



As of August 7 2020

### ***Measures to Prevent the Spread of COVID – 19***

Since opening Fox Harb'r Resort in 2000, by Founder Ron Joyce, our loyal members, guests and colleagues have entrusted us with their care and safety. We have a long-standing tradition of setting new benchmarks for excellence in the Canadian resort industry and we are committed to continuing this tradition in this new environment. As we navigate through these unprecedented times, we remain deeply committed to the wellbeing of everyone that enjoys the resort. Today, this means keeping you safe by preventing the spread of COVID-19 following the direction of the provincial health guidelines, establishing new standards of safety, enhanced protocols and procedures which will address our new reality. And though it is impossible to know what tomorrow holds, please be assured that we are looking ahead, through and past the COVID-19 pandemic, to ensure that you, our valued guests and members will always be looked after with the highest degree of care and comfort.

#### **Overview**

- **Effective July 31 2020, as per Nova Scotia Chief Medical Officer, all guests, members and employees will be required to wear non-medical masks when in all Fox Harb'r public interior places which include:**
  - Clubhouse including, Reception, Golf Shop and Restaurants
  - Spa Building including Dol-as Spa, Pool & Gym
  - Sporting Lodge
  - Golf Academy
- Fox Harb'r employees that are required to wear masks may elect to wear face shields.
- We have established a physical distancing policy for all our colleagues.
- Hand hygiene, including proper handwashing & hand sanitizer stations through-out the resort.
- Mandatory screening protocol and procedures for all employees.
- Mandatory screening at the front entry gates of the resort for all employees, guests, members and suppliers.
- Guests without masks will be provided a mask complimentary.
- Masks worn by all colleagues when interacting with guests in all indoor public areas.
- Increased cleaning & disinfecting frequency, with continued use of registered disinfectants proven effective in preventing the transmission of COVID-19.
- COVID-19 awareness, education & training for all colleagues.
- We have appointed our own COVID 19 Auditor to ensure all protocols are monitor maintained.
- For more confidence in your booking, flexible rates are always available, allowing change or cancellation up to 24 hours in advance of arrival.

#### **Pre - Arrival**

- Each guest will receive communication from the hotel prior to arrival providing additional information on arrival process, hotel services & amenities, fast checkout, and more.

#### **Arrival**

- Mandatory screening at the front entry gates, jet arrival area, and marina of the resort for all employees, guests, members and suppliers.
- Welcome Gate Attendants will wear masks at all times when guests and members are entering through the gate.
- The Welcome Gate Attendant will ask all arriving guest if they have masks. If they do not, a mask will be provided complimentary.
- Temporary suspension of valet parking in favor of self-parking.
- Masks will be worn by bell persons interacting with guests when 6 foot physical distancing is not possible.

#### **Welcome & Check In**

- Plexi glass screens have been installed at the welcome desk to create a barrier between the guest and our Guest Service Agents.
- All Guest Service Agents and Bell Staff will wear a mask when in doors.
- Hand sanitizers located at the front desk for guest use.
- Welcome greeter manages queues to promote physical distancing.
- Adjustments to front desk to promote physical distancing.
- Shift to low or no-touch payment where possible.
- Guest room keys will be disinfected after each use.

**Public Areas**

- Hand sanitizer stations in key areas throughout hotel.
- Increased frequency of cleaning and disinfectants registered chemicals, proven effective in preventing the transmission of COVID-19, with special attention to high-touch points.
- Removal of water station; bottled water is available in the main lobby.
- Signage communicating physical distancing protocols in public spaces.

**Public Washrooms & On Course Washrooms**

- Frequent high-touch disinfecting with registered disinfectants, proven effective in preventing the transmission of COVID-19.
- Maximum occupancy levels are posted on the washroom doors.

**Guest Room**

- Coffee / tea coffee maker disinfected between each use with fresh water upon each arrival.
- Removal of pens & stationery, hotel collateral, print magazines; items available upon request, and disinfected between each use – new items provided where possible.
- Guest requests carried out in a thoughtful manner with guests' safety top of mind.

**Housekeeping**

- When occupancies allow, a "resting period" between guest stays is established, followed by cleaning and disinfection.
- When occupancies allow, room attendant will not enter a guest suite until 3 hours after the guest has checked out.
- Stayover housekeeping service will not be provided.
- No housekeeping service while guest is in room.
- Personal laundry service is not available.
- Personal Protective Equipment worn by all room attendants and changed after each guestroom cleaning.
- Enhanced focus on disinfection of all guest room touchpoints, plus continuation of extensive training and auditing.
- Continued use of registered disinfectants, proven effective in preventing the transmission of COVID-19
- When appropriate guest suite windows will be opened to improve fresh air circulation.

**Cape Cliff Dining Room & Willard's**

- All guests are required by the Nova Scotia government to wear masks in both Willard's and Cape Cliff, except when sitting down to dine.
- All Front House Servers wear masks when interacting with guests.
- Seat allocation as per Provincial directives to promote physical distancing.
- Shift to disposable menus or disinfection between each use.
- Change of items / disinfection of all touchpoints on table between diners.
- Increased frequency of cleaning and disinfecting for both front and back of house with registered disinfectant, proven effective in preventing the transmission of COVID-19.
- All payment to guest or member account. Cash transactions are not allowed.

**In Room Dining**

- Contactless option for drop-off and pick-up at door.
- Shift to disposable accompaniments such as salt and pepper, ketchup, etc.
- Trays disinfected between each use.
- Delivered by In-Room Dining attendant in mask and gloves.
- All payment to guest or member account.

