

STAFF PROTOCOLS

Employees are required to conduct a “self-check” for COVID-19 symptoms before coming to work based off the Mayo Clinic COVID-19 self-assessment.

Employees are instructed to contact manager if they notice an employee, or a guest is displaying symptoms of COVID-19.

Employees are instructed to not come to work if they have symptoms of COVID-19 as [described by the CDC](#), such as a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.

Employees are provided with information on employer or government-sponsored leave benefits they may be entitled to receive that would make it financially easier to stay at home.

All employees are required to wear a face mask and work at least 6 feet apart whenever possible.

Hand Hygiene

All employees are instructed to practice frequent hand washing with soap and water for at least 20-seconds or use hand sanitizer (with at least 60% ethanol or 70% isopropanol), every 60 minutes and after any of the following activities: using restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, going on break, returning from break and before and after shift as well as after interactions with guests.

COVID-19 Training

All employees will receive training on COVID-19 disinfection and safety protocols for each department, including, but not limited to, proper hygiene, coughing, sneezing etiquette, proper face covering and PPE usage, physical distancing, the differences between cleaning, sanitizing and disinfecting, COVID-19 symptoms and reporting protocols and the employee illness and absence policies.

Any shared equipment will be cleaned and disinfected before, during and after each shift or anytime the equipment is transferred to a new employee.

Personal Protective Equipment (PPE)

Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE. Gloves will be provided to employees.

Back of House

The frequency of cleaning and disinfecting will also increase in high traffic back of house areas with emphasis on employee break areas, restrooms, and time clock locations.

GUEST HEALTH

Physical Distancing

Guests are advised to stand at least 6 feet from others whom they are not traveling with while standing in lines or moving around the property.

Hand Sanitizer

Hand sanitizer (with at least 60% ethanol or 70% isopropanol) will be available for guest use near entrance at the front desk as well as individual bottles available for guests upon request and other key areas throughout the property.

Face Covering

Employees will be wearing a face mask during all interactions with guests, especially when physical distancing is not possible and while cleaning guest rooms.

Guests must wear face covering when inside public areas and closer than 6 feet from others, other than whom they are traveling with. Guests are encouraged to bring their own face coverings but will be provided one if needed.

Signage

There will be health & hygiene reminders posted at all entrances, including the proper way to wear, handle and dispose of face coverings.

Signage will also be posted in all key areas for employees.

Case Notification

Our employees have been given clear instructions on how to respond swiftly to any presumed COVID-19 cases on property.

If we are notified of a presumptive case of COVID-19 on our property, we will work closely with the Mendocino County Public Health Department to provide appropriate information and follow its recommended protocols.

If presumptive or positive case is in association with a guest, the guest room will be removed from service and quarantined for at least 72 hours before cleaning and disinfecting. The room will only be returned to service after undergoing cleaning and disinfection that meets or exceeds [CDC guidelines](#).

Air Filters

The frequency of air filter replacement and cleaning has been increased.

Guest Room Disinfections

Guests will be assigned rooms that have been completely cleaned, disinfected, and not entered by others between cleaning and disinfecting process and guest's arrival (see Housekeeping Protocols for details on room disinfection).

Employee's will not be entering rooms during the guests stay except in the case of an emergency. If there is a maintenance issue, staff will only be able to enter a room when guest is not present. Maintenance staff are required to wear face mask and gloves when entering room.

Housekeeping staff have been given extra time to clean rooms in order to adequately take all required precautions and allow to conduct more thorough cleaning, disinfection and airing out of rooms.

Cleaning Products & Protocols

We use cleaning products and protocols which meet or exceed CDC and CAL/OSHA guidelines. The disinfectants being used are listed on the [Environmental Protection Agency \(EPA\) list](#) that meet the criteria to use against SARS – COV-2, the virus that causes COVID-19, and are effective against viruses, bacteria and other airborne and bloodborne pathogens. Housekeeping will be the primary departments responsible for all cleaning and disinfecting in their respective areas. Other departments will support as appropriate for employee and guest service and safety.

Public Spaces and Communal Areas

The frequency of cleaning and disinfecting has been increased throughout the day and evening in all public spaces with an emphasis on frequent contact surfaces including but limited to, front desk check in counters, door handles, room keys and railings.

Laundry

All bed linen and laundry will continue to be washed at high temperature and in accordance with [CDC guidelines](#). Dirty linen will be bagged in guest room to eliminate excess contact while being transported to the laundry facility.

Room Service

Guest room service will be contactless and in single use containers with single use utensils.

FRONT OFFICE

Cleaning and Disinfecting

- Disinfecting of all guest touch points after each transaction including pens and countertops.
- Room keys will be disinfected before stocking.
- Offices and Registration Desks will be deep cleaned and disinfected upon a shift change.

Physical Distancing

- Staff will be stationed at least 6 feet apart.
- Staff will wear face masks.
- Total of three (3) guests in lobby at one time.
- Implement peak period queueing procedures including Front Desk Greeter, when the number of guests exceeds the capacity.
- Guests will enter through one door and exit through separate door in order to maintain physical distancing.

Guest Considerations

Check in will be contactless. No cash will be handled at this time.

All reusable and disposable collateral that cannot be disinfected is removed from rooms. Critical and informative collateral will be provided in guests "Welcome Bag" at check-in.

Extra pillow and blankets stored in guest room closets will be removed and available upon request.