



OPERATIONS DEPARTMENTS

COVID-19 PROCESSES

MAY 2020

FRONT DESK

Booking/Confirmations

- Old Process - when guests arrived we swiped their card and final payment was charged at checkout.
- New Process – Guests will be contacted prior to arrival to confirm the card they want the balance due charged to. We will charge this balance by day of arrival and email a receipt. Vacation sales will be taking lead on this and may need help at times from front desk.

This eliminates the touchpoint for staff and guests handing over cards

Lobby Check-in Processes

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

- We have three 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.
- We will create an “express packet” for all of our guests. *Before putting together packets clean your hands.* This envelope will contain their room keys, a map showing their room/cabin location and any other information pertinent to their stay. The card they have on file with us will have been charged for their stay. Their registration card will be attached to the outside of their envelope. Visionline keys are now defaulted to start at 8am.
- *Packets should never be handed out if rooms aren't clean.*
- We will ask to see their ID and then they just need to sign the reg card. We will not reuse pens (See pen sanitation process in CV-19 Processes section)
- We do not have many “walk-in” guests at the resort, in that instance those guests would come into the lobby and we would have to scan their credit card, our staff member should clean their hands after the transaction and there will be sanitizer on the counter for guests to use.

Drive-up Check-in Processes

The biggest challenge at the desk during these restrictions is when we have busy arrival days. So we are planning an outside check-in system. We will communicate the new check in system with guests prior to their arrival date.

- When they arrive at the resort there will be signage in the drive and at busy times staff at the entrance to greet and direct them to the remote check-in area.
- Parking spaces will be have a sign with the space ID number and a phone number to text their name and parking space ID to. We will be using the MOD phone for this purpose. A staff member will then bring the packet to that space, they need to see ID (guest can just show it) and ask the guest to sign their registration card. (See pen sanitation process in CV-19 Processes section)

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The new remote check-in process may evolve, ideas will be considered such as arrival time slots to spread the flow.

Check-Out Process

Guests can call the front desk to inform them they are departing. Keys can be left in their rooms. Keys are set to automatically deactivate at 12pm (noon)

We will email a final statement/receipt to the guest.

Lobby/Desk Cleaning Processes

The front desk team will sanitize the lobby area frequently, this encompasses public areas, check in desk and gift shop/store. 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 deli floor daily and will need to 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.
- Gift shop – The coffee/vending area will be sanitized, coffee pots, microwave and pizza oven. Fridge handles and glass.
- There is a wall mounted sanitizer by the lobby entrance. 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.

MARINA/CONFERENCE SERVICES

Booking/Confirmations

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

Pre-booked – Rental & Check- in

There will be a podium outside the marina for guests to check in at. Each morning a list of reservations and rental forms will be out at the podium. (Any additional bookings received in the marina should be brought out to the podium) As guests arrive fill in the rental form and ask them to sign it. A table will be set aside for this purpose. We are encouraging room charges to reduce touchpoints in the rental process. There should be sanitizer on the signing table for the guests to

use and the podium for staff. Two containers for pens, one sanitized and one to be sanitized. After a pen has been used it should go in the “to be sanitized” container. If a guest wants to use cash or credit card direct them into the marina to pay.

Walk in – Rental & Check- in

All non-motorized rentals are handled outside. If a guest wants to rent a motorized rental direct them into the marina so they can be entered into the booking system. The marina should then give the guest their confirmation to bring back to the podium.

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.
- Bathrooms are cleaned twice daily by housekeeping and touched up as needed by marina staff.
- Floors are mopped once daily and as needed through the rest of the day.

Marina Exterior Cleaning Processes

- Outside Services Podium - There will be a 6 foot marker in front of the podium.
- There will separate holders for clean and used pens, used pens will be wiped down and put back into the clean holder as needed.
- We will have a card table set up people can use to sign rental forms on, this will have hand sanitizer on it.
- Seating Area - Tables and chairs will be spaced away from each other following distance guidelines (6 feet between seated guests).

- The podium, signing table and seating area will be sanitized every two hours. A log will be provided to note times in.

