



The Bay View Collection Promise

COVID-19 Protocols and Guidelines for Operating & Promoting a Safe Guest Experience

EMPLOYEES

We are committed to maintaining a safe, clean, and productive workplace for our employee

- We will provide our employees with the proper Personal Protective Equipment (PPE) to keep our team and our guests safe. We will ensure that employees have access to hand soap, cloth face coverings, gloves, masks, face shields, tissues, paper towels, and a designated trash bin to dispose of used items.
- We will provide workers with up-to-date education and training on COVID-19 risk factors/protective behaviors (e.g., cough etiquette and care of PPE). We will use posters to serve as visual reminders of proper protocol.
- Employees are subject to wellness and temperature checks before starting their scheduled shift.
- Face Coverings: We require employees to wear face coverings.
 - o Face coverings must be cared for and maintained. Employees will be trained to not share masks with other employees or family members at home; if a mask becomes damaged or torn, employees will discard and immediately replace mask.
- Hand Hygiene: Employees will practice good hand hygiene.
 - o Frequent hand hygiene prevents the spread of disease. Employees will be reminded to practice good hand hygiene with frequent handwashing and hand sanitizing, especially between contact with customers and customer items.
- Employees will work staggered shifts as much as possible and stagger break times to avoid crowding in common areas,
- We will encourage employees to maintain 6 feet of distance between themselves and others.
- Gatherings or meetings of employees of 10 or more during working hours are prohibited (Phase 2 only).
- In addition to the clean as you go approach, employees will regularly fully sanitize all areas of our operations with strict focus to high touch areas.
- Proper distancing is to be maintained during person to person conversations.
- Employees will exhibit respiratory etiquette by coughing or sneezing into a tissue or elbow and promptly cleaning their hands.
- Employees will report any guest or coworkers suspected of being sick to the General Manager.
- We will ventilate workspace with open windows and doors to the extent possible.
- We will disinfect time clocks, employee personal storage, phones, shared tools, scanning devices, and other shared items regularly



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- We will discourage shared use of lockers, desks, offices, or phones whenever possible.
- We will increase electronic workplace communications (texts, emails, instant messaging, phone calls) with staff to reduce frequent face-to-face contact and create a forum for employee questions and concerns.
- We will ensure that sick leave policies are flexible and consistent with public health guidance and that employees are aware of these policies.
- We will maintain flexible policies that permit employees to stay home to care for a sick family member. Management is aware that more employees may need to stay at home to care for sick children or other sick family members than is usual.
- We recognize that our team members all handle stress differently and we encourage all staff to be respectful and considerate of fellow team members.

Training

- All staff must take and pass the Hospitality Maine Lodging Operations COVID-19 Readiness training.
- Dining Room and Bar staff must take the Hospitality Maine F&B Operations COVID-19 Readiness training, and be ServSafe certified in Food Handling and Alcohol Service.
- Managers must be certified ServSafe Safety Managers
- Employees will be provided training for:
 - o Physical distancing guidelines and expectations
 - o Monitoring personal health
 - o Proper wear, removal and disposal of PPE
 - o How to launder cloth face coverings and uniforms: see CDC, Cleaning and Disinfecting Your Facility, How to Disinfect: Laundry
 - o Cleaning protocol, including how to safely and effectively use cleaning supplies.
 - o Proper food handling: see ServSafe, food handler course.

FRONT DESK

Front Desk procedures and processes will be assessed to minimize guest contact while still creating a welcoming and hospitable guest experience.

Guests

- Currently (as of June 10th, 2020), guest visitation is restricted to Maine, New Hampshire and Vermont residents and any other out-of-state visitors who have understood and acknowledged the State's 14-day quarantine requirement as well as out-of-state essential workers at this time, per executive order.
- Beginning July 1st, 2020, out-of-state visitors (NH & VT excluded) can also show proof of a negative COVID-19 test taken within 72 hours of their arrival to Maine in place of the 14-day quarantine.
- Call ahead or online reservations are required.
 - All guests must wear face coverings in public areas of the hotel where 6 feet cannot be maintained between people.

