



## COVID-19 Safety Plan

Please know that we have instituted additional staff workplace safety measures modeled from the CDC, Health Department and AH&LA "Safe Stay" criteria. Some of these are:

- Staff are to wear masks when serving guest in any manner or working close together.
- Managers are staggering break times and arrival times for staff to avoid congestion.
- Staff are limited to two doors to the Main Lodge to limit needless contact in all areas.
- Frequent cleaning and disinfecting commonly touched surfaces- front and back of house.
- Coughing and sneezing etiquette is being followed.
- Staff will stay or return home if they feel sick or are exhibiting any symptoms related to COVID-19.
- Staff will alert us if they observe a guest or fellow employee exhibiting symptoms of COVID-19.
- Staff with a fever of 100.4 degrees F or greater will stay home until fever-free for 72 hours.
- Staff will stay home for a minimum of 14 days (if tested negative, less) if exposed to someone close with COVID-19.
- If staff is exposed, will need to test negative before returning to work.
- Housekeepers will not enter a room or small lodge once it is rented, unless the Guest makes a request.
- Group contacts using a rooming list and paying for all lodging may check out keys for their whole group.
- Continental Breakfasts will be "to-go" (unless banquet group). Guests will pick up in Main Lodge.
- Willow Café orders -made via telephone, on-line or in person. Only one customer in Café at a time.
- Hand sanitizer bottles available in high traffic areas of the property.
- Group banquet service- buffet
  - Seating arranged no more than 6 people to a table;
  - Tables set minimum of 6' from other tables,
  - Server to serve food to each person at buffet
  - Group to 'release" tables one by one so no more than six people in line at buffet at once
  - Staggered meal times arranged in the dining room to allow for additional cleaning;
- No "passed" wine or appetizers. Wine or appetizers will be placed on buffet for guests.
- Bars- only one guest at bar at a time. Others wait 6' away and then approach bar.
- Plated service- encouraged; no more than 6 people per table, tables set 6' apart. Salads, bread and water pre-set. Dessert may be pre-set.

It is in the best interest of our employees and guests to be proactive in protecting their health and containing community spread. Thus, employees are encouraged to practice "shelter at home" when not at work; to wear a face mask when out in public; and to limit socializing to small groups who are vigilant in keeping their social distance.

### **Guests should follow CDC and Health Department Guidelines to help us protect our employees and one another. We insist:**

- Guests wearing a mask when checking in at the front desk or when in Main Lodge.
- Frequent hand washing- before and after checking in/out, getting ice, visiting Willow Café, sunbathing by the pool.
- Pool etiquette is "social distance" etiquette. Keep 6' away from other parties; dispose of trash when departing area; place towels in bin.