



Enhanced Clean & Safe Program

July 7, 2021

We are very excited our lodges are open and once again create an amazing environment for our guests!

As times are changing, guest and staff protection and safety is our top priority. We are putting in place a host of additional procedures to ensure everyone can have fantastic experiences in a safe, clean 'home away from home' throughout their time with us.

Our program is designed based on the latest guidance and best practices, and it will be updated regularly based on evolving standards and recommendations by governmental agencies and industry groups.

For those who would like to better understand our new procedures, here are many of the elements of our Clean and Safe Program:

OVERALL OPERATIONS

- ❖ Streamlined processes in each department to minimize contact between guests and associates while maintaining great customer service
- ❖ Staff available at all times to help assist guests and guide them through any questions or concerns related to safety and cleanliness
- ❖ Wellness and best practices reminder signs posted throughout facilities
- ❖ Clean Team with frequent, regular public and staff area cleaning and sanitizing responsibilities
- ❖ Require COVID protocols from all vendors providing delivery service, and coordinate with on appropriate PPE standards and safety protocols to our standards
- ❖ Sanitizing of all shared equipment before/after use or transfer to a new team member, including radios, phones, computers, keyboards, tools, kitchen implements, cleaning equipment, keys, etc.
- ❖ Continuous assessment and refinement of protection procedures

STAFF

- ❖ Daily pre-shift temperature check, health check-in/symptom review and review of contact with potentially sick people for each team member
- ❖ Pre-arrival COVID testing for all new hires who will live in staff housing



- ❖ Strict guidelines and protocol regarding hand washing, sanitizing and use of face covering, gloves as appropriate, protective eyewear and related PPE as appropriate, as well as training on use and disposal of PPE
- ❖ Specific additional staff education on 20-second hand washing (or use of sanitizer when a sink is not available) every 60 minutes and after any of the following activities: using the restroom, sneezing, touching face, blowing nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on and returning from break, and at start and end of shift
- ❖ Regular cleaning and disinfection of work stations
- ❖ Encouragement of team members to stay home if at all unwell
- ❖ Team member education about safety and cleanliness best practices both at work and at home
- ❖ Empowering team members to assist with ongoing program fine tuning

PLAN IMPLEMENTATION & ONGOING REFINEMENT

- ❖ General Managers
- ❖ Assistant General Managers

ONSITE POINT PERSON IF GM/AGM NOT AVAILABLE

- ❖ Manager on Duty

ARRIVAL

- ❖ Greeter often in place during primary check-in hours
- ❖ Reception doors propped open, opened by greeter and/or door handles sanitized regularly
- ❖ Sanitizing wipe station and hand sanitizer provided
- ❖ Disposable gloves, hand sanitizer and sanitizing wipes offered to guests for use throughout check-in and arrival process
- ❖ Guests encouraged to use face covering during check-in and in public areas throughout their stay
- ❖ Physical separation practices enforced at check-in line
- ❖ Reception staff hand sanitizing before/after each guest encounter
- ❖ Stream-lined check-in and check-out process

- ❖ Pen and counter sanitizing after use
- ❖ Key cards/keys sanitized when provided to guests
- ❖ Use of Applepay/touchless payment encouraged; credit card machines wiped down after use
- ❖ Bell carts, if used, sanitized after each use and designated clean/used areas
- ❖ Brief guest education about our standards and guest expectations
- ❖ Optional property map QR code provided in place of paper property map

