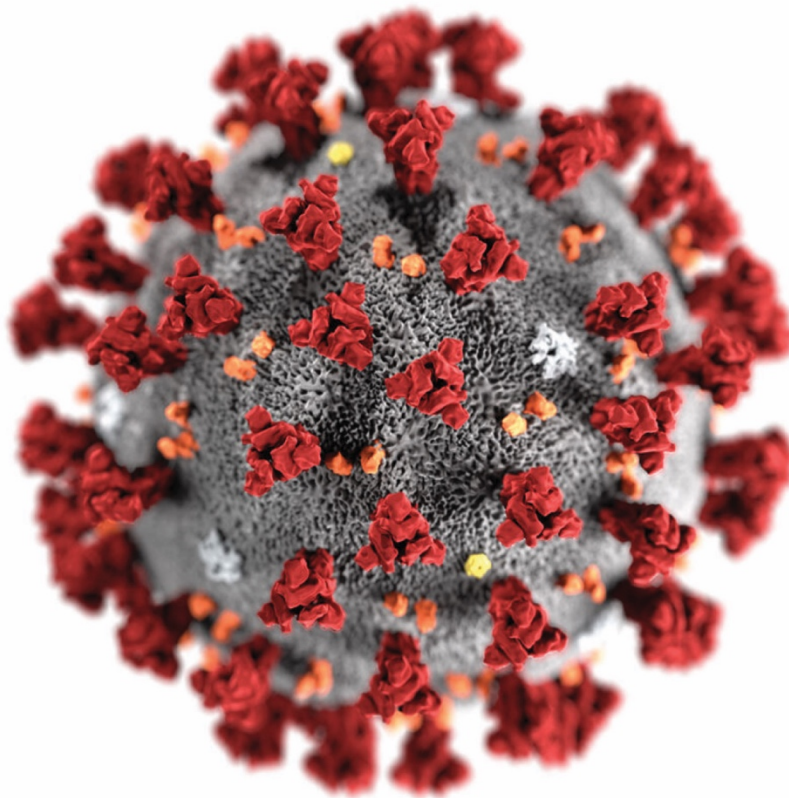




COVID-19

HANDBOOK



5/14/2020



Introduction

With the worldwide rise of the Coronavirus Disease (COVID-19) pandemic, there is an urgent need for the Spring Mountain Motor Resort and Country Club to follow healthy practices both at our facility and across all the events and consumer engagements we will take part in moving forward. While there is still much to learn about COVID-19, our team can follow accepted practices across all functions of the organization in keeping our offices, events and staff clean, healthy and well-prepared in the foreseeable future.

Our goal is to be at the leading edge of fighting this pandemic and demonstrating to our members, students, employees and guests we are knowledgeable and well-equipped to prepare for all situations that may arise. We take pride in knowing that Spring Mountain will make every effort in providing a safe environment at our facility or various event locations. This manual outlines processes, procedures, materials and general information to ensure we are meeting all expectations. This document is a compilation of information from the Center for Disease Control (CDC) website, internal documents and expert insights relating to minimizing risks associated with COVID-19.

Symptoms of COVID-19

Infection with SARS-CoV-2, the virus that causes COVID-19, can cause illness ranging from mild to severe and, in some cases, can be fatal. Symptoms typically include fever, cough, and shortness of breath. Some people infected with the virus have reported experiencing other non-respiratory symptoms. Other people, referred to as asymptomatic cases, have experienced no symptoms at all. According to the CDC, symptoms of COVID-19 may appear in as few as 2 days or as long as 14 days after exposure.

How COVID-19 Spreads

Although the first human cases of COVID-19 likely resulted from exposure to infected animals, infected people can spread SARS-CoV-2 to other people. The virus is thought to spread mainly from person-to-person, including:

- Between people who are in close contact with one another (within about 6 feet)
- Through respiratory droplets produced when an infected person coughs or sneezes.

