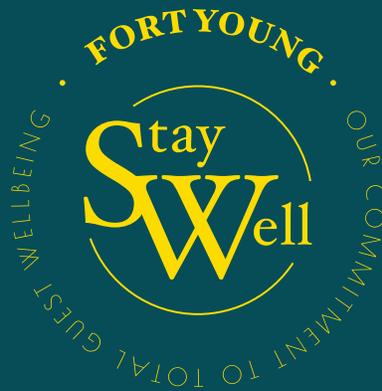


# StayWell Program



## FORT YOUNG

HOTEL & DIVE RESORT



# The Fort Young Hotel & Dive Resort StayWell Program



The Fort Young Hotel & Dive Resort's StayWell Program is based on the hotel's commitment to sustainability and efficient sanitization measures. The program involves the execution of sanitization practices in an environmentally responsible manner. Moreover, guests are gifted with the ability to fearlessly explore the vastly isolated forests, rivers, beaches and springs of the Nature Island. Dominica's natural healing powers are experienced through immune-boosting foods and beverages, and, not to mention, wellness experiences that nourish the mind, body and soul.

## Sanitization

All sanitizing chemicals and cleaning agents used at the Fort Young Hotel are environmentally friendly and supplied by our partner, Ecolab International. Departure rooms undergo systematic sanitization using an electrostatic sprayer to eliminate potentially harmful bacteria. Arrival rooms are thoroughly cleaned and disinfected with special focus on high touch regions, mattresses and pillows. A sticker seal is placed on the cleaned room door to assure guests that no one has entered the room after it was cleaned and sanitized. Linens, washed in warm soapy water, are transported to hotel rooms in sealed bags for added protection.

## Certification

Cleanliness and hygiene assessment and certification by StaySafe Hospitality ensures the hotel exceeds sanitization standards.

## Touchless Hand Sanitizer Dispensers

All common areas within the hotel are equipped with touchless hand sanitizer dispensers. This includes the restaurants, pools, elevators, washrooms and waiting areas.

## Car to Hotel Room Check-In

Guests are escorted directly to their sanitized hotel room on arrival.

## Welcome Amenity

A welcome drink containing some of the island's most cherished immune-boosting ingredients is placed in each room on arrival. The welcome drink is served in sealed containers handled solely by the sanitization experts of the Food & Beverage Department.

## Dining

The restaurants at the Fort Young Hotel and Dive Resort operate on a strict reservation-only policy that perpetuates physical distancing of at least six feet between tables, guests and staff at all times. Tables and all high touch areas are sanitized at thirty-minute intervals and when compromised. Cutlery & glassware are wrapped into clean napkins that are delivered to the kitchen in sealed packages. Wrapped cutlery is further sanitized by placing on a warm surface.

## Experiences

Guests can coordinate excursions pre-arrival or from the comfort of their hotel room by making direct contact with the concierge desk, using the hotel room phone or personal WhatsApp Messenger. All tours are private and conducted by one driver who also serves as the tour guide. Guests can arrange for pre-packaged meals for all adventures.

# The StayWell Principles



This document outlines the sanitization practices of the Fort Young Hotel & Dive Resort. The operational standards specific to arrivals, departures, housekeeping and the guest experience, is overseen by the General Manager. The primary principles that govern the overall procedures implemented to protect the employees and guests from the spread of infectious diseases such as COVID-19 include:

## Hand Washing

Frequent handwashing is mandatory and is executed by all employees every thirty minutes and after the execution of duties or when compromised.

## Physical Distancing

Employees maintain six (6') feet distance from all guests and colleagues where possible.

## Personal Protective Gear

This includes the use of biodegradable or washable gloves and branded washable face masks, used during servicing of hotel rooms, food preparation and other guest-related interactions.

## Protective Barriers

Screens located in strategic areas provide additional protection for guests and staff in close contact situations.

## Staff Wellbeing

This is monitored through daily temperature checks on arrival and through general observation.