**Pool and Fitness Areas**

- All guests in the areas are required to wear a mask, except when exercising, swimming or showering.
- Access to the pool and fitness area will be restricted by hotel / member key cards.
- A sign in/sign out sheet is located at the entry of Dol-as Spa to assist in contact tracing if required. All people are required to sign in and out as outlined on the sheet.
- Physical distancing maintained via signage and placement of chairs.
- Lounge chairs and gym equipment frequently disinfected proven effective in preventing the transmission of COVID-19.
- TV remote control has protective covering that is frequently switched out.
- Hand sanitizer stations in key areas throughout pool and fitness rooms.
- Increased frequency of cleaning and disinfecting with registered chemicals, proven effective in preventing the transmission of COVID-19, including locker rooms, fitness rooms and pool.
- Increased frequency of cleaning and disinfecting with registered disinfectants, proven effective in preventing the transmission of COVID-19 on all fitness equipment.
- Reduction of some free weights and ancillary equipment.
- Removal of all pool toys.
- Signage and markers communicating physical distancing protocols in locker rooms and public spaces.

**Check Out**

- Contactless checkout via email, text message, telephone or television.
- Keys may be left in room to be disinfected.
- Promote email invoice.

**Sport Shooting & Activities**

- All guests and staff are required to wear a mask when inside the Sporting Lodge
- As group size and/or physical distancing restrictions change then adjust all activities to match
- Full access to Sporting Lodge with an increase of cleaning and disinfecting between groups.
- All activities available bookings will take into consideration extra time for cleaning and proper disinfections
- No mixing of groups
- When social distancing outside is not possible mask must be used.
- All activities are scheduled to allow cleaning /disinfecting of lodge between groups
- All equipment is sanitized before and after guest use
- Glasses are washed in hot soapy water after every use
- No ear muffs or vests will be supplied. Only disposable ear plugs will be used
- Extra time is taken on safety talk to ensure guests are able to load and unload without guide having to close the distance.
- When demonstrating safety talk guide use a gun that is not to be used by guest to prevent cross contamination
- Guns/equipment being disinfected and left to rest for 15 minutes before being put away
- Attendants will wear gloves where required.
- Disinfection of all touchpoints of recreational equipment, tables, chairs between each use with registered chemicals, proven effective in preventing the transmission of COVID-19.
- Physical distancing maintained via signage, placement of furniture, revised occupancy limits, and scheduling of reservations.

**Dol-as Spa**

- All spa staff will wear a mask.
- Mandatory screening for all guests
- Physical distancing maintained via signage, placement of furniture, locker assignments, revised occupancy limits, and scheduling of reservations
- Lockers, vanities, showers, treatment rooms, etc. disinfected after each use.
- A mask will be provided for you with instruction for proper application (must be worn during treatments) wash hand with soap and water prior to applying
- No self-service food & beverage in spa lounge.
- Increased frequency of cleaning and disinfecting with registered chemicals, proven effective in preventing the transmission of COVID-19.
- All payment to guest or member account.
- Signage and markers communicating physical distancing protocols in public spaces.

**Colleagues**

- Mandatory screening for all employees upon arrival.
- Masks worn by all guest contact employees when indoors in a public area
- Gloves worn as needed by department.
- Hand sanitizer dispensers at entrance and throughout all work spaces and employee common areas.
- Physical distancing observed in all employee areas, including dining areas and in hotel communication sessions.
- Adjusted shift start times to promote physical distancing of employees.
- Increased frequency of cleaning and disinfection in all common areas, i.e. cafeteria, locker room, washrooms, etc. with registered chemicals, proven effective in preventing the transmission of COVID-19.
- COVID-19 related training and retooling provided to all employees.
- Signage and markers communicating physical distancing protocols throughout employee areas.

**Shuttle Service**

- All drivers will wear masks while driving guests
- All guest shuttles will be cleaned between each drop off and pick up.
- Vehicles will be cleaned between each use.
- The vehicles will also be equipped with sanitation supplies for guest use and safety.
- Drivers will open and close doors of all shuttles.
- Guests will load and unload their clubs and luggage unless assistance is required.
- Bell carts will be cleaned and sanitized between each guest pick up and drop off and deep cleaned and disinfected daily.
- Guest capacity limits will be placed on all shuttle vehicles.

## Golf

- Walking is highly encouraged. For those that do not walk, Shared carts are allowed even outside of the “family Bubble”
- A maximum of two golfers permitted in the washroom and locker room at a time.
- Golfers are asked to arrive no more than **20 minutes** prior to their tee time.
- Golf staffs are not permitted to touch members gear, please take your clubs to your golf cart, or pull cart.
- Golf club and bag rentals are cleaned and disinfected before and after each use.
- Golfers are not permitted to play past the group in front of them. A respectful distance from all groups must be maintained.
- Ball washing stations, water coolers, benches, have been removed from the courses. Garbage bins are located on the golf course.
- Sanitized bunker rakes are provided on each cart.
- Leave the flagstick in while putting. We have Ez Lyfts on all the flagsticks, do not touch the flagstick.
- If your ball enters a bunker, please give yourself a preferred lie. When departing the bunker please use your foot to smooth the sand back to how you found it.
- All staff working in the golf shop will wear a mask.
- The Golf Shop will have occupancy limits posted.
- All payments made to the member or guest accounts.
- Disinfection of all touchpoints of carts between each use with registered chemicals, proven effective in preventing the transmission of COVID-19.
- Sanitizations in public spaces and high-touch areas have been increased.
- Upon completing your round the pull carts and golf carts are to be left in the designated area for disinfecting.