Check-In Process

- Guest registration & verification forms (in lieu of onsite sign in sheets) will be emailed prior to arrival.



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- Guests will be informed via email prior to arrival about the hotel's new procedures, including restaurant/bar procedures.
- When the guest returns the electronic sign in sheet via email a note will be placed on the guest's reservation and placed in a file on the computer.
- Guests will enter through the front entrance, keeping rear entrances locked to maintain a more streamlined and safe check-in process.
- Clear signage regarding 6-foot distancing protocol, and donning of face coverings will be displayed clearly on our front entrances and other public areas.

Check-out Process

- Guests will be charged for any incidentals on the morning of their departure and an email receipt will be sent to limit the exchange of currency and paper receipts.
- Guests will have the option to call and inform the front desk they are checking out and leave keys in room.
- It will be made clear that due to COVID-19 and new cleaning measures we will not be able to accommodate late check outs – checkout must be by 11am.
- All guest room keys and/or key cards that have been used are to be placed into sanitation containers prior to being placed back into use.

Elevators

- Elevators are to be cleaned at 30 minute intervals wiping down all contact services.
- Only one family group of 10 or less are encouraged to use the elevator at any one time.
- Signage regarding proper social distancing and face covering requirements will be placed in the elevator.

HOUSEKEEPING

- In addition to the guidelines that are being followed for ALL employees, housekeeping staff will be required to wear gloves and provided face shield as additional protection.

Guest Rooms

- There will be one housekeeper in a room at a time; no team cleaning will be allowed.
- Sharing of handheld equipment such as vacuums, mops, and other tools will be limited between employees.
- Rooms may be left vacant for up to 24-hours after guests depart prior to being entered by any staff members.
- **Occupied rooms will not be serviced, but housekeepers will leave items such as towels or shampoo outside the room upon request. Extra toiletries will be stocked in each guest room.**
- Housekeepers will practice enhanced room sanitation by cleaning and sanitizing all hard surfaces after every stay. These will include, but are not limited to:
 - o Door and drawer handles
 - o Light and other power switches
 - o Peepholes
 - o Chairs and tables
 - o Television, heat and fireplace remotes
 - o Refrigerators, microwaves, telephones, alarm clocks, and other frequently touched surfaces



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- o Sinks and faucet handles
 - o Toilet and toilet handle
 - o Shower/ bathtub, handles, and grab bars
 - o Towel bars
- Only EPA-approved disinfectants will be used.
 - All laundry will be washed using the warmest appropriate water setting as recommended by the CDC.
 - Checklists of cleaning protocols will be kept in a log along with the name of the housekeeper.

Public Spaces

- Lobby areas will have seating areas spaced 6 feet apart and will be disinfected on a routine basis using EPA-approved products
- Frequent touchpoints will be sanitized several times throughout the day. These will include, but are not limited to:
 - o Door handles
 - o Light and other power switches
 - o Stair railings
 - o Elevator buttons, interior and exterior
 - o All hard surfaces, such as tables and countertops
 - o Hand sanitizing stations
- Public restrooms will be sanitized several times daily. Items to be fully sanitized will include, but are not limited to:
 - o Toilet bowl, toilet handle, and toilet paper holder
 - o Sinks and faucets
 - o Paper towel dispensers and air dryers
 - o Diaper changing station
 - o Soap dispensers
 - o Door pulls and push plates

RESTAURANT/BAR

Front of House Employees

- Food handlers will wear gloves and will change them frequently. Gloves are not a replacement for good hand hygiene.
 - o Gloves are to be changed when:
 - o They become dirty or torn
 - o Before beginning a different task
 - o After an interruption to any task
 - o After handling raw meat, seafood or poultry
 - o Before handling ready-to-eat foods
 - o After 4 hours of continued use
- Hand sanitizers may not be used in place of handwashing for food production. Hand sanitizers are great to use



immediately following proper handwashing. Hand sanitizer is not fully effective until it has had time to dry on hands

