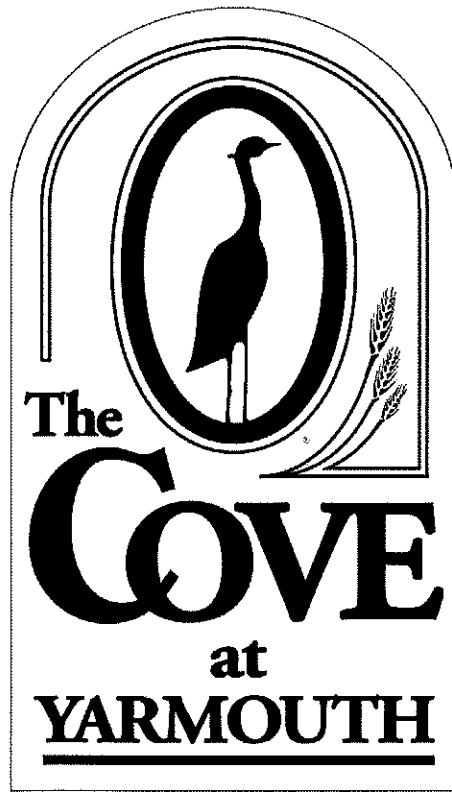


**Staff Training
Procedures and Best Practices
COVID-19**



Current Known Facts about COVID-19 According to the CDC

The CDC has highlighted the following key facts about this illness:

- Anyone can be infected; including persons who show no symptoms.
 - **Older adults and people who have severe underlying medical conditions** like heart or lung disease or diabetes seem to be at higher risk for developing more serious complications from COVID-19 illness.

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness.

Symptoms may appear **2-14 days after exposure to the virus**. People with these symptoms may have COVID-19:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

This list does not include all possible symptoms. CDC will continue to update this list as we learn more about COVID-19.

Transmission: Mostly transmitted by droplets in the air when an infected person coughs or sneezes.

Some transmission may be from the virus on surfaces.

Can be transferred when people touch contaminated surfaces and then touch their mouth, nose or eyes.

People are thought to be most contagious when they are symptomatic although people can transmit the virus even if they are not showing any symptoms.

Fever: The CDC has indicated that a body temperature of 100.4° Fahrenheit (38° Celsius) or higher constitutes a fever in someone suspected of having COVID-19.

Body temperature is affected by a range of factors including:

Eating

Drinking

Exercising

Certain medications

Time of day (body temperature for most people peaks between 4 p.m. and 9 p.m.)

If you have a fever, cough or other symptoms, you might have COVID-19. Most people have mild illness and are able to recover at home. If you think you may have been exposed to COVID-19, contact your healthcare provider.

Employee & Guest Health

Hospitality at its core is an industry of people taking care of people. The health and safety of our owners, guests and employees has always been our number one priority. We want to ensure our guests that The Cove at Yarmouth will be cleaner and safer than ever before when they are ready to resume traveling once again.

Our employees' health and wellbeing are of the utmost importance us. As our country and Massachusetts reopens, we want to do responsibly and to create a work environment that you and our guests are comfortable with. Returning to work and embracing new standards and protocols is an adjustment for everyone. We are all in this together and everyone deserves the respect and kindness from each of us to each other, our owners and guests and to our community. The Cove at Yarmouth is following the Massachusetts Safety Standards and Protocols for reopening our Resort.

Temperature testing. Employees reporting to work will have their temperature reading taken as a screening method for entry into the workplace. Employees are to enter through the A2 entrance and proceed to the AGM office for temperature screening. Temperature readings above 100.4 will be sent home and directed towards appropriate medical care.

Hand Cleaning. If not wearing protective gloves, all employees shall follow CDC guidance regarding handwashing. Employees shall wash their hands for at least 20 seconds, or use sanitizer when a sink is not available, after any of the following activities: using the restroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (ID, cash, credit card, key card), taking a break, and before a shift and as needed throughout the shift. When possible, employees shall wear gloves for added protection and sanitation efforts. Proper hand hygiene, in accordance with CDC guidelines, should be followed prior to and after removing the gloves.

Physical Distancing. Employees and 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. 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. The resort will comply with, or exceed, local or state mandated occupancy limits.

Hand Sanitizer. Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobbies, restaurant entrances, elevator landings, pools, activity, and exercise areas.

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. Electronic signs will also be used for messaging and communication.

Back 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, sneeze and to avoid touching their faces.

