

1. **Describe the type of signage you will have and the locations**
  - a. We do not have a lobby. Guests come to the front door and pick up their paperwork that is left on a board at the front door. There is a sign at front door (the 3 from this website) that will be posted re masks, social distancing.
2. **Describe the PPE you will provide to your employees and guests**
  - a. Guests will be asked to bring their own masks, but we do have available if needed. Each cottage also has hand sanitizer and disinfectant wipes. Our website will have strict rules and cleaning protocol posted.
  - b. Employees wear appropriate PPE in accordance with state or local regulations and are trained on proper use and disposal of PPE. Masks and gloves have been provided to employees. Disciplinary action will be taken if any staff is found not complying. Disinfecting sprays and hand sanitizers are placed in several locations around the property.
3. **Describe your plans for training employees on the use of PPE, disinfection, sanitation and other cleaning techniques:**
  - a. Employees are educated on COVID-19 and all guest protocols and procedures.
  - b. Employees have been educated on proper hand cleaning practices and follow guidelines regularly and after activities such as using the restroom, cleaning, eating, and before and after starting
  - c. Housekeeping has reviewed CDC guidelines and Airbnb check list for proper cleaning pre and post guests.
4. **Describe your plans for protecting your employees' health**
  - a. Staff must wear PPE and follow all protocol
  - b. Employee temperatures are taken daily, and they are required to answer health questions daily.
5. **Describe your plans for protecting the health of your guests**
  - a. Guests have little to no contact with anyone on grounds as we are individual cottages not a hotel, so they are in no danger of running into anyone.
  - b. Masks available if they need
  - c. Units are sanitized pre and post check in.
  - d. Each unit has sanitizer and sanitizer wipes
6. **Describe how you will prevent crowds gathering at your facility**
  - a. We do not have a lobby and guests are not allowed to roam the property so there is no issue here.
  - b. We limit the number of people in each unit.
7. **Describe how you will enforce physical distancing at your facility**
  - a. We do not have a lobby and guests are not allowed to roam the property so there is no issue here.
  - b. Guests are never together. Our policy is they stay in the unit area unless they are leaving the property.
8. **Describe the payment methods you will use**
  - a. All reservations are booked online and charge at the time of booking so there is no payment method when they are here. Already handled.

9. **Provide the name, phone number and email address of the person you have designated as the COVID19 contact for your property. In your response, state whether they are on site or available within one hour of a call**
  - a. Judy Mello – Owner - 707-882-2297 or 707-357-1203 is primary contact. Live on property
  - b. Lisa Scalabrini – Housekeeper- 7072721648 is secondary contact. Lives on property
10. **Reservations are required. What are your methods of taking reservations and appointments?**
  - a. All reservations are made in advance either on our website or by phone
11. **Describe the limit on the number of guests permitted in each vacation rental**
  - a. Only 4 people are permitted in each cottage.
12. **Describe the occupancy limitations for your vacation rental**
  - a. If I understand the new rules, we are only able to rent each unit 3 times? I am a little confused on this one.
13. **How many hours are necessary between separate unit occupancies on your property?**
  - a. Check in is at 3 pm and check out is at 11 am. Will keep a one-day vacancy in between each unit to completely air out and give time for thorough cleaning.
14. **Describe the signed agreement you have with guests regarding compliance with County of Mendocino Public Health Orders**
  - a. When booking, the guests will have to check a box of agreement before booking is final. The new agreement lists the necessary requirements of wearing a masks, social distancing, good hygiene practice and we have the right to cancel reservations for parties with symptomatic visitors and that there are new check-in procedures, physical distancing requirements, and cleaning and disinfecting schedules for accommodations.
15. **In the event your facility has a guest who contracts Covid-19, what are your plans for quarantine and isolation?**
  - a. Proper authorities will be notified.
  - b. In the case of a presumptive COVID-19 positive guest, the unit is removed from service and quarantined and is not returned to service until case is confirmed or cleared. In the event of a positive case, the room is only returned to service after undergoing an enhanced sanitization protocol.
  - c. Any staff member who came into contact by chance with the guests will have self quarantine for 14 days.
16. **If your property has a sauna, hot tub or steam room, is it operational?**
  - a. Each of our units has its own private hot tub. They are currently empty until new rules are in place.

### **Cleaning Protocol**

- Housekeepers are required to wear masks and gloves, with eyewear highly recommended.
- All units have been completely sanitized including bedding, seating, high touch areas, all kitchen utensils, etc.
- All bed linens and laundry are washed at the hottest temperature in accordance to CDC guidelines, and dirty laundry is bagged/contained in the guest room to eliminate excess contact while be transported.

- High-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, light switches, temperature control panels, alarm clocks, luggage racks and flooring.
- Kitchen items will be cleaned between each guest stay. All dishes must be washed, including the ones in the cabinet and others that may have been left in different rooms. Provide adequate dish soap and new, unused sponges for each guest upon arrival.
- Properly clean all appliances and kitchen areas, including refrigerator shelving, the oven stovetop, coffeemakers, toasters, pantry shelves, and other areas.
- Knick Knacks, magazines, unnecessary items have been removed from all units.
- Sanitizer spray bottles and hand sanitizer have been placed in each unit
- Rooms are left vacant at least 24 hours after a guest has departed.

### **Guest Arrival**

#### **Check in**

- Guest will pick up their pamphlet at the front door. They will not interact with the owners/employees.
- Signage will be displayed prominently, outlining proper mask usage and current physical distancing practices in use throughout the facility.
- They get their papers and drive out to their unit. The packet will contain our basic rules as well as a reminder regarding Covid-19 rules on masks, social distancing, covering cough, using sanitizer, etc.