



## MOUNTAIN TOP RESORT COVID-19 RELATED PROCESSES & PROCEDURES FOR OPERATIONS (Updated 2.22.2021)

As always, at Mountain Top Resort, our guests, team-members, vendor-partners & local community are of the greatest importance to us. Although we are grateful for our secluded mountain top location, the reality and influence of Covid-19 is something that we take with the utmost seriousness & urgency - and as such, we are enacting diligent covid-19 related processes and procedures to ensure the safest environment possible - for everyone involved. While the specifics may evolve as new information and guidelines are made available from our Federal Government, the State of Vermont, the CDC, OSHA, FDA and reputable industry organizations (such as The National Restaurant Association and AHLA) - this document serves as our guide for operations and behavior upon re-opening our resort.

### RE-OPENING OF THE RESORT

In July 2020, Mountain Top Resort re-opened in compliance with VT State guidelines for guests, amenities, health & safety, staffing. In regard to complying with overall state regulations for guest visits to the resort:

- As of August 1, wearing a face covering is **mandatory** in Vermont in ALL public areas when social distancing of 6 feet can not be adhered to.
- As of September 18, 2020 hotels/resorts are now allowed to operate up to 100% legal lodge room & other accommodations capacity.
- All guests must complete a health questionnaire prior to check-in. Anyone showing signs of respiratory illness or covid-19 upon arrival will not be allowed to check-in.
- As of November 10, 2020 Guests & travelers from out of state must complete quarantine protocol prior to entering Vermont (2 weeks of quarantine, or 7 days of quarantine plus a negative covid-19 test). **As of 2/23/21 out of state residents may travel to VT without quarantine IF they have received both vaccination shots and at least 14 days have passed since the 2<sup>nd</sup> shot.**
- A signed CERTIFICATE OF COMPLIANCE for each guest is required within 24 hours prior to arrival.
- Out of state residents must travel directly to Vermont in their personal vehicle.
- Once here, out of state guests should register with and use SARA Alert .
- Dining in public areas & Guest House/Room rentals are limited to one household per table accommodation. Group gatherings are subsequently on-hold until this restriction is lifted.
- A log of ALL guests on property (both stay & day visit) will be maintained for contact tracing purposes.

Resort entrances have been posted with the following notice:



## OUR TEAM MEMBERS

**Re-enstatement:** Upon recommencement of operations (planned 6.25.20) and in accordance with the State of Vermont, MTR will re-instate only team members who do not present any symptoms of Covid-19 (*fever, cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, sore throat, new loss of taste or smell*) and whose roles are essential to the operations of our resort.

**Compliance:** Every re-instated MTR team member will take the Vermont State Department of Labor '[Protecting the Safety and Health of Workers – VOSHA](#)' certification. Completed certificates for team members will be kept on premise as required by VT State. This certification includes educational information on the virus and pandemic, as well as identifying personal and occupational risks, and issuing guidelines for health and safety.

### **Processes & Procedures:**

- Team members will be asked to notify the resort if they are feeling ill, or if they have been in contact with anyone exhibiting symptoms of covid-19. This team member will be asked to stay home and will be monitored per CDC guidelines before returning to work.
- Any team member showing any signs of respiratory illness at any time during their shift will be sent home immediately and monitored per CDC covid-19 related guidelines.
- Covid-19 related health safety signage has been posted in bathrooms, kitchens, storage spaces and central work areas reminding team members of best practices for ensuring a safe environment.
- Escalation procedures are in place should there be a suspected incidence (staff, guest or vendor) of covid-19 on property.
- Appropriate materials and antiseptic products for washing of hands and surfaces will be readily available at all times and in multiple places for team members.
- Upon arrival for their shift, team members will be screened regarding covid-19 related symptoms (*fever, cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, sore throat, new loss of taste or smell*). Any team member confirming the presence of these symptoms will be sent home and monitored per CDC covid-19 health related guidelines.
- Upon arrival for their shift, each team member will have their temperature taken with a touch-free thermometer. Any team member with an increased temperature, or showing any

other signs of coronavirus symptoms will be sent home immediately and monitored per CDC covid-19 health related guidelines.

