



COVID19 Business Specific Health & Safety Form

TRANSIENT LODGING

Bell Valley Retreat at The Toll House

NOTE: In order to self-certify compliance at www.mendocinocountybusiness.org, you must **read and implement** the County of Mendocino-specific guidelines for Transient Lodging, including short-term vacation rentals, issued in the June 12, 2020 Public Health Order.

In order to fill out this form and create a health and safety plan for your business, refer to the [State of California Guidelines for Transient Lodging](#) and the [County of Mendocino Public Health Order dated June 12, 2020](#). A health and safety plan is required to operate.

1. Describe the type of signage you will have and locations.
 - a. Visit Mendocino’s “Health and Safety Guidelines” 1. Do not enter if sick, 2. Wear a face-mask, 3. Maintain 6 feet physical distance, and 4. Wash hands frequently, are posted at all main entrances and provided in guest communication documents prior to arrival.
2. Describe the PPE you will provide to your employees and guests.
 - a. Employees are provided with and will wear masks, and are provided with stocked hand washing stations, disposable gloves, hand sanitizer and Clorox disinfecting wipes.
 - b. Hand-washing stations all over the property are stocked with antibacterial soap and paper towels for both guest and staff use.
 - c. Hand sanitizer is provided in all buildings and inside all entryways.
 - d. Clorox disinfecting wipes are available all common areas for guest or staff use.
3. Describe your plans for training employees and temporary workers on the use of PPE; disinfection; sanitation and other cleaning techniques.
 - a. Housekeeping staff has been trained in on-on-one meetings with management and the team together frequently reviews CA Department of Public Health industry guidance for Hotels

for Hotels and Lodging establishments, including disinfecting protocols and best practice procedures for cleaning and sanitizing. These standards include sanitizing all shared contact surfaces frequently, letting a room sit 24 hours after a guest has checked out before cleaning starts, using extra PPE in the form of masks, gloves, and disposable Clorox wipes, washing all the dishes in the unit, and washing all linens in hot water with bleach.

- b. Guest interfacing staff, i.e. management, remain up-to-date on current Health Order rules and are trained and practiced in physical distancing, facial covering, sanitation, hygiene and symptom screening guidelines from CADPH.
- c. Facilities and maintenance staff have been trained in and provided with resources regarding the importance of social distancing, facial covering, self screening for symptoms and exposure, good hygiene, and contact surfaces sterilization.

4. Describe your plans for protecting your employees' health.

- a. Staff is encouraged to stay home if they feel sick, to get tested every 2-4 weeks, and to remain aware, informed and thoughtful about any potential risk of exposure in their daily lives.
- b. Employee to guest interaction in person will be limited as much as possible, with the vast majority of communication happening via telephone and email.
- c. Drastic limiting of occupancy will help protect our staff and our community. We will limit occupancy to what the Health Order allows, which is 75%, or 21 of the 29 units on the property, and each will be limited to one household per room, for a maximum of 21 households in the entire resort, with pre-arranged arrival and departure times and more than a 24 hour empty window between a check-out and a check-in to the same accommodation.
- d. Housekeeping or any other staff will not enter guest accommodations during their stay, no matter how long of a stay they book, and housekeeping will not begin until 24 hours after the guests vacate.
- e. In the emergency event that a staff member needs to enter an occupied guest accommodation, they will do so as quickly as possible wearing PPE after a symptom check and conversation about general health with all the unit occupants.
- f. All staff and guests will be informed of the entire Covid-19 Safe Business Protocol, including the contingency plan for isolation and quarantine if any guest becomes sick during their stay.

