

Normandy Farm

BLUE BELL
Country Club

UPDATED NOVEMBER 24, 2020

COVID-19 Pandemic Preparedness And Response Program

CREATING A SAFE AND HEALTHY ENVIRONMENT



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STATEMENT FROM BUD HANSEN III, PRESIDENT

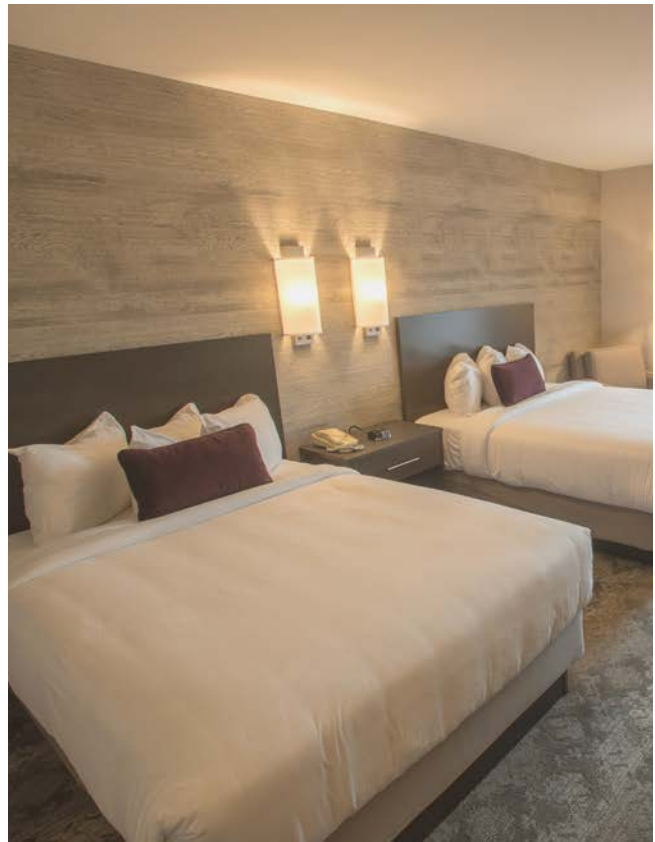
Normandy Farm and Blue Bell Country Club have always been places where our guests, employees and community have felt like family. We are constantly thinking of the future and how we can make every guest experience memorable, no matter the circumstances. Today, providing a safe environment throughout our properties is more critical than ever and we have been working to ensure a healthy and enjoyable return for all.

For the months ahead, we are adapting our guest experience, modifying our steps of service, enhancing our cleaning protocols and so much more. We are taking numerous precautions and have greatly expanded our sanitization procedures, even while planning new and creative ways to delight and care for our guests. We invite you to review the enclosed information and consider what you can expect when you return to Normandy Farm or Blue Bell Country Club. This program is designed to meet or exceed the standards proposed by the various health organizations and is consistent with the mandates issued, and recommendations of health organizations like the CDC.

We recognize that circumstances are changing quickly and expect that these procedures and policies will evolve in step. This plan is a “living” document that may be updated at any time given the fluidity of this situation.

Stay Well,

Bud Hansen III



HERE'S WHAT'S NEW

Over the past months, numerous changes to our operations and physical facilities have taken place. Among those are:

- 1.** An intensive deep cleaning of all areas, including the common areas, hotel rooms, kitchen, ballrooms, restaurants, conference center, pool, and fitness areas, just to name a few.
- 2.** Installation of many personal protective and sanitation measures such as the Plexiglas shields at the front desk and pro shop counters, extensive signage throughout the property to remind guest and staff about social distancing, sanitation instructions, and use of personal protective equipment (PPE), and the removal of seating in public spaces to promote proper social distancing such as in our restaurants and conference center.
- 3.** Added new services such as take-out dining. Removed other services such as buffet service and reusable menus.
- 4.** All employees are required to complete a daily self-diagnosis and not report to work with a fever or any symptoms associated with COVID-19. Upon arrival at work, all employees will be subject to a body temperature screening. Any employee with a temperature more than 100.4 will be sent home and advised to seek medical advice.



The Program

1. EMPLOYEE AND GUEST HEALTH

The health and safety of our employees, members and guests are our number one priority.

Physical Distancing

Guests will be advised to practice physical distancing by standing at least six feet away from other people while standing in lines, using elevators, or moving around the property. Restaurant tables, and other physical layouts have been arranged to ensure appropriate distancing. Employees have been 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. All resort outlets comply with, or exceed, local or state mandated occupancy limits.