- Shifts will be staggered as much as possible to limit the number of team members on property at any given time.
- Every team member will wear a mask when in the presence of others as required by the state of Vermont . Also everyone will be instructed not to touch their face.
- Every team member will observe strict social distancing of 6 feet to the extent possible.
- Every team member will frequently wash their hands (for 20 seconds and using the proper technique) throughout the day and whenever deemed necessary. Hand sanitizer will be readily available to all team members.
- Team members will cover their cough or sneeze - and self monitor for the culprit of any such activity.
- Team members, in all areas of operations, will be restricted to work in groups sizes approved by the State or CDC. All meetings/trainings will take place in limited numbers or utilizing a technology based solution. Team members will adhere to all covid-19 related guidelines in common areas, and will not congregate in any area.
- All operations will have a designated Safety Manager present during all hours of operation. The Safety Manager will have access to informative resources on situations that may arise and will have the authority to enact changes to processes & procedures as necessary to ensure the utmost safety of everyone.
- Each department's daily procedures for operations have been adjusted to ensure the utmost safety during the covid-19 crisis. Each department will be required to wipe down their area (and any tools, products used) regularly with an appropriate antiseptic throughout the day and at the end of their shift.
- **Specifically in relation to departments with extensive guest interaction:**

- **HOUSEKEEPING**

- Housekeepers will receive training on our new procedures prior to the start of their first shift.
- Housekeepers will wear gloves in addition to masks if required by the state of Vermont.
- Housekeepers will wipe down all tools & products used during their shift regularly, and at the end of their shift as necessary.
- Increased housekeeping staff on a per guest basis have been assigned, and an increase in time is expected to clean each location and ensure the fulfillment of these new processes & procedures, as well as our hospitality cleaning standards, during and between guests.
- In public areas all standard cleaning procedures will take place. In addition, frequently touched surfaces will be wiped with appropriate cleanser regularly throughout the day.
- In guest accommodations
  - Stay-over service will not be offered. Guests may dispense of used towels and acquire fresh towels by phoning the front desk. Fresh towels (& any other essentials needed) will be left in a bag at the exterior accommodations door. Used towels may be placed in the provided bag and left outside the guest room door for pick-up by our housekeeping team.

- **Food & Beverage**
  - Food & Beverage team members will receive training on our new procedures prior to the start of their first shift.
  - Food & Beverage team members will wear gloves if required by the state of Vermont, in addition to masks, and refrain from touching their faces/hair.
  - Each team-member will be instructed on ServSafe methods by a certified ServSafe Food Manager.
  - Waitstaff & Kitchen team members will wipe all surfaces with an appropriate cleanser at the beginning of, throughout and at the end of their shifts .
  - Waitstaff conducting room service will adhere to all covid-19 related guidelines. Room delivery orders will be taken via phone.
  - Table-service (winter) will adhere to all state health & NRA guidelines- including 50% (of allowed fire & safety) occupancy for indoor dining (maximum 75 persons)
    - Guests will be seated one household per table.
    - ALL dining guests must fill out a contact tracing form (to be kept in a log on premise).
    - Guests must wear a mask at all times when not eating/drinking.
    - Tables will be appropriately distanced with at least 6' of separation.
    - Seating will be provided for all patrons and maximum number of persons (in the room, and at a table) will be adhered to.
    - Social distancing will be enacted as applicable to service.
    - Reservations (or call ahead seating) are required and timing will be staggered to meet safe distancing guidelines.
    - Bar service is offered in compliance with Vermont State regulations.
    - Only seated customers will be served (no standing service, anywhere).
  
- **Maintenance/Operations/Activities**
  - **Maintenance:** Should in-room/in-house maintenance be required during a guest's stay, guest should call the front desk (802.483.2311) and describe the issue. The issue will be evaluated by maintenance. Guest(s) may be moved to another accommodation, or arrangements to fix the issue may be deemed appropriate. The front desk will arrange a time when the guests will not be in their accommodations so that our maintenance team can enter & make the necessary repairs. Housekeeping will be informed of the completion of the repair and may be required to sanitize the room afterward (also while guests are not on premise) - depending on the nature of the project.
  
- **Activities:**
  - In accordance with VT state guidelines, all areas of the resort, including trails & parking lots, are subject to social distancing & limited occupancy guidelines. Non-overnight guests must have a reservation for use of our public activities. Loitering will not be allowed. A list of all guests will be kept in compliance with contact tracing guidelines.
  - All guests, including day visitors, must comply with Covid-19 related restrictions for in & out of state visitors - including any geo-related quarantine mandates.
  - Contact-less transactions for payment are encouraged. For overnight guests, this includes room charges as well as credit card use.

- Antiseptic cleaning products will be available for use on equipment needs for complimentary activities such as our kayaks, canoes, paddleboards, tennis rackets and lawn games. We welcome guests to bring their own equipment if feasible and desired. The resort's equipment will also be cleaned on a regular basis by our Team Members.
- **Spa & Salon**
  - Our Spa & Salon operations remain on hiatus at this time.

## OUR GUESTS

We ask, for everyone's benefit, that our guests adhere to all covid-19 related health and safety guidelines including quarantine restrictions based on location of origin and the use of facial coverings, as mandated by Vermont state as of August 1, 2020, when in the presence of others (if unable to maintain 6' social distancing) on property. To avoid non-compliance, please carry your face covering with you at all times.

