



We are closely monitoring advisories and updates regarding COVID-19 from the CDC, MDH, MN.gov as well as healthcare and regulatory organizations. We will continue to make changes as necessary to our protocols and procedures.

Employee's Safety & Health

- **COVID-19 Training.** All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food and Beverage, Front Desk, and Maintenance.
- **Personal Protective Equipment (PPE).** Appropriate PPE will be worn by all employees based on their role and responsibilities, and in adherence with state or local regulations. Every employee entering the resort will be provided a face covering and will be required to wear their face covering in adherence to Emergency Executive Order 20-81. A "face covering" must be worn to cover the nose and mouth completely, and can include a paper or disposable face mask, a cloth face mask, a scarf, a bandanna, a neck gaiter, or a religious face covering.
- Training on how to properly use and dispose of all PPE will be mandatory. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants. Gloves must be changed after cleaning each unit.
- **Hand Washing.** All employees have been instructed they must wash their hands every 60 minutes (for 20-seconds) and after any of the following activities: Using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.

Guest Safety & Health

- **Face Coverings.** All visitors and guests will be required to wear a "face covering" while inside public spaces in adherence to Emergency Executive Order 20-81 effective July 25, 2020. A "face covering" must be worn to cover the nose and mouth completely, and can include a paper or disposable face mask, a cloth face mask, a scarf, a bandanna, a neck gaiter, or a religious face covering.
- **Physical Distancing.** Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, on the beach or moving around the property. All resort departments will comply with, or exceed, local or state mandated occupancy limits.
- **Hand Sanitizer.** Hand sanitizer dispensers will be available at the front desk, entry ways, and outdoor dining areas.
- **Buffets and salad bars.** Buffets, salad bars, and other self-service food and beverage are allowed. Oversight of the self-service area to ensure social distancing is maintained, hands are

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being sanitized, and customers wear facemasks in the self-service area. Queuing areas must be marked to provide for physical distancing of 6 feet (for example, by using floor markings, lane lines, and/or marking of adjacent areas where guests may be waiting for service). A best practice would be to prepackage food ahead of time as much as possible.

Cleaning & Sanitizing Procedures

- **Guest Rooms.** Along with our normal cleaning protocols, housekeeping staff will disinfect each room's water faucet handles, toilet seats and handles, door and furniture handles, key readers and other high-touch items including television remote controls, nightstands, doors, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks, railings, windows and flooring. Accent pillows will be removed from all units and stored until further notice.
- **Laundry.** Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility. All bed linen, including pillow protectors, and laundry will continue to be washed at high temperature and in accordance with CDC guidelines.
- **Public Spaces.** Staff will disinfect all surfaces every two hours, or as occupancy dictates. This includes, countertops or check-in stations, hand rails, door handles, public bathrooms, ATMs, and other hard surfaces.
- **Front Desk.** Staff will regularly sanitize and disinfect all countertops, phones, key cards, pens and credit card devices after use. A safety barrier has been installed at the front desk for additional safety of both our guests and staff. The "moose social-distancing reminder" signs will be posted on entry doors and at the front desks.
- **The Strand (Lutsen Resort) / Silver Creek Chophouse (Superior Shores Resort).** Kitchen, waitstaff and guests are required to wear face coverings in adherence to Emergency Executive Order 20-81 effective July 25, 2020. Guests may temporarily remove face coverings while eating or drinking. Reservations are required for both indoor (The Shore and The Strand) and outdoor dining (The Shore). The maximum capacity for outdoor dining will be restricted to a maximum capacity of 50 persons. Tables will be spaced at a minimum of 6 feet apart. Table service will be limited to 4 persons, or 6 if part of one family unit. Indoor dining must not exceed 50 percent of the normal occupancy as determined by the fire marshal. Customers are strongly encouraged to wear masks, which may be removed while eating and drinking. All food preparation stations, server stations, and trays will be sanitized every hour. Tables and menus will be sanitized between each use. Kitchen will be sanitized daily.
- **Pool and Hot Tub.** Indoor pools and hot tubs are open but limited to 50% capacity.
- **Patios and Decks.** Chairs will be wiped down every 2 hours, or immediately following a guest departure.
- **Meetings & Events.** Workers and guests are required to wear face coverings inside public spaces in adherence to Emergency Executive Order 20-81 effective July 25, 2020. Workers are required to wear face coverings outdoors where social distancing cannot be maintained. Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing. Along with our normal cleaning protocols, all conference room doors, tables, chairs, light switches and equipment will be disinfected after each group use.