These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. It may be possible that a person can get COVID-19 by touching a surface or object that has SARS-CoV-2 on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the primary way the virus spreads. People are thought to be most contagious when they are most symptomatic (i.e., experiencing fever, cough, and/or shortness of breath). Some spread might be possible before people show symptoms; there have been reports of this type of asymptomatic transmission with this new coronavirus, but this is also not thought to be the main way the virus spreads.

The CDC website provides the latest information about COVID-19 transmission:
www.cdc.gov/coronavirus/2019-ncov/about/transmission.html.

Cleaning Supplies and Products

The recommended cleaning products noted in this document from the CDC; these are the products our team will use as long as supplies are available

- Clorox 360 or other approved cleanser
- Hand sanitizer (minimum alcohol content of 60% required)
- Latex gloves
- Disinfectant wipes/sprays and hand soap
- Face masks



Cleaning Procedures

The guidelines state that employers should: (1) develop policies for worker protection; and (2) provide training to all cleaning staff on site prior to providing cleaning tasks. Training should include when to use, what is necessary, how to properly don (put on), use, and doff (take off), and how to properly dispose. Spring Mountain will be following these CDC protocols.

How to Clean and Disinfect

Hard (Non-Porous) Surfaces

- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, most common EPA-registered household disinfectants should be effective.
 - A list of products that are EPA-approved for use against the virus that causes COVID-19 is available later in this document. Follow the manufacturer's instructions for all cleaning and disinfection products for concentration, application method and contact time, etc.
 - Additionally, diluted household bleach solutions (at least 1000ppm sodium hypochlorite) can be used if appropriate for the surface. Follow manufacturer's instructions for application, ensuring a contact time of at least 1 minute, and allowing proper ventilation during and after application. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted.
 - Prepare a bleach solution by mixing:
 - 5 tablespoons (1/3 cup) bleach per gallon of water
 - OR 4 teaspoons bleach per quart of water

Soft (Porous) Surfaces

- For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces. After cleaning:
 - If the items can be laundered, launder items in accordance with the manufacturer's instructions using the warmest appropriate water setting for the items and then dry items completely.
 - Otherwise, use EPA-approved products that are suitable for porous surfaces

Electronics

- Follow the manufacturer's instructions for all cleaning and disinfection products.
- For electronics such as tablets, touch screens, keyboards, and remote controls, remove visible contamination if present.
- Consider use of wipeable covers for electronics.
- If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.

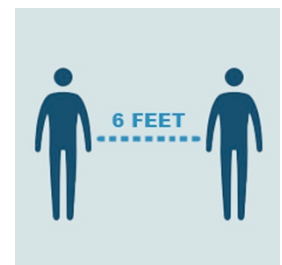
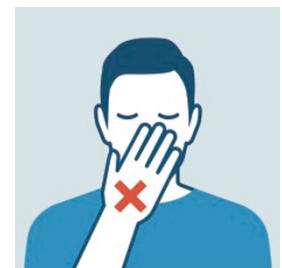
Linens, Clothing, and Other Laundry Items

- In order to minimize the possibility of dispersing virus through the air, do not shake dirty laundry.
- Wash items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry that has been in contact with an ill person can be washed with other people's items.
- Clean and disinfect hampers or other carts for transporting laundry according to guidance above for hard or soft surfaces.

Prevention Measures in the Workplace

Protecting workers depends on emphasizing basic infection prevention measures. As appropriate, Spring Mountain stresses good hygiene and infection control practices, including:

- Promoting frequent (recommended hourly) and thorough hand washing by providing workers, customers, and worksite visitors with a place to wash their hands.
- If soap and running water are not immediately available, providing alcohol-based hand sanitizers containing at least 60% alcohol.
- Providing tissues and trash receptacles in multiple locations throughout the facility.
- Providing disposable towels for workers to clean their work surfaces.
- Encouraging workers to stay home if they are sick.
- Discouraging direct, in-office visitors for the foreseeable future.
- Encouraging respiratory etiquette, including covering coughs and sneezes (preferably in sleeves).
- Discouraging workers from using other workers' phones, desks, offices, or other work tools and equipment, when possible.
- Offices and warehouses will remain closed for the foreseeable future. Conference rooms in use for meetings shall require all attendees to sit a minimum of 6 feet apart from one another.
- Maintenance of regular and increased janitorial practices, including routine cleaning and disinfecting of surfaces, equipment, and other elements of the work environment.
- Twice daily restroom checks and wipe downs, with posted hand washing signs throughout.
- Food handling to be done by only staff wearing gloves and masks.
- Vehicle prep and maintenance using approved disinfectants and wipe downs by staff wearing masks and gloves.
- In the event there is an illness or direct exposure, Spring Mountain is following CDC guidelines to keep the employee at home until they can safely return to work.
- For the foreseeable future and until notification is provided by Spring Mountain Human Resources, use of face masks is required when any non-employee is nearby.

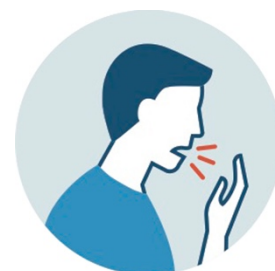


- Spring Mountain has consulted information on Environmental Protection Agency (EPA)-approved disinfectant labels with claims against emerging viral pathogens. Products with EPA-approved emerging viral pathogens claims are expected to be effective against SARS-CoV-2 based on data for harder to kill viruses. Spring Mountain follows all manufacturer's instructions for use of all cleaning and disinfection products (e.g., concentration, application method and contact time, PPE).

Employee Health Checks

For the foreseeable future and until notification is provided by Spring Mountain Human Resources, all employees entering the office will be encouraged to provide a health check.

- Screening criteria to include the following questions:
 - Symptom check (fever, cough, shortness of breath, sore throat, diarrhea). In the event an individual exhibits symptoms, they will be required to leave the premises and work remotely from home if feasible.
 - Any close contact in the last 14 days with someone with a diagnosis of COVID-19
 - Travel internationally or domestically in the last 14 days
- A “yes” to any of the screening questions above requires the employee to be excluded:
 - 3 days with no fever and 7 days since first symptom
 - 14 days if close contact of diagnosed case of COVID-19
 - 14 days following travel



Employee Training

- All Spring Mountain staff will participate in pre-event training regarding COVID-19 identification, site preparation, processes and protocols.
- All training will be conducted using social distancing protocols or via remote digital training:
 - Groups will be limited following CDC guidelines
 - All individuals will be physically separated in accordance with social distancing requirements
 - Participants will wear approved face and hand protection as needed

Consumer Social Distancing

- Create appropriate social distancing standards according to CDC guidelines
- Signage
- A/V Messaging
- Security Staff
- Hand sanitizer stations

- Distance instruction where possible (multi-channel radios)
- One guest per vehicle only if necessary
- On-site restroom use will be limited to one individual at a time. If a line has formed for usage, social distancing is recommended.
- Where necessary and applicable, install sneeze screens made from clear materials that buffer staff from attendees.
- Employee health checks have been implemented for the foreseeable future.

Clubhouse / Food Service

- All service staff must wear gloves and masks regardless of food service type.
- Increased handwashing is required.
- Service stations, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager.
- Point of Sale (POS) terminals to be assigned to a single server/bartender 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 a single-use container (either disposable or washed after each use).
- Check presenters, pens and all other reusable guest contact items to be either sanitized after each use or single-use.
- Storage containers to be sanitized after each use.
- Sneeze screens over all food if catered.
- Food preparation stations sanitized at least once per hour.
- Kitchens deep cleaned and sanitized at least once per day.
- Food and beverage items being prepared to be transferred to other employees using contactless methods.
- All linen, including underlays, to be replaced after each use.
- All food and beverage items to be individually plated and served while eliminating the use of reusable dishware.
- Coffee and other break items to be attended and served by a server.
- Flatware to be provided as a roll-up.
- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows Nye County Fire Department and CDC guidelines (in coordination with Hotel Sales & Convention Services).