GUEST ROOMS & HOUSEKEEPING

- ❖ Enhanced pre-arrival full room sanitation of hard surfaces and fabrics, including chemical cleaning of all touch points, including faucets, door handles, light switches, thermostats, clocks, hangers, furniture, headboards, blankets, draperies/rods, coffee/tea service...
- ❖ Housekeepers, facilities and other team members entering rooms wear face covering and fresh change of gloves in each room (optional protective eyewear provided)
- ❖ Stayover service optional, and if requested, does not include contact with or straightening personal items. Towel/linen/amenity refresh upon request
- ❖ Opening windows during room cleaning to maximize air circulation
- ❖ Loose collateral removed and extra blankets and pillows sealed in plastic bags
- ❖ In event of presumptive COVID-19 situation, guest room removed from service and quarantined. If positively confirmed, room brought back online only after enhanced sanitation per latest guidelines
- ❖ Housekeeping Laundry Area: face covering mandatory, protective eyewear provided, hand washing/sanitizing after touching soiled linens or carts, hand sanitizing or gloves required when folding clean items

CUSTOM CAMPING

- ❖ Enhanced pre-arrival sanitation of tent, zippers and interior fabrics
- ❖ Frequent sanitizing of all bathhouse surfaces by Clean Team
- ❖ Sanitizing wipe station and hand sanitizer provided at bathhouse
- ❖ Signage outside bathhouse confirming social distancing requirements inside bathhouse



PUBLIC AREAS

- ❖ Primary entrances and exits – hand sanitizer provided and frequent, regularly scheduled door handle sanitizing by Clean Team
- ❖ Frequent sanitizing of all public restroom contact surfaces by Clean Team
- ❖ Frequent sanitizing of ATMs, water dispensers and handrails by Clean Team

ELEVATORS

- ❖ Sanitizing wipe stations and hand sanitizer at each floor's elevator lobby
- ❖ Signs directing guests to stairway options
- ❖ Frequent, regularly scheduled elevator sanitizing by Clean Team

RESTAURANT & TAVERN

- ❖ Reservations encouraged to spread dining periods and minimize wait times
- ❖ Sanitizing wipe station and hand sanitizer provided at entry and to go pick up area
- ❖ Maximizing use of outdoor seating areas
- ❖ Maximizing fresh air circulation in indoor dining areas
- ❖ Enhanced to-go service for breakfast, lunch and dinner; guests able to order by phone and pick up bagged food at specified time or after receiving text or call
- ❖ Eliminating person to person contact and maintaining physical distance to the extent possible when handing off bagged food or other items
- ❖ 'Table ready' guest pagers sanitizing before and after each use
- ❖ No hand polishing of silverware and glassware. Hand washing before preparing and/or delivering napkin/utensil packs
- ❖ Not pre-setting tables. Bringing napkins, cutlery, glassware, etc. out after guests are seated, washing/sanitizing hands first. Storing clean items away or protected from people until ready to use
- ❖ Bringing salt/pepper/condiments upon request, and sanitizing these and all re-usable guest items like bread baskets, etc. after guests leave, and/or provide in single servings or use pre-packaged single use items
- ❖ Pen sanitizing before/after each use
- ❖ Digital menus with QR code for viewing on guest's personal cell phone
- ❖ Dining table/booth/chair/booster seat sanitizing after each use



- ❖ Servers/bussers/others moving items used by guests (dirty cups, plates, napkins, etc.) or handling trash bags to use gloves (and wash hands before putting them on and after removing them)
- ❖ Closing self-service areas for food, beverages and/or condiments
- ❖ No self-service mints or toothpicks

GENERAL STORE

- ❖ Sanitizing wipe station and hand sanitizer provided
- ❖ Physical distancing practices in payment line and aisles
- ❖ Staff required to wear face covering if not vaccinated
- ❖ Guests required to wear face covering if not vaccinated
- ❖ Hands-free payment when possible; pens sanitized after every use when needed
- ❖ Controlled number of guests in store during busy periods
- ❖ Signage encouraging guests to limit product touching unless making a purchase
- ❖ Extensive grab-and-go meal selections
- ❖ No self-service coffee, tea, etc.
- ❖ Hand sanitizer bottles available for sale



RECREATION CENTER, GUEST LOUNGE & GAME ROOM

- ❖ Sanitizing wipe stations and hand sanitizer in each room
- ❖ Frequent, regularly scheduled hard and soft surface sanitizing by Clean Team, including seating and games/activities
- ❖ Safe, clean use protocol signage prominently displayed

RECREATION DEPARTMENT ACTIVITIES & REC DESK

- ❖ Nightly activities designed open-air or inside with distributed seating for adequate social distancing; activity materials single use and/or sanitized; physical distancing standard maintained and sanitizing between uses for any single user stations
- ❖ Signage requesting guests to wipe down games and books before use
- ❖ QR codes for guided trip outlines and weekly activities calendars
- ❖ Individualized s'mores packets and social distance marshmallow roasting!