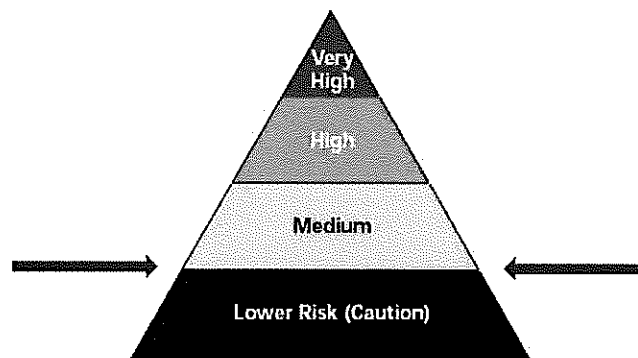
Employee & Guest Health Concerns. Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to Massachusetts Department of Public Health (MDPH). We will be ready to provide support to our guests. Employees are instructed to stay home 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 hotel security (guests).

Case Notification. If we are alerted to confirmed cases of COVID-19 at the resort, shall be immediately reported to local health authorities in accordance with appropriate actions recommended by the CDC. We will work with the local health authorities and MDPH to follow the appropriate actions recommended by them. The Occupational Safety and Health Act requires employers to comply with safety and health standards and regulations promulgated by OSHA or by a state with an OSHA-approved state plan. The following is guidance to employees regarding their exposure risk to Covid-19.

The Occupational Risk Pyramid shows the four exposure risk levels in the shape of a pyramid to represent probable distribution of risk. Most American workers will likely fall in the lower exposure risk (caution) or medium exposure risk levels.

Occupational Risk Pyramid for COVID-19



As a Cove at Yarmouth Employee, your Exposure Risk is between Low and Medium depending on your department and individuals job tasks. Below are descriptions of the two levels.

Lower Exposure Risk (Caution)

Lower exposure risk (caution) jobs are those that do not require contact with people known to be, or suspected of being, infected with SARS-CoV-2 nor frequent close contact with (i.e., within 6 feet of) the general public. Workers in this category have minimal occupational contact with the public and other coworkers.

Medium Exposure Risk

Medium exposure risk jobs include those that require frequent and/or close contact with (i.e., within 6 feet of) people who may be infected with SARS-CoV-2, but who are not known or suspected COVID-19 patients. In areas without ongoing community transmission, workers in this risk group may have frequent contact with travelers who may return from international locations with widespread COVID-19 transmission. In areas where there *is* ongoing community transmission, workers in this category may have contact with the general public (e.g., schools, high-population-density work environments, some high-volume retail settings).

Staff Protocols and Requirements

Covid-19 is a highly transmittable virus, and everyone needs to do their part in mitigating its spread. The changes on how we go about our jobs are here and requirements are for all businesses and we understand it will be an adjustment. These requirements are not just for your safety but for everyone's safety.

Not feeling well. Employees experiencing COVID-19 like symptoms must stay home.

Temperature testing and certification. All employees reporting to work will have their temperature reading taken as a screening method for entry into the workplace.

Reporting and Training. Upon completing your temperature screening report to your department for daily duties, PPE, safety requirements and any necessary updates from your manager/supervisor.

Face Masks. All employees must always wear a facemask, during their shift inside or outside of the property.

Hand Cleaning. If not wearing protective gloves, all employees shall follow CDC guidance regarding handwashing. Employees shall wash their hands for at least 20 seconds (every 60 minutes), or use sanitizer when a sink is not available, after any of the following activities: using the restroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (ID, cash, credit card, key card), taking a break, and before and after a shift. When possible, employees shall wear gloves for added protection and sanitation efforts. Proper hand hygiene, in accordance with CDC guidelines, should be followed prior to and after removing the gloves.

Physical Distancing. Employees and 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. 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. The resort will comply with, or exceed, local or state mandated occupancy limits.

Hand Sanitizer. Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobbies, restaurant entrances, elevator landings, pools, activity, and exercise areas.

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. Electronic signs will also be used for messaging and communication in the lobby.

Back 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, sneeze and to 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 property to Massachusetts Department of Public Health (MDPH). 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 hotel security (guests).

Case Notification. If we are alerted to confirmed cases of COVID-19 at the resort, it shall be immediately reported to local health authorities in accordance with appropriate actions recommended by the CDC. We will work with the local health authorities and MDPH to follow the appropriate actions recommended by them.

Temperature Testing and Certification. Employees reporting to work will have their temperature reading taken as a screening method for entry into the workplace. All employees (except for Housekeeping) are to enter through the A2 entrance and proceed to the AGM office for temperature screening and certification. Housekeeping employees are to report to housekeeping office. Security and Night Audit will be asked to respond by email to certify themselves at the beginning of their shift. No days when no supervisor is available you'll be asked to self-certify before you begin your shift.