Hand Sanitizer

Hand sanitizer dispensers, touch-less whenever possible, have been placed at key guest and employee entrances and at contact areas such as reception areas, hotel and clubhouse lobbies, restaurant entrances, meeting and convention spaces, elevator landings, pool, and exercise areas.

Facial Masks

As required by the governor, all persons within our buildings are required to wear masks except when seated at a table eating. Those outside are required to mask in accordance with the governor's rule.

Front of the House Signage

Health and hygiene reminders are placed throughout the property including the proper way to wear, handle and dispose of masks. Additional signage Included social distancing reminders as well as maximum occupancy, where appropriate.

Back of the House Signage

Signage has been 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, and to avoid touching their faces.

Employee & Guest Health Concerns

Guests will be required to wear masks while traversing through the property. According to the CDC guidelines, masks or face coverings are mandated in a hospitality venue except when eating or drinking, or in a hotel room. 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 who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager.

Case Notification

If a manager becomes aware of a suspected infection, the manager should direct the ill employee to leave work and go home or to the nearest health center as advised by the local health authority. Public transportation should not be used. If the infected person is well enough to drive their own vehicle, ask them to use it.

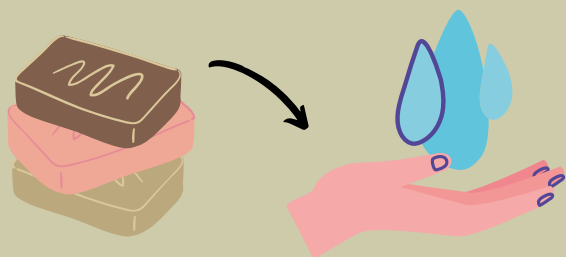
The manager shall promptly communicate this information to Human Resources (HR). HR shall:

- Identify persons who may have been in contact with the suspected infected employee. Unless required by the local health authority, the name of the infected employee should not be provided.
- Advise employees that they may have been in contact with a suspected infected employee, to carry out a self-screening check every morning, and based on the results, contact the HR department.
- Advise employees to contact a physician to obtain medical clearance to return to work.
- Issue a deep cleaning protocol for all areas possibly contaminated.
- Ensure that the suspected employee's workstation is thoroughly cleaned and disinfected, in addition to all other common surfaces recently touched by the infected employee. All persons carrying out this cleaning must wear gloves, and all support persons' PPE should be appropriately discarded prior to resuming normal work functions.



2. EMPLOYEE RESPONSIBILITIES

*Normandy Farm and Blue Bell Country Club
employees are vital for an effective sanitation and health program.*



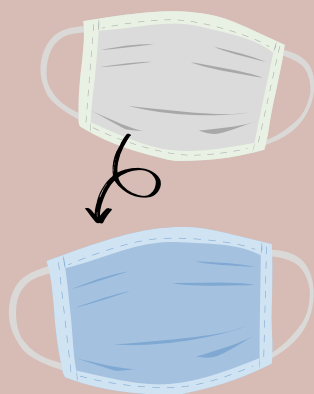
Hand Washing

Correct hygiene and frequent hand washing with soap is vital to help combat the spread of the virus. All employees have been instructed to wash their hands (for 20 seconds), or use sanitizer when a sink is not available and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, smoking, eating, drinking, before and after food preparation, entering and leaving common guest areas, going on break and before or after starting a shift.



COVID-19 Training

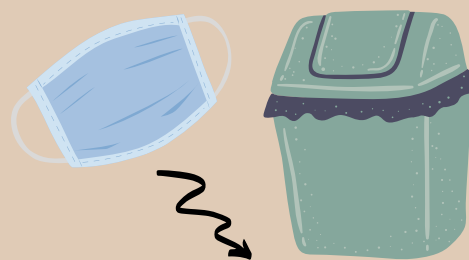
All employees have received training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, and Hotel Operations.



Personal Protective Equipment (PPE)

Appropriate PPE must be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every

employee entering the property has been provided a mask and is required to wear that mask while on property. Gloves have been provided to employees whose responsibilities require them as determined by medical experts including housekeeping and other operations in direct contact with guests.



Daily Pre-Shift & Timekeeping

Employee pre-shift meetings are conducted in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in the back of the house corridors and service elevators. Our time clocks have been disabled and start and stop punches are made through an app on their cellphones. Our management team ensures constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

Additional Social Distancing Protocols. To further assist with Social Distancing and elimination of gatherings of people, the following changes have been implemented: (1) occupancy limits in staff locker rooms, (2) in addition to the 6 foot distancing requirement, occupancy limits in the employee cafeteria, (3) where possible, employee shifts and breaks will be staggered to avoid gatherings.