- Employees will wash hands:
 - o Upon the start of the shift
 - o After handling money or credit cards
 - o After handling dirty dishes
 - o After touching eyes, nose, or mouth
 - o After coughing or sneezing
 - o After using the restroom
 - o After eating
 - o When switching tasks
 - o When switching gloves
 - o Anytime a task is interrupted (i.e. to take a phone call)
- Interaction between employees and outside visitors or delivery drivers will be limited. Touchless receiving practices will be implemented whenever possible
 - o Protocols will be set in place for vendor deliveries. All vendors and their staff will be informed of our ordering, payment, and delivery practices
 - o Orders must be placed virtually via phone, email, or text
 - o Invoices must be emailed or sent in another digital format
 - o Deliveries must be left in designated areas outside the building to limit people entering in/out of establishment
 - o Handheld equipment, phones, desks, workstations, and other tools and equipment will be designated to specific employees to the extent possible. Whenever shared equipment is used, such as computer terminals, employees are required to sanitize equipment before and after use
 - o Employees are not permitted to have food or drink in food service areas

Kitchen Employees

- Face coverings are always to be worn in kitchen and prep areas.
- Kitchen and Front of House areas are to be populated by appropriate employees only. Food, drink, and equipment are to be handled by applicable Food and Beverage employees only, and employees without work related interaction with kitchen staff will be asked to leave.
- Eating and drinking is restricted in work areas and must be done only during designated break periods
- Gloves will be worn for all necessary food prep and execution. Gloves are not a replacement for handwashing; gloves will be replaced frequently with subsequent handwashing between changes.
- Shipments will be received with as little vendor interaction as possible. Exterior shipping packages will be processed and broken down to be discarded after reception. Exterior packaging will not be stored in any food storage areas.
- Shipments will be processed immediately upon delivery completion and expedited properly.
- Hand washing will be done frequently and effectively. Hand sinks and sanitizer stations will be fully stocked and monitored by all employee responsibility with soap, sanitizer and paper products. Hand sinks are restricted from any other use than personal hygiene.
- Dish and ware washing machine will be emptied, cleaned, and sanitized with appropriation to usage. Temperature, chemical, and mechanical competency will be analyzed frequently and corrected as necessary.
- Uniforms will be clean and used only once prior to laundering.



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- Employees will adhere to appropriate social distancing throughout cooking and prep areas to the extent possible.
- Work utensils, cookware, and knives will be cleaned and machine sanitized frequently.
- EPA-approved disinfectants, cleaners, and all applicable chemicals will be labeled, stored, and applied properly.
- Workstations, cooking and serving surfaces, and all applicable contact surfaces will be frequently cleaned and sanitized upon opening, throughout work periods, and with end of day protocol.

Customers

- Signage will be posted at entrances and throughout the restaurant alerting customers to COVID-19 policies, especially to maintain 6 feet physical distance between people to the extent possible.
- Face Coverings: Consistent with Executive Order 49 FY 19/20, customers should wear cloth face coverings when in a food service facility where social distance is difficult (e.g., waiting in line for pickup, entering or exiting, and walking to the restrooms). Customers DO NOT need to wear face coverings when seated at the table.
- Physical distancing protocols will be maintained during guest check-in and seating.
- Customers will be informed they are not to come to the restaurant if they have a fever or cough.
- For contact tracing purposes, we will maintain customer records, including customer name and contact information and the group's server.
- Both takeout and room service options will be available.
- Reservations are required ahead of time. (Phase 2).
- Physical distancing in any waiting line is required.
- Menus will be single-use paper and discarded after use.
- A maximum group party size of eight people will be enforced.
- Dining room tables will be spaced at least 6 feet apart.
- The total number of people at any one time will be no more than 50 people per room and each party must be 6 feet apart from other parties. This also applies to outdoor seating areas.
- Bar or counter service within restaurant establishments will follow physical distance guidelines.
 - o Guests will not be permitted to congregate at the bar counter
- EPA-approved cleaning and disinfectant products will be used to wipe down dining room tables and chairs after each party.
- Only single-use condiments will be provided.
- We will not be offering any buffet food service.
- Cloth napkins and linen table coverings will be single use and changed between customers.



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