time will maintenance staff make contact with guest personal items inside the unit. Luggage, bathroom items, clothing etc. will be moved by guest only in rooms or areas in need of maintenance, this includes bathroom areas. In the event guest is not available to complete transfer or relocation of personal items, maintenance staff will not perform services until after the guest has departed the unit at the end of their stay.
- When summoned to rooms or cabins for guest maintenance request, staff will be prepared and supplied with PPE.
- Request guest permission to enter rooms or cabins, maintenance staff to keep guest advised as to maintenance resolution procedures. At minimum, protective gloves should be worn when servicing rooms or cabins, areas or items contacted by staff will be disinfected prior to staff departure.
- Our end goal is to assure guests by demonstrating best practices that their personal health safety is our number one objective.

## Department Processes

- Morning team meeting: physical distancing will be adhered to. A.M. meeting will be conducted outdoors if numbers cannot maintain social distancing inside (weather permitting) rain or cold weather days, meeting will be held in the Grounds Maintenance shop.
- Scheduled breaks and lunch: physical distancing in the breakroom will be adhered to, eating and breaks outdoors is encouraged. Sanitizing bleach solution and paper towels will be available in the breakroom.
- Employees will be requested to pre and post wipe their individual eating area surfaces.

# CONFERENCE SERVICES

- Meeting rooms to be cleaned, straightened and vacuumed as usual prior to daily meetings.
- When cleaning the room in the evenings we will sanitize light switches, door handles, thermostats, AV equipment, e.g. projector, microphones, and podiums. Table linens shall be sprayed with disinfectant spray. All disinfectants will be EPA approved against SARS-CoV-2 such as disinfectant 10324-155.
- The areas listed above will be sanitized again during the groups lunch break.
- There will be hand sanitizer in all meeting rooms.
  1. Consider room setup changes:
    - a. Classroom instead of rounds – with 6’ between chairs
    - b. Theater style instead of classroom – with 6’ between chairs
  2. Face masks on all staff and attendees.
  3. Consider “to go” meals and outdoor cookouts with food stations or plated meals to eliminate lines or crowding.
  4. Recyclable coffee, water cups and plates for breaks.
  5. No reusable water or thermal bottles allowed.
  6. Front desk has installed plexi-glass barriers.
  7. Most doors are propped open for ease of pass-through.
  8. Coffee is served by resort staff with mask on, same for break food.
  9. Only bottled water.
  10. 50% occupancy in all meeting rooms/maximum of 250. See graph below. Using the Theater/Reception number – divide it in half for all meeting rooms. The same for outdoor spaces.

ROOM		DIMENSIONS	SQUARE FOOTAGE	THEATRE & RECEPTION	CLASSROOM	BANQUET	HOLLOW SQUARE
Whitebirch Room	Second Floor	74 x 88	6500	650	400	500	
Whitebirch I or II		74 x 44	3250	325	200	250	
Pelican Room		42 x 34	1350	135	90	100	36
Governor's Room		43 x 28	1000	100	60	70	30
Heartland I		20 x 21	415	40	28	30	16
Heartland II		20 x 21	415	40	28	30	16
Heartland I & II		41 x 21	830	60	56	60	32
Heartland III		20 x 23	450	45	30	30	16
Heartland IV		20 x 23	450	45	30	30	16
Heartland III & IV		41 x 23	900	60	56	60	32
Minnesota Room	First Floor	74 x 88	6500	650	400	500	
Minnesota Room I or II		74 x 44	3250	325	200	250	
Lakeside Ballroom			4397			250	NA
Lakeside Ballroom A		29x60	1740			100	NA
Lakeside Ballroom B		Varies	2657			150	NA
The Observatory		16x23	368				28

# Prevent the Spread of COVID-19

Take the same precautions you would to avoid colds and flu.



**Wash your hands.**



**Stay home when sick.**



**Cover your cough.**

For more information, visit [health.mn.gov](http://health.mn.gov)  
HOTLINE: 651-201-3920 or 1-800-657-3903

## Social distancing at work

Slow the spread of COVID-19



Attend meetings virtually when possible.



Allow for 6 feet of space per person.



Maintain sufficient spacing in meetings.

For more information, visit [health.mn.gov](http://health.mn.gov).  
HOTLINE: 651-201-3920 or 1-800-657-3902



## Preparing for COVID-19

Have a 2-week supply of the following items for you and your family.



NON-PERISHABLE FOOD



SOAP & HAND SANITIZER



MEDICINES YOU TAKE REGULARLY



MEDICINES YOU MIGHT NEED IF YOU GET SICK



PET SUPPLIES



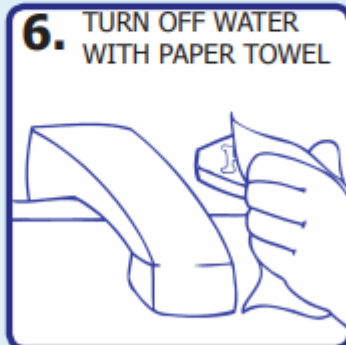
BABY SUPPLIES



BRAIN STIMULATING ACTIVITY



# Clean Your Hands!



## How to wash your hands with soap and water:

- Use soap and warm, running water.
- Keep fingers pointing down.
- Rub hands vigorously for 20 seconds. Wash all surfaces:
  - Backs of hands
  - Wrists
  - Between fingers
  - Tips of fingers
  - Thumbs
  - Under fingernails
- Dry vigorously with paper or clean cloth towel.
- Turn off faucet with towel and open door with towel.

## How it works:

- The soap suspends the dirt and soils.
- The friction motion helps pull dirt and greasy or oily soils free from the skin.
- Warm running water washes away suspended dirt and soils that trap germs.
- Final friction of wiping hands removes more germs.

## How to clean your hands with an alcohol-based handrub:

- Apply a dime sized amount of handrub gel to the palm of one hand or use an alcohol-based handrub wipe.
- Rub hands together covering all surfaces of hands and fingers until handrub is absorbed.

## How they work:

- Act quickly to kill microorganisms
- Reduce bacterial counts on hands

Wash your hands with soap and water when your hands are visibly soiled. If soap and water is not available, use alcohol-based handrub (wipes or gel).

Food handlers in restaurants, schools, delis and grocery stores must wash their hands with soap and water before applying hand sanitizers.

[Menu Rules Chap. 4626.0070 - 4626.0085]

**MDH** Minnesota Department of Health

Food Safety Center  
651-201-5414  
www.health.state.mn.us

10/2007



## How to wear a face mask



**1**  
Clean your hands with soap and water or hand sanitizer



**2**  
Hold the mask by the ear loops and place a loop around each ear



**3**  
Mold or pinch the stiff edge to the shape of your nose



**4**  
Pull the bottom of the mask over your mouth and chin



**5**  
Avoid touching the front of the mask when wearing

## How to Properly Remove Gloves

**To protect yourself, use the following steps to take off gloves:**



**2**  
Peel the glove away from your body, pulling it inside out.



**1**  
Grasp the outside of one glove at the wrist. Do not touch your bare skin.



**3**  
Hold the glove you just removed in your gloved hand.



**4**  
Peel off the second glove by putting your fingers inside the glove at the top of your wrist.



**5**  
Turn the second glove inside out while pulling it away from your body, leaving the first glove inside the second.



**6**  
Dispose of the gloves safely. Do not reuse the gloves.



**7**  
Clean your hands immediately after removing gloves.