Driving Instruction / Vehicles

- Instructors are trained on COVID-19 operating procedures prior to any schools.
- Instructors will wear a face mask if they are in a vehicle with a non-employee.
- All drivers (both students and instructors) will have the option of wearing gloves and masks.
- Full interior cleaning will be done using approved disinfectants and/or fogging process at start, mid-day and end of each day.
- Steering wheels, door handles, interior controls and seat belts will be wiped down after every consumer drive.
- Windows will stay down whenever possible to increase air flow.
- In-car instruction via one-to-one instructor radio communication.



Pool Operations

- Cleaning and Sanitizing
 - Chaise lounge chairs to be sanitized after each use
 - Cabana guest contact surfaces to be sanitized after each use
 - Cabanas to be pressure washed and sanitized each night
- Physical Distancing
 - Chaise lounge chairs set apart following social distancing guidelines

Fitness Center

- Closed until Spring Mountain receives guidance from local authorities and medical experts.

Registration, CRM and Surveys

- Registration desks will be sanitized after each guest interaction or on an hourly basis.
- Accepted social distancing rules will be applied with respect to registration stations and personnel.
- Signage will be posted to reinforce rules and process.
- All registration desks will be equipped with sneeze guards at each station.
- Registration staff will be required to wear face masks and gloves.
- If tablets are required to use for registration, they will be handled by gloved staff for consumer inputs. If the tablets are posted at a registration desk, gloves will be made available for consumers to use as they enter their personal data.
- Another option for event registrations will be a data capture system that is implemented via each attendee's personal smart device feeding into a master database managed by Spring Mountain.
- All surveys to be conducted electronically off-site.

Air Control (Filters, Circulation, Ventilation)

- When weather is warm, trailer doors/tents/facility windows are to be opened, or at least cracked to encourage air flow and minimize stagnant air.
- HEPA air filters in the trailers are normally changed once a year, will now be replaced monthly.

During Events

- Every two hours all items will be wiped down as an additional precaution.
- All staff is constantly reminded to wash hands often and follow all other recommended CDC guidelines.

Dealing with Infected Individuals On-Site

If an individual visiting the facility is showing symptoms of COVID-19, Spring Mountain will follow these actions in dealing with the situation.

- Symptoms to look for; coughing, sneezing, fever, vomiting, diarrhea, rash
- Provide them with a mask and gloves to prevent the spread of infection.
- If for some reason they cannot depart immediately, place them into an isolated area until transportation arrives.
- If the situation calls for medical attention, contact the state health department (next section).

Contact List - Health Department

These phone lines are monitored at all times and can be called 24 hours a day and 7 days a week unless noted. Members of the public with general questions about COVID-19 should call their state health department's main daytime telephone number or they can contact CDC.

- CDC: www.cdc.gov/cdc-info | 1-800-CDC-INFO (800-232-4636) | TTY 888-232-6348
- Nevada: 1-775-400-0333

