

Site Plan Mendocino Grove Campground  
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## 1. Signage

- Signage posted posted Mendocino County mandated signs at the office tent bulletin board and employee clock-in tent to inform employees, vendors, and customers of common COVID-19 symptoms and that they must not enter the facility if they are sick with or suspect they may be experiencing COVID-19 symptoms; avoid entering the facility if they have a cough, shortness of breath or difficulty breathing, fever, chills, muscle pain, sore throat, or new loss of taste or smell; maintain a minimum six-foot distance from one another; sneeze and cough into a cloth or tissue or, if not available, into one's elbow; and not shake hands or engage in any unnecessary physical contact.
- Provided messaging on booking engines, reservation systems, confirmations, and at check-in that summarizes proper face covering usage and current physical distancing practices in use throughout the property and in Mendocino County. COVID Considerations posted on Mendocino Grove's Website
- As part of registration guests sign that they have read Safe Mendocino COVID Policies and will adhere to them

## 2. Measures for Employee Training

- Provided information about COVID-19 in employee clock-in tent, how it is spread, and any underlying conditions that make some people more vulnerable
- Instructed in pre-opening meetings to Self-screen at home, including temperature and/or symptom checks using [CDC guidelines](#). Temperature Thermometer available at Clock-in tent
- Housekeeping staff is trained per guidance provided in the Mendocino County Build Your Business Reopening Plan Worksheet.
- 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.
  - 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 after each shift.

- Information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home posted in clock-in tent

### **3. Measures To Protect Employee Health and Guest Considerations**

- All employees have been told not to come to work if sick.
- Symptom checks are being conducted during morning meetings before employees may enter the work space.
- Housekeeping does not enter guest tents during a stay, unless by special request or circumstances dictate
- Unnecessary items and amenities are removed from tents
- Upon booking, guests are informed via the property website, reservation confirmations, and in guests' tents that summarizes proper face covering usage and current physical distancing practices in use throughout the property and in Mendocino County.
- Hand sanitizer and face coverings are now included in tent as guest amenities
- 7 New Touchless Hand sanitizer stations throughout the campground located at higher traffic areas
- Break rooms, bathrooms, and other common areas are being disinfected frequently. Cleaning Logs at each bathroom facility.
- Staff are required to wear face coverings

### **4. Measures To Prevent Crowds From Gathering (check all that apply to the lodging property):**

- Limited the number of guests in check-in and common areas by enrolling our property to a digital concierge service that communicates operations via text messaging which allows for guests and employees to easily maintain at least six-foot distance from one another at all practicable times. Fully-Autonomous Check-in.
- Registration is done outside
- Payment is taken prior to arrival and retail items are charged to card on file (No cash handling at this time)
- Reservations must be made at least 24hrs in advance, no same day reservations or walk-ins

## **5. Measures To Keep People At Least Six Feet Apart**

- All employee work stations are separated by at least six feet.
- Staff meetings are conducted outdoors with appropriate social distancing
- All employees have been instructed to maintain at least six feet distance from guests and from each other, except employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.

## **6. Measures To Prevent Unnecessary Contact**

- Purchased digital texting concierge service to allow for autonomous check-in and retail purchases
- All retail items can be purchased via website without guests needing to come to office
- All items purchased will be dropped at guests' tents
- We are operating @67 occupancy. We have 69 tent sites total and have decommissioned 24 tents for a total of 45 operating tent sites.

## **7. Measures To Increase Sanitization**

- Furnishings Cleaned First, then disinfected sprayed for proper dwell time, then wiped clean
- Housekeeping operations comply with the CDC Reopening Guidance for Cleaning and Disinfecting
- Hand sanitizer, soap and water, or effective disinfectant is available to guests at the check-in desk and anywhere else on the property where people have direct interactions
- All payment portals, pens, and styluses are disinfected after each use
- All public spaces and high-contact surfaces are disinfected frequently.
- Rooms are "sealed" w/clean and sanitized tag. Clean rooms not to be entered between guests.
- All bed linens and laundry are washed at a high temperature in accordance to CDC guidelines, and dirty laundry is bagged/contained in the guest room to eliminate contact while being transported.
- High traffic back of house areas, especially employee dining areas, locker rooms, restrooms and kitchens, are cleaned and sanitized frequently.

- Shared tools and equipment are sanitized during and after each shift or anytime the equipment is transferred to a new employee.
- In the case of a presumptive COVID-19 positive guest, the guest's tent is removed from service and quarantined and the guest tent is not returned to service until the case is confirmed or cleared. In the event of a positive case, the tent is only returned to service after undergoing an enhanced sanitization protocol (per Mendocino County regulations, if applicable), which is encouraged to be performed by a licensed third-party service.

## HOUSECLEANING CHECKLIST

- Leave tents vacant 24-72 hours prior to or after cleaning (if possible) or use a UV sanitizer, as directed.*
- Housekeepers and others who must enter guest tents/accommodations are to be provided with and required to wear face coverings and disposable gloves. They must wash their hands thoroughly before and put on gloves before each cleaning and dispose of their gloves and wash hands after each cleaning. Protective eyewear is highly recommended
- Clean tents/accommodations are not to be entered between guests or during the occupancy of guests.
- Have ventilation systems operating and/or open windows to increase circulation.
- CLEAN then DISINFECT. Cleaning is with the use of soap or detergent and water to remove dirt, germs and impurities. Disinfecting refers to the use of chemicals like bleach (5TBS per gallon of water), alcohol solution (with at least 70% alcohol) or an approved Environmental Protection Agency (EPA) disinfectant to kill germs. (Bleach mixture must be left on surface at least 1 minute and is not effective after 24 hours.)
- Focus on cleaning and disinfecting frequently touched surfaces such as doors, door handles, counters, stair railings, light switches, remote controls, phones, hairdryers, refrigerator doors, curtain and shade pulls, toilets, faucets, shower handles and sinks.

- ❑ Don't forget about sofas, rugs, drapes and other soft, porous surfaces. Sanitize the soft porous surfaces by vacuuming and steam cleaning or use soap and water to clean the surfaces. Some approved disinfectants will say 'Safe for Porous surfaces'. Remove decorative pillows, throws, extra blankets, reusable collateral such as magazines, brochures, etc.

Kitchen items, including pots, pans and utensils, and all dishes must be washed between each guest stay. New unused sponge provided for each guest.

- ❑ Bag dirty laundry for transport. Removal and cleaning of all towels and linens, even if they appear not to have been used. Wash all linens at the highest heat setting recommended by the manufacturer.
- ❑ Clean and disinfect laundry baskets, hampers or use a liner that is disposable or washable.
- ❑ Empty the vacuum cleaner after every cleaning. They must be equipped with HEPA filters.
- ❑ Sanitize shared tools and equipment after each cleaning.
- ❑ Be sure to clean and disinfect outdoor furniture.