

# **HOCKING COUNTY HEALTH DEPARTMENT**

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**Public Health**  
Prevent. Promote. Protect.  
Hocking County Health Department

## Transcript for Transient Rental Re-Opening Meeting April 26, 2020 at 4:00 PM

I'm Wendy Hanna the EH Director and there is a good chance I have had the pleasure of working with many of you at some point. Thanks for joining us tonight. I apologize that this meeting is not more interactive but we knew with the volume of people that were going to join in on the call it would be way too cumbersome to have everyone talking. If you are using your computer to join the meeting, you can type in your question and we will try an answer it at the end of the meeting. If you joined by phone, obviously you cannot do this but you are always welcome to contact us. If after this meeting you still have questions we have put together a document in a drop box that everyone can access to ask questions which we will answer. This will greatly help us so we are not answering the same question over and over. You will be able to look at the drop box and see if your question has already been answered. We are still trying to do a lot of our normal work including septic permits and water sampling along with responding to the pandemic. Our nurses are busy with contact tracing so our phones are pretty busy and it may be difficult to reach us so please use the drop box first. If you are not comfortable with the drop box then email us and we can respond that way.

Also want to thank a few people who helped make this meeting happen. When we first had the idea of organizing a meeting for owners, we reached out to Karen Raymore the exec director of HHTA. We also thought it would be a good idea to have a transient rental owner's point of view and since there are so many in Hocking County, we reached out to Kevin Claus as he is on Ohio's Hotel & Lodging Association Board. At the last minute we added Jenel Bentley as she was asked by the state to talk to the Economic Recovery Task Force. So special thanks to Doug, Karen, Kevin, & Jenel for helping figure out how to hold the meeting, finding safety plans to share, and guiding us on issues owners would be facing.

I also want to thank Kelly Taulbee our Nursing Director for coming in today to help answer questions. The nurses have been working 24/7 so really appreciate her taking the time on a Sunday to help out. Just a quick shout out to our Board of Health which is made up of 5 very intelligent individuals who have a lot of common sense and a real dedication for keeping our community healthy. The

same goes for our Health Commissioner, Nursing Director and all our staff at the Health Dept.

I really do not want to spend much time on why the transient rentals were required to close. Most of you recognized the necessity and closed right away and some felt your rental was a good solution for those seeking isolation. Regardless, the intent of the Directors Stay at Home Order was for people to self isolate at their place of residence. Like Doug said, you along with a lot of other businesses, helped keep our numbers down. We recognize the difficulty you have gone through financially and in trying to figure out how to keep customers happy and employees working. My husband and I owned a small tourist camp in Northern Ontario for 10 years so I completely understand. If something like this had happened to us our first couple years, we probably would not of made it. Our government officials recognize this and are trying to develop a plan for businesses to open but to do so in a way that minimizes the spread of the virus. Because until there is a vaccine or a cure for the coronavirus, the sad truth is that any plan to restore public life will mean trading away some lives. This is the sad truth. But I feel with a few modifications in the way we operate, we can minimize the risk. More than likely we will find out the timeline and guidelines for businesses reopening tomorrow. When we scheduled this meeting the middle of last week, Governor DeWine had stated he was going to go over the plan the end of the week so we thought today would be perfect for the meeting. As we all know, he changed his mind and now it will be Monday. We didn't want to reschedule because we thought that would be too confusing so I apologize that we do not have all the information yet for you. We decided to go ahead with this meeting because more than likely, the guidelines will be very similar and the Governor has stated that the businesses that open will follow the same procedures as the ones that are now already open.

So our primary goal here is to help you develop a plan that will help you operate your business in a way that protects not only you and your employees, but also your guests and our community. Our community is a piece in this puzzle and we will be sharing the information we go over tonight with them so that they know, you are doing everything you can to keep them safe also. I firmly believe we can do this together and we are here to help you with this. I can't stress this enough because we need to do this right so we can keep the curve flat because if we don't, and cases rise too sharply, then we will be back where we started from and it's not just up to businesses, the public needs to do their part also.

Remember The COVID-19 virus is spread mainly person to person through respiratory droplets from talking, sneezing and coughing. They can land on surfaces which are then picked up when we touch that surface then enter our body when we touch our face, mouth, eye, or nose or when we smoke or eat which is why it is important to properly wash your hands and use hand sanitizer.

We are encouraging everyone to develop plan that focuses on 4 areas...Employees , Guests, Facility, and Community. Before we discuss each of these areas, we have 3 plans available for you to use courtesy of a couple owners who generously shared theirs with us. Much thanks to Cabins by the Cave, At Boulders Edge and someone who wants to remain Anonymous. If you don't already have a safety plan geared for dealing with the Coronavirus then You are welcome to adopt one of these or modify one to better fit your business or start from scratch. This is not a one size fits all and none of the companies that shared their plans want you to feel you have to do it their way. Plans should be based on the Governor's guidelines.

For employees the current guidelines are listed in section 19 of the Director's SAH order....