Temperature screening will be administered out of public view to respect their privacy and result will be kept private. Readings above 100.3 will be sent home and directed towards appropriate medical care.

Prior to starting a shift, each employee will self-certify to their supervisor that they:

- Have no signs of a fever or a measured temperature above 100.3 degrees or greater, a cough or trouble breathing within the past 24 hours.
- Have not had "close contact" with an individual diagnosed with COVID-19. "Close contact" means living in the same household as a person who has tested positive for COVID-19, caring for a person who has tested positive for COVID-19, being within 6 feet of a person who has tested positive for COVID-19 for about 15 minutes, or coming in direct contact with secretions (e.g., sharing utensils, being coughed on) from a person who has tested positive for COVID-19, while that person was symptomatic.
- Have not been asked to self-isolate or quarantine by their doctor or other public health agency/official.

Supervisors will log daily on a staff roster that the employee certified to them.

Employees exhibiting symptoms or unable to self-certify will be directed to leave the work site and seek medical attention and applicable testing by their health care provider. They are not to return to the work site until cleared by a medical professional.

Guest Information - *Know Before You Go* – Effective June 12, 2020

The Cove at Yarmouth Resort is taking this virus seriously and will do everything it can to ensure the safety of our staff, guests, their families, and the community. The Resort is following all local, state and government guidelines to keep our guests and employees safe. An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. By visiting The Cove at Yarmouth Resort, you voluntarily assume all risks related to exposure of COVID-19. For these reasons, we ask and expect that all guests protect themselves by bringing and implementing any safety measures you feel you need.

The Cove at Yarmouth's top priority is ensuring the health, safety and overall wellness of our owners, guests and staff. We have increased our high standards of cleanliness by using sanitization products that meet requirements for effectiveness against COVID-19 and having staff perform additional cleaning focused on high-touch areas. Here are some of the changes you will see:

Arrival and Departure:

- Plexi-glass screens are now in place at our front desk
- We are adding distancing markers in the lobby area and limited to 12 persons at one time.
- Our Front Desk team members will be wearing masks
- Guests will be provided with a Frequently Asked Questions handout for additional information
- Pens, devices, and other high touch areas will be cleaned frequently
- Hand sanitizer will be available

Check-ins will be delayed due to increased sanitation protocols of rooms and front desk area. From 3pm to 5pm on check-in days you will be greeted by a staff member to verify if your room is clean. We ask that only one person per party come to the desk to register and please do not bring your luggage or bags into the lobby. If your room is not ready, you will need to provide a cell phone number and we will notify you when your unit is clean.

To allow for physical distancing, please contact the front desk by phone to settle your account prior to departure. Please leave your room promptly before 10:00AM to allow for additional sanitization protocols for the next guest. Keys may be left in the room and receipts can be mailed upon request.

In your condominium you will find:

- All pens and printed material, extra supplies have been removed. Available upon request.
- Extra linens and pillows will be bagged and in the entry closet of your room
- We have increased our focus on cleaning high-touch areas by the housekeeping staff
- Occupants will need to supply their own sanitizing products to use throughout their stay
- No daily service will be provided for rental guests
- The staff will not enter your unit during your stay, except for requested maintenance issues/repairs and will be coordinated accordingly.

To encourage Social Distancing, safety and health:

- We have added signs reminding everyone to practice social distancing and hygiene practices
- You will need to provide your own face covering and wear it in all the lobby, hallways and common areas.
- Allow a maximum of 2 persons in the elevator at a time, except for family members
- Chairs and furniture in common areas will be rearranged per social distancing guidelines
- Additional cleaning will be focused on high-touch and hard surfaces in all common areas.

Amenity restrictions (in compliance with state & local ordinances):

- Due to distancing concerns the pools will be open to in-house guests only.
- No Owner Day use or additional guests will be allowed use of the pool at this time.
- The pool lounges/chairs/tables have been placed for social distance. Once they are full, no more guests will be allowed into the pool area until someone leaves.
- **No saving of lounges/tables will be allowed.**
- Resort staff will be strictly enforcing all distancing rules. No exceptions will be allowed.