3. HOUSEKEEPING

Products

Our properties use cleaning products and protocols which meet EPA guidelines and are approved for use and effective against SARS-CoV-2, the virus that causes COVID-19 and/or other similar viruses. Listed below are the company names, product names and the EPA Registration Numbers:

- Ecolab, Multi-Purpose Disinfectant Cleaner – EPA Registration number: 1677-233
- Ecolab, Bleach disinfectant – EPA Registration number 1677-235
- Ecolab, Disinfecting Heavy Duty Acid Bathroom cleaner – EPA Registration number 1677-204
- KLK, Pure Bright Germicidal Ultra Bleach – EPA Registration number 70271-13
- Diversey, Oxivir TB wipes – EPA Registration number 70627-56
- Envirox, H₂Orange₂ Concentrate 117, Sanitizer/Virucide Cleaner – EPA Registration number 69268-2
- Pro link, D3 Disinfectant, Detergent, Deodorizer – EPA registered, endorsement pending.



HOUSEKEEPING STAFF SAFETY AND GENERAL CLEANING STANDARDS:

- | | | |
|---|--|---|
| <p>A Increase the frequency of cleaning and disinfecting</p> <ul style="list-style-type: none">• Increased frequency of cleaning and disinfecting with attention to these areas helps remove bacteria and viruses, including the novel coronavirus.• Practice good hand hygiene after cleaning. Wash hands often with soap and warm water for at least 20 seconds. If soap and warm water are not readily available, use an alcohol-based hand sanitizer that contains at least 60% alcohol | <p>B Safety guidelines during cleaning and disinfection:</p> <ul style="list-style-type: none">• Wear disposable gloves when cleaning and disinfecting. Gloves should be discarded after each use. Clean hands immediately after gloves are removed.• Wear face mask at all times.• Wear disposable aprons while handling dirty linen. | <p>C Cleaning and disinfection of surfaces:</p> <ul style="list-style-type: none">• Clean surfaces and objects that are visibly soiled first. If surfaces are dirty to sight or touch, they must be cleaned using a detergent or soap and water prior to disinfection.• Clean and disinfect surfaces as soon as possible in areas where a person with respiratory symptoms (e.g., coughing, sneezing) was present.• Use the appropriate products pre-approved for use against emerging enveloped viral pathogens, or the list of disinfectants for use against SARSCoV-2. |
|---|--|---|

Public Area Cleaning Protocol

- Cleaning and disinfecting at least 3 times per day or depending on the guest/staff traffic, focusing on high-touch surfaces, hallways, public restrooms, faucets, light switches, elevator walls and buttons, handrails, counters, doorknobs, tables and chairs, etc.

Laundry Department Safety Protocol

- Wear disposable gloves when handling dirty linen and discard after each use. Clean hands immediately after gloves are removed.
- Wear disposable aprons while sorting and putting dirty linen to wash. If possible, do not shake the linen (minimizes possibility of dispersing virus through the air).
- Use a disposable bag liner when handling possible or contaminated linen.

Enhanced Housekeeping Standards for Guest Room

- At check-in, guests will be presented the option of not having housekeeping service every day. Only service the guest rooms that have requested daily service.
- Do not provide regular housekeeping service to rooms that have made such a request and ensure staff are advised not to enter rooms until authorized. Provide alternate means of assisting guests who don't desire in room service including leaving fresh linens, toiletries and cleaning supplies outside the door.
- Provide disposable items in the rooms including: individually wrapped cups, coffee, and condiments (creamer, stirrer, sugar), disposable shower caps and convenience kit upon request.
- Once guests have left a room that did not have regular housekeeping service, complete a thorough environmental cleaning on hard surfaces with an approved disinfectant (see environmental cleaning section), room should be out of order for 48 hours if possible.
- For all rooms pay attention to decontaminating touch points such as countertops, tubs/showers, safe, phones, TV remote controls, light switches, and toilet flush handle.
- Designate specific staff to clean potentially contaminated areas or complete cleaning/disinfection AFTER regular housekeeping.
- Launder any removable cloth/plush items from the room.
- Wear the appropriate PPE while cleaning a check out room including gloves, goggles, and mask. Gloves should be changed after the cleaning of each room.

Staff Locker Rooms

- Locker rooms will be cleaned and disinfected and supervised after every shift.
- Cleaning and disinfectant product will be available inside the locker rooms for employee use.
- No more than 3 employees are allowed inside the locker room at the same time.

Staff Break Rooms

- Break rooms will be cleaned and disinfected 2 times a day or after every use.
- Break schedules will be altered to minimize the number of staff on break at any one time.
- Cleaning and disinfectant product will be available in the break rooms for employee use.



