ELK COVE INN & SPA

**STAFF PROTOCOLS**

Employees are required to conduct a “self-check” for COVID-19 symptoms before coming to work using the [Mayo Clinic COVID-19 Self-Assessment](https://www.mayoclinic.org/covid-19-self-assessment-tool) and complete a health questionnaire before reporting to work.

Employees are instructed to contact the manager if they notice an employee or a guest is displaying symptoms of COVID-19.

Employees are instructed to not come to work if they have [symptoms of COVID-19 as described by the CDC](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html), such as a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with has been diagnosed with COVID-19.

Employees are provided with information on government-sponsored leave benefits they may be entitled to receive that would make it financially easier to stay at home.

When arriving at work, each employee will have their temperature taken and sent home if temperature is 100.5 or above.

All employees are required to wear a face mask and work at least 6 feet apart whenever possible.

Hand Hygiene

All housekeeping and kitchen staff will be required to wear disposable gloves. All staff are instructed to practice frequent hand washing with soap and water for at least 20 seconds, or use hand sanitizer, every 60 minutes and after any of the following activities: using restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, going on break, returning from break, and before and after each shift.

COVID-19 Training

All employees will receive training on COVID-19 disinfection and safety protocols for each department, including, but not limited to, proper hygiene, coughing, sneezing etiquette, proper face covering and PPE usage, physical distancing, the differences between cleaning, sanitizing and disinfecting, COVID-19 symptoms and reporting protocols, and the employee illness and absence policies.

Any shared equipment will be cleaned and disinfected before, during and after each shift, or anytime the equipment is transferred to a new employee.

Personal Protective Equipment (PPE)

Hand sanitizer, face masks and disposable gloves will be provided to all employees. Training on how to properly use and dispose of all PPE will be provided to employees. Appropriate PPE will be worn by all employees based on their roles and responsibilities, and in accordance with state or local regulations.

Back of House

The frequency of cleaning and disinfecting will also increase in high traffic, back-of-house areas.

**GUEST HEALTH**

COVID19 Contact Information

The name, phone number and email address for the following COVID19 staff contacts will be provided to each guest party on arrival and will be posted at the Guest Services desk after hours. Both staff members live on the property:

* Rakesh Taneja, Owner
* Rob Cuomo, Property Manager

Check-In

Check in will be contactless with credit card for processing of charges and relevant guest information collected at the time of reservation. Guests will be provided with instructions for [locating their rooms](https://www.brewerygulchinn.com/room-directions) where a sanitized key and more comprehensive information will be waiting.

Physical Distancing and Crowd Prevention

Guests are advised to stand at least 6 feet from others outside of their immediate party while standing in lines or moving around the property. Signs have been placed in dining areas restricting table seating to immediate members of a guest party. Tables have been taken out of service to increase physical distancing in the dining area. Front of house staff have been instructed to monitor physical distancing within the lobby and Great Room.

Hand Sanitizer

Hand sanitizer will be available for guest use at the entrance to the inn, at the Guest Services desk, by the coffee bar and on either side of the upper landing.

Face Coverings

Employees will wear a face mask during all interactions with guests, especially when physical distancing is not possible, and while cleaning guest rooms. Kitchen and serving staff will wear face masks at all times. Maintenance staff will wear face masks whenever physical distancing is not possible.

Guests are also *strongly* encouraged to wear face masks when around others outside of their immediate party where physical distancing is difficult. Guests are encouraged to bring their own face coverings. For those without a face covering, disposable masks can be obtained at the Guest Services desk.

Signage

There will be health & hygiene reminders posted at all entrances which will include the proper way to wear, handle and dispose of face coverings.

Signage will also be posted in all key areas for employees.

Case Notification

Our employees have been given clear instructions on how to respond swiftly to any suspected COVID-19 cases on-property.

If we are notified of a presumptive case of COVID-19 on our property, we will immediately provide all appropriate information to the Mendocino County Public Health Department and work closely with the MCPHD to implement all recommended protocols. The guest in question and the other members of that guest’s party will be quarantined in two separate rooms for the duration of the period required by Mendocino County Health. Two rooms will be held open for this purpose.

If the presumptive case is in association with a guest, the guest room will be removed from service and quarantined for at least 72 hours before cleaning and disinfecting. The room will only be returned to service after undergoing cleaning and disinfection that meets or exceeds CDC guidelines.

Guest Room Disinfections

Guests will be assigned rooms that have been completely cleaned, disinfected, and not entered by others between the cleaning and disinfecting process and guest’s arrival.

Employees will not be entering an occupied room during a guest’s stay except in the event of a health or safety emergency. Maintenance issues will only be addressed when a guest is not present. Maintenance staff is required to wear face mask and gloves when entering room.

Additional time has been allotted to housekeeping staff so that all recommended precautions can be taken and all required sanitization procedures can be executed.

The use of hospital-grade UV sanitization lights during the turnover of each guest room will be employed in addition to all required cleaning protocols as an added measure of safety.

Cleaning Products & Protocols

We use cleaning products and protocols which meet or exceed CDC and CAL/OSHA guidelines. The disinfectants being used appear on the [Environmental Protection Agency (EPA) list](https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2-covid-19) of products that have been established to be effective against viruses, bacteria and other airborne and bloodborne pathogens. Housekeeping will be the primary department responsible for all cleaning and disinfecting in their respective areas. Other departments will support as appropriate for employee and guest service safety.

Public Spaces and Communal Areas

The frequency of cleaning and disinfecting has been increased throughout the day and evening in all public spaces with an emphasis on frequent contact surfaces including but not limited to, the Guest Services desk, door handles, high-touch surfaces, room keys and railings.

Laundry

All bed linen and laundry will continue to be washed at high temperatures and in accordance with [CDC guidelines](https://www.cdc.gov/infectioncontrol/guidelines/environmental/background/laundry.html). Laundry bags have been assigned to each guest room. Soiled linens will be bagged in-room to eliminate excess contact while being transported to the laundry room.

Room Service

In-room dining is available during breakfast and evening service. For breakfast service, trays will be placed and picked up outside the guest room door. For evening service, trays may be picked up at the wine bar and placed outside the guest room door for pick up.

**GUEST SERVICES DESK**

Reservations

All reservations will be secured via our website or by phone. Guests will be required to confirm their agreement to abide by all State of California and County of Mendocino Public Health orders on a [Self Check In form](https://www.brewerygulchinn.com/self-check-in-form) they will complete prior to arrival at the property.

Guest Room Capacities

Individual rooms have bedding for 2/3/4 guests with two rollaways on property. We have a maximum capacity of 44 guests.

Cleaning and Disinfecting

Disinfecting of all guest touch points after each transaction including pens and countertops

Room keys will be disinfected upon checkout.

The Guest Services desk will be deep-cleaned at each shift change.

Physical Distancing

Staff will consciously monitor the queuing of guests to maintain 6 feet of social distancing