Rental Items Cleaning Processes

All watercraft will be sanitized after every rental. Using wipes with solution approved by EPA to use against SARS-CoV-2

- Pontoons – Controls, seats, cupholders, rails, canopy poles and ladder
- Speedboats - Controls, seats, rails, cupholders and windshield
- Jet skis - Controls, seat and footrest areas
- Fishing Boats – Seats, rails and engine
- Paddleboats - Seat and rudder handle
- Hydro bikes – Seat, handle bar and crossbar
- Canoes – Seats, rails and paddles
- Kayaks – Seats, rails and paddles
- Paddleboards – Board and paddles

Accessories

Lifejackets, skis and tubes sanitized after every rental – Only cleaned items in the shed

When explaining rental item operations (e.g. pontoon controls) Staff will wear gloves.

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 and microphones. Podiums wiped down as well. Table linens sprayed with disinfectant spray. All disinfectants will be EPA approved against SARS-CoV-2 such as disinfectant 10324-155. This ensures the room is ready for the morning.
- These areas will be sanitized again during the groups lunch break.
- There will be wipes and hand sanitizer in all meeting rooms.
- Until further notice we will no longer offer mints in meeting rooms

RECREATION DEPARTMENT

Activities – What's in or out

We have been and will be evaluating activities and monitoring for issues with guidelines. Any equipment/materials will be sanitized and the recreation staff will hand out wearing gloves.

We will continue activities that can be run while maintaining social distance and avoiding touch points. Examples would be photo scavenger hunts, trivia games, guided hikes, craft activities and sand castle contests.

Activities such as trolley rides, volleyball, group water sports will be suspended

At this time pools, fitness room and Sports Center are closed in line with state orders.

Activity Signup & Payments

- Activities can now be signed up for online using a link we will promote on activity agendas.
- The online form has a limit per activity to help us manage attendees and maintain distancing guidelines.
- We will use room charge for any activities there is a charge for.

CV-19 Processes – Recreation

- Recreation will be based out of the Marina this summer so they can on hand to help Marina guests when not engaged in recreation activities.
- Activities not at specific outdoor locations (e.g. south beach) will now start from the marina (e.g. scavenger hunts). Guests will gather outside the marina as much as possible to get their instructions.
- All equipment and materials will be sanitized after each activity so they are ready for next time. Our staff will wear gloves when handing out these materials. Left over materials will either sanitized or disposed of.
- Paul Bunyan Room has been set up with tables and chairs for indoor activities. These have been placed to allow 6 feet between seated people.

Activity Example – Bingo

- Sanitized game boards will be placed on tables. Our staff member will wear gloves while placing boards.
- Prizes will be placed on a table for winners to individually approach and pick up. These will have been placed out at the same time as the boards. We will be moving to primarily gift cards as these can be cleaned easily.
- The game balls and cage will have been cleaned after previous use.
- We do use a microphone with these games, the microphone and controls will have been sanitized and our staff member issued with a mask if they want one.

SECURITY DEPARTMENT

Security Cleaning Processes

Each shift should clean after clocking in:

- The hut desk area including the door handle, computers and any other touch points.
- Security cell phone & Keys
- SUV touchpoints – E.G. steering wheel, gear lever, control stalks, handles, seatbelt and other areas that are common touch points.
- .Contact housekeeping for additional disinfectant spray and Beth McGarry for hand sanitizer.

Guest Interactions

- Please try and maintain a 6 foot distance at all times
- When entering guest rooms or cabins staff should wear gloves

Resort Operations Support

- We have to do a lot more cleaning and guest service than we used and are running with less staff so all departments are being asked to pitch in outside their normal realm of operations.
- 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 are offering togo and delivery food options so there will be a lot more garbage around, we are asking guests to leave it by exterior door garbage cans but if you come across any please deposit by a garbage can.
- We will only be cleaning rooms at guest request so expect there to be more calls for extra items. All requests come through the front desk and you will get more calls to assist with delivery.
- The togo/delivery service may need support and food and beverage may contact you for help.