HOUSEKEEPING, CONTINUED

Enhanced Cleaning & Disinfection After Notification of a Confirmed Case of Covid-19 at the Property

After notification of a person with confirmed COVID-19 at Normandy Farm or Blue Bell Country Club, the following cleaning and disinfecting protocol will be followed:

A. Buildings and/or specific rooms and areas where a COVID-19 positive person spent time will be assessed on a case-by-case basis. The cleaning scope will be implemented based on the risk of potential contamination in coordination with the impacted department(s). All contaminated linen will be transported to the laundry rooms inside the Iso – Wash linen recovery System Bags to avoid cross contamination.

B. Housekeeping staff will do the following (as applicable):

- Identify areas that require restricted access during and immediately following enhanced cleaning.
- Communicate and coordinate with department(s) supervisors/managers.

C. When cleaning and disinfecting rooms with increased surface area due to a large number of desks, tables, and other furniture, and where a spray application of disinfectant is needed. Housekeeping will notify the hotel manager in advance if the spraying will occur during normal work hours. Advance notice allows the occupants to be apprised of the schedule for disinfection of the space and any areas that may require restricted access during cleaning.

D. The cleaning crew will:

- Follow the enhanced cleaning and disinfection protocol.
- Open windows to the outside to increase air circulation, if possible.
- Wait 24 hours after the ill person was present in a space prior to beginning cleaning and disinfection.

E. Wear the required personal protective equipment (PPE) during cleaning and disinfecting:

- Disposable gloves, face mask and aprons protect contamination of clothing.
- Safety glasses/goggles when there is a potential for splashing/spraying the disinfectant.
- All staff must be fully trained on donning and doffing required PPE to prevent cross contamination.

4. FRONT DESK OPERATIONS

Guest Experience

- **Social Distancing.**
 - Guests will be advised to adhere to social distancing guidelines when around others they are not traveling with. The hotel lobby furniture has been spaced to promote social distancing and a reduced maximum occupancy has been displayed in the lobby area. The lobby area will be monitored by Front Desk staff to ensure anyone waiting in line is practicing distancing guidelines.
- **Information Card.** At check-in, information cards will be offered to guests upon request, including: basic COVID-19 information such as symptoms, the PA Dept of Health phone number, and the nearest hospital.
- **Face Masks.** All guests are required to wear a mask while traversing through the building except while eating, drinking, or in their hotel room. Masks will be provided for those that do not have one. Those that refuse to wear a mask will be denied entry into the building.
- **Health Screening.** The front desk staff will ask each guest questions regarding any symptoms or if the guest has been in recent contact with a person who has the virus.
- **Dry Cleaning.** Dry cleaning service has been suspended until the dry cleaner opens back up. When they are open, the contactless delivery method for packages will be in place.
- **Business Center.** The business center facilities have been suspended. Guests can come to the Front Desk to print any documents. Coffee is available in each room and can be replenished at the front desk.
- **Guest Phone and TV Remote.** Sterilization kits are available at the front desk upon request.
- **Hotel Amenities.** Some hotel amenities are currently closed or subject to reduced hours or occupancy, such as the swimming pool, fitness center, and business center. All guests are to follow the posted sanitization maximum occupancy limits, social distancing, and any sanitization protocols.
- **Housekeeping.** At check in, the front desk staff will ask guests if they desire housekeeping to enter the room for cleaning.

Staff Behaviors

- **Social Distancing.** Staff must stay at least 6 feet apart or the minimal mandated government distance. Normally, there will be one Front Desk employee per shift, with a maximum of two employees during high volume times or shift changes.
 - The front desk will discourage paper receipts and promote emailing receipts at checkout. Key drops are at the Front Desk and outer houses to promote contactless checkouts.
 - All employees that do not work the Front Desk are required to enter the back office through the office door instead of the swing door at the desk and maintain the required 6 foot distancing from all others.
 - All back-office employees are to remain in their cubicles and avoid congregating.
- **Face Masks.** All staff are required to wear masks while inside the building. Masks will be provided for those that do not have one. Those that refuse to wear a mask will be denied entry into the building.
- **Hand Washing.** All staff are required to wash their hands at least hourly. Additional hand washing is required as previously provided in this Program
- **Deliveries.** Guest packages must be handled with gloves on. The hotel will call the guest and inform them that a package is arriving. The deliverer will knock on the room door, stand 6' away, and wait for the guest to answer and take the package before leaving.
- **Communication.** Front Desk staff will provide a copy of this Program when questioned about what we are doing to keep everyone as safe as possible during this difficult time. For guests not complying with the requirements outlined herein, the staff will communicate the importance of all people doing their part to keep everyone safe and again refer to the Information card given at check in. If a guest continues to refuse to comply, management should be brought in to assist in the resolution, which may include removal from the property. All staff will be aware that this is a unique situation we have not dealt with before and there will be questions or concerns that guests could approach them with that may not have been discussed previously. Staff is encouraged to use all resources at their disposal or get management to help answer the question in the best way possible.