Guests exhibiting signs of respiratory illness may be asked to leave the property. Procedures and documentation are in place for such an instance. 911 should be called in the event of an emergency.

We ask that guests are understanding of some of the constraints that may be evident during their stay, such as reduced activities or amenities, the removal of lobby house-phones, a delay or longer-than-usual time needed for some services or requests by other guests, or staff regarding adherence to social distancing.

Contact-less Reservations: Where possible, both pre-and-post arrival, we will conduct all reservations related activity with our guests via phone or email (with the exception of contact-less temperature readings).

Contact-less Transactions: Where possible, all payment (or credit) transactions will be conducted via credit card over the phone, a charge to guest accommodations or when necessary an in-person bill will be presented and payment accepted (e.g. non-overnight stay guest dining or activities charges).

Check-out will be conducted via phone and/or email on the departure morning of your stay. If requested the evening prior, a paper statement for your stay will be left under your door on the morning of your departure by 7:30am.

Contact-less sharing of information: While on property, rather than visiting the front desk, we highly recommend reviewing the in-room welcome book, or visiting our website for up-to-date food menus, available activities, rates and other resort related information. We are, of course, happy to answer any questions over the phone (802.483.2311).

### **In-room Amenities**

- If you are guest on property and are in need of a mask, please inform the front desk as we may be able to assist you with procuring one.
- Stay-over service will not be offered. Guests may dispense of used towels & acquire new towels by phoning the front desk. New towels (& any other essentials needed) will be left in a basket or bag at the exterior accommodations door. Used items may be placed in the provided bag and left outside door for pick-up by our housekeeping team.
- Trash removal will be conducted upon request. Please call the front desk to make arrangements. Pick-up will be between 9a-11a. Please do not leave trash out overnight (especially in guest houses, as it will attract animals).
- Prior to guest arrival, touchable surfaces will have been wiped with appropriate cleanser.

- Sheets, pillow cases & inner covers will have been removed and replaced (guests are welcome to bring their own pillows if desired).
- Glassware will no longer be supplied in guest rooms – instead, disposable cups will be available.
- Accommodations are limited to ‘one household’ per room/house.

### **Public Spaces & Amenities/Activities**

- Only amenities/activities approved by the State of Vermont will be offered. (Please check our website ( [www.mountaintopinn.com](http://www.mountaintopinn.com) ) or inquire via phone with the front desk (802.483.2311) regarding available amenities and hours of operation).
- All public bathrooms and shared areas (e.g. lobbies, hallways, etc. – including doors, light switches, handrails, etc.) will be routinely cleaned throughout the day. These touchable surfaces will be wiped with an appropriate disinfectant.
- Only one occupant is allowed at a time in the Barn elevator.
- Appropriate antiseptic products & materials will be available in all public bathrooms, both lodge lobbies, the restaurant lobby, activity center & beach area.
- Antiseptic cleaning products will be available for use on equipment needs for complimentary activities such as our kayaks, canoes, paddleboards, tennis rackets and lawn games. We welcome guests to bring their own equipment if feasible and desired. The resorts equipment will also be cleaned on a regular basis by our Team Members.
- Our Cross Country Ski center will abide by all [Vermont State guidelines for ski operations](#).
- (offered again summer 2021)The pontoon boat will be cleaned between each use and occupancy will accommodate for social distancing standards.
- Our on-property shuttle service will be available-and cleaned regularly. Occupancy will be limited.
- We will limit the occupancy in our lobbies by removing some furniture. Guidelines will follow those for dining (if table service is allowed. If not, social distancing and maximum room occupancy guidelines will be reflected in our lobby seating arrangements).

### **OUR VENDOR-PARTNERS**

We are confirming that all of our vendor-partner employees are certified through the mandated Vermont State Department of Labor ‘*Protecting the Safety and Health of Workers – VOSHA*’ process and are conducting their business within all of the State, Federal, CDC and industry related guidelines.

No one will be admitted to the property if they are exhibiting signs of respiratory illness. Vendor-partners will be required to practice social distancing, wear masks (and gloves if appropriate) while on property.

### **OUR COMMUNITY**

The town of Chittenden and our neighboring towns (where staff and vendor-partners hail from) have presented few (or zero) cases of coronavirus, thanks in large part to Governor Scott’s Stay Home, Stay Safe policy. The State of Vermont, as a whole, has maintained a low number of positive cases.

Tourism from other states is critical to the economy of Vermont – however we ask that our guests – whether Vermont-based or from a neighboring state - respect the health of our team members, vendor-partners, communities- and other guests - and do everything possible to abide by covid-19 related health and safety guidelines.

Our goal is to continue to offer a safe and relaxing environment for everyone.