Our guests are our number one concern, now more than ever. Unless you are dealing with an incident the expectation is that if you get a call from a department to help them meet a guest request that you respond. If you are off property checking houses etc. please go help and then resume what you were doing.

FOOD & BEVERAGE

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

- Cragun's has offered breakfast and dinner buffets up till now but will be switching to plated and to-go options in accordance with new distancing and hygiene standards.
- We will be utilizing our existing online booking engine "Zomato" more to encompass all of our dine in outlets.
- Many of our stay packages include some meals. Guests will be contacted prior to their arrival with the online booking information to reserve their meals. There will also be information in all guests arrival packs which will be verbally reviewed by our check in staff.
- By utilizing the online software, we can control the flow of guests into our dining areas. This both helps ensure that they are not kept waiting which can lead to upset guests and avoids congestion at entrances.

Dining Payment (This will apply to to go orders too)

- Many of our guests have meals included in their packages and have a meal pass they simply show their server.

- There will separate holders for clean and used pens, used pens will be wiped down 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.
- We will not use placemats or table cloths on tables.
- Condiments will be in single use containers and disposed of or washed after each group of diners.
- Menus will be laminated and placed in bucket for sanitizing after guest use.
- 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/Greeter 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
- There will be separate holders for clean and used pens, used pens will be wiped down and put back into the clean holder as needed.
- There will be a 6ft mark on the floor to maintain distance from the host counter
- Masks will be provided to staff if requested or mandated.
- Bathrooms are cleaned twice daily by housekeeping.
- The F&B department will continue regular cleaning practices as dictated by MDH.

To Go Processes

- Cabana - We will remove bar stool seating along counter. Counter will be cleaned frequently.
- There will be markers on the floor to help guests maintain a safe distance while waiting and ordering.
- The menu will be displayed on TV screens or chalkboards
- At busy times guests will get an order number which will be called out when the food is ready. The food pick up will be at a different counter to help distancing
- Guests will be encouraged to charge to their rooms to reduce payment touch points, staff will step back from guest when they are signing.
- There will be hand sanitizer available for guests and staff
- There will be separate holders for clean and used pens, used pens will be wiped down and put back into the clean holder as needed.
- Masks will be provided to staff if requested or mandated.
- The F&B department 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.

HOUSEKEEPING

Guest Rooms

- We will only be cleaning rooms on request, the rooms will be stocked with extra towels and toiletries.
- Guests will be asked to contact the front desk prior to 11am if they want their rooms cleaned.
- We are removing blankets, pillows and room directories from guest rooms
- Every time we clean a room we will sanitize all surfaces following our processes and guidance on effective use of the disinfectants.

- We will avoid back to back room rentals where possible.
- When the guest contacts the front desk for service they will advise them at no time will housekeeping staff make contact with guest personal items. Luggage, bathroom items, clothing etc. should be moved by guest so we can clean.
- When summoned to rooms or cabins for guest cleaning requests, staff will be prepared and supplied with PPE.
- Request guest permission to enter rooms or cabins. At minimum, protective gloves should be worn when servicing rooms or cabins.
- Using clean/new items for cleaning of each units including gloves, rags, mop pads, etc.
- End goal is ensure 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.
- There will be a lot more garbage as we are only doing to-go and delivery food service. Guests are asked to leave garbage at exterior doors but if you pass any garbage in hallways or public areas please remove it to the nearest exterior door garbage cans. 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 breaks outdoors is encouraged. Sanitizing beach 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 Guests maintenance requests: Front desk personnel will advise guests requesting maintenance that - At no time will maintenance staff make contact with guest personal items. Luggage, bathroom items, clothing etc. will be moved by guest only in room / 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.
- 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.
- End goal is ensure guests by demonstrating best practices that their personal health safety is our number one objective.

Department Processes

- Morning team toolbox meeting - Physical distancing will be adhered to. A.M. meeting will be held outdoors (weather permitting) in the Maintenance /Housekeeping vehicle parking lot. 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 beach solution and paper towels will be available in the breakroom
- Employees will be requested to pre and post wipe their individual eating area surfaces.