*Employees suffering from flu-like symptoms or with a recorded temperature reading of above 100.00 degrees Fahrenheit stay home and the necessary medical certification is provided before return.*

## Preventative Sanitization Strategies

Use of WHO approved cleaning and sanitizing agents provided by Ecolab, along with frequent washing of regularly used linen and gear.

## Hand Sanitizer Dispensers

Dispensers are placed in strategic locations on the property, including in each hotel room.

## Training

Regular training sessions focused on the department's Cleaning & Sanitization Standard Operating Procedures, in addition to Personal Responsibility Forms that outline the general expectation of each employee.

## Record Keeping

Staff movements throughout the property and interaction with guests is recorded throughout each shift.

# Front Desk & Reservations



## Pre-Arrival

Prior to arrival, guests are provided with guidelines of the Fort Young Hotel's Sanitization Practices. This includes:

- ◇ Hotel room, common areas & service transport sanitization practices
- ◇ The use of Personal Protective Equipment on and off the property
- ◇ Daily guest temperature checks
- ◇ Physical distancing protocols
- ◇ Concierge service procedures
- ◇ Electronic checkout procedures
- ◇ Sustainability initiatives & environmental policy

To facilitate the hotel car to room check-in process, guests are provided with all necessary check-in forms at the time of booking.

## Airport/Ferry Transfers

All service vehicles used for transfers to and from the hotel are sanitized. This includes high contact areas such as door handles, internal handles, seats and storage compartments.

The driver makes use of branded washable cloth mask and biodegradable gloves and extends a namaste greeting while maintaining a six-foot distance from guests where possible.

Disposable masks and gloves are also made available to guests as needed.

Luggage is sanitized using antibacterial spray before loading into service vehicles and is repeated on arrival.

# Guest Arrival

## Car to Room Check-In

Guest luggage is sanitized before being placed onto sanitized luggage carriers.

Key cards are sanitized by security officers immediately before handing over to guests using a 70% alcohol-based cleaning solution.

Guests are escorted directly to their room granted that the necessary check-in forms have been submitted electronically.

## Front Desk Check-In

The front desk workstation is sanitized at thirty-minute intervals and when compromised with special focus on high touch areas such as countertops, electronic devices and stationery.

Guests are welcomed at the desk using the namaste symbol and support is provided to one client at a time while maintaining physical distance guidelines. Protective screens are also in place to provide added protection where close contact is unavoidable.

*In the absence of a protective barrier, the front desk agent interacts with guests in full personal protective gear which includes the use of white gloves and washable branded face masks.*

The key card is sanitized immediately before handing over to guests, who are then escorted to their room by security or front desk personnel.

## Concierge Service

Island exploration can begin from the moment of booking by adding on experiences to the room to further minimize contact while at the hotel. The concierge desk confirms all activities electronically and arranges private transfers and appointments as needed.

In the event face-to-face interaction is necessary, guests can visit the front desk. This area, including high touch regions, is sanitized at thirty-minute intervals and when compromised.

Front desk agents make use of Personal Protective Equipment, including white gloves in the absence of personal barriers, throughout guest interaction.

## Wellness Experiences

Wellness packages include tours to sulphur/thermal spas, less than thirty minutes away from the hotel. This experience promises total relaxation which is enhanced by a complimentary power shot to end the day.

Guests can inquire about hiking passports that promote wellness by trekking through the multi-level segments of lush Waitukubuli Natural Trails.

Self-guided snorkeling or swimming at the bay of the hotel allows guests to exercise the mind and body daily.

Local immune boosters such as ginger, turmeric and honey are made available for guests use throughout their stay and are also appropriately packaged to take home.

## Service Providers

The Fort Young Hotel & Dive Resort's authorized land tour and transfer company is **KHATTS**.

Its authorized Dive and Whale Watch Company is **Dive Dominica**.

Service Providers practice good hygiene including hand-washing and the use of hand sanitizer in the absence of soap and water.