Personal Protective Equipment (PPE) and Hand Hygiene

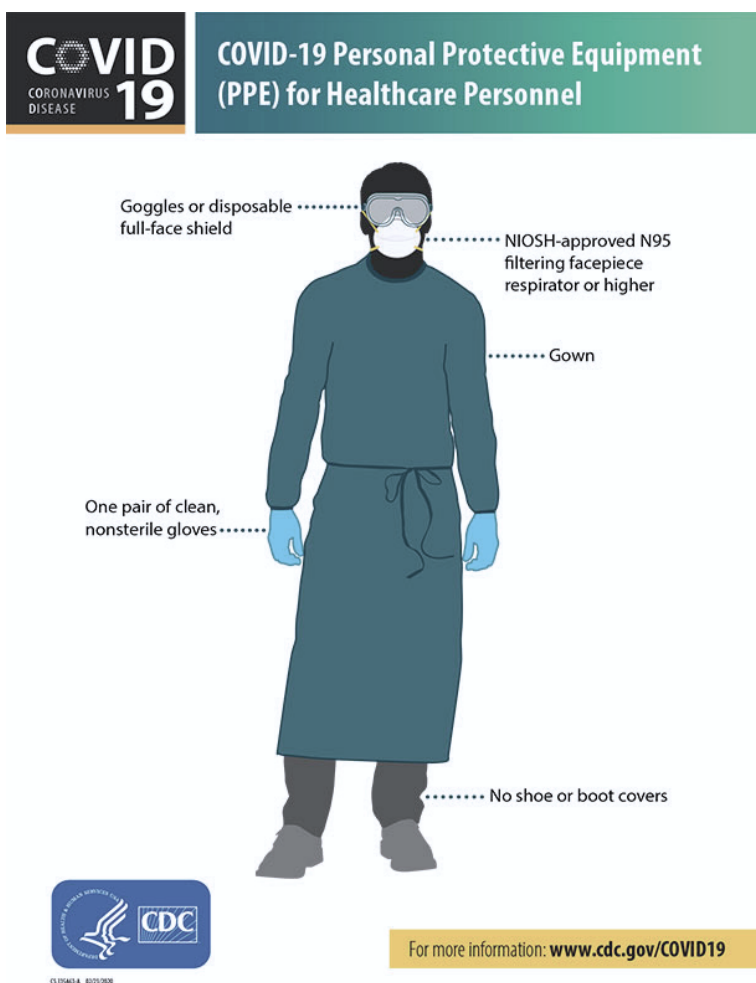
The risk of exposure to cleaning staff is inherently low. Cleaning staff should wear disposable gloves and masks for all tasks in the cleaning process, including handling trash.

- Gloves and masks should be compatible with the disinfectant products being used.
- Additional PPE might such as gowns might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash.

- Gloves and masks should be removed carefully to avoid contamination of the wearer and the surrounding area. Be sure to clean hands after removing gloves.
- Gloves should be removed after cleaning a room or area occupied by ill persons. Clean hands immediately after gloves are removed.
- Cleaning staff should immediately report breaches in PPE such as a tear in gloves or any other potential exposures to their supervisor.
- Cleaning staff and others should clean hands often, including immediately after removing gloves and after contact with an ill person, by washing hands with soap and water for 20 seconds. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.
- Follow normal preventive actions while at work and home, including cleaning hands and avoiding touching eyes, nose, or mouth with unwashed hands.
- Additional key times to clean hands include:
 - After blowing one's nose, coughing, or sneezing
 - After using the restroom
 - Before eating or preparing food
 - After contact with animals or pets
 - Before and after providing routine care for another person who needs assistance such as a child

The following pages will explain how to properly put on and remove PPE.

For more information relating to COVID-19 safety process and procedures, visit the Center for Disease Control website at; www.cdc.gov.

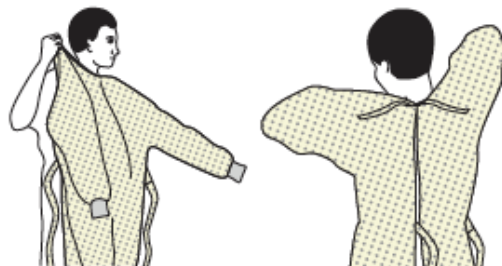


SEQUENCE FOR PUTTING ON PERSONAL PROTECTIVE EQUIPMENT (PPE)

The type of PPE used will vary based on the level of precautions required, such as standard and contact, droplet or airborne infection isolation precautions. The procedure for putting on and removing PPE should be tailored to the specific type of PPE.

