



COVID19 Business Specific Health & Safety Form

TRANSIENT LODGING

NOTE: In order to self-certify compliance at www.mendocinocountybusiness.org, you must **read and implement** the County of Mendocino-specific guidelines for Transient Lodging, including short-term vacation rentals, issued in the July 1, 2020 Public Health Order.

In order to fill out this form and create a health and safety plan for your business, refer to the [State of California Guidelines for Transient Lodging](#), the [County of Mendocino Public Health Order dated July 1, 2020](#) and the [County of Mendocino Facial Coverings Order dated July 3, 2020](#). A health and safety plan is required to operate.

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

We are placing all required signage at each public entrance of our business office (Social Distancing Required, Facial Coverings Required, Do Not Enter If Sick). We will also be posting our COVID-19 Safe Business Operations Protocol at our facility.

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

All employees are provided with Gloves, Face Masks, Safety Glasses, Face Shields, Gowns, Hand Sanitizer. Guests arrive/depart remotely to an STR and are not provided with PPE.

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

All employees have taken custom online training courses and have been internally certified in all aspects of the use of PPE and updated/enhanced cleaning, sanitization and disinfection procedures. We have created a virtual employee playbook that is available to all employee's at all times and outlines all health and safety guidelines. We also have an internal dedicated COVID-19 team to provide support and enforcement of all requirements.

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

All employees have been directed to work from home whenever possible, are being told not to come to work if they are sick and are conducting symptom checks to protect the health and safety of employees. Individual work spaces are separated by at least 6 feet and common areas (break rooms, bathrooms, storage rooms) are being disinfected frequently. PPE, Soap and Water, hand sanitizer and disinfectant/sanitization supplies are available to all employees. Training and guidance on this information, procedures and processes are consistently accessible. We have a COVID-19 health and safety team dedicated to protecting the health and safety of our guests and employees.

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

We have implemented premium cleaning standards, which included elevated cleaning, sanitization and disinfection procedures to protect the health and safety of guests. We have adjusted our maintenance procedures to prevent/limit interaction with guests. We have a COVID-19 health and safety team dedicated to protecting the health and safety of our guests and employees.

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

Our business office is not open to the public and is available for access by a limited number of employees at any given time. There is signage posted about the total number of employees permitted in the office at any given time.

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

Our office has been redesigned so that any workspaces are at least 6 feet apart. Employees schedules are staggered and the number of employees permitted into the office at the same time has been limited and present employees can easily maintain at least 6 foot distance between each other.

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

We are only accepting contactless payment methods - Online, Phone

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.

Joann Norwood, Local Operations Manager - (707) 684-1067 (Available within 1 hour)

Joann Hubert, Local Operations Manager - (707) 322-1224 (Available within 1 hour)

Linda Norwood, Housekeeping Manager - (707) 510-1485 (Available within 1 hour)

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

Reservations are created online and/or over the phone.

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

Each STR (regardless of size) shall be occupied by no more than one household or living unit and will include no more than (4) adults and up to (4) children of that household.

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

Each STR (regardless of size) shall be occupied by no more than one household or living unit and will include no more than (4) adults and up to (4) children of that household.

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

We are implementing a 48-Hour Rest Period between all reservations.

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

For each guest reservation, contact information is provided for all adults and an agreement to acknowledge the following is completed:

1. Agreement to comply with the Mendocino County Shelter-in-Place orders;
2. Agreement to comply with any and all isolation/quarantine orders and contact tracing required by County public health authorities, in the event a guest is determined by a medical professional to require isolation or quarantine for COVID-19;
3. Agreement to provide space for guests, without primary residence in Mendocino County, for isolation and/or quarantine purposes in the event a guest is determined by a medical professional to require isolation or quarantine for COVID-19.
4. Agreement governing the allocation of costs (for housing, food and basic essential needs) in the event a guest, without primary residence in the County, is determined by a medical professional to require isolation or quarantine for COVID-19 during their stay;
5. A disclaimer that it is the obligation of the guest(s) to fully comply with any such allocation of costs without recourse against the County of Mendocino.

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

If we receive a report that a guest has been contracted. COVID-19, we will complete the following steps:

1. Advise the guest to report exposure or infection to local health authorities in accordance with appropriate actions recommended by the CDC.
2. Report the incident to our internal dedicated COVID-19 Health and Safety Team where we will confidentially investigate the exposure event, conduct a risk assessment, and inform people of their possible exposure due to the event, as appropriate.
3. Block the home through the time period of quarantine and through a time period sufficient to complete the disinfecting clean. It is suggested to block for an additional week to allow for the disinfecting clean to be completed.

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

At this time, private Hot Tubs located in STRs are not being offered as an available amenity to guests.

Self-certify

Go to www.mendocinocountybusiness.org, click **Self-Certification** in numbered item 5, select Transient Lodging from the dropdown menu, upload your plan and complete the self-certification process online. Alternatively, you may mail the completed certification form (with any required attachments) to: County of Mendocino Environmental Health, 860 N. Bush Street, Ukiah, CA 95482.

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