Amenities that are closed until further notice:

- Indoor Pool
- Fitness Center
- Steam and Saunas
- Racquet Sports Building

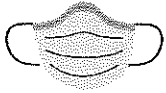
New rules for our Restaurants (in compliance with state & local ordinances):

- Only outdoor seating is allowed at this time. Our tables and chairs will be rearranged per social distancing guidelines
- A smaller maximum capacity will be set and posted
- Social distancing reminders will be placed throughout the pool areas
- We are requiring the use of masks by all food and beverage staff

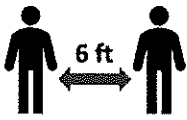
In General:

- We are adding extensive maintenance inspections of all common areas and in-room
- We have added additional safety committee meetings focused on staying up to date with all new safe work practices
- Our employees will receive additional training in compliance with OSHA guidelines
- We will continue to closely monitor and certify our team member's health

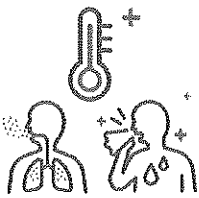
Resort management will continue to monitor guidelines and update the procedures, as needed. Due to the evolving nature of this virus, protocols and restrictions are subject to change without notice. We ask for your patience and understanding, and we will do everything possible to make your stay as enjoyable as possible.



Face masks must be worn in all common areas including hallways.



Please practice physical distancing and remain 6 feet apart from others.



Please do not enter the building if you have a fever, cough, or other symptoms of the COVID-19 virus.



Lobby area is limited to 12 persons at a time. Please send only one person per party to check in.



Please read and follow all posted signs.

An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. By visiting The Cove at Yarmouth Resort, you voluntarily assume all risks related to exposure of COVID-19



"Lodging" includes hotels, motels, inns, bed and breakfast accommodations, and all other short-term residential rentals including those arranged through on-line hosting platforms such as Airbnb and VRBO.

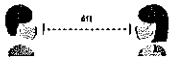
Ballrooms, meeting rooms, function halls, and all other indoor or outdoor event facilities must remain closed. Lodging operators are not permitted to host weddings, business events, or other organized gatherings of any kind.

On-site restaurants, pools, gyms, spas, golf courses, and other amenities co-located with the lodging operation may operate only as these categories are authorized to operate elsewhere in the Commonwealth and subject to the COVID-19 safety rules that apply to free-standing facilities of the same sort. Lodging operators must consult the [Massachusetts Reopening website](#) to review these additional sector-specific safety standards.

Lodging operators must inform guests at the time a reservation is made and at check-in of the Commonwealth's policy urging travelers to self-quarantine for 14 days when arriving in Massachusetts from out of state.

Operators of unstaffed, individual unit lodging facilities such as short-term home or apartment rentals are required to comply with the hygiene standards specified below including cleaning requirements and minimum periods of separation between rentals.

MANDATORY SAFETY STANDARDS



SOCIAL DISTANCING

Ensure separation of 6 feet or more between individuals unless this creates a safety hazard:

- Close or reconfigure worker and guest common spaces and high-density areas where workers or guests are likely to congregate (e.g., break rooms, eating areas, sitting areas, business centers, concierge service areas, lobbies/front desk check-in) to allow 6 feet of physical distancing
- Redesign office spaces, work stations or cubicles, if possible, to ensure workspaces allow for at least six feet of physical distancing
- Physical partitions must separate workstations that cannot be spaced out; partitions must be at least 6 feet tall
- Arrange for separation of 6 feet or more for guests during check in and check out times by installing separation markers on floor and otherwise limiting opportunities for crowding in lobby and front desk areas
- Establish directional hallways and passageways for foot traffic if possible, to minimize contact among persons in transit. Post clearly visible signage regarding these policies

Require face coverings for all workers and guests when inside hallways and common areas, except where an individual is unable to wear a face covering due to a medical condition or disability

Guests should enter through doors that are either propped open, if possible, or are automated or manually operated by a worker that is frequently handwashing and/or using proper hand sanitizer

Prohibit gatherings of 10 or more workers during work hours

Limit the number of individuals riding in an elevator and ensure the use of face coverings. Use signage to communicate these requirements

Require workers to avoid handshakes and similar greetings that break physical distance

Workers should not open the doors of cars or taxis. Valet parking operations should be avoided unless necessary due to physical or geographic constraints in order to accommodate individual guests with disabling conditions

Recommended best practices

Improve ventilation for enclosed spaces where possible (e.g., open doors and windows)

Contactless payment methods are encouraged



HYGIENE PROTOCOLS

Ensure access to handwashing facilities on site, including soap and running water, and allow sufficient break time for workers to wash hands frequently; alcohol-based hand sanitizers with at least 60% alcohol may be used as an alternative

Supply workers at workplace location with adequate cleaning products (e.g., sanitizer, disinfecting wipes)

Require that workers wash hands or use hand sanitizer frequently

Provide hand sanitizer in public areas throughout the facility for guest and worker use