GOLF COURSE

Booking Tee-Times/Payment

- Cragun's Legacy Golf Courses will require tee times to be made in advance of play
- www.craguns.com allows golfers (Public and members) to book tee times remotely
- Prepayment for tee times will be used through the website
- Tee time intervals will be increased to 12 Minute intervals
- Maximum of 4 players per group
- Groups of less than 4 players will not be paired up with golfers they don't know
- Legacy Members and Prepaid rounds will not be allowed into the golf shop
- Only golfers that need to pay will enter the golf shop where minimal contact will be used to process the collection of fees for the golf
- Maximum of 2 golfers in the golf shop at any one time
- There will be a minimal amount of essential products for sale by request
- Golf Balls, Tees, Gloves, Hats, Sunscreen will be stored behind the counter and sold to customers upon request
- Logoed Clothing/Merchandise, clubs, and Souvenirs will not be available
- Bulk scorecard, pencil and tee holders will not be in use
- These items will be issued when requested outside the golf shop
- Hand sanitizer stations throughout the golf shop are in place at the Entry/exit door and golf shop counter

Parking and Staging Area

- The parking lot and staging area are connected areas
- Guests will be able to pull their car up to the staging area, place their bags on a preassigned golf car and continue to the parking area.
- We will space golf cars in staging area (i.e. further apart to accommodate appropriate social distance of six feet or more)
- Single Rider per golf Car, with walking recommended for exercise and social distancing

- The parking area can accommodate over 250 cars, so there will be plenty of room for guests to maintain recommended physical distancing even when parking their vehicles
- We anticipate 1 staff member to be outside to direct golfers, but not to assist them with their golf equipment
- Legacy Golf Staff will not touch golfers bags
- We will Ensure golf cars and other rental equipment are properly sanitized prior to issuing to customers
- We have remove sand containers and towels from the Golf cars
- Golf cars keys will be distributed to players by Legacy Outside Service

Driving Range

- Driving Range will be available for players to warm up
- No driving range attendants will be on duty
- EZGO Golf Car that the guests will use on the golf course will be used to go to the range
- Historically guests have been issued a different car to use to go to the driving range
- This usage of a different cart option will not be available for golfers
- Golf balls will be placed in piles on the range
- No baskets will be available for public to use/touch
- Staff will wear gloves and masks when putting balls into piles on range
- Ball vending machine will not be used
- Hitting stations will be placed as to minimize contact with other players
- Increased distance between the hitting stations
- No Bag Stands will be used on the driving range tee
- Range balls will be washed after each pick with soap/bleach mixture in the ball washing machine prior to them being reused by golfers

First Tee Experience

- Driving Range will be available for players to warm up
- No driving range attendants will be on duty
- EZGO Golf Car that the guests will use on the golf course will be used to go to the range
- Historically guests have been issued a different car to use to go to the driving range

- This usage of a different cart option will not be available for golfers
- Golf balls will be placed in piles on the range
- No baskets will be available for public to use/touch
- Staff will wear gloves and masks when putting balls into piles on range
- Ball vending machine will not be used
- Hitting stations will be placed as to minimize contact with other players
- Increased distance between the hitting stations
- No Bag Stands will be used on the driving range tee
- Range balls will be washed after each pick with soap/bleach mixture in the ball washing machine prior to them being reused by golfers

On Course Best Practices

- Driving Range will be available for players to warm up
- No driving range attendants will be on duty
- EZGO Golf Car that the guests will use on the golf course will be used to go to the range
- Historically guests have been issued a different car to use to go to the driving range
- This usage of a different cart option will not be available for golfers
- Golf balls will be placed in piles on the range
- No baskets will be available for public to use/touch
- Staff will wear gloves and masks when putting balls into piles on range
- Ball vending machine will not be used
- Hitting stations will be placed as to minimize contact with other players
- Increased distance between the hitting stations
- No Bag Stands will be used on the driving range tee
- Range balls will be washed after each pick with soap/bleach mixture in the ball washing machine prior to them being reused by golfers

