**Covid19-Re-opening Plan Voll Motel**

**Phase 1**

**Re-Opening**

**Guest Check-In**

1. **Entry way guidelines**
   1. Guests are advised to ring the doorbell outside in front that is located on the left side of the door frame. (Signage will be placed with instructions for visibility)
      1. The doorbell button will be sanitized by staff after each usage, utilizing Lysol all-purpose disinfectant spray.
   2. All Guests will be checked-in via our night window that is located at the front in our main office door.
   3. This limits the guest’s entry into the office protecting both; the guest and staff.
   4. The lobby is shaded; therefore, the guest is not exposed to high temperatures that can influence the temperature check when and if needed in the future.
   5. The main office door will remain locked to prevent customer entry during this portion of the phase.
   6. Signage will be placed on the posts and markings on the floor designated to guide guests where to wait in the event a line occurs.
2. **Check-in Process**
   1. We will also be asking our guests if they have traveled recently and where they may have been in the last 14 days.
   2. Manager(s) will tend to the guest(s) via the office night window wearing gloves and a face mask when retrieving items from guest(s) such as ID, forms of payment, pen, registration card, wi-fi pass code and room key(s)
      1. Credit Card payment will be preferred, but cash acceptable and carefully placed. \**Contactless payment options are not available currently*
   3. The hatch inside the office door (night window) will be opened by our staff.
   4. The hatch may be left open from the inside limiting the contact needed from the guest on the outside.
   5. Guests are welcome to use their own pen when filling out the Voll Motel registration card. In the event they do not have a pen, a pen will be provided and cleaned with Lysol all-purpose disinfectant spray after each use.
   6. Hand sanitizer (GermX, HDX or Purell) will be provided in the office for staff.
3. **Property Guidelines** 
   1. The front office will remain locked, guests can ring the door bell for assistance or call our motel phone number at 707-463-1610
   2. Management will rent every other room at this establishment for the time being. Per the Mendocino County to also not have an occupancy of **more 75%** per the Mendocino County guidelines.
   3. Parking will be every other space allowing a safe barrier among guests and other vehicles. (Guests will be informed during check-in and proper signage will also be displayed)
   4. This establishment has **no** continental breakfast, conference center or common laundry/washer area, therefore guests will only be in their rooms during the stay.
   5. The outdoor garden area will be prohibited for guest(s) to utilize, appropriate signage will be placed or garden furniture removed.
   6. This establishment also has no elevators or interior hallways since it is an exterior property.
   7. Appropriate signage will be placed across the property reminding guests to social distance at 6ft and to also skip a parking spot and park.
   8. The 2nd section of the building that has 2 rooms upstairs will only be rented to 1 person at a time to create a safer environment. (one room will be left unoccupied). Signage will be posted on the post reminding guest(s) of social distancing.

**Housekeeping/Room Service**

1. Housekeeping staff/management are required to wear mask(s) or facial covering(s) when walking on the premises.
   1. HoMedics Earloop Style Face Mask from Costco will be worn by staff, including when doing housekeeping.
   2. Disposable gloves will be worn also when doing housekeeping
2. Room service will only be provided when the/all guest(s) leave the room and only provided when requested.
3. Bedding and Towels will be replaced at the request of the guest and placed in large bins for laundry loads to be handled carefully by staff.
4. Staff will be utilizing Clorox bleach and Lysol Multi-purpose cleaners on this establishment when cleaning surfaces/areas within the room including the TV, remote, AC/Heater knobs, door knobs, mirrors, refrigerator, etc.)
5. GermX hand sanitizer will be placed in the maid kart in the event staff needs to utilize it.

**Guest Check-Out**

1. Guest(s) are to leave the room key in the room on the table or night stand and lock the door when “checking-out.”
2. Staff will sanitize the room key(s).

No other check-out processes are needed at this time by the guest.

**Other Rules/Amenities**

1. In-Room amenities:
   1. 2 bars of soap are provided in individual packaging from manufacturer as a standard.
   2. 2-4 Plastic cups in individual packaging from manufacturer as a standard
2. There is absolutely **no** visiting allowed at this establishment of parties of more than 2 visitors; visitors must leave by 6:00 PM. (No Overnight Visiting is allowed and management has the right to notify local law enforcement for violating these rules).
3. The vending machine in the lobby near the office will be sanitized daily
4. The inside microwave will not be available to use during the Phase 1 plan of this establishment’s re-opening.
5. In the event a guest who checks-in prior and tests positive, the room must be taken out of service and undergo enhanced sanitization protocol outlined by the CDC.

