



**COVID19 Business Specific Health & Safety Form**

**TRANSIENT LODGING**

# Heritage House Resort & Spa

5200 N Hwy 1 Little River, CA 95456

June 12, 2020

**NOTE:** In order to self-certify compliance at [www.mendocinocountybusiness.org](http://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.

Signage as per Mendocino County COVID-19 Safe Business Operations Protocol requirements, including regarding maintaining social distance, hand washing, face coverings, and appropriate PPE are posted throughout the Hotel lobby and other public areas, and for employees in the back of house areas. In addition, sanitize labels are included on guest room amenities and amenities and additional towels are provided in sealed bags.

2. Describe the PPE you will provide to your employees and guests.

All employees are provided with face coverings and gloves and other protective gear depending on the need for their position. Face coverings are available for guests on request. Hand sanitizing stations are set up throughout the property. Plexiglas has been installed in the lobby at the guest servicing areas.

3. Describe your plans for training employees and temporary workers on the use of PPE; disinfection; sanitation and other cleaning techniques.

All workers have been provided CDC information about COVID-19, its symptoms and preventing the

spread including the importance of hand washing and social distancing. They have received information about self-screening at home, including temperature and/or symptom checks using CDC guidelines and staying home if they have any of the symptoms or test positive for COVID-19 or have close contact with a COVID-19 confirmed case. Workers are trained in proper placement and removal of face coverings and gloves, and other PPE and on progressive cleaning and sanitization guidelines as recommended by the CDC and Ecolab.

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

Heritage House Resort & Spa employees have been trained on progressive cleaning and sanitization guidelines as recommended by the CDC and Ecolab. Staff must complete a health screening, which includes a temperature reading before the start of each shift. Anyone with a temperature above 100.4 degrees and/or who exhibits symptoms indicated in the health screening will be sent home. Face coverings will be mandatory for all employees to wear while on property. Hand washing and sanitization will be performed every 30 minutes or after each guest interaction.

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

All guests, employees, and other visitors need to complete a health screening, which includes a temperature reading using no-touch thermometers, prior to entering the property. Anyone with a temperature above 100.4 degrees and/or who exhibits symptoms indicated in the health screening will not be allowed on property. In addition, employees, guests, and other visitors are required to wear face coverings, maintain social distancing, and we have implemented frequent sanitization of high touch points throughout the Hotel.

**6. Describe how you will prevent crowds gathering at your facility.**

In accordance with the County of Mendocino Public Health Order issued on June 12, 2020, Heritage House Resort & Spa has not contracted any conferences or meetings, as they are not permitted to resume at this time. While on property, the Hotel has posted signage to maintain social distancing and limit the number of guests allowed in the lobby to enable guests and employees to easily maintain at least six-foot distance from one another at all practicable times.

**7. Describe how you will enforce physical distancing at your facility.**

Heritage House Resort & Spa will enforce physical distancing by reminding guests to be at least six feet apart, placing visual reminders/markers around property, and rearranging furniture layouts of our public spaces and restaurants.

8. Describe the payment methods you will use (contactless is preferred).

Heritage House Resort & Spa accepts valid credit cards and is able to fulfill contactless payment utilizing a third party credit card authorization form.

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.

Denise Vicars

707-202-9000

[dvicars@heritagehouseressort.com](mailto:dvicars@heritagehouseressort.com)

10. Reservations are required. What are your methods for taking reservations and appointments?

Heritage House Resort & Spa accepts reservations via phone at 877.828.7080 or online by visiting [www.heritagehouseressort.com](http://www.heritagehouseressort.com). Guests are also able to make reservations through partners such as Expedia.com, Booking.com, HotelTonight.com, or their travel agent.

11. Describe the limit on the number of guests permitted in each room, unit, or vacation rental (regardless of size).

Heritage House Resort & Spa is following the Mendocino County guest room occupancy requirements, as they evolve for the COVID-19 response. The Hotel has a total of 62 units available for reservation, which the Hotel is limiting at this time as described below in #12. Our property management system and central reservation system allow us to restrict the number of total occupants, as well as maximum adults and children per unit type.

12. Describe the occupancy limitations for your hotel or vacation rental.

Under the County of Mendocino Public Health Order issued on June 12, 2020, the maximum occupancy Heritage House Resort & Spa is permitted is 75% (46 units). The Hotel will follow those occupancy requirements as they evolve.

13. How many hours are necessary between separate room or unit occupancies on your property?

Under the County of Mendocino Public Health Order issued on June 12, 2020, Heritage House Resort & Spa should have units sit vacant for at least 24 hours between guest stays.

14. Describe the signed agreement you have with guests regarding compliance with County of Mendocino Public Health Orders.