End of Round

- Driving Range will be available for players to warm up
- No driving range attendants will be on duty
- EZGO Golf Car that the guests will use on the golf course will be used to go to the range
- Historically guests have been issued a different car to use to go to the driving range

- This usage of a different cart option will not be available for golfers
- Golf balls will be placed in piles on the range
- No baskets will be available for public to use/touch
- Staff will wear gloves and masks when putting balls into piles on range
- Ball vending machine will not be used
- Hitting stations will be placed as to minimize contact with other players
- Increased distance between the hitting stations
- No Bag Stands will be used on the driving range tee
- Range balls will be washed after each pick with soap/bleach mixture in the ball washing machine prior to them being reused by golfers

Golf Car Storage and Cleaning

- After every round we will be cleaning/sanitizing the golf car high touch areas (i.e. steering wheels, cup holders, seats). We will be having sanitizer wipes available for golfers in the golf cars
- Entire golf car will be sprayed down to remove dirt and grass
- No scorecard, pencil or towels will be placed in the cars

Helping Prevent the Spread of Covid-19

- At this time we are not mandating staff wear masks but they may do so if they want and we have masks we can provide. This may change based on CDC or 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 this attached to this manual and posted throughout the property.

Using Cleaners and 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.



1



Pinch and hold the **outside** of the glove near the wrist area.

2



Peel downwards, away from the wrist, turning the glove inside-out.

3



Pull the glove away until it is removed from the hand, holding the inside-out glove with the gloved hand.

6



Continue to pull the glove down and over the inside-out glove being held in your gloved hand.

5



Peel downwards, away from the wrist, turning the glove inside out.

4



With your un-gloved hand, slide your finger/s under the wrist of the remaining glove. **Do not touch** the outer surface of the glove.

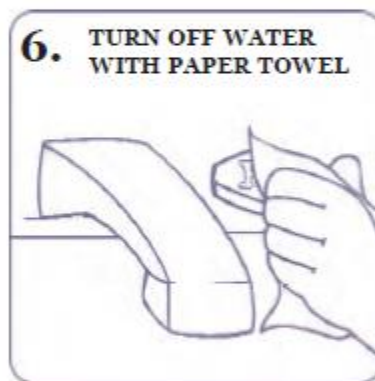
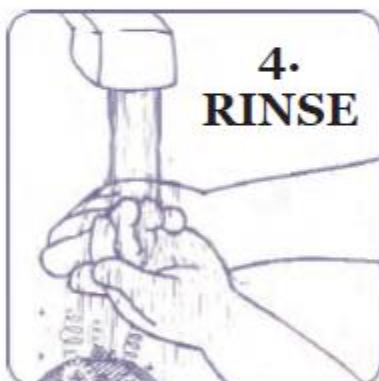
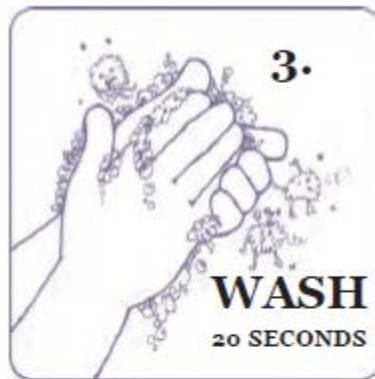
Covid-19 Symptoms

- If you have any of the following symptoms please contact your direct supervisor - 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 are sick we suggest you visit the Minnesota 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 the Pioneer meeting room 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.

Hand Hygiene How-To

Does it matter how I wash my hands?

You have to rub your hands for at least 20 seconds to get rid of the bacteria. Follow these instructions:



How do I clean my hands with alcohol-based hand sanitizer?

Use enough to cover all the surfaces of your hands.



Minnesota Department of Health
Food Safety Center
625 N Robert St, PO Box 64975, St. Paul, MN 55164
651-201-5414, TTY 651-201-5797
www.health.state.mn.us

Images adapted with permission from the
Washington State Department of Health.

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
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.
HOTLINE: 651-201-3920 or 1-800-657-3902

