

# Abbey of the Hills COVID-19 Preparedness Plan for Guests and Events

## I. Guest Pre-Visit Procedures

- A. Guests are encouraged to register for events and lodging through The Abbey web site or by telephone to minimize personal contact with payment methods.
- B. Guest will be emailed a confirmation letter outlining the steps The Abbey is taking concerning their health and safety. This will include:
  - 1. Health screening evaluation form to see if they have been in contact or have experienced COVID-19 related symptoms. (To be completed prior to and turned in upon arrival.)
  - 2. Guests are encouraged to wear masks at all times while interacting with other guests and staff and/or in public areas, and are required to bring their own mask, gloves or other PPE items to make themselves feel comfortable during their stay.
  - 3. Guest registration/liability release form. (To be completed prior to and turned in upon arrival.)
  - 4. Self check-in procedures
  - 5. Safety measures The Abbey staff is taking for health and safety:
    - a. Face mask policy
    - b. Social distancing
    - c. Temperature checks
    - d. Health screen questionnaires
    - e. Staff training on COVID prevention and sanitization measures
  - 6. Housekeeping measures for disinfecting & contamination prevention:
    - a. Daily sanitizing common gathering areas and frequently touched items such as hand railings, elevator buttons, door knobs, light switches, etc.
- C. Guest are encouraged to bring their own equipment for recreation including fishing gear, yard games, kayaks, canoes, life jackets, sporting goods such as basketballs, board games etc.
- D. Guest contact information is required. This is for follow up contact should a positive case of COVID or COVID symptoms be reported at The Abbey.

## II. Guest Arrival/Check-in Procedures

- A. All guests are to use the main front entrance door (with the exception of guests renting the hermitage cabins) **and are encouraged to wear masks at all times while interacting with other guests and staff and/or in public areas.**
- B. The Registration/Liability form, Health Screening form and Assumption of Risk form are all to be turned in upon arrival. Extra forms will be available should they leave them at home.

- C. While not required, a thermometer will be available for guests to self-check their temperature. Disinfecting supplies will be provided to clean between each use.
- D. Check-in instructions will be posted on the registration table under the mural in the main lobby. Private stay guests will have a welcome packet with their name on it. In an effort to simplify group arrivals, guests arriving with a group or for a retreat will have instructions posted pertaining to room assignments and paperwork.
- E. Each guest will be assigned a private room with bathroom if possible.

### **III. Events/Retreats Policies and Procedures**

- A. All upcoming events are subject to change due to changing regulations/recommendations from both state and federal leaders.
- B. Group sizes will be limited to 50% occupancy of meeting room being utilized to allow for social distancing.
- C. Conferences will be held in spaces large enough to space retreatants 6 feet apart. Serious consideration will be given for utilizing outside space whenever possible.
- D. All public rooms not being used for the event will be closed to public use. Signs will be posted outside the doors indicating whether the room is open for use or not.
- E. The Abbey Church is available for use, however, Diocese guidelines will be followed regarding Holy Water, Communion, Sign of Peace, etc.
  - 1. Participants will continue to sit in the same seat for the duration of the event.
- F. Hand sanitizer stations will be available throughout The Abbey and the meeting spaces.
- G. Disinfecting supplies will also be available for guest use in the meeting room.

### **IV. Food Service Policies and Procedures**

- A. Kitchen staff will wear masks and gloves at all times.
- B. Meals will be pre-plated, bagged or cafeteria style.
- C. Meals will be served either at their conference table, or guests will wait in line for grab-n-go bag or cafeteria style service.
- D. Stations will be set around room with tubs for dirty dishes. Hand sanitizing stations will be beside tub stations. Guests will be asked to bring dirty dishes to tubs when finished eating, but to also observe social distancing guidelines.
- E. Coffee and water stations will be set up in meeting room with hand sanitizing stations beside them. Signs will be posted indicating sanitizer to be used prior to handling equipment.
- F. Disposable cups will be utilized with guests being asked to initial and use same cup throughout the event.

### **V. Lodging Health and Safety Policies and Procedures**

- A. Only 1 person per guest room unless family
- B. Guest rooms with private bathrooms will be assigned first.

- C. Minimum of 24 hour time frame between guest departure and cleaning of room to allow time for decontamination and reduce exposure to housekeeping staff.
- D. When possible, assigned rooms to be spaced apart – at least every other room, not directly across from another occupied room to support social distancing in hallways.
- E. All entrance doors except the main front door will remain locked at all times. The gazebo entrance door may remain unlocked if a guest is renting a hermitage cabin.
- F. All books, newsletters etc. will be removed from guest rooms. Bibles and St. Benedicts books will be available at the front desk to check out. Items checked out (including self-guide books for personal retreats) will be placed in a sealed plastic bag for 72 hours upon being returned.
- G. The Abbey will block a room separately for quarantine purposes. Room location TBD.
- H. In the event of a presumptive case of COVID-19, the affected guest room will be removed from service until room recovery protocol has been followed with enhanced cleaning and disinfecting as per CDC guidelines.

## **VI. Recreation Policies and Procedures**

- A. Game room and activity room will be closed to guests.
- B. Guests are encouraged to bring their own activity equipment including fishing gear, yard games, kayaks, canoes, life jackets, sporting goods such as basketballs, board games etc.
- C. The Abbey will have a limited number of life jackets available for guest use. Guest must spray with sanitizer before returning to Abbey inventory.

## **VII. Parties and Reception Policy and Procedures**

- A. Party and reception guests will be limited to a maximum of 35 people. This number will be re-determined on July 1<sup>st</sup>, 2020.
- B. Music must stop at 11:00 PM
- C. All guests must complete a Health Screening Questionnaire and release of liability form prior to admittance to event. Liability form to include contact information.

## **VIII. Contact Tracking/Notification Policy and Procedures**

- A. If a guest arrives to check in and is showing COVID-19 symptoms
  1. No admittance will be allowed if they have transportation to return home
  2. If no transportation is available, guest will be given a mask and gloves and checked into The Abbey quarantine room until transportation arrangements can be made.
  3. Event Coordinator will notify group leader of situation.
  4. If guest is in quarantine during meal times, kitchen staff will bring meal to guest room and leave outside in hall to avoid contact.

5. If symptoms progress to the point of a doctor's involvement, 911 will be called to take guest to hospital.
- B. If a guest develops symptoms while in house
1. Group leader will notify caretaker or event coordinator of situation.
  2. Group Leader will make announcement at group gathering of situation and possible risk of exposure.
  3. Other in-house guests not associated with group will be notified by Abbey staff.
  4. Housekeeping will sanitize all areas symptomatic guest has been in.
  5. Symptomatic Guest will be isolated in their room if they are not able to leave property.
- C. If an employee develops symptoms
1. All in-house guests will be notified of possible risk of exposure by Abbey staff.
- D. If a guest tests positive after departure from Abbey, we request that you notify the Abbey.
1. The Abbey will take reasonable steps to notify guests who were in house at the same time as positive guest by either email and/or phone.
- E. If an employee tests positive or is/was exposed to someone who has tested positive
1. The Abbey will take reasonable steps to notify Abbey guest/visitors who were at The Abbey at any time 14 days prior about possible risk of exposure.

## **IX. Refund Policy**

- A. Should a guest decide to leave during an event, or an event is cancelled within 2 weeks of event date or cut short due to illness, there will not be any refunds issued.