1. GOWN

- Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back
- Fasten in back of neck and waist



2. MASK OR RESPIRATOR

- Secure ties or elastic bands at middle of head and neck
- Fit flexible band to nose bridge
- Fit snug to face and below chin
- Fit-check respirator



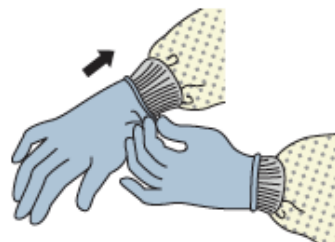
3. GOGGLES OR FACE SHIELD

- Place over face and eyes and adjust to fit



4. GLOVES

- Extend to cover wrist of isolation gown



USE SAFE WORK PRACTICES TO PROTECT YOURSELF AND LIMIT THE SPREAD OF CONTAMINATION

- Keep hands away from face
- Limit surfaces touched
- Change gloves when torn or heavily contaminated
- Perform hand hygiene



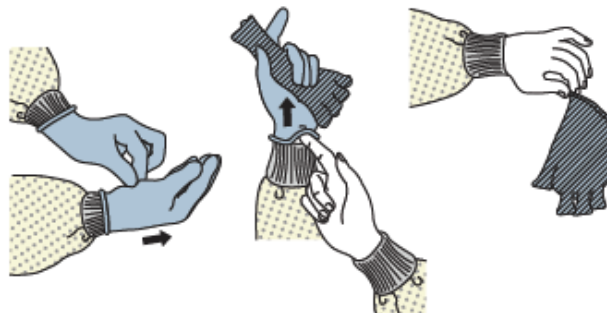
HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE)

EXAMPLE 1

There are a variety of ways to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. Here is one example. **Remove all PPE before exiting the patient room except a respirator, if worn. Remove the respirator after leaving the patient room and closing the door.** Remove PPE in the following sequence:

1. GLOVES

- Outside of gloves are contaminated!
- If your hands get contaminated during glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Using a gloved hand, grasp the palm area of the other gloved hand and peel off first glove
- Hold removed glove in gloved hand
- Slide fingers of ungloved hand under remaining glove at wrist and peel off second glove over first glove
- Discard gloves in a waste container



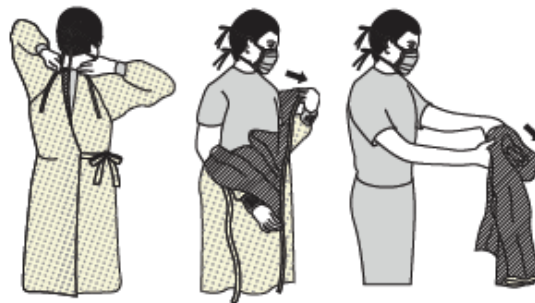
2. GOGGLES OR FACE SHIELD

- Outside of goggles or face shield are contaminated!
- If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Remove goggles or face shield from the back by lifting head band or ear pieces
- If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container



3. GOWN

- Gown front and sleeves are contaminated!
- If your hands get contaminated during gown removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Unfasten gown ties, taking care that sleeves don't contact your body when reaching for ties
- Pull gown away from neck and shoulders, touching inside of gown only
- Turn gown inside out
- Fold or roll into a bundle and discard in a waste container

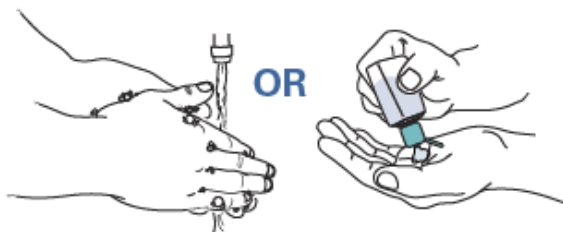


4. MASK OR RESPIRATOR

- Front of mask/respirator is contaminated — DO NOT TOUCH!
- If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
- Discard in a waste container



5. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE



PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS BECOME CONTAMINATED AND IMMEDIATELY AFTER REMOVING ALL PPE



HOW TO SAFELY REMOVE PERSONAL PROTECTIVE EQUIPMENT (PPE) EXAMPLE 2

Here is another way to safely remove PPE without contaminating your clothing, skin, or mucous membranes with potentially infectious materials. **Remove all PPE before exiting the patient room** except a respirator, if worn. Remove the respirator **after** leaving the patient room and closing the door. Remove PPE in the following sequence:

1. GOWN AND GLOVES

- Gown front and sleeves and the outside of gloves are contaminated!
- If your hands get contaminated during gown or glove removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp the gown in the front and pull away from your body so that the ties break, touching outside of gown only with gloved hands
- While removing the gown, fold or roll the gown inside-out into a bundle
- As you are removing the gown, peel off your gloves at the same time, only touching the inside of the gloves and gown with your bare hands. Place the gown and gloves into a waste container



2. GOGGLES OR FACE SHIELD

- Outside of goggles or face shield are contaminated!
- If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Remove goggles or face shield from the back by lifting head band and without touching the front of the goggles or face shield
- If the item is reusable, place in designated receptacle for reprocessing. Otherwise, discard in a waste container

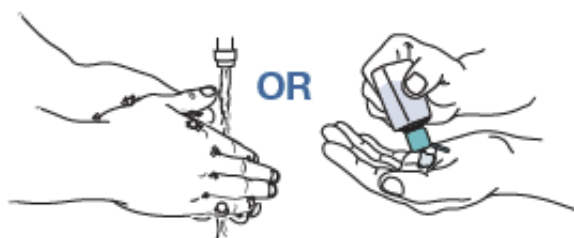


3. MASK OR RESPIRATOR

- Front of mask/respirator is contaminated — DO NOT TOUCH!
- If your hands get contaminated during mask/respirator removal, immediately wash your hands or use an alcohol-based hand sanitizer
- Grasp bottom ties or elastics of the mask/respirator, then the ones at the top, and remove without touching the front
- Discard in a waste container



4. WASH HANDS OR USE AN ALCOHOL-BASED HAND SANITIZER IMMEDIATELY AFTER REMOVING ALL PPE



**PERFORM HAND HYGIENE BETWEEN STEPS IF HANDS
BECOME CONTAMINATED AND IMMEDIATELY AFTER
REMOVING ALL PPE**



EPA's Registered Antimicrobial Products for Use Against COVID-19

An individual pesticide product may be marketed and sold under a variety of names. If you are seeking additional information about a pesticide product, refer to the EPA Registration Number (EPA Reg. No.), found on the product label, not the brand name. When purchasing a product for use against a specific pathogen, check the EPA Reg. No. versus the products included on this list.

All EPA-registered pesticides must have an EPA Registration Number. Alternative brand names have the same EPA Reg. No. as the primary product. The EPA Reg. No. of a primary product consists of two set of numbers separated by a hyphen, for example EPA Reg. No. 12345-12. The first set of numbers refers to the company identification number, and the second set of numbers following the hyphen represents the product number.

In addition to primary products, distributors may also sell products with identical formulations and identical efficacy as the primary products. Although distributor products frequently use different brand names, you can identify them by their three-part EPA Reg. No. The first two parts of the EPA Reg. No. match the primary product, plus a third set of numbers that represents the Distributor ID number. For example, EPA Reg. No.12345-12-2567 is a distributor product with an identical formulation and efficacy to the primary product with the EPA Reg. No. 1234512.

Information about listed products is current as indicated by the dates on this list. If you would like to review the product label information for any of these products, please visit our product label system. Inclusion on this list does not constitute an endorsement by EPA.

RTU Ready-to-Use Information Sources

- <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>
- [https://www.massgeneral.org/assets/MGH/pdf/disaster-medicine/2019-Novel-Coronavirus-\(2019-nCoV\)-Toolkit-version-1.29.2020.pdf](https://www.massgeneral.org/assets/MGH/pdf/disaster-medicine/2019-Novel-Coronavirus-(2019-nCoV)-Toolkit-version-1.29.2020.pdf)
- EPA's Registered Antimicrobial Products for Use Against Novel Coronavirus SARS-CoV-2, the Cause of COVID-19 Published March 3, 2020
- Guidance on Preparing Workplaces for COVID-19 U.S. Department of Labor Occupational Safety and Health Administration
- OSHA 3990-03 2020
- <https://www.littler.com/publication-press/publication/coronavirus-covid-19-employer-faqs>