1. Allow employees to work from home as much as possible
2. Actively encourage sick employees to stay home until they are fever free without the use of medication for at least 72 hours & symptoms have improved for at least 72 hours & at least 7 days have passed since symptoms first began.
3. Ensure sick leave policies are up to date and not punitive to allow sick employees to stay home
4. Reinforce key messages – stay at home when sick, use cough & sneeze etiquette, practice hand hygiene and social distancing. We will have signs available for you to use on our website
5. Frequently sanitize commonly touched surfaces

To see the complete list, view the Director's Stay at Home Order which is available on our website.

Other considerations for the employees include:

1. Make sure they know the symptoms for COVID 19 and how the virus spreads.
2. Make sure they have the proper personal protective gear such as masks and disposable or rubber gloves and know how to use them. Masks should entirely cover your mouth and nose and be cleaned everyday. Just use soap and water or spray them with rubbing alcohol or place them in the laundry.

Don't microwave them as most have wire in the them. If they don't have any wire or metal then you can use the microwave. Gloves are great for protecting the hands of the user but don't touch your face with them and if you touch another object like your cell phone, coffee cup or steering wheel, they may now be contaminated and should be sanitized. Rubber gloves should be sanitized between uses or use disposable gloves and throw them away after each use.

3. If they help with check-in then they will need to wear a mask and have a way to wash their hands and use hand sanitizer.
4. Educate your employees on proper handwashing. Again, this information is on our website.
5. Educate your cleaning staff on proper cleaning methods and wait at least 24 hours after guests leave to start cleaning. Since the virus can last for hours to days on surfaces, wear a mask and gloves and try not to stir up dust or shake linens and towels,
6. Finally make sure all employees maintain social distancing with other employees and guests including driving separately unless they reside together.

For Guests, space out reservations since cleaning should not start till 24 hours after the guests leave. Some owners are looking into room sanitizers to lessen this time including UV light, hydrogen peroxide mister, and ozone generator. If you decide to use one of these, please make sure it is EPA approved. Use EPA approved disinfectants. IF you have a hot tub, make sure it is drained and sanitized between parties. Depending on the Director's guidelines, there may be a mandate to only allow up to 10 people to stay unless they happen to already reside together, make sure to sanitize frequently touched objects such as door handles, remotes, light switches and trash cans. Some owners have removed board games and books since they are hard to sanitize and don't forget to sanitize outdoor features such as grills, furniture, and playgrounds.

For the facility... Post COVID-19 prevention posters as reminders for both staff and guests. For lobby areas, use tape or signs so guests stay 6 feet from workers and have hand sanitizer available for guests and staff. Since you will be using more sanitizer and since the CDC recommends doing laundry on the hottest setting, this could be detrimental to your Sewage treatment system. The chemicals and hot water can upset the bacterial activity that is taking place in the tank or aerator so keep on eye on it or hire a Registered Service Provider. Some chemicals to avoid include pine-scented cleaners, rug cleaners, floor wax and fabric softener. Bleach is great for sanitizing hard surfaces but not for porous

surfaces and is deadly to a septic system. You may want to post a sign not to flush sanitary wipes as everyone is using them. Also, if your building has been vacant, we have guidelines available concerning your water system as stagnant water is perfect for growing bacteria and legionella. You will want to either chlorinate the system or flush both cold and hot water lines thoroughly. We also highly recommend obtaining a water sample either through us or through an EPA approved lab. If your building has been vacant and you smell sewer gas, it could be because a trap has dried up. Plumbing traps only work if they have water in them to prevent the sewer gas from entering the building.

The last area is our Community. We need your help in keeping our community safe including store clerks, the public and our first responders. Please ask your guests to wear masks when they are out in the public. They don't need to wear one when hiking but definitely when going to the store. We should all be wearing a mask because it not only protects yourself but also everyone else in case you are asymptomatic in that you have and are shedding the virus but are not showing symptoms yet. So please help educate your guests that for the safety of the residents of Hocking county please wear a mask.

That was a lot of information. Everything that has been discussed is available on our website and I believe Karen is going to post in on the HHTA website also including the plans, CDC guidelines for masks, handwashing, COVID 19 symptoms, proper cleaning, Flushing your water lines and access to the Director's Orders. We will post updates here including the Governor's plan and other good information we feel will help you and signs you can print off to use. If you have questions or if you have ideas you think the rest of the group could use, please use the drop box. To access the drop box we will need an email address. I am going to ask you to send this to Brittany one of our sanitarians...her email address is [brileyhchd@gmail.com](mailto:brileyhchd@gmail.com). Once you access the drop box, you can type in your question. We will reply then everyone can see the answer so that we are not answering the same question over and over. If you do not feel comfortable using the drop box, you can email or call us. Our email addresses are listed on our website which is simply [www.hockingcountyhealthdepartment.com](http://www.hockingcountyhealthdepartment.com).

IF you are participating over your computer, you are welcome to ask a question now.