

Transient Rental Safety Plan Option 2 Courtesy of Cabins by the Caves



CABINS BY THE CAVES

877-322-2283

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NAVIGATING COVID-19

Hospitality Best Practices

Our Priorities

- *The health and safety of our staff*
- *The health and safety of our guests*
- *The health and safety of our community*

Our commitment to the safety of our staff

- Employees are provided with CDC recommended aprons/coveralls to cover clothing, as well as gloves and masks
- Employees are to remove uniform and shoes at the end of each shift and to follow disinfecting protocols
- Employees are to sanitize vehicle door handles, door locks, consoles and steering wheels before you drive
- Wash your hands frequently for at least 20 seconds with hand soap, use an alcohol-based hand sanitizer when soap and water are not available. Do not to touch your face, mouth, or eyes. Use cough and sneeze etiquette.
- Social distancing of six feet shall continue
- Sick employees should not report to work.
 - You must be fever free without medication for 72 hours before returning to work
 - Take and record temperatures before starting work
- Office functions including scheduling, employee work assignments, guest / customer service, and group meetings to be conducted virtually (staff teleworking when applicable)
 - All guest / customer functions to be performed via phone or email
 - Check in details faxed or emailed; contactless check-in and check-out

Our commitment to the safety of our guests

- There is a 30-hour cooling off period between check out and check in of guests
- Check out time of 10 AM and a 24-hour cooling off period before cleaning; new arrivals will be permitted at 4 PM the following day
- Trash pick up and hot tub checks that require access through the cabin will be arranged at a mutually agreeable time when guests are not occupying the cabin and may also be waived at the guest request
- Laundry bags will be provided at each unit and guests will be asked to place their used linens in them at check out
- Only EPA approved disinfectant products will be used.
- Linens may become contaminated with the virus, so we will be adding a Lysol Hydrogen Peroxide sanitizer to our wash.
- Guests will be provided with hand soap and paper towels. We will also provide hand wipes and hand sanitizer upon request and provided the product is available
- No groups of more than 10 will be permitted in our 4 bedroom and up units

How our housekeeping staff will ensure safety

Best practices based on CDC and Ohio Department of Public Health Guidelines for Cleaning and Disinfecting

Remove any visible dirt and grime before using disinfectants. Disinfecting surfaces removes most germs and are most effective on clean surfaces and objects. Coronaviruses are relatively easy to kill with most disinfectants. When using cleaning and disinfecting products, always read and follow the manufacturer's directions. Staff should follow label directions and existing procedures for using gloves or other personal protective equipment (PPE). Throw away gloves after each cleaning.

- Hard, nonporous surfaces:
 - EPA recommends using a quaternary ammonium solution. This has a contact time of 2 minutes, which is much less time than some of the other solutions, and it's recommended for use in residential areas. A bleach solution of 5 tablespoons per 1 gallon of water OR 4 teaspoons bleach per quart of water
 - Frequently touched services need to be disinfected. Bleach solutions shall be used on doorknobs, light switches, remotes, etc. or clean with a disinfecting

wipe, Lysol, etc. Remotes are a huge concern for infection and must be thoroughly wiped down with the disinfecting solution

- Soft Porous surfaces:
 - Per CDC, items should be laundered in the warmest appropriate water setting and dried completely. Comforters and decorative pillows should be laundered as well. Lysol Laundry Sanitizer should be used as a laundry pre-soak, contact time is 5 minutes
 - Housekeepers should use disposable gloves when handling dirty laundry. DO NOT SHAKE LAUNDRY. When laundry is in the washer, they can dispose gloves, wash hands, and then start washer. Do NOT touch washer buttons/dials with gloves on
 - Housekeeping can certainly be wearing gloves to clean but attention should be paid to prevent cross contamination. Gloves should be removed after cleaning a room, washing their hands, and then applying clean gloves before going into the next room. Gloves are not mandatory, but proper hand hygiene needs conducted often. Soap and water for at least 20 seconds. Coveralls or aprons should be removed after cleaning and exiting a cabin

Our commitment to the safety of our community

- Zero tolerance for guests who are in violation of social distancing recommendations – no large parties or group gatherings hosted at properties
- Commitment to work with local government and law enforcement to identify and mitigate safety concerns, should they arise
- Posting COVID-19 prevention posters in each property
- Promotion of local restaurants and businesses offering products for delivery or virtual services

We want to be able to accommodate our guests and staff with a safe environment. Every effort is being made to ensure safety. If there is a safety concern from either our staff or guests, management wants to know (877-322-2283). These are unprecedented times and we are committed to making the Hocking Hills a safe and enjoyable sanctuary where we can all appreciate the beautiful area and still practice social distancing and good hygiene. Stay well!

Robert and Valerie Freda, Owner
Cabins by the Caves