SPA/WELLNESS

- ❖ Massage and other treatments offered when allowed and with appropriate protocols
- ❖ Day spa: frequent sanitizing of all surfaces; signage at spa amenities confirming social distancing requirements; capacity limitations enforced

FITNESS CENTER

- ❖ Sanitizing wipe station and hand sanitizer provided
- ❖ Frequent sanitizing of all contact surfaces and equipment by Clean Team
- ❖ Capacity limitation

SWIMMING POOL/HOT TUB AREAS

- ❖ Lounge chair seating in physical distancing pods
- ❖ Sanitizing wipe station and hand sanitizer provided
- ❖ Poolside BBQ – no self-service, maintain physical distancing in lines

OUTDOOR PLAY/GAME AREAS & AMENITIES

- ❖ Parental supervision required signage



- ❖ Frequent sanitizing of games, play areas, amenities, seating and umbrellas by Clean Team
- ❖ Hand sanitizer stations provided

GUIDED RECREATION (for trips requiring vehicles)

- ❖ Full vehicle interior sanitizing before/after each trip
- ❖ Meals obtained directly by guests before trip begins
- ❖ Drinks and snacks provided with sanitizing first and hands-free delivery standard whenever possible

BACK-OF-HOUSE AREAS

- ❖ Office spaces to have brief visits from only employees with work related tasks and issues – no social visits
- ❖ Increased cleaning and sanitizing by Clean Team in high traffic areas including restrooms, laundry area, break areas, loading areas and offices
- ❖ Sanitizing solution and hand sanitizer provided, including in receiving areas

KITCHEN

- ❖ Increased frequency of surface sanitizing
- ❖ Complete work area sanitizing at shift change
- ❖ Increased kitchen utensil sanitizing frequency and no shared utensils
- ❖ Smaller teams and work station physical separation when viable
- ❖ Hand sanitizing after receiving orders
- ❖ Use of touchless hand sanitizers
- ❖ No bare hand touching of ready-to-eat food on cooking lines – gloves or utensils only
- ❖ Avoid or sanitize shared clipboards, etc.
- ❖ Physical distancing for pre-shift meetings, and no shared food/beverages/utensils
- ❖ Dishwashers to use equipment to protect eyes, nose and mouth from contaminant splash using a combination of face coverings, protective glasses and/or face shields. Dishwashers to use impermeable aprons and change frequently. Reusable protective equipment like shields and glasses to be properly disinfected between uses
- ❖ Maximizing fresh air circulation



MAINTENANCE

- ❖ Hand sanitizer available on all maintenance vehicles
- ❖ Hand sanitizing before and after entering guest rooms and public areas
- ❖ Facilities team members entering guest rooms must wear face covering if not vaccinated and fresh change of gloves in each room (optional protective eyewear provided)
- ❖ Appropriate physical distancing required when possible while working in teams
- ❖ Provide symptom screening and require PPE for outside contractors working around/inside structures

STAFF DINING

- ❖ Staff kitchen to follow all main kitchen protocols
- ❖ Service staff to use face covering if not vaccinated
- ❖ Staff hand washing/sanitizing required before and after all meals
- ❖ No self-service salad bar; minimize/eliminate other self-service, and where needed, sanitize contact area after each use
- ❖ Maintain social distance seating
- ❖ Sanitizer available in dining area
- ❖ Frequent table and seat sanitizing