Face masks are used where possible and namaste greetings are extended to guests while maintaining physical distancing protocols.

Guests undergo hand sanitization before boarding any service transport and physical distancing protocols including restricted headcount is applied.

All service transports including boats are sanitized prior to each event. This includes high contact areas such as external handles, internal handles, seats and storage compartments.

Service provider temperature checks are conducted prior to each event.

*Service providers suffering from flu-like symptoms or with a recorded temperature reading of above 100.0 degrees Fahrenheit must stay home and provide the necessary medical certification prior to return.*



# Guest Departure



## Electronic Check-out

Guests bills are prepared the day/evening prior to departure and delivered via email or directly to their personal WhatsApp Messenger.

The front desk is contacted via telephone with inquiries and a follow-up e-statement is provided where necessary.

Guests are able to approve credit card charges over the phone or via email where possible.

In the event electronic checkout cannot be facilitated, guests are required to visit the front desk, making use of physical distancing procedures.

Key cards are to be left in the hotel room upon checkout and sanitized waiting areas are utilized when needed.

## Housekeeping & Laundry Operations

Room attendants, housemen, public area attendants, supervisors and other housekeeping personnel must make use of Personal Protective Equipment throughout the execution of tasks.

All carriers (baskets, trolleys or carts) are thoroughly sanitized using antibacterial cleaning agents and wiped dry.

All packages are sanitized using an antibacterial cleaning agent or 70% alcohol-based cleaning solution where possible.

Using branded washable face masks and disposable gloves, the housekeeping room attendant loads carts with required items.

This includes:

- ◇ Freshly washed linens in sealed bags
- ◇ Cleaning agents (to include microfiber cleaning cloths available in multiple colors to be used for different surface areas)
- ◇ New sanitized packaged toiletries

Returned carriers are thoroughly sanitized using an antibacterial cleaning agent and wiped dry.

The key card is sanitized immediately before handing over to guests, who are then escorted to their room by security or front desk personnel.

## Departure Room

Using face mask and gloves, the housekeeping room attendant proceeds to dispose of all used items in sealed bags that are delivered to the disposal area.

Linen and personal guest items are removed from the hotel room in sealed bags and delivered to the laundry for processing.

The room is sanitized with an electrostatic sprayer. This includes mattresses and pillows.

## New Arrival Room Preparation

Using face mask and gloves, the housekeeping room attendant proceeds to load sanitized carrier(s).

The housekeeping room attendant enters the room and proceeds with cleaning using Antibacterial Cleaning Agents as directed.

All surfaces are thoroughly cleaned with antibacterial cleaning agents, disinfected and wiped dry.

High touch areas such as door handles, shower handles, drawer handles, signs and telephones are sprayed with 70% alcohol-based solution and wiped dry.

The room is arranged as per standard room setup procedures. This includes:

- ◇ Arrangement of fresh linen transported in sealed bags
- ◇ Assembling of new toiletries
- ◇ Other standard sanitized amenities

## Housekeeping

Using face mask and gloves, the housekeeping room attendant proceeds to load sanitized carrier(s).

The housekeeping room attendant enters the room and proceeds with cleaning using antibacterial cleaning agents as directed.

All surfaces are thoroughly cleaned with antibacterial cleaning agents and wiped dry.

High touch areas such as door handles, shower handles, faucets, drawer handles, signs, light switches, telephone, television and AC remote controls are sprayed with 70% alcohol-based solution and wiped dry

The room is arranged as per standard room setup procedures. This includes:

- ◇ Arrangement of fresh linen transferred to the room in sealed bags
- ◇ New toiletries
- ◇ Other standard amenities

## Common Areas /Public Area

This includes washrooms, pool & pool facilities, front desk, elevators and waiting areas.

The attendant initiates the process by handwashing and the application of gloves and face mask.

Every region of the common area is cleaned using antibacterial cleaning agents. High touch areas are disinfected using 70% alcohol-based solution.