Limit sharing of handheld equipment, phones, desks, workstations, and other tools and equipment between workers to the extent possible

Any shared equipment should be sanitized before, during and after each shift or anytime the equipment is transferred to a worker

Post visible signage throughout the site (front and back of the house) to remind workers and guests of hygiene and safety protocols

Discontinue the use of shared food and beverage equipment in lobbies (including shared coffee brewers). Close manually operated ice machines or use hands free machines

Recommended best practices

Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in offices, guest rooms, and other spaces



STAFFING & OPERATIONS

Provide training to workers on up-to-date safety information and precautions including hygiene and other measures aimed at reducing disease transmission, including

- Social distancing, hand-washing, proper use of face coverings
- Self-screening at home, including temperature and symptom checks
- Reinforce that workers who are sick may not appear for work
- When to seek medical attention if symptoms become severe
- Which underlying health conditions may make individuals more susceptible to contracting and suffering from a severe case of the virus



MANDATORY SAFETY STANDARDS



STAFFING & OPERATIONS

Adjust workplace hours and shifts (working teams with different schedules or staggered arrival / departure) to minimize contact across workers and reduce congestion

Permit breaks outside to enable social distancing, if possible

Stagger staff meal and break times, regulate the maximum number of people in one place, and ensure at least 6 feet of physical distancing

Adjust training and onboarding process to allow for social distancing, conduct remotely if possible

Daily pre-shift meetings should be conducted virtually or in areas that allow social distancing

Minimize shared touch surfaces such as kiosks, tablets, pens, credit cards, receipts and keys

Guest room service, laundry and dry-cleaning services, and amenity deliveries should be made available using contactless pick-up and delivery protocols

No buffets or self-service areas with multi-use items are allowed

Limit interaction between workers and outside visitors or delivery; implement touchless receiving when possible

Maintain a log of workers and guests to support contact tracing (name, date, time, contact information) if needed

Remove non-essential amenities (guest-facing water or coffee, coat rooms, etc.) from public locations

Remove or limit paper amenities in guest rooms. Remove pen, paper and guest directory, magazines and brochures; supplement with digital material or make materials available upon request

If the employer is notified of a positive case at the workplace, the employer shall notify the local Board of Health (LBOH) in the city or town where the workplace is located and assist the LBOH as reasonably requested to advise likely contacts to isolate and self-quarantine. Testing of other workers may be recommended consistent with guidance and / or at the request of the LBOH

Post notice to workers and guests of important health information and relevant safety measures as outlined in the Commonwealth's [Mandatory Safety Standards for Workplace](#)

Recommended best practices

Workers who are particularly vulnerable to COVID-19 according to the Centers for Disease Control (e.g., due to age or underlying conditions) are encouraged to stay home

Encourage workers to self-identify symptoms or any close contact to a known or suspected COVID-19 case to the employer

Encourage workers who test positive for COVID-19 to disclose to the workplace employer for purposes of cleaning / disinfecting and contact tracing



CLEANING & DISINFECTING

Conduct frequent cleaning and disinfection within all common areas of the lodging site (multiple times a day if the lodging site has multiple guest rooms)

Practice enhanced room sanitation by cleaning and sanitizing all hard surfaces at a minimum each time a guest checks out and before the next guest is admitted, and laundering all linens, bedspreads and covers

Dirty linens should be removed and transported from guest rooms in single-use, sealed bags, and pillow protectors on the guest room beds should be changed in between guests at a minimum. Bagging of these items should be done in the guest room to eliminate excess contact while being transported. All bed linen and laundry should be washed at a high temperature and cleaned in accordance with CDC guidelines

Following each departure, consider leaving guest rooms vacant for 24 hours as part of cleaning protocol to allow for deep cleaning, disinfectant and cleaners to dry, and reasonable air exchange

Housekeeping should not enter a guest room while the guest is physically present within the room except at the guest's specific request; Housekeeping must otherwise only service rooms when guests are not present and minimize contact with guest personal belongings; Housekeepers should open the doors and windows when possible to increase air circulation

Keep cleaning logs that include date, time, and scope of cleaning

Conduct frequent disinfecting of heavy transit areas and high-touch surfaces (e.g., doorknobs, rolling carts, bathrooms)

In the event that a guest presents a presumptive case of COVID-19 or a positive case, the room used by that guest may only be returned to service after undergoing an enhanced sanitization protocol, in accordance with CDC guidelines

Recommended best practices

Consider providing cleaning "kits" (portable containers with cleaning supplies) accessible throughout the hotel for areas that will be cleaned periodically throughout the day