STAFF BREAKS & COMMUTING

- ❖ Stagger break times
- ❖ Encourage outdoor breaks
- ❖ During breaks, maintain social distancing avoid congregating in high traffic areas
- ❖ Hand washing/sanitizing required before and after all breaks
- ❖ Frequent break areas surface sanitizing by Clean Team

COVID RESPONSE PLAN



❖ COVID symptoms (from CDPH)

- Fever
- Cough
- Shortness of breath
- Chills
- Repeated shaking with chills
- **Emergency warning signs** of severe respiratory illness – seek emergency medical care immediately
 - Trouble breathing
 - Persistent pain or pressure in chest
 - New confusion
 - Inability to stay awake
 - Bluish lips or face
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

❖ Emergency Care – call 911

❖ **Local and State COVID Testing Sites**

- **Go to:** tinyurl.com/covidtestingnear95321
 - Once on the website, put cursor after 95321 and hit the return key
 - **Local Testing Sites** usually require physician referral and appointment
 - **State Testing Sites** may or may not require appointment and may be able to be done 'at will/drive up' directly without physician involvement/referral
- **County Recommended Test Sites: OptumServe**
 1. **5171 Silva Rd, Mariposa** (Tu-Sa, 7am-7pm), **or**
 2. **Calaveras County Fairground, 2465 Gun Club Rd, Angels Camp** (M-F, 8am-7pm)

Appointments required at www.lhi.care/covidtesting, 888-634-1123
- **Sonora Hospital** (below) has COVID testing capability: use online chat tool or triage phone line to arrange

❖ **Sonora Adventist Hospital (& Urgent Care)**

- COVID Triage Line: M-F 10-6 209-536-5166
- Other times: 209-536-5000
- <https://www.adventisthealth.org/sonora/>
- 1000 Greenley Road, Sonora, CA 95370

❖ **Tuolumne County Public Health Dep't**

- Information Line 209-533-7440
- Main Phone 209-533-7401
- health@tuolumnecounty.ca.gov
- 20111 Cedar Rd., Sonora

❖ **Guests exhibiting potential symptoms**

- Alert Manager on Duty
- If symptoms include emergency warning signs or guest desires emergency assistance, call 911 or help them to do so
- Request they immediately refrain from going in public areas and self-quarantine in their room
- Recommend they contact their health care provider immediately to determine next steps, including if they should return to their place of residence and/or get tested or get urgent care
- Give them COVID testing site information



- Follow up with guest or family using PPE and without further direct contact
- Upon check-out use presumptive Covid-19 room procedures from above
- Follow up with guest in 24-48 hours for update

❖ **Staff exhibiting potential symptoms**

- Alert Manager, who should alert Manager on Duty
- If symptoms include emergency warning signs or guest staff member desires emergency assistance, call 911 or help them to do so
- If during a shift, dismiss from shift and send home immediately (clock out for them) and request they self-quarantine
- Recommend they contact their health care provider immediately to determine next steps, including if they should continue to self-quarantine and/or get tested or get urgent care
- Give them COVID testing site information
- Request they get test results back and their doctor's OK before returning to work
- If living in lodge-owned housing, arrange quarantine/isolation room and/or meal delivery if appropriate
- Clean and sanitize work and living area as appropriate
- Follow up with staff member each day

❖ **COVID positive confirmed guest or staff member**

- Alert Manager on Duty
- Notify Health Department (how to do so coming shortly from Health Dep't), which will initiate their contact tracing process
- For COVID positive individual: continue isolation and related support noted above and/or facilitate transport to family or elsewhere as appropriate; stay in touch regularly with staff member
- Follow county direction related to any identified close workplace contacts and/or staff housing contacts
- Continue to support and follow-up with those staff members regularly as directed by Health Department
- Staff return to work only after negative test, if appropriate, and end of self-quarantine period

This document will be updated periodically as we continue to fine tune procedures