A copy of this agreement has been included at the end of this form.

**15.** In the event your facility has a guest who contracts Covid-19, what are your plans for quarantine and isolation?

The Hotel will follow the guest agreement referenced in #14 and has implemented a process for notifying local public health authorities.

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

Heritage House Resort & Spa has one hot tub, which is located in one guest room suite. It is not operational at this time in accordance with the County of Mendocino Public Health Order issued on June 12, 2020.

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



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**Guest Agreement**

Mendocino County Shelter in Place Order (6/12/2020)  
(<https://www.mendocinocounty.org/home/showdocument?id=36138>)

As part of each reservation or booking (and prior to occupancy), each transient lodging operator is required to reach an agreement with guest(s) identifying each adult (with contact mobile phone number(s)) and signed by each adult, including the following provisions:

- (1) The undersigned agrees to comply with the operative County Shelter-in-Place orders (see Order link above, includes following social distancing and hygiene requirements, wearing facial coverings, guest room occupancy restrictions, etc.);
- (2) The undersigned agrees to comply with any and all isolation/quarantine orders and contract tracing required by County public health authorities, in the event the undersigned is determined by a medical professional to require isolation or quarantine for COVID-19 or the Hotel or County public health authority is undertaking contact tracing in the event another individual at the Hotel has a suspected case of COVID-19 or positive COVID-19 test;
- (3) The Hotel agrees to provide space for guests, without primary residence in Mendocino County, for isolation and/or quarantine purposes in the event a guest is determined by a medical professional to require isolation or quarantine for COVID-19;
- (4) The undersigned agrees that if they are not a resident of Mendocino County and they are determined by a medical professional to require isolation or quarantine for COVID-19 during their stay and decide to do so in the space provided by the Hotel (see above no. 3), then the undersigned will be responsible for and will pay to the Hotel all costs of services rendered by the Hotel (including housing, food and basic essential needs);
- (5) The undersigned disclaims any recourse it might have against the County of Mendocino in respect of any of the costs for which the undersigned is liable in connection with the isolation/quarantine at the Hotel described in number 4 above; and
- (6) The undersigned confirms that their guest room is occupied by no more than one household including a maximum of 2 adults (including the undersigned) and their children.

In light of the COVID-19 pandemic, Heritage House is taking several precautions to ensure the safety, health and general well-being of our associates, visitors and guests. At this time, these precautions include daily temperature checks and health screens, and use of face coverings and personal protective equipment (“PPE”). We understand that these precautions may feel intrusive and overwhelming, but we have determined them to be necessary to ensure we keep everyone at our property safe during these unprecedented times. With respect to the above practices, we will comply with all applicable federal, state and local laws including but not limited to health codes and privacy laws, and will continue to evaluate the guidance from government agencies and use this information to refine and revise our

Room No. \_\_\_\_\_  
(Completed by the Hotel)



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procedures as appropriate. All guests will be subject to the same policies, regardless of age or other protected characteristic.

If you do not agree to have your temperature checked and answer the questionnaire, we completely understand and you are not required to do so. However, if you do not consent to these precautionary measures whenever required, you will not be permitted on the property at this time. We hope you understand and will return to us when we feel it is safe to no longer need these measures.

By signing this acknowledgement form, you understand that Heritage House may conduct non-invasive health surveillance, including but not limited to, taking your temperature, asking you the questions on a provided questionnaire (which may be updated from time to time based on public health or government updates), and other non-contact monitoring that may be recommended and updated by the CDC or other public authorities, and you consent to their doing so.

You also acknowledge and agree that although the Company will protect the privacy and security of your personal information in accordance with applicable laws, during a public health crisis, should the Company need to disclose any COVID-19-related health information to public health agencies, then such information will be disclosed pursuant to applicable CDC guidance and any other applicable federal, state or local public health reporting requirements and shall be limited to the minimum information necessary to comply with the reporting requirement. Further, should you become aware of a positive COVID-19 test or known COVID-19 exposure of yourself, either during your stay at the Hotel or in the 14 days before or after (or if you become symptomatic or take the COVID-19 test in the 14 days after your stay, you agree to promptly inform the Hotel's General Manager, and proactively engage in a conversation that could include identifying your known contacts at the Hotel who may have been exposed.

Please note that these health screenings and PPE are an additional health protection, but they do not guarantee against the spread of the virus, and they do not replace important practices to keep yourself well: hand hygiene, staying home when symptomatic, and social distancing whenever possible.

**Name:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Mobile Telephone:** \_\_\_\_\_

**Mailing Address:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

**Name of adults traveling with you:** \_\_\_\_\_

**Room No.** \_\_\_\_\_  
(Completed by the Hotel)