

# We are pleased to announce we are open!



We will continue to follow the guidance of government and health experts to determine our next steps. Having started opening our doors, we look forward to seeing you again in our property soon!



## Cleanliness & Safety Information Responding to Coronavirus Disease (COVID-19)

Honor's Haven Retreat & Conference Center has been working diligently to modify our operations to directly reflect the requirements of local, state, and CDC guidelines related to concerns around the COVID-19 pandemic. Our Retreat & Conference Center has enhanced social distancing guidelines throughout the facility, increased cleanliness standards with frequent sanitation throughout all public areas, and engaged wellness screenings at the front gate for all guests and staff.

Our top priority at Honor's Haven is and always has been the safety and well-being of our delightful guests and dedicated employees. Below, you will find an update to our operational changes to control the environment and prevent the spread of the virus. By providing proper PPE and training for our staff, we will continue to provide the exceptional service to our guests.



## Wellness Screenings

We will be stopping all guests and employees at the gate upon arrival. All visitors will be asked the following COVID-19 screening questions and guests will need to sign that they have answered these questions fully and truthfully to gain access to the property.

1. Have you or any of your immediate family members felt feverish or had a body temperature exceeding 100.0°F?
2. Are you/they feeling shortness of breath or other difficulties breathing?
3. Do you/they have a cough?
4. Do you/they have any other flu like symptoms?
5. Have you/they experienced recent loss of taste or smell?
6. Are you/they in contact with any confirmed COVID-19 positive patients?

If you anticipate answering in the affirmative (or “yes”) to any of the screening questions, please **do not** travel to Honor’s Haven Retreat & Conference Center at this time.

Should any guest arrive and answer in the affirmative to any of the questions, that individual and everyone traveling in the same vehicle with that individual will not be permitted onto Honor’s Haven property, and will not be able to stay in the facility, for the safety of our guests and employees. We will not coordinate alternate accommodations for guests who are denied access to Honor’s Haven due to answering these screening questions in the affirmative.

Honor’s Haven Security at the gate will be using non-contact thermometers on all arriving guests to confirm temperatures. Anyone with a temperature exceeding 100.0 °F will not be granted access to the resort. This includes guests and staff alike. The same wellness screening questions and temperature check procedures will be required for every employee before being permitted onto Honor’s Haven property.



## Housekeeping Cleanliness & Safety Procedures

Honor's Haven housekeeping staff has always been and continues to be dedicated to the cleanliness of all areas throughout the facility. We are proud to enact the following modifications to our cleaning regimen.

- All cleaning products have been upgraded to Hospital Grade Products that are appropriate for fighting COVID-19. Please click the link to find out more about the **Hospital Grade Products**.
- All touch surfaces in the rooms including the upholstery items are being sanitized prior to guest arrival.
- Our room attendants have single-use gloves that they are utilizing when they are cleaning your room prior to your arrival. A fresh set of gloves will be used for each guest room
- Disinfectant wipes are provided as amenities for all guests in each guest room.
- Each guest room is being properly ventilated after being vacated. Our new policy requires a 72-hour vacancy between each check-out and check-in for each individual guest room.
- After each room has been occupied, an Ozone Generator is being placed in the room for a minimum of 45 minutes. Ozone has been proven to kill bacteria and viruses (including Coronavirus). Please click the link to find out more about the **Ozone Generator**.
- After the Ozone the machine has been placed in the room, we are utilizing a hospital grade disinfection sprayed on all surfaces in the guest room-this is allowed to dry and not be wiped off (Creating a 2nd the layer of protection).
- Electrostatic sprayers are being incorporated into routine housekeeping cleaning procedures. Please click the link to find out more about the **Electrostatic Sprayer**.
- Guest room amenities are being packaged and delivered to the guest room doors without contact to the guest.
- We have removed all books and information directory out of the rooms because we are not able to sanitize these items between guests.
- The toilet paper in the bathroom is placed on the toilet paper holder with the wrapper still on the roll.
- While a guest room is occupied, our standard stay over cleaning each day is being suspended: No turndown services to facilitate minimal contact to guest rooms. Additional amenities can be requested via the front desk and they will be brought to the room in a sealed bag and left outside the door.
- Trash from guest rooms are to be collected at regular times throughout the day. Trash bags are to be left outside of the room and housekeeping staff will pick them up.
- Guest room amenities are being packaged and delivered to the guest room doors without contact to the guest.

## Public Area Safety Procedures

- Hand sanitizer stations are being installed throughout the property.
- All staff is supplied with gloves and masks.
- Acrylic barriers are being installed at each reception desk and cashier station.
- Proper signage has been added to public restrooms, lobby areas, meeting rooms, concession areas, and elevators.
- All furniture has been rearranged and/or removed in public areas to prevent close contact between



## Food & Beverage Safety Procedures

Upon reopening, we are implementing the following protocols for all food & beverage services:

- All managers in the dining room, kitchen, café, and bar must be ServSafe Certified.
- Managers will provide food safety training to all staff with enhanced sanitation guidelines regarding hygiene and disinfecting practices.
- Buffet services will be upgraded with new buffet lines that have built-in induction warmer, refrigeration and breath guards on each station.
- Disposable gloves will be provided at each station for guests and staff to utilize to handle each utensil. Heated plate dispensers are being added to the buffet setup to only allow guests to remove one plate at a time.
- Masks are required in the dining room at all times by all guests and employees. Masks may only be removed when eating.
- Only every other guest table will be utilized in the dining room. A maximum of 4 guests are permitted to be seated at large tables at opposite sides of the tables.
- Social distancing markers are to be placed throughout the dining room to allow proper distancing at each buffet line and maître d' station.



## Honor's Haven Employee PPE, Training, & Information

Honor's Haven continues to be dedicated to developing proper protocols and procedures for all employees to enjoy a healthy workplace.

In addition to ensuring temperature checks and questionnaire at the front gate upon arrival to each shift, employees are provided with proper face masks and gloves to use as appropriate within CDC guidelines. Employee areas have been rearranged to accommodate proper social distancing among both office spaces and break areas. Hand sanitizer and wipes will be provided to both work and public areas and proper signage has been posted throughout the facility to remind employees of guidelines.

Employees will receive training on proper hand washing and social distancing and will sign off on our Social Distancing policy and procedure. Schedules will be adjusted to accommodate CDC recommendations to protect other employees in alternating shifts. Web-cams are added to all office employee work stations to avoid in-person meetings between departments