Public bathrooms and front of the house areas are disinfected with 70% alcohol-based cleaning solution at thirty-minute intervals and when compromised.

Elevators and railings in stairwells are sanitized at thirty-minute intervals using 70% alcohol-based cleaning solution at thirty-minute intervals and when compromised.

Hand sanitizers are also available at strategic locations within each common area.

## Pools

Pools are treated with 1- 3 mg of chlorine per liter of water and headcount is controlled by the pool bar attendant.

## Laundry Room Management

Laundry attendants initiate the process by handwashing and the application of gloves and disposable face masks.

Laundry items are sorted according to type and soil and washed in approved antibacterial chemicals with warm water.

Washed linen is stored in a sanitized location, accessed only by authorized personnel in full personal protective gear.

Items soiled with body fluids are soaked separately in hydrogen peroxide solution

before washing.

A record of loads is also maintained.



## The Palisades Restaurant

### The Fort Young Immune Booster

Breakfast at the Palisades Restaurant begins with a complimentary herbal immune booster to enhance guests' health throughout their stay.

### Dining Services

Breakfast, lunch and dinner are all a la carte.

Employees must maintain the restaurant's hygiene practices throughout service. This includes frequent handwashing at thirty-minute intervals and when compromised.

All tables, equipment, menus and bar tops are sanitized at thirty-minute intervals and when compromised using a 70% alcohol-based cleaning solution.

Tables are arranged at a minimum of 6-foot distance and a maximum of four (4) guests are seated per table.

Cutlery is washed in warm soapy water, wiped dry and wrapped in clean napkins. Wrapped cutlery is further sanitized by placing on a warm surface and presented to each table in sanitized trays using tongs.

Individually packaged condiments are provided to the table and discarded after guest use.

Restaurant staff execute tasks using washable white gloves and sanitize regularly throughout service.

Bills are issued to guests after consent at their respective tables to minimize crowding at the hostess stand.

### Seating

Hostess stands are equipped with personal protective barriers and undergo sanitization at thirty-minute intervals and when compromised. This includes high touch areas, electronic devices and stationery.

The restaurant operates on a strict reservation-only policy; guests are encouraged to book in advance through the hotel's online reservation services.

Security officers manage headcount at the hostess stations and escort guests and visitors to designated sanitized waiting locations in order to maintain physical distancing protocol.

Hostess extends a namaste Welcome to all clients and maintains a six feet distance where possible.

Only one client or group is assisted at the hostess stand in any given period to limit contact between clients and employees.

Hand sanitizer dispensers are available at strategic locations and clients are directed to hand sanitizer dispensers before being seated.

Restaurant staff maintain physical distancing protocol at all times where possible.

### Refreshing Tables & Restaurant Facilities

The table is refreshed by removing all condiments, cutlery, crockery and glassware.

Antibacterial cleaning agents are applied to tables and chairs.

High touch areas undergo sanitization at thirty-minute intervals and when compromised. This includes menus, countertops and stationery.

Washroom facilities are sanitized at thirty-minute intervals and when compromised.

## **Palisades Kitchen**

Food suppliers are formally educated of the best sanitization practices and items received are washed thoroughly in antibacterial cleaning solutions where possible before storage.

The kitchen team maintains HACCP procedures, in addition to, cleaning instructions determined by local Environmental Health legislation.

The kitchen team practices good hygiene including handwashing at thirty-minute intervals and when compromised.

Dishes are washed in warm soapy water and left to dry in sanitized areas.

Used kitchen towels and pertinent garments are placed in sealed bags and delivered to the laundry.

## **Kitchen Closing Shift Duties**

The assigned supervisor ensures that all tables and chairs are thoroughly sanitized at the end of each shift.

All equipment and high contact areas are thoroughly cleaned with antibacterial cleaning agents.

Towels and other linen are placed in sealed bags and delivered to the laundry for processing.

## **Events & Functions**

Tables are arranged at a distance of 6 feet.

