

## ***Episcopal Conference Center Oakhurst COVID-19 Guidelines for Guests***

ECCO is focused on fulfilling our mission now more than ever. We are working hard to be a safe place for guests and staff and are taking the necessary steps to ensure we are meeting applicable CDC, State and Madera County health department directives to the best of our abilities. To that end, ECCO offers the following guidelines for guests:

### *Before you arrive:*

- **Check-in time is 4:00 pm** allowing time for thorough cleaning between guests. Guest room check-out time is still 9:00 am.
- Guest rooms will be aired out (for 24 hours if possible) after guests depart.
- All guest rooms and meeting spaces will be sanitized and cleaned using approved COVID-19 sanitizing products.
- Staff will prepare guest rooms with fresh linens (pillows, sheets, and blankets), towels and bathmats.
- Wrapped plastic cups and basic toiletry items including soap and shampoo will be provided in guest rooms.

### *During your stay:*

- To maintain adequate social distancing in the office and in the dining hall, acrylic and plexiglass dividers will be used along with 6-foot interval markings on the floor.
- All public spaces will have defined entrance and exit points.
- Staff will strive to wipe down and sanitize counters, equipment, furnishings, and other commonly touched surfaces frequently throughout the day.
- Guests are asked to wash hands regularly, wear an approved face mask when inside ECCO buildings and when safe social distancing may not be possible outside.
- Neck gaiters and vented face masks are not approved for use at ECCO.
- If you are unable to wear a mask due to a medical condition, a face-shield is acceptable
- It is intended that soap will be at all sinks to encourage hand washing, along with paper towels for drying. Hand sanitizing stations are in prominent locations in the dining room and in meeting rooms. Guests are encouraged to bring their own hand sanitizer for personal use.
- Daily housekeeping service will not be available during guest stays. Tied trash bags will be picked up each morning from outside of guest rooms. Extra trash bags are at the bottom of each trash can. Additional supplies (towels, toilet paper, etc.) will be available at the front desk.
- Staff will typically undergo daily health screenings and temperature checks, wear masks and practice safe social distancing, as advised by applicable health guidelines.
- For maintenance requests or other needs, guests are to contact the front desk. If maintenance is required in a guest room, staff will wear a mask and gloves and will strive to plan maintenance repairs when the room is vacant.
- We welcome guests to enjoy the fresh air outdoors. Visit Campo Santo; walk the Stations of the Cross; hike the trails; sit and reflect by the pond; hike to Pounding Rocks on Lewis Creek . To encourage spending time outdoors, ECCO will be placing additional benches, chairs, and picnic tables throughout the property.

*Food and Beverage Service:*

- ECCO will continue to offer its top-notch food service – it will just be handled a bit differently. The buffet line will remain but, instead of helping yourself, our chefs will serve you from behind a plexiglass barrier. Some options will be offered in individual packaging. Guests are asked to stand 6 feet apart from each other – following the markings on the floor.
- Guests may sit in the dining hall with ample space for social distancing. If you are uncomfortable dining indoors, please enjoy your meal in one of the outdoor seating areas.
- A central food and beverage station offering coffee, tea and water manned by an attendant will be available in Lyles Hall during meal times. **This is where all coffee service will take place.** For the time being, coffee service in meeting spaces will not be available.

*Gathering Spaces:*

- Germicidal UVC lamps have been installed in the HVAC units in Lyles Hall Dining Room, Lower Lyles East Meeting Room, Walters Chapel, and the Barton Meeting Room. Germicidal UVC lamps kill bacteria and viruses as air circulates through the system. MERV-13 level air filters have also been installed to help cleanse the air of contaminants.
- Room occupancy levels and spacing will be adjusted to conform to current guidelines

So much of what ECCO offers is in the community of those who stay. In the past, that meant quality time around the table, or group gatherings for talks or meditation. Social gathering before meals and meeting late into the night were all part of the ECCO experience. These activities will be different for a time, and we will continue to offer the opportunity for organizations to safely gather, work, recreate, reflect, and generally enjoy each other's company – following all applicable health guidelines, which may change from time to time depending on the status of the pandemic.

***Please Note the Internet Access Code for Everywhere on Property:***

Lyles Hall & Walters Chapel - Network: ECCO No password required

Beardsley, Sanford, & Sherman – Network: ECCOguest Password: ECCOguest

Enjoy your stay!