FRONT DESK OPERATIONS, CONTINUED

Cleaning Protocols

Cleanliness. The Front Desk area will be cleaned each hour using disinfectant wipes and sprays. The counter and all guest touch points will be cleaned after every guest interaction. Lobby tables will be wiped immediately after guest use by Front Desk staff if Public Area staff is not present.

- Wipes will be present at every workstation. Employees are to wipe down their computers and phones whenever they are starting/finishing a shift or returning from a break.
- Employees will work on one computer and one phone throughout their shift, ensuring minimal cross contamination.
- Emphasis will be placed on staff to wash uniforms when going home for the day. Masks should be cleaned daily.
- All newspapers and magazines have been removed from the lobby.
- Bell carts will be sanitized after each use and are stored in the bell/coat closet instead of the front vestibule to minimize unnecessary exposure.
- We will attempt to keep rooms empty after checkout for at least 2 days to help further sanitize rooms if occupancy permits.
- Transportation. All vehicles will be sanitized before and after every pickup or drop off. Guests in the large van will be asked to sit in every other seat. No passengers may sit the front seat of either vehicle.
- Technology. Credit card readers for the desk have been ordered for guests to process their own cards at the terminal to minimize touches.
- Emphasis has been placed on ensuring the reusable room keys are sanitized when given out.
- Email is prioritized for any documents that a guest would request from the Front Desk such as receipts, rooming lists, etc.

5. RESTAURANT & BAR

Guest Experience

- All self-serve condiments and utensils to be removed and available from servers. All straws to be wrapped
- Napkin service to be suspended until further notice (no placing in a guest's lap or refolding)
- Table-side cooking to be suspended until further notice
- Bar snacks will be served per individual guest and not shared by the table
- All food and beverage items to be placed on the table instead of being handed directly to a guest
- Touchless sanitizing station located at the entrance to the restaurants.
- The seating arrangement has been modified to meet or exceed the physical distancing requirements.
- Guests will be instructed to not congregate in or around the farmer's daughter restaurant
- Due to limited seating under the social distancing requirements, guests will be strongly recommended to make reservations. Guests arriving without reservations may have to wait to be seated in an area allowing social distancing or in their car, if no space is available.
- Outdoor dining and take-out service will be available. The current guidance is that dine-in service at the restaurants will be open at 50% capacity with social distancing observed.
- Breakfast service has been temporarily suspended. When re-started, buffet will no longer be available. Instead prepackaged or boxed breakfasts will be offered.
- Seating at the bar is not allowed. Bar service must be accompanied by a meal. No standing is allowed at the bar area.

Staff Behaviors

- Person in charge of each shift shall be up to date with their ServSafe certification.
- Hostesses and managers to manage physical distancing at entries, waiting areas and queues
- Staff to strictly follow the hand washing practices, wear masks and gloves

Cleaning Protocols

- Host Podiums including all associated equipment to be sanitized at least once per hour
- Service stations, service carts, beverage stations, counters, handrails, and trays to be sanitized at least once per hour and logged by a manager
- POS terminals to be assigned to a single server where possible and sanitized between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use
- Dining tables, bar tops, stools and chairs to be sanitized after each use
- Condiments to be served in single use containers (either disposable or washed after each use)
- Check presenters, votives, pens and all other reusable guest contact items to be either sanitized after each use or single use
- Menus to be single use and/or disposable
- Existing porous placemats to be replaced with linen, single use disposable or non-porous placemats that can be machine washed and sanitized after each use
- Sanitize trays (all types) and tray stands sanitized after each use
- Storage containers to be sanitized before and after each use
- Food preparation stations to be sanitized at least once per hour
- Kitchens to be deep cleaned and sanitized at least once per day
- Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.)



6. EVENT GUIDELINES

It is important to have a clear understanding of the requirements, guidelines, and expectations to minimize the health risk to you and your guests.

We follow the mandate and protocols detailed in the directions from the governor of Pennsylvania, which also refers to the CDC guidance. These include the mask order and occupancy limit. Links to those releases are listed below.

To summarize:

Face Coverings / Masks:

Guests and staff are required to wear a face covering/mask in public, except when eating or seated. Exceptions are allowed for those who cannot wear a mask due to medical conditions or children under 2.

→ Your help:

- Please communicate the need for masks to all guests
- During the planning stage, we will ask for a main contact. If we find people who are not following this requirement, our event manager will politely let your main contact know. We ask that your main contact be prepared to assist in compliance with the requirements.

