

Marsh Hollow COVID-19 Guidance



Marsh Hollow
May 2020

Introduction

Currently, Marsh Hollow is following CDC guidelines and applicable government directives to reduce the spread of COVID-19. This Guidance outlines the preventative measures we are using in order to maintain the health and safety of our guests, staff, and community.

Keeping our Guests Safe

- There is an approximately 30-hour “cooling off” period between guest check-out and check-in, through May at a minimum.
- Hot tub checks and other maintenance activities will be coordinated with staff and guests to avoid maintenance while the guests are present, when possible.
- We maintain our hot tubs at the proper chlorine and pH levels.
- Guests will be provided with hand soap and paper towels. Both hand sanitizer and disinfecting wipes/sprays (as supplies allow) are available for guest use.
- Difficult to sanitize items such as DVDs, puzzles, games, decorative pillows, and throws have been removed.
- Groups of greater than 10 will not be permitted.
- Our check-in process is “no contact” except for the phone calls guests make to check in and check out. Payment is handled via electronic invoicing and payment.

Keeping our Staff Safe

- Staff will answer the same self-assessment questions prior to coming to work and will not be permitted to complete cabin cleaning activities if they have answered yes to the questions in the assessment.
- Staff will have access to gloves and face coverings.
- Staff will wash hands frequently for at least 20 seconds with hand soap and will use an alcohol-based hand sanitizer when soap and water are not available.
- Staff will avoid touching their face, mouth, or eyes and will use cough and sneeze etiquette.
- Social distancing practices will be used (i.e., 6-foot separation distance from others).
- Guest communications will be completed via phone or email, barring unforeseen guest requests/issues.
- Check-in and check-out procedures are contactless.

Keeping our Community Safe

- Prior to guest arrival, we will email the guest contact to request that all members of the guest’s party review and consider these self-assessment questions regarding their health:
 - Have you been diagnosed with COVID-19 in the past 14 days?
 - Have you had close contact with or cared for someone diagnosed with COVID-19 within the last 14 days?
 - Have you experienced any cold or flu-like symptoms in the last 14 days (to include fever, cough, sore throat, respiratory illness, difficulty breathing)?

If they self-report that the answer is yes to any of these questions, we will respectfully ask that they do not visit Marsh Hollow as scheduled. We will work with them to reschedule a visit or provide a refund of their deposit. **If they check in to Marsh Hollow, it is assumed that they answered no to these questions.**

- We will ask that If anyone in the party is diagnosed with COVID-19 within 2 weeks of leaving Marsh Hollow, they voluntarily let us know.
- We will advise guests to bring groceries with them since our community has a limited number of grocery stores and supplies may be limited.
- We will advise guests to wear a face covering when visiting shops and stores or other crowded areas in the Hocking Hills.
- We will advise guest to ensure a minimum of 6 feet between people when out in the community.
- We will advise guests to wash their hands frequently or use a hand sanitizer (if available). Informational flyers about COVID-19 prevention measures are posted in our cabins.

Cleaning Procedures

Best practices based on CDC and Ohio Department of Health Guidelines for cleaning and disinfecting will be used. This includes the following procedures:

- Staff will read and follow manufacturer's directions for disinfectants.
- Gloves will be disposed of after each cleaning.
- Hard, non-porous surfaces:
 - Frequently touched surfaces will be disinfected. Disinfecting solutions will be used on doorknobs, light switches, remotes, etc. or cleaned with a disinfecting wipe, Lysol, etc.
- Soft, porous surfaces:
 - Items will be laundered in the warmest appropriate water setting and dried completely. Quilts and blankets will be laundered between reservations as well.
 - Staff will use disposable gloves when handling dirty laundry.
- Staff can wear gloves to clean, and attention will be paid to prevent cross-contamination. Gloves should be removed after cleaning a room, hands washed, then apply clean gloves. Gloves are not mandatory, but proper hand hygiene needs to be conducted often.