Stanford Inn by the Sea’s Canoe and Bike Rentals and Outdoor Store

Specific Safety Protocol for Catch A Canoe & Bicycles, too!

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

We have three 24”x36” Visit Mendocino County Covid 19 Protocol signs prominently displayed. We also have custom social distancing, hand sanitizer, mask requirements, etc signs, plus Catch a Canoe guidelines signs designed to maintain social distancing through the boat and bike rental procedure. We also have two, 1 foot diameter round social distancing floor decals. Photos of these are available on request.

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

We have 3 hand sanitizer stations. Even though masks are required to come onto our property, we have surgical masks available for anyone who needs one. All staff are required to wear a face mask at all times. Staff have access to nitrile disposable gloves when needed during cleaning/disinfecting procedures, touching rental equipment, including paddles, life jackets, dry bags etc. handling payment details, etc. Staff has access to a hand washing station with soap and paper towels to dry with. We purchased a step on trash container as a receptacle for used paper towels and gloves per county regulations.

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

Staff met under the direction of Manager Rick Hemmings who conducted the training session covering County and State regulations and protocols to stop the spread of Covid-19. Primary focus regards the importance and the Inn’s mandated requirement to wear masks at all times when on the property and maintain social distance; when to wear gloves, how to sanitize boats, bikes and equipment, frequent hand washing and the use of hand sanitizer when needed. We use a disinfectant called Vaska which uses quaternary ammonium as it’s active ingredient. It kills Covid 19 after remaining on a surface for 10 minutes. It’s EPA registration # is 1839-95-44917. Vaska will be sprayed onto surfaces using two different types of sprayers. One is a simple hand held sprayer for small items. The other is one-gallon hand pump pressurized sprayer that is better suited for larger surfaces, such as boats, bikes, life jackets and dry bags. All rental life jackets will be put on rotation. Coast Guard Regulations state that after a PFD is used, it should be cleaned or disinfected then hung in a dry warm place for 72 hours before using (or renting again). The training included and if new staff are brought aboard will include an open discussion of how to best implement the county and state regulations for our particular business which has been operating in very different way for 48 years.

 4. Describe your plans for protecting your employees' health

Catch a Canoe can operate completely outdoors. We have an indoor shop, which only staff members can enter at this time. (There are 2 to 3 persons working at any one time) When renters arrive at their pre-designated appointment time, they’ve already been instructed over the phone and by email with attached Covid 19 guidelines to wear a mask on our property, to maintain at least 6 feet between other non family members at all times, to wash their hands frequently and use hand sanitizer. A locked gate and one stairway leed down to our beach rental area for boats. At the top of the stairway we installed a new gate which can be remotely opened from 20 feet away to ensure maximum social distancing. We have roped off an area for customers to stand while we instruct them on bike rentals so staff can maintain a 10-foot distance. We roped off a dedicated rental bike cleaning area so no one can approach staff while they are de-sanitizing bikes. As we see the need, we will add any procedures or ideas that enhance the safety of the staff and the customers.

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

All of the above answers for question 4 apply to question 5. In addition, we have three hand sanitizer stations for guests to use. We have 3 24” x 36” signs which state Mendocino County regulations for social distancing, washing hands, wearing masks, coughing into an elbow, do not enter if feeling sick. We have 2 smaller signs @ 18” x 24 “ that read the same. These high-quality signs were produced professionally by Braggadoon Signs and Graphics and Visit Mendocino County.

We have two 24” x 36” signs which relate custom information on reservations that are now required for both boat and bike rentals without exception. We have installed a urethane plastic with clear tape covering over all fabric covered boat seats to ensure ease of disinfecting. We have removable, washable seat covers for rental bikes. We will spray disinfect all rental boat cockpits and rental bike handlebar, stem, seat and top tube areas between rentals. Rental life vest are on a 72 hour rotation, per cover 19 Coast Guard regulations. Disposable plastic liners are used for kayak seats on rentals. No customers are allowed inside the Catch a Canoe shop, unless invited one at a time, to maintain maximum social distancing. A dedicated work from home reservation person is now for the first time, taking reservations remotely to minimize “in person” communications.

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

Catch a Canoe is located at the north end of South Big River Road. We have a 24” x 36” sign on a sandwich board immediately next to the roadway which says STOP AND READ. It states that no one without a prior bike or boat reservation may proceed to Catch A Canoe to prevent crowds from gathering to reserve or to gather more information. There is another duplicate sign posted at the top of our stairs.

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

When people arrive at Catch a Canoe we are setting up large individual parking spaces to park and stage in. People are told to remain in their space until they are called down for their reservation. For canoes only a single reserved group (family, social bubble, household, couple) that made the reservation may come down to our beach lesson area where they can fill out a waiver, pay (if not prepaid) and hear the paddle lesson. There is ample space to spread out on our beach. We are launching just one boat every 15 minutes to allow social distancing between groups. We are inviting a maximum of 4 persons at any one time to come to the end of our dock. For larger family groups, in larger canoes, we’ll invite the remaining family members to our dock after the first group has loaded all while maintaining 6 feet or more for social distancing from staff. For bike rentals, we have a roped off area that exists to ensure social distancing between renters and staff and also between the renters themselves.

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

We will be using an iPad on a tripod with a Square card swiper down on our beach staging area for a contactless payment method.

9. Provide the name, phone number and email address (optional) of the person or persons you have designated as the contacts for your property and who can be on the property within an hour.

Skye Huber – 707 937 5615 or 707 513 7499.

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

We now have for the first time a dedicated work at home reservation expert who takes reservations for boats and or bikes by phone and by email. Reservation phone requests that come to Catch a Canoe can also be handled and confirmed. All our rentals are only available by reservation to comply with county guidelines.