Social Distancing:

All persons are to adhere to the CDC's social distancing requirement. Our table arrangements have been designed to meet or exceed the social distancing guideline. We will also have signage to remind people of social distancing.

→ Your help:

- If we find many people who are not following this requirement, our event manager will politely let your main contact know. We ask that your main contact be prepared to assist in compliance with the requirements.

EVENT GUIDELINES, CONTINUED

Seating Arrangements:

Over the past months, the event capacity limits have changed numerous times. We follow the current rules that include the social distancing requirements. The guidance further suggests that those sitting together have a common relationship or from the same household.

→ Your help:

- As part of determining the seating arrangements, you are to consider those that may sit together.

Dance Floor:

The Current guidance is a bit unclear, but we believe that it is encouraged to eliminate these areas. We will follow your request and will provide the dance floor if you wish. However, it should be noted that eliminating some or all of the dance floor will allow for more socially distanced seating in the ballroom.

→ Your help:

- Please let us know your wishes relating to the dance floor.

Contact Tracing:

A mandate from the governor is that the “event host maintain a list of all guests in attendance including phone number and expected location 14 days after the event.”

→ Your help:

- We will provide a spreadsheet template and ask you to complete the required information for your guests.

Live Music:

Another new requirement is that any live musicians are to remain at least 6 feet from all guests and staff. This may require a form of physical separation to ensure compliance.

Temperature Scanning:

Not a requirement but if you would like to have each guest checked for signs of a fever prior to entering the ballroom, we are happy to provide this optional service at no cost. Our staff has been checked prior to each work shift. Please understand that if you choose this option and if a guest registers a temperature greater than 100.4 they will not be granted access to the ballroom.

→ Your help:

- Please let your planner know if you wish to utilize this optional service.

Related Links:

Gov. Wolf COVID-19 Guidance:

<https://www.governor.pa.gov/covid-19/restaurant-industry-guidance/>

CDC COVID-19 Guidance:

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/business-employers/bars-restaurants.html>

<https://www.governor.pa.gov/wp-content/uploads/2020/07/20200701-SOH-Universal-Face-Coverings-Order.pdf>

Normandy Farm

The Belle
OF BLUE BELL

7. CONFERENCE OPERATIONS

Guest Experience

- Seating capacities and floor plans to be reviewed for each event to ensure appropriate physical distancing that follows CDC guidelines.
- Groups must meet the current occupancy restrictions while maintaining social distancing
- Groups will be strongly encouraged to follow their meeting agenda and timing to allow for proper cleaning and sanitizing protocol in between and at the conclusion of each general session and break outs.
- Individual bottled water will be provided at each seat in lieu of water carafes and water stations.
- Individual pens and pads will be provided at each seat only upon specific request
- All buffet and self-serve style events are suspended until further notice.
- All food and beverage items to be individually plated and served.
- All break food and beverage will be packaged or plated and served.
- Coffee and other break items to be attended and areas are to be sanitized after use.
- Flatware to be provided as a roll-up or disposable single use flatware
- Condiments to be served in individual packets or sanitized containers.
- Break and mealtimes to be dedicated for each group.
- Extra signage has been installed reminding of social distancing guidelines, occupancy limits in confined areas such as bathrooms, and instructions on the proper use of PPE.
- All guests are required to wear masks, except while eating.

Staff Behavior

- Masks and gloves to be worn by staff at all times.
- Staff to maintain the six-foot social distancing requirement throughout their shift
- Proper hygiene and cleanliness including regular handwashing are mandatory.

Cleaning Protocols

- All shared equipment and meeting amenities to be sanitized at the beginning of the day and after each use.
- Touchless sanitation stations to be available in each break area.
- All linen, including underlays, to be replaced after each use.
- Clean and soiled linens to be transported in sealed single use plastic bags.
- Doors to be propped open



