

**COVID19 Business Specific Health & Safety Form:
TRANSIENT LODGING Plan**

River's Bend Retreat Center

18450 Ray's Road

Philo, CA 95466

707-895-3990

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

- a. We have posted in front of our office and main buildings Social Distancing Signs, Mask required signs, Facts about Preventing Exposure to or spread of Covid-19, etc., which we acquired from CDC, CA Lodging Association, Mendocinocounty.org, and Osha.

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

- a. Employees: We are providing them with masks, gloves and protective eyewear. Our housekeeping team also have coveralls to protect their clothes from exposure.
- b. Guests: We are providing them with hand sanitizer and masks. There are also hand sanitizer dispensers in our common spaces.

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

- a. Employees are trained and required to wear masks at all times. We provided them with instructions on how to put them on and the proper way of taking them off. We also have signage in the break room, and in buildings only accessible to staff to remind them of the different requirements and visual instructions on how to wear gloves and masks. They also have access to hand sanitizer.
- b. They are trained to disinfect all hard surfaces and switch gloves before the final sanitation before leaving the room. They wear new gloves each time they enter a new cabin.
- c. We have an infrared thermometer for them to check their temperature daily before their shift and we are recording the readings.

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

- a. Employees were trained and were provided with the documentation and signage addressing the steps for screening themselves for symptoms and stay home if they have symptoms.
- b. We made PPE available to all employees, located in our “back office”. In order for us to minimize any cross contamination or exposure, each employee has their own closed plastic container labeled with their name and a large inventory of PPE.
- c. They also have access to hand sanitizer.
- d. We have provided them with an infrared thermometer for daily temperature check up and we are recording the reading.
- e. Housekeeping: They are required to wear gloves, safety glasses, masks and coveralls when cleaning rooms. They cannot enter the cabins when guests are present.
- f. Housekeeping cannot enter a cabin right after guests checkout. We have a 24 hour waiting period.

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

- a. We provided them with hand sanitizer in their rooms and masks.
- b. We also provide disinfectant and paper towels in each cabin.
- c. We keep the cabins vacant at least 27 hours between guests.
- d. We are triple sheeting our beds, we have pillow and mattress covers and will wash all bedding.
- e. Housekeeping is using Spray Nine which has a 30 second contact time and the recommended bleach and water solution disinfectant by the CDC.
- f. Signing agreements to use masks, hand sanitizer and hand-washing when accessing shops and restaurants.

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

- a. We have limited contact in the office with our guests, touchless payment and orientation. We wear masks and have social distancing tape at the entry of the office.
- b. We have closed our library, dining room, livingroom, and main kitchen to prevent group gatherings. We are taking reservations for library use to access WIFI or for guests who need a space to handle any personal or work. We have disinfectant in the library and we are keeping one hour in between reservations and sanitizing between reservations.

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

- a. We have social distancing tape and a clear physical barrier at the entry of the office.
- b. Signage to remind guests and employees of the importance of physical distancing.

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

- a. Payment is taken by credit card. We ask for the credit card the moment the guest calls. We then charge their reservation on arrival by manual entree and receipt is emailed to guests.
- b. Guests can also pay with a check. We have a “drop off box” outside the office where guests can drop off for contactless transactions.
- c. We are also taking reservations via Airbnb.

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. Laurie Adams- 707-934-5390
- b. Skip Bell - 801-918-4627
- c. Greg Potter - 510-381-2181

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

- a. Reservations are taken by phone and via Airbnb.

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

- a. Only individual family groups/or, as permitted, adults in stable social bubbles are allowed in the cabins.

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

- a. We are only allowing one family unit per cabin. Cabins available for reservations are limited to those for which we have individual bathrooms available, so that there is one bathroom per family unit and no bathrooms are shared.
- b. The occupancy limitation is below the 75% allowed by the County.
- c. Reserving some lodging if needed for for covid-19 response.

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

- a. We are leaving 1-3 days in between guests.

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

- a. We have a Guest Agreement that is sent to guests prior to checking in (online form). They must agree to the following before checking in:
 - i. Bringing and wearing a mask (bring extra masks) whenever indoors with other people, and whenever encountering other people outdoors (walking on side of road near buildings in Philo or Boonville)
 - ii. Bringing hand sanitizer and frequently washing or sanitizing my hands (especially when entering and exiting a building, shop, gallery, grocery store)
 - iii. Practice social distancing, keeping 6 ft between myself and others outside of my group, including at the river
 - iv. Staying home if I feel sick, have flu-like symptoms such as cough, fever, or trouble breathing.
 - v. If I have been ill with any symptoms associated with COVID19 within 14 days of my scheduled trip, or know I have been exposed to someone with symptoms of Covid-19, I will cancel my reservation. I understand that River's Bend will reschedule or refund deposits, aside from \$25 booking fee. We will be charged with credit card on file. If booked through Airbnb, we will be sent a request.
 - vi. If possible, I will get tested for Covid-19 before traveling, and take my temperature before traveling.
 - vii. I understand that my reservation of a particular cabin may change in the unlikely circumstance that the one I booked is needed as part of a "COVID-19 response"
 - viii. Using my own cabin's bathrooms and sinks rather than seeking out public bathrooms on-site (we want to limit every chance of exposure, and on such a big site, keeping door knobs clean is very difficult)
 - ix. Mindfully sharing "common areas" like beaches with shade on the river - allowing others to safely access and distance in these areas, rather than claiming a prime spot for the whole day.

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

- a. Contact Mendocino County Public Health
- b. Per Mendocino County Health Order protocol, isolate the individual in current lodging and separate other family members into additional available lodging.
- c. Per MCHPO, Be available for delivery service of necessities to individual/s, as needed.

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

- a. Does Not apply

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