**Safe Business Reopening Plan For Orr Hot Springs**

Business Type: Transient Lodging

Establishment: Orr Hot Springs

Address: 13201 Orr Springs Rd

Ukiah, CA 95482

1. **Describe the type of signage you will have and locations.**

Signage will be displayed at the one-public and employee entrance, at our front desk office laundry/maintenance area, pantry and Bathhouse Building. Signage will include the three Mendocino County provided postings regarding guests and employee not entering Orr if sick or experiencing any symptoms, the requirement to wear a facial covering, and the requirement to practice social distancing. As reinforcement, signage will also be placed in a variety of locations around the property.

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

Employees will be provided with masks, gloves, face shields/goggles, hand sanitizer, and any protective clothing covers as requested.

Masks will be available and provided to those who do not bring their own onto the property Hand sanitizer stations will be available to guests in public areas.

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

The following topics will be covered, and follow-up training will be conducted with all staff:

* Information on COVID-19, how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
* Self-screening at home, including temperature and/or symptom checks using CDC guidelines.
* The importance of not coming to work if employees have symptoms of COVID-19 as described by the CDC, such as a frequent cough, fever, difficulty breathing, chills, muscle pain, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
* To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face.
* The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol (preferred) or 70% isopropanol (if the product is inaccessible to unsupervised children) when employees cannot get to a sink or handwashing station, per CDC guidelines).
* The importance of physical distancing, both at work and off work time.
* Proper use of face coverings, including: Face coverings do not protect the wearer and are not personal protective equipment (PPE). Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing. Face coverings must cover the nose and mouth. Employees should wash or sanitize hands before and after using or adjusting face coverings. Avoid touching eyes, nose, and mouth. Face coverings should be washed or discarded after each shift.

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

All employees will be told not to come to work if sick.

A supervisor/manager will perform symptom checks before employees begin a shift when possible. If an employee arrives before supervisor/manager is present the employee will self certify and report results to supervisor/manager.

Each office employee will use a designated computer workstation and phone that will be sanitized before, during and after the individual’s shift.

Employee breaks areas will be arranged so that employees can easily practice proper physical distancing.

Bathrooms and other common areas will be disinfected frequently.

Disinfectant and related supplies will be available to all employees

Hand sanitizer effective against COVID-19 will be available to all employees.

Soap and water will be available to all employees.

All employees will be tested before reopening and then every eight weeks after that.

Copies of this Protocol will be distributed to all employees.

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

We will implement measures to ensure physical distancing: Guests will be directed to wait outside until check-in.

Lounge furniture will be sanitized after each use

Public access doors will remain open, whenever possible, and will be properly disinfected on a regular basis.

Minimal contact check-in and check-out procedures will be implemented and used whenever possible.

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

Implementation of physical distancing measures. Only one party in the outside check-in area at a time. Other guests arriving will be qued in areas according to physical distancing protocols.

Signage and designated staff will communicate to guests about maximum capacity restrictions. No more than 22 guest will be allowed to be onsite.

1. **Describe how your will enforce physical distancing at your facility.**

Proper signage and communication with guests.

Staff training to require masked employees stay at least 6’ away from guest, when they are not directly interfacing with them and it is a requirement of the task at hand to be closer.

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

Credit card, provided by guest in advance of arrival

**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 manager/supervisor will be onsite within one hour of a call.

Leslie Williams – General Manager, 707-972-8886, [hotwaterca@hughes.net](mailto:chelsea@albionriverinn.com)

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

By phone

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

Each room can accommodate up to 3 guests and Cottages are limited to four adults.

1. **Describe the occupancy limitations for your hotel or vacation rental.**

33 to 75%

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

24 hours

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

(1) An agreement to comply with the Mendocino County and CDC public health best practices orders;

(2) an acknowledgement of the symptoms of Covid-19

(3) ) an acknowledgement that Guests are assuming that there are inherent risks of exposure and release of Orr Hot Springs from liabilities

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

Cooperation with public health authorities, and to agree to provide housing, food and essential needs for guests who are required to isolate or quarantine pursuant to the Health Officer’s isolation and quarantine orders.

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

The Sauna and Steam Room will be nonoperational. All Hot Springs bathing will be restricted to private bathing only no communal bathing. Each reservation will have the exclusive use of a single private hot springs bathing room with keyed access while visiting .