8. IN-ROOM DINING

Guest Experience

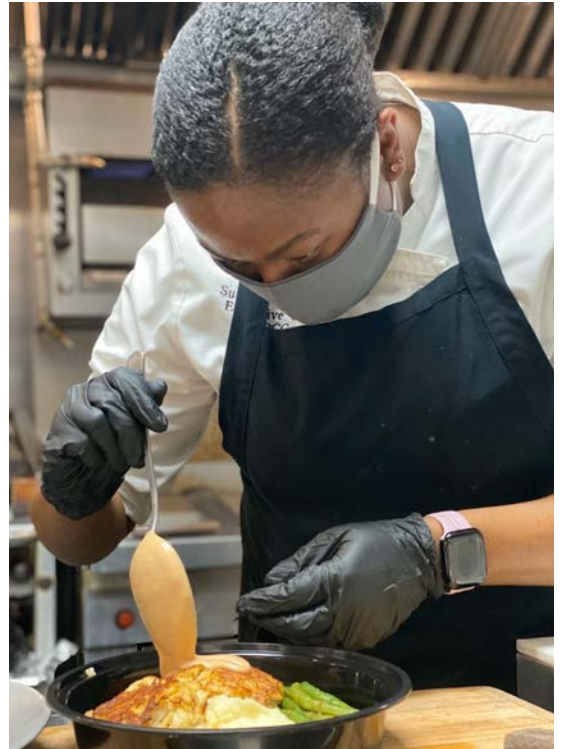
- Printed menus to be removed from rooms
- Guests to access a PDF version of the menu on their phone or computer: www.farmersdaughterpa.com/menus

Staff Behaviors

- Set food on tables in hallway and notify guest when the table is outside of the guest's room (plate covers remain) – guests will retrieve their own table
- Request that guests notify Front Desk when finished with their meal and place their trolley in the hallway outside of their room

Cleaning Protocols

- All equipment will be sanitized prior to assigning for the shift
- Employees assigned to individual stations (including Sales Agents) will sanitize their stations and all equipment on a regular basis.
- Bus Runners will sanitize all doors, handles and high contact surfaces at least once per hour.





9. GOLF OPERATIONS

MEMBER / GUEST EXPERIENCE

- Blue Bell Country Club has created a very detailed guide for golfers to follow to minimize frequent touch-points and direct traffic to keep the required social distancing. To read the full guide, refer to this link: <https://bluebellcc.com>. Here is a summary of the major topics:
- The golf course is open for play.
- Golfers are to obey the precise map and timetable for arrival, practice at the driving range and putting green, check in and start of the round of golf.
- Walking and use of pull cart is allowed.
- Carts will be staged in the staging area (not in the parking lot). Members may drop their clubs off at the bag drop and a member of the Golf Staff will assist. Upon the completion of the round, carts are to be returned to the staging area. Under no circumstance should carts be driven into the parking lot.
- Bag storage is now open. The Driving Range is open for members to warm up prior to their tee time and the short game practice area is open. The Putting Green will not be available for practice other than for players to warm up just prior to their designated tee time.
- Food and beverage service is available for lunch, dinner, takeout, and to take on the course from the halfway house, Mulligan's. Orders can be phoned in for on course ordering.

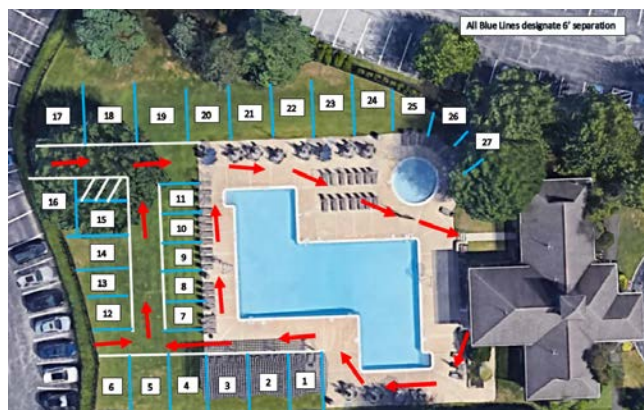
STAFF BEHAVIORS

- Staff will wear masks and gloves at all times. Staff will be tested for body temperature prior to beginning their workday.
- Social distancing is required.
- No carts will be staged for use without going through the sanitation process
- Staff will not share utility carts and other vehicles with others.



SANITATION PROCESS

- Carts will be subject to a complete sanitization process to be applied with both spray and towel essential tough areas prior to use.



10. CLUB SWIMMING POOL AREA

Guest Experience

- To control the number of guests at any time, a reservation system has been set up. Subject to availability, members may reserve either the early time slot (10:30 AM to 2:30 PM) or late time slot (3:00 PM to 7:30 PM). Note pool will be open until 8:00PM on Friday and the time slots are each half an hour longer. The time between these slots will be closed for sanitization by the staff. At the time of reservation, members will indicate the number of persons planning to come to the pool. Guests of members will not be allowed at this time.
- Upon entering the pool area, all persons will be checked in against the reservation list. Any persons leaving the pool area but wish to re-enter will have their hand stamped.
- The grounds have been marked throughout the pool area to indicate where seating is designated so that social distancing standards are met or exceeded. Most areas are sized for family groups of up to four persons, although several will allow larger families.
- Members are requested to bring their own chairs, towels, and umbrellas.
- All persons are encouraged to wear masks while seated or walking around the pool area. However, masks are not to be worn in the swimming pool.
- The cabana will be open for food service. Staff will take orders from members seated around the pool to reduce traffic at the cabana windows. Guests are to keep social distancing when approaching the cabana. Cash will not be accepted during this time.
- All persons are to follow directional signage when walking through or around to pool area, to minimize two-way traffic.
- All persons will be requested to comply with the signage instructions including occupancy limits in the bathrooms, washing hands, keeping social distancing both in and out of the pool, following directions signs, and disposing of all trash.
- Guests will be instructed not to congregate in groups outside of the designated seating areas.