5. Describe your plans for protecting the health of guests.

- a. Guests will be screened by the innkeeper during initial booking inquiry to make sure they are taking the Covid-19 pandemic and health risks seriously, and that they understand the particular threat to Mendocino County with our limited ICU and other emergency capacity.
 - b. Guests will be encouraged to practice good personal hygiene and embrace a healthy lifestyle during their stay at our retreat, where most our guests are looking for a healthy getaway immersed in nature.
 - c. Guests will sign a waiver upon booking agreeing to abide by the current Mendocino County Health Order's physical distancing and facial covering requirements both on property and off.
 - d. Guests will sign a waiver upon booking guaranteeing that they have not had any Covid-19 related health symptoms or known exposure within 14 days of their trip.
 - e. Guests will sign a waiver upon booking agreeing to inform management immediately if anyone in their party feels ill. If a doctor deems it necessary, the guests agree to be tested, and to isolate on site if they test positive, away from other guests, even those in their traveling party who will need to quarantine on site. Guests agree to pay for the costs of this.
 - f. Guests will be provided with resources from CADPH and Mendocino County on physical distancing, facial covering and good personal hygiene guidelines.
6. Describe how you will prevent crowds gathering at your facility.
- a. Guests sign a waiver establishing that they understand gatherings are prohibited.
 - b. Limiting occupancy to 75% will prohibit crowds. The landscape and layout of Bell Valley Retreat allows for extreme social distancing, with 650 acres of hiking trails expanding up the ridge from the accommodations area, where accommodations are spread out in on the valley floor in an area of about 80 acres.
 - c. No guests staying on the property are allowed to bring others to the property for any amount of time.
7. Describe how you will enforce physical distancing at your facility.
- a. Guests will sign a document agreeing to the policy.
 - b. Furniture is spaced out in any places where seating areas used to be close together.
 - c. Employees will remind guests about physical distancing if they are observed not following the guidelines.
8. Describe the payment methods you will use (contactless is preferred).

- a. Payment is taken via credit card through the booking system online.
9. Provide the name, phone number and email address (optional) of the person or persons you have designated as the COVID19 contacts for your property. In your response, state whether they are on-site or available within one hour of a call.
 - a. Kendra McEwen available on site within one hour of a call (707) 895-2572
kendra@bellvalleyretreat.com
 - b. Patrick Burns on site 24 hours (707) 684-0634 patrick@bellvalleyretreat.com
 - c. Jon Rubenstein on site 24 hours (415) 710-0476 jon@bellvalleyretreat.com
10. Reservations are required. What are your methods for taking reservations and appointments?
 - a. Reservations and appointments are taken over email and phone.
 - b. Reservations must be made at least two days in advance of arrival.
 - c. No walk-ins or unscheduled inquiries.
11. Describe the limit on the number of guests permitted in each room, unit, or vacation rental (regardless of size).
 - a. One household with a maximum of 2 adults and their children per room or unit.
12. Describe the occupancy limitations for your hotel or vacation rental.
 - a. Bell Valley Retreat is a permitted resort with a mix of accommodations and camping. All together we have 29 rental units. 75% of 29 units is 21.75, so we will host 21 households as the absolute maximum we can host at any time. We will spread out rentals throughout the property on a case by case basis to allow for the most space between guests as possible.
13. How many hours are necessary between separate room or unit occupancies on your property?
 - a. Housekeeping will begin 24 hours after a guest checks out, preparing the room for a potential check in the following day, so there will be more than 48 hours between check-out at 11am and check-in at 3pm two days later.
14. Describe the signed agreement you have with guests regarding compliance with County of Mendocino Public Health Orders.
 - a. Every adult coming to stay will sign and initial the following statements:
 - i. If I have been ill with any symptoms associated with COVID19 or if I know that I have been exposed to COVID19 within 14 days of my scheduled trip, I will cancel my reservation with no fee from Bell Valley Retreat.

- ii. I agree to abide by the current Mendocino County Shelter In Place Order and I understand that while it allows for tourism, due to extremely limited emergency service capacity (only 16 ICU beds in the entire county), it is still required for everyone to avoid gathering, stay 6 feet away from others outside my household, wash hands frequently and wear facial coverings at all times in public places.
- iii. I will honor guidelines outlined in Bell Valley's Safe Business Operations Protocol, maintaining a distance of 6 feet from other people, wearing a mask when around others outside of my accommodations or inside a shared space, washing/sanitizing hands frequently, especially upon entering/exiting a building, eating, using a restroom, and after sneezing, coughing, or touching my face.
- iv. I will alert management immediately if I become sick during my stay and I agree to get tested for COVID-19 if my symptoms call for it.
- v. I understand that if I become sick and test positive for COVID-19 during my stay, I will follow the Health Officer's orders for contact tracing and self-isolating in my hotel room for a period of up to fourteen days at a reasonable nightly rate. If I am traveling with family members or travel companions who are not sick, they will need to quarantine separately, for the same duration, at the nightly rate.

15. If your property has a sauna, hot tub or steam room, is it operational?

- a. The hot tub is turned off and non-operational.

Your Business Specific Health & Safety Plan will become public record.