**In-Room Changes**

1. All non-essential stationary have been removed in accordance with the California Department of Health: Lodging and Hotels Guidelines
   1. This includes brochures, magazines, books, etc.
   2. Hangers have also been removed from the room.
   3. Exemptions:
      1. Toilet tissue
      2. WiFi Passcode note will be provided during check-in (nothing in-room)

**Mail/Delivery**

1. USPS, UPS, FedEx, DHL and other couriers are to leave packages at the front lobby next to the vending machine.
2. Packages will be delivered to recipients after being wiped down with disinfectant wipes.

**Utility/Service Workers**

In the event a utility/service technician must come on-site for repairs, pest control, utility, etc. the following rules must be followed:

1. If the service worker meets the criteria listed above, then gloves and face mask(s) or facial covering must be worn while on the premises.
2. Our staff will help facilitate a social distance environment in the event a service technician or equivalent mentioned above needs to work in an area.

This re-opening plan was prepared by the assistant manager of this establishment in accordance with the COVID-19 Industry Guideline for Hotels and Lodging outlined by the California Department of Health. Some extra pre-cautionary measures were also implemented to help protect our own staff and premises.

**Staff Training**

1. Staff has been training on how to use PPE properly
2. Staff has been trained on how to maintain PPE
3. Staff has been given instructions on how to clean rooms and when to (Guest must leave the room and wait near there vehicle or free to leave)
   1. Lysol disinfectant spray has been used already pre-COVID19 by staff for nearly 5 years now.
   2. Staff is experienced with cleaning areas wearing protective equipment such face masks, gloves and other PPE
   3. Dirty motel laundry will be handled in separate cleaners and managed by staff to wash and dry.

**PPE Provided to Employees**

1. Masks have been procured for staff from Costco
2. Gloves have been procured for staff from Walgreens
3. GermX hand sanitizer has been procured for staff.

**Reservations/Room Occupancy**

1. Staff will be taking reservations via phone-call. This property has not had a reservation/booking system in-place and does not plan to. But to be in compliance, will take them over the phone.
   1. In a 1 Bed Room – 2 Guest(s) only; infant is acceptable
   2. In a 2 Bed Room – 4 Guest(s) only; infant is acceptable

**Exposed Guest/Staff Plan**

1. Exposed Guest or Staff
   1. If a guest or staff is confirmed positive the following actions will be performed by staff:
      1. Notify the Mendocino County Health Department
      2. Shutdown the business to any new guests and notify the current guests to get tested at the local testing sites as a safety precaution, along with staff.
      3. As the exposed guest quarantines for 14 days, once the 14th day is completed, the following will be performed:
         1. Have a vendor come in an sanitize the room and other areas as needed by Mendocino County Health Department.
         2. Vendor may be identified by the Mendocino County Health Department or utilize ServPro Services.
         3. Once sanitization provider completes the work and presents the certification of clearance, and the Mendocino County Health Department also provides clearance, the business will resume operations as guided.
      4. Being a Sole Proprietor, staff resides on-site therefore the guidelines that applies to Guest are similar to staff as well. Staff members will quarantine in management living quarters identified that are away from guests.

Assistant Manager:

Bob L. (COVID-19 Contact, will be remote/on-site) available to discuss within 1 hour of phone call

[rlala@vollmotel.com](mailto:rlala@vollmotel.com)

707-696-6009

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On-site manager:

Nick Patel

(COVID-19 Contact, will be on-site)

707-463-1610

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Required signature by guest(s) planning to stay during check-in for the follow form:

**Attention Guests:**

1. All individual(s) planning to stay at this establishment must reside from the same family.
2. Management has the right to ask you and any individual(s) traveling with you about your travel history in the last 14 days.
3. **No visitors are allowed**.
   1. Subject to failure will result in contacting the Ukiah Police Department.
4. If you or any other individual(s) whom are planning to stay with you or while staying with you at this facility experience symptoms outlined below by the Center for Disease Control (CDC), please let the staff know and/or contact the **Mendocino County Public Health Department** immediately at (707) 234-6052.

**Signs and symptoms**

* Fever or chills
* Cough
* Shortness of breath or difficulty breathing
* Fatigue
* Muscle or body aches
* Headache
* New loss of taste or smell
* Sore throat
* Congestion or runny nose
* Nausea or vomiting
* Diarrhea

We ask that you self-quarantine for 14 days or seek medical attention immediately depending on the severity. The management of this establishment has the right to refuse service(s) if any COVID-19 symptoms are displayed during check-in. These guidelines are to protect you, your families, friends, our staff and the community. Thank you for your understanding and cooperation.