

Safe Business Reopening Plan for the Lord's Land Retreat Center
30660 Navarro Ridge Road
Albion, CA 95410

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

Signage is displayed at the front of our property, 6 feet outside of our office door and on every public door in English and Spanish. We also have ground signs displaying 6 feet distances leading up to the office and our laundry room. We've also placed a Covid-19 Info Packet in each cabin. The packet includes: short list of Mendocino County policies, facts about Covid-19 in Spanish, English and Ukrainian, symptoms of Corona Virus in Spanish, English and Ukrainian and a list of Covid-19 safe restaurants in Mendocino and Fort Bragg. Examples of a few of our signs:



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

Employees: Masks, gloves, hand sanitizer, long sleeve laundry smock
Guests: Masks, hand sanitizer

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

We conducted in person staff training with every staff person at our facility covering the following topics:

- High risk areas cleaning protocol
- Laundry room cleaning protocol
- Office shift/land duty protocol
- Cabin cleaning/hospitality protocol using CDC approved disinfectants.
- Staff self-screening, sickness policy, and baseline preventative measures

Our on location certified EMT demonstrated how to put on, wear and take off a face mask and how to put on and remove nitrile gloves without being contaminated. We also made a video for our staff detailing the use of face masks. You can view it at this link: <https://youtu.be/rNpb5dILQqs>

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

Our staff are provided with PPE and have been instructed on how to conduct themselves safely around guests. They are aware of the signs of Covid-19 and are instructed to stay home if they exhibit any signs of sickness including taking their temperature and reporting this back to the Director. A 24 hour gap is in place between cabin cleanings and UV equipment is on hand to treat rooms before the staff enter them. We've also provided safety goggles for use with UV equipment. Guests will bring their laundry to our laundry room in a sealed bag and staff will wear masks, nitrile gloves and smocks to cover their clothing when dealing with laundry. Hand Sanitizer is available in multiple locations as well as sinks with soap and water. A protective shield is in place in our office to protect our staff from any interaction with guests. Both staff and guests are

required to wear masks at check in.

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

Guests are instructed to wear a facial mask as they enter our property and as they approach our office. We have placed 6 foot markers and have signage asking them to social distance. We have removed brochures from our office to limit guest to guest exposure. We have a basket of 'clean pens' for signage and a basket of 'dirty pens' for used pens. There is a screen protecting guests from the staff member sitting at the check in desk who is also masked. Hand sanitizer is available at the check in station. The tablet used for credit card payments is sanitized after each guest as is every surface and all handles in our office in between guest visits. We have sanitized every item in the cabin's kitchens and will do so after each reservation. Every surface in our cabins has been disinfected. Guests will make their own beds using sanitized linens wrapped in a protective bag and laid on a sanitized mattress pad to limit human contact with linens. All sanitized bathroom and kitchen linens are put in place with sanitized gloved hands. Every frequently contacted surface is disinfected including door handles, microwave and coffee pot handles, refrigerator and stove knobs and handles, light switches, and all surfaces. We have removed all unnecessary objects from the cabins including lap blankets, throw pillows, decorative items on shelves and many other items.

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

All indoor public areas are closed with signage and 6 foot ground markers are placed in and around our office and laundry room. Social distancing signs are placed in locations where guests might congregate.

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

We have multiple signs up throughout our retreat center with 6 foot ground signs near the few remaining public areas. Social distancing signs are placed throughout the property.

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

Guests are encouraged to pay in full online before arriving. Anyone still owing a balance can pay by check, cash or Square. We sanitize our tablet before and after guest interaction. Hand Sanitizer is available at the check in station. We have a basket of clean pens and another basket for dirty pens.

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.

Cindi Wagner (onsite) - cindi@azlearn.org - 707-354-4227

Nathan Wagner (onsite) - wagnern@azlearn.org - 707-354-4127

Caleb Boggan (onsite and resident EMT) - vettechmedic@gmail.com - 205-565-9176

All of our staff live on site and rotate through varying duties involving guests.

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

We use an online reservation system. Guests can also call our office to make a reservation.

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

Cabins vary in capacity. Some of them accommodate 2 people some 4 people and others accommodate families up to 6 people. We have two buildings that have multiple rooms inside of them. Each room in these buildings can accommodate 2 people with the exception of one family size room that can accommodate 7.

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

We are operating at 75% capacity or less with our 11 cabins available to rent. We are currently only renting 8 of them at the most at one time, often less.

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

We have a minimum of a 24 hour wait in between reservations. Many reservations have longer waits.

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

- An agreement to cancel the reservation if experiencing Covid-19 symptoms within 14 days prior to visit.
- An agreement to honor all guidelines in our Safe Business Operations Protocol including maintaining a distance of 6 feet from all people, wearing a mask whenever outside of their room within 6 feet of another person or inside a building, and using hand sanitizer or washing hands frequently, especially upon entering and exiting a building and after sneezing, coughing, or touching face.
- An agreement to alert management immediately if becoming sick during stay.
- An agreement that if they become sick and test positive for COVID-19 during their stay, the county will require them to self-isolate on the Lord's Land for a period of fourteen days at their own expense. If traveling with family members or travel companions who are not sick, they will need to occupy an additional cabin, for the same duration, at their own expense.
- An Agreement to comply and cooperate with requests from the county to conduct contact tracing.

Picture of our agreement below:



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

Guests who have contracted Covid-19 while on our property will be moved to an isolation cabin that is prepped for quarantine and isolation patients. Family members who do not test positive will be quarantined at a second cabin set aside for these purposes. It is possible for guests to evacuate the infected cabin without passing another individual because all of our cabins are stand alone and generously spaced in distance. The infected cabin will be closed and sealed for 72 hours. Upon entry, we will first use UV sanitation in every room before commencing to sanitize thoroughly using CDC approved products. We will comply with any and all isolation/quarantine orders and contact tracing required by county public health authorities.

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

Non-applicable.