

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. 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. We do require that all staff members and all guests be double vaccinated.

Pre-arrival	<ul style="list-style-type: none">- Reservation confirmations communicate safety and sanitation measures implemented by the Inn- Guests are encouraged to bring their own hand sanitizer and masks, although the Inn can also provide them for guests' use- Guests will be asked to send us proof of their double vaccination status and providing that is a condition of the stay.
Transportation	<ul style="list-style-type: none">- All drivers are fully vaccinated, and have received detailed training on physical distancing practices- 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- When loading luggage into vehicles, drivers follow hand hygiene protocols
Check-In	<ul style="list-style-type: none">- One team member is assigned to each guest room orientation to minimize multi-person contact. This team member meets the guest upon arrival at the front desk while maintaining physical distancing- Staff members and guests are not required to wear masks but can do so if they feel more comfortable while in common areas and in the company of one another

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Shared Spaces	<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, or daytime visitors permitted at the inn- Rigorous and frequent sanitizing of multi-touch surfaces is being carried out at frequent intervals in all common areas, with a special focus on 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
Guest Rooms	<ul style="list-style-type: none">- Rooms are cleaned every day unless guests prefer to not have housekeeping services during their stay- Housekeepers only enter rooms at service times when the room is not occupied- All cleaning products used are anti-viral and bactericidal; all products exceed public health thresholds for efficacy
Dining* <i>* A comprehensive set of standard operating procedures (SOPs) has been adopted in light of Covid-19. These represent a high-level overview.</i>	<ul style="list-style-type: none">- Buffet dining is not offered- In-room dining is offered- Dining furniture is being disinfected between meal seatings

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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 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
<p>Sauna & Hot Tubs</p>	<ul style="list-style-type: none">- Guests are able to sign up at the front desk 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 in observance of provincial guidelines- Experiences offered are focused on exploring nature and the outdoors as much as possible so as to minimize person-to-person contact- The Inn will ensure guests are briefed on specific access regulations, if they exist, for local businesses and museums that guests may visit

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Staff Training	<ul style="list-style-type: none">- Employees have received thorough orientation and training on 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- 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- 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
Vaccination Policy	<ul style="list-style-type: none">- Employees in all departments are fully vaccinated- All guests staying at Fogo Island Inn are required to provide proof of vaccination prior to arrival

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. 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.