All food items are packaged separately to limit contact and exposure.

Team members maintain physical distancing protocol and make use of personal protective equipment.

A maximum of four guests are assigned per table and headcount is restricted per room capacity.

Hand sanitizer solution is available at strategic locations within the event room.

Table linens are replaced during the longest break where possible.

The closing bill is brought directly to the contact person at the end of the event.

## **Cocktails & Conversation/ Happy Hour**

Tables are arranged at a distance of 6 feet.

A maximum of four guests are assigned per table and a maximum of twenty guests are allowed per event.

Team members maintain physical distancing protocol and make use of personal protective equipment.

Biodegradable disposable crockery and glassware are used.

Clients are encouraged to use hand sanitizer dispensers available at strategic locations within the event room

The venue is sanitized at thirty-minute intervals with special focus on high contact areas such as bathrooms, lounge areas, bar top, menu folders, telephones, working tools and the hostess station.

## Group Checkin & Orientation

Sign-in sheets, dive waiver/liability forms, in addition to general fact sheets are emailed to the tour operator or group leader before arrival.

All completed forms must be submitted via email including sign-in sheets by the guests assigned to each room.

Group check-in and orientation are conducted and physical distancing protocols are observed. Dive Instructors execute orientation in full personal protective gear.

## Handling Gears

All dive equipment is disinfected before transferring over to dock for loading onto sanitized vessels.

Upon return from diving- equipment is rinsed, disinfected, and stored in sanitized locations.

Masks, snorkels, and regulators are disinfected separately.

Guests are encouraged to execute further disinfection of gear where possible.

Rinse tanks are emptied and disinfected frequently.

## Rental Gears

Gears are disinfected in the presence of guests immediately before handing over.

Upon return gear is disinfected, hung to dry and stored in a sanitized location.

Disposable disinfecting wipes and other agents are available for self-cleaning should the guest prefer this option.

## Dive /Rental Shop

A maximum of six persons including an attendant are permitted into this facility.

Upon entering the shop, guests are required to sanitize hands.

Frequently touched surfaces such as countertops, doorknobs & credit card machines will be disinfected at regular intervals by department personnel and or public attendants.

Persons are encouraged to register for water activities ahead of time via email.

Payments will be made electronically at the time of registration.

Dive shop attendants make use of full personal protective equipment during interaction with guests and visitors.

## Dive Boat

All service boats are sanitized prior to each event. This includes high contact areas such as external handles, internal handles, seats, and storage compartments.

Service providers make use of masks and gloves when interacting with guests throughout activity when possible.

## Scuba and Snorkeling Tours

All guests' hands are sanitized before boarding the vessel

The safety and introductory dive briefing would be enhanced to include guidelines on COVID-19 prevention procedures on tours. **As part of the briefing, guests will be informed of the measures in place to ensure safety and protection and all guests will be expected to adhere to the measures and procedures shared.**



At the end of the tour, staff will offload equipment and sanitize gear.

Staff maintains good hand hygiene throughout the operation by hand washing or the use of hand sanitizer in the absence of soap and water.

## **Whale Watching Tours**

Guests' hands are sanitized before boarding the vessel.

Headcount per tour is restricted.

Staff maintain good hand hygiene throughout the operation by hand washing or the use of hand sanitizer in the absence of soap and water.

# **Security**

## **Temperature Checks**

The entrance of the Fort Young Hotel is equipped with a touchless biometric facial with body temperature and detection mouthguards system. This will capture temperature readings of persons entering the hotel's premises.

## **Guest/Visitor Arrival at the Hotel**

The Security Host extends a Namaste greeting to each guest or visitor to the hotel.

Visitors are asked to wear a face mask and undergo hands sanitization on entry. This involves spraying an alcohol solution onto the palm of the hands and also the back of the hands of the person entering the property.

In the event a visitor's temperature is elevated, the security host will discreetly inform the visitor and entry will not be permitted.

