

COVID-19 RISK MITIGATION HEALTH AND SAFETY PROCEDURES

In response to COVID-19, and to ensure your experience is safe and comfortable, we have made some changes to the way we operate Fogo Island Inn. While our region is low-density and our island has not had any cases to date, we understand that everyone must be diligent in their prevention measures in order to protect and promote public health. Hence, we have implemented additional measures to reduce the risk of transmission of COVID-19 among guests, staff and community members of Fogo Island and at Fogo Island Inn. The following is an overview of these measures along the entire guest journey. In addition, all standard operating procedures at the Inn have been updated to prioritize COVID-19 risk mitigation. Fogo Island Inn has always followed stringent sanitation protocols and remains committed to exceeding government guidelines and best practice policies. And, integral to our efforts as a hospitality leader and as a member of the Fogo Island community, we also pledge to do so while continuing to offer the warm, genuinely welcoming experience that our visitors expect.

Pre-arrival	<ul style="list-style-type: none">- Reservation confirmations communicate safety and sanitation measures implemented by the Inn- With all reservation confirmations, a questionnaire will be sent to guests and answering it is a condition of the stay- Guests are encouraged to bring their own hand sanitizer and masks, although the Inn can also provide them for guests' use
Transportation	<ul style="list-style-type: none">- All drivers have received detailed training on physical distancing practices- Larger vehicles are used for private transportation and guests are seated in the back seats of vehicles, to allow for recommended distancing from drivers- Drivers are responsible for disinfecting vehicles between usage according to specific guidelines and training- Fan settings are set so as not to recirculate the air within the vehicle- Masks are available for drivers as well as for guests to wear- When loading luggage into vehicles, drivers follow hand hygiene protocols
Check-In	<ul style="list-style-type: none">- Check-in occurs in the privacy of guests' room- As part of the check-in process, pre-arrival health questionnaire are revisited to ensure there has been no change in health status- One team member is assigned to each guest/room check-in to minimize multi-person contact. This team member meets the guest upon arrival while maintaining physical distancing- Staff members are wearing masks if and when physical distancing is not possible to maintain- The assigned team member takes guests to their room where the registration card and sanitized room keys are placed- The team member responsible for guest check-in and orientation is responsible for communicating an overview of health and safety procedures within the Inn that guests will be asked to adhere to during their stay.

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<p>Shared Spaces</p>	<ul style="list-style-type: none"> - Only guests and staff have access to the Inn’s common areas - Until further notice, there are no public tours, events or dining for daytime visitors permitted at the inn - Spaces have been reconfigured to allow for physical distancing (furniture and tables arranged accordingly) - Rigorous and frequent sanitizing of multi-touch surfaces is being carried out at frequent intervals in all common areas, with a special focus elevator buttons, handrails, door handles, furniture, tables, shelves, etc - Hand sanitizer stations are available in all common spaces of the Inn, using a hand sanitizer that meets or exceeds government guidelines
<p>Guest Rooms</p>	<ul style="list-style-type: none"> - The Inn operates at reduced occupancy levels to manage number of guests and allow for social distancing measures. Whenever possible, we stagger room bookings to minimize back-to-back stays in the same room/suite - Rooms are cleaned every day unless guests prefer to not have housekeeping services during their stay - Housekeepers only enter rooms upon request and at times designated by the guests, when the room is not occupied - Housekeepers wear gloves and masks (PPE) while in guest rooms at all times - All cleaning products used are anti-viral and bactericidal; all products exceed public health thresholds for efficacy
<p>Dining*</p> <p><i>* A comprehensive set of standard operating procedures (SOPs) has been adopted in light of Covid-19. These represent a high-level overview.</i></p>	<ul style="list-style-type: none"> - All common dining areas have furniture placement that allows for minimum physical distancing requirements [2-metres] - One person per mealtime (host) directs guests to their assigned seating - Meal dining times are staggered to limit number of diners at one time - Buffet dining is not offered - In-room dining is offered and encouraged; our typical in-room dining offerings has been expanded with more choices and flexibility - Dining furniture is being disinfected between meal seatings - Silverware is wrapped in fresh cloth serviettes, not pre-set on the table

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<p>Kitchen*</p> <p><i>* A comprehensive set of standard operating procedures (SOPs) have been adopted in light of Covid-19. These represent a high-level overview.</i></p>	<ul style="list-style-type: none"> - Rigorous cleaning measures have been adopted for guest and staff safety - As in all departments, hand hygiene procedures have been be increased, and team members follow timed hand washing requirements with appropriate soaps - Physical distancing is being maintained where possible in back-of-house service areas and where not possible, staff wear masks.
<p>Gym</p>	<ul style="list-style-type: none"> - When government guidelines allow for the gym to open again, guests will be able to sign up for a timeslot to use the gym privately - A 15-minute interval will be allotted for cleaning between guests' uses of the gym
<p>Sauna & Hot Tubs</p>	<ul style="list-style-type: none"> - When government guidelines allow for the sauna and hot tubs to open again, guests will be able to sign up for a timeslot to use the sauna/hot tubs privately. - A 15-minute interval will be allotted for cleaning between guests' uses of the sauna
<p>Laundry</p>	<ul style="list-style-type: none"> - Linens, towels, laundry are washed in accordance with guidelines - Housekeepers wear appropriate PPE when handling laundry - Housekeeping staff follow standard operating procedures (SOPs) for laundry which are informed by federally endorsed guidelines
<p>Guest Activities</p>	<ul style="list-style-type: none"> - All guest activities are facilitated following physical distancing guidelines and in observance of provincial orders - Experiences offered are focused on exploring nature and the outdoors so as to minimize person-to-person contact - When local businesses (such as retail stores and museums) are permitted to open to visitors, the Inn will ensure guests are briefed on specific access regulations and will call ahead to arrange designated visit times

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Staff Training	<ul style="list-style-type: none">- Employees have received thorough orientation and training regarding physical distancing, cleaning procedures, and new general operations- Managers are responsible for ensuring safety adherence within their own departments- A Health and Safety point person has been assigned to perform regular compliance spot checks across departments- Rigorous hand hygiene protocols for team members are in place, including timed reminders for hand washing (every 30 min)- Back-of-house and front-of-house teams follow the same protocols and guidelines of frequent cleaning of multi-touch surfaces- At the beginning of each shift, managers meet with team members to confirm any changes to their health status and follow government guidelines with regards to performing temperature checks- Signage has been posted in back-of-house areas to remind team members of health protocols relevant to the workplace- All deliveries are received offsite at a secured receiving facility
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Response to reported health concerns

We are working closely with our local public health department to keep up to date on the most recent updates and protocols as well as to plan for screening and rapid response should someone become ill. Should a guest or staff report any Covid-19 symptoms, isolation protocols would be put in place for the guest and local public health authorities would be notified. Staff and affected guests would then follow instructions from Newfoundland health authorities on how to proceed.

The Fogo Island Inn has an active Occupational Health and Safety team in addition to a Senior Staff Director who has a Nursing Degree and 20 years of experience in frontline nursing and nursing management. These resources are committed to guiding our COVID-19 risk mitigation procedures.