Staff Behaviors

- Staff will wear masks at all times and will be subject to body temperature check prior to starting each shift. Cabana staff to wear gloves.
- Lifeguard staff will **not** be responsible for cleaning, monitoring social distancing, or ensuring that guests wear face coverings. Lifeguards will be focused solely on the water safety of guests. Management and housekeeping staff will oversee sanitization procedures.

Cleaning Protocols

- At least three times daily, sanitize and disinfect frequently touched areas such as handrails, counter and tabletops, door handles, and all restroom surfaces.
- A dedicated housekeeper will be stationed at the pool each day.

Please Note: Tennis is open, effective in the “yellow” phase. The club is following the USTA guidelines. The Fitness Center is not expected to open until the “green” phase.

11. CLUB DINING

Guest Experience

We have been diligently conforming our operations to meet the social distancing and CDC guidelines. I want to share them with you to set the expectation and provide the best possible member experience:

- The restaurant will operate at 50% capacity. Certain tables will be marked as “out of service” to promote social distancing. With this limitation, reservations are strongly encouraged.
- Masks are required when entering and exiting the clubhouse and dining areas and when walking the common areas.
- Masks are not required when eating or working out in the Fitness Center. Staff will be in masks & gloves and will be subject to a temperature check.
- Disposable paper menus
- Bar Area Guidelines (from Governor Wolf); Bar seating is not allowed.



12. CLUB FITNESS CENTER

The Fitness Center will open daily beginning 6:30 am. Social distancing will be a requirement and these maximum occupancy limits will be imposed:

- Not more than (7) members may occupy the Fitness Center at one time, further limited to strength and conditioning area (2) members, cardio area (3) members and the stretching room (2) members. Members are required to wipe clean and sanitize equipment before and after each use.
- The club will provide the necessary supplies.
- Reservations will not be necessary, however members will be asked to wait if a particular area of the Fitness Center is occupied beyond the allowable number.



13. SALES & MARKETING

Guest Experience

- Professional property tour videos will be created to accommodate clients unable to attend in-person meetings.
- Guests attending in-person tours will be required to wear a mask
- Review and provide physical distanced floor plans (in coordination with Conference & Banquets).
- Post signage outside of sales & marketing office to remind guests of appropriate physical distancing guidelines.

Staff Behaviors

- All staff will be set up with remote access to ensure continuity should they experience any early symptoms.
- Office capacities are already set up to ensure a physical barrier between each employee.
- Each member of the team is always required to wear a mask while on the property.
- Post signage outside of sales & marketing office to remind employees of appropriate physical distancing guidelines.

Cleaning Protocols

- Sanitize office doors, tables, chairs, light switches, and other equipment after each group use
- Housekeeping will sanitize doors and office equipment at least once every four hours



12. IT DEPARTMENT

Guest Experience

- The IT Department will provide Housekeeping with Shrink Wrap TV Remote covers and Phone headset disposable covers. They are to be replaced before every check-in or given to the guest as they check in. Implement Check-in/Check-out on your mobile phone

Staff Behaviors

- Remote support when and where possible. On-site support will be scheduled with the employee.
- Vendor projects will be limited to the appropriate number of people at that time on any one given project. Employee and Vendors alike will be required to wear PPE.

Cleaning Protocols

- IT Staff are to use a new pair of gloves once approaching the Employee's desk and discard anytime they walk away from the keyboard. Hand Sanitizer will be used when returning to the IT Office



14. PROPERTY MAINTENANCE

Staff Behaviors

- In addition to the overall employee requirements, property maintenance staff has been instructed to wash their hands prior to commencing work in any public area, including hotel rooms, and to wash again upon completing the job.
- Shifts will be staggered to limit gatherings of staff.
- Follow all other requirements such as social distancing and wearing PPE.

Cleaning Protocols

- Shared tools and equipment will be sanitized before, during and after each shift or any time transferred to another employee.
- The frequency of air filter replacement and HVAC cleaning has been increased and fresh air exchange has been maximized.
- All surfaces subject to repairs or preventative maintenance will be sanitized before putting back in service.

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