Guests displaying an elevated temperature will be escorted to a designated, private and isolated area and shift manager will be notified.

A log is maintained of all patrons and visitors entering the hotel.

Customers, farmers and other persons coming to the hotel to collect cheques and petty cash must do so in the delivery area after being sanitized. They should not be allowed to access the accounts or other offices. Physical distancing protocols must be observed.

## **Emergency Services**

Dominica was rated as one of the top fifteen COVID-19 recovering countries in the world. With only eighteen (18) COVID-19 infections to date, the island has effectively managed a 100% recovery rate and implemented measures to contain the possibility of future infections.

The hospital is located within ten minutes of the hotel is fully prepared to handle emergency medical cases and is equipped to produce COVID-19 test results in a matter of hours.

Medical insurance will be made available for all travelers in the event a medical evacuation becomes necessary.

Guests with noted COVID-19 symptoms will be isolated in their hotel room and Ministry of Health Officials will be contacted.

Symptoms include:

- ◇ Fever and Shortness of Breath
- ◇ Fever and Fatigue

- ◇ Fever and Diarrhea
- ◇ Fever and body pain

Similarly, any staff member on property with noted COVID-19 Symptoms will be isolated in a designated room at Staff Quarters and Health Officials will be contacted.

## Employee Entry Procedure

All employees reporting to work, including security officers, undergo

- ◇ Daily Temperature Checks
- ◇ Sanitization

Temperature is monitored daily using mini thermal detector:

*Employees suffering from flu-like symptoms or with a recorded temperature reading of above 100.00 degrees Fahrenheit are reported to the facilities manager and general manager. Employees will be required to leave the premises, pending medical investigation.*

**Sanitization Process:** Hand sanitizer is applied to the hands of all employees

*The option of hand washing can also be made available to the employees. These individuals are escorted to the wash area by security.*

Employees change into work attire stored in sealed bags at designated staff locations after undergoing sanitization at employee-only entrances. Non-work attire is stored in sealed bags.

Security officers monitor staff to ensure they are dressed in personal protective gear on arrival and throughout their shift. This includes branded washable cloth mask and biodegradable gloves

Officers are required to wash hands frequently at thirty-minute intervals and after all tasks and when compromised.

## Physical Distancing/Queuing Areas

Security hosts assist with enforcing physical distancing protocols in guests and visitors queuing areas (restaurants, front desk, dining areas, elevators).

## Personal Protective Equipment (PPE):

The Security host makes use of appropriate Personal Protective Equipment (PPE) which includes the following while carrying out sanitizing/ disinfection activity:

- ◇ Disposable gloves
- ◇ Face masks – each staff will be issued with a cloth face mask which must be washed and reused
- ◇ Biodegradable and white service gloves
- ◇ The gloves worn by the security host must be sanitized after screening each patron/visitor

## Guest Luggage

All guest luggage is sanitized with alcohol prior to entering the hotel.

Trolley/Bell Carts are sanitized prior to carrying luggage and after each guest is assisted.

## Security Operations

Cleaning & Sanitizing Protocols

- ◇ All contact surfaces are sanitized after dealing with an incident (in addition to standard sanitization protocols)



- ◇ Shift managers assign specific sanitation responsibilities and ensure proper protocols are followed
- ◇ Shift supervisors log completed tasks
- ◇ Handcuffs, security office and all related equipment and contact surfaces are sanitized before and after each use.

## Sustainability

The Fort Young Hotel is committed to supporting sustainable lifestyles within the community to promote environmental longevity. This includes:

- ◇ Support of the staff's backyard gardening endeavors by purchasing their organic produce
- ◇ Collection of compost material such as peels from the Palisades kitchen is returned to the backyard farmers as well as other local small-scale farmers to form fertilizer for their crops
- ◇ Encouraging water conservation efforts such as the Fort Young's Linen Reuse Program
- ◇ The introduction of local sustainable wellness alternatives to boost human immune functionality