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- **Recreation/Activities (Lutsen Resort).** Workers and guests are required to wear face coverings while participating in indoor activities. Workers are required to wear face coverings outdoors where social distancing cannot be maintained. Guided tours are available for household units staying at the resort not to exceed groups of 10 including the guide(s). At this time, we are offering activities that allow for social distancing including kayak tours on inland lakes, fly fishing, yoga, and guided hikes. Children's activities are not currently being offered until further notice. Guests are asked to drive their own vehicles to activity locations. All equipment is being thoroughly sanitized immediately after use as well as allowing proper drying time between uses. All rental equipment must be checked out at the activities desk and returned upon use to ensure they are properly sanitized between uses.

SCREENING AND POLICIES FOR EMPLOYEES EXHIBITING SIGNS AND SYMPTOMS OF COVID-19

Employees have been informed of and encouraged to self-monitor for signs and symptoms of COVID-19. The following policies and procedures are being implemented to assess workers' health status prior to entering the workplace and for workers to report when they are sick or experiencing symptoms.

- All employees are required to have a pre-shift symptom screening before being allowed to work. If any worker is experiencing a COVID-19 symptom, they will be sent home immediately and contacted by Human Resources for further instruction.
- Employees are strongly encouraged to check their temperature at home before work. An employee who experiences fever and/or respiratory symptoms while home should not report to work. Instead, the employee should contact his or her immediate supervisor or Human Resources for further direction.

North Shore Resort Company has implemented leave policies that promote workers staying at home when they are sick, when household members are sick, or when required by a health care provider to isolate or quarantine themselves or a member of their household.

- Employees are entitled to Emergency Paid Sick Leave (EPSL) and/or Expanded FMLA when applicable (EFMLA). The full EPSL and EFMLA policies have been added to the employee handbook and described in an informational poster hanging beside the posted labor law posters.
- Employees with underlying medical conditions or who have household members with underlying health conditions should discuss concerns with Human Resources to determine if they may qualify for either a paid or unpaid leave.

North Shore Resort Company has also implemented a policy for informing workers if they have been exposed to a person with COVID-19 at their workplace and requiring them to quarantine for the required amount of time.

- Employees will be informed in writing by Human Resources if it is known they have been exposed to a person with COVID-19 and required to quarantine for 14 days from time of exposure unless otherwise directed by a healthcare provider.

In addition, a policy has been implemented to protect the privacy of workers' health status and health information.

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- Employees' symptom screenings and any other health status or health information will be treated as protected health information and stored securely and confidentially in the Human Resources Department.
- If it is known that a staff member has tested positive for COVID-19, the name of the employee will remain confidential and not shared with staff by management.

COMMUNICATIONS AND TRAINING

This plan was distributed to all workers on 5/4/2020 and necessary training provided by managers. Additional communication and training will be ongoing and provided by Human Resources to all employees who did not receive the initial training. Management and staff are to work through this new program together and update the training as necessary. This plan has been certified by the North Shore Resort Company management and was posted throughout the workplace on 05/01/2020 and will be updated as necessary.

Certified by:

Bryce Campbell, President, North Shore Resort Co.

Sharon Bock-Benton, Human Resources Director, Lutsen Resort

Drew Christensen, Human Resources Director, Superior Shores Resort

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General

www.cdc.gov/coronavirus/2019-nCoV
www.health.state.mn.us/diseases/coronavirus
www.osha.gov
www.dli.mn.gov
<https://mn.gov/deed/newscenter/covid/safework/safe-reopening/>

Handwashing

www.cdc.gov/handwashing/when-how-handwashing.html
www.cdc.gov/handwashing
<https://youtu.be/d914EnpU4Fo>

Respiratory etiquette: Cover your cough or sneeze

www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html
www.health.state.mn.us/diseases/coronavirus/prevention.html
www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html

Social distancing

www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html
www.health.state.mn.us/diseases/coronavirus/businesses.html

Housekeeping

www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html
www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html
www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2
www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html

Employees exhibiting signs and symptoms of COVID-19

www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html
www.health.state.mn.us/diseases/coronavirus/basics.html

Training

www.health.state.mn.us/diseases/coronavirus/about.pdf
www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html
www.osha.gov/Publications/OSHA3990.pdf

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