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As you continue to make critical decisions to prepare Mendocino County for Phase 2 of the reopening strategy, we urge you to not lose site of the economic impact on small businesses and the opportunity to alleviate some of the ever growing social unrest by offering a small step in the re-opening of hospitality in the region. CampCalNOW RV Park & Campground Alliance in coordination with the special occupancy parks of Mendocino County ask for your consideration of our proposal to provide a safe alternative for outdoor recreation.

For reference, private RV parks and campgrounds have been deemed essential from the beginning of the stay at home order due to the lodging nature of the parks. Private parks differ from your standard campground on many levels. The first of which is that they are regulated through Housing and Community Development (HCD) and are considered a Special Occupancy Park or a version of a Mobile Home Park.

We recognize and fully respect the stay at home mandate set forth by Governor Newsom however, we also recognize that it is the nature of California residents to desire a connection with the beautiful natural landscape that is unique to our state. Recreation in nature is essential to the mental and physical wellbeing of our residents. Several counties have begun to provide opportunities to recreate in controlled environments including private RV parks and campgrounds. To date several RV Parks and campgrounds have opened in neighboring counties.

Despite SIP orders, tourism is well underway in Mendocino County even though lodging is closed. According to the Mendocino CHP, thousands of tourists are visiting the coast weekly. Restaurants and grocery markets are seeing a significant spike in out-of-town visitors who are not following basic safety protocols. Restaurants operating under CDC “takeout” guidelines are reporting these patrons gathering outside of their restaurants to eat, contributing to social distancing issue. By CHP accounts, day-use tourists are congesting highway pull-outs, private drives, dead end streets, and any open parking lots. Many of these visitors are spending the night in their vehicles contributing to a general sense of unease in local communities.

Redirecting these “rogue” tourists to the safe confines of a campground would lessen the threat to our communities. By design the typical Outdoor Hospitality experience is already well positioned to follow CDC guidelines such as social distancing with most sites 30-40 feet apart. There are several amenities like, propane grills, laundry and canteen facilities that incentivize guests to remain on-campus for most of their stay. Governor Newsom has already recognized the safety of RVs and RV parks in a time of social distancing when the state purchased more than 1,300 travel trailers to help provide shelter for the homeless.

Further, Outdoor Hospitality represents a small and manageable percentage of all hospitality and lodging in the county. There are a total 25 registered private parks in the county compared to the 700 plus traditional lodging properties (hotels, motel, B&B’s). This small number can easily be monitored by county officials as a beta test to determine if a return to hospitality and lodging can be done safely.

In coordination with county health officials, private RV parks and campgrounds can act as the voice for the county by providing pre-trip messaging, on-site messaging, and modeling proper county protocols.

As the political pressure increases for “relief valves”, specifically regarding recreating, campgrounds and RV parks are best suited to respect and reinforce Mendocino County COVID-19 protocols and procedures. This is an opportunity for the county to provide a safe, minimal, and potentially extraordinarily successful re-opening of the hospitality sector in Mendocino County.

We would like to work with the county supervisors and health officials to create a “phase-in” approach to reopening this sector of tourism. To begin with, we request an expedited change to the current county health order:

1. Section 14.3.A: expand mileage limitation to 150 miles

Presently, Mendocino County has taken the positive step to define outdoor recreation as essential including recreating in your self-contained vehicle within a 50-mile radius.

2. Section 14.4: expand definition of essential outdoor recreation to self-contained unit

In conjunction with the request above, we offer the following as a phased-in approach to re-open Outdoor Hospitality properties.

Phase I

Requests immediate opening to allow for self-contained units such as RVs and trailers.

All non-essential common areas will be closed during this time which includes but not limited to: bath houses, lodges, pools, café, playground and activity areas.

Group gatherings are limited to those on the single site reservation with a maximum of 6 per site.

Stores and offices opening with following guidelines:

RECOMMENDATION:

To determine the maximum number of guests and staff to be in the Store/Registration building at one time, use the total building square footage divided by 36, and reduce by 80%

Example:

- $3200 \text{ square feet} / 36 = 89 \text{ person normal capacity}$
- $89 \times (1.00 - 0.80) = 18 \text{ person maximum including staff}$

Phase II – June 1

Requests opening for Cabins and other unique rentals* associated with campgrounds and Tent camping. Where applicable, opening bath houses following CDC guidelines for sanitation and social distancing. Pool seating to be removed. Guests to bring their own seating to pool area. Indoor common areas to remain closed.

*Cabins, and trailer rentals will provide for a 48 turn around to protect staff and allow for CDC consistent cleaning protocols.

Phase III - tbd

Requests opening of pools, beaches and common areas following CDC protocols. Return of group camping limited to county health orders, opening of indoor common areas, playgrounds, and game rooms.

Additionally, in recognition of the safety of staff, visitors, and the community we will adhere to attached guidelines and well as the following strict protocols including but not limited to:

- Visitors should maintain a social distancing of six feet or more from another person not part of their household.

- Visitors should use good hand hygiene with frequent hand washing with soap and water or use of hand sanitizer. For this reason, hand sanitizer stations have been installed throughout the park at every restroom and in common public locations.
- Visitors must stay home when having symptoms concerning for COVID-19 including fever, cough, sore throat, shortness of breath.
- Visitors must wear facial coverings when social distancing is not achievable. For this reason, facial coverings will be required when in the park store or in lines for showers, etc. When outdoors and social distancing is easily accomplished, then they are not required, but must be carried in case visitors encounter any situation where social distancing cannot easily be accomplished.
- Social gatherings of more than ten (10) persons are prohibited unless all are from the same household.
- Visitors who are more vulnerable are advised not to leave their homes. Although recreational activities are permitted reasons to leave their homes, they are advised to use added caution in their leaving their homes due to their increased risk of severe illness if exposed to COVID-19. These people included all persons age 65 or older and/or living with chronic medical issues that place them at increased risk as noted by the CDC.
- Mendocino County parks are taking many operational measures to increase sanitation of commonly used facilities and to reduce social distancing throughout the park. Some operational rules have also changed to support and encourage this same goal:
 - Park staff will adhere to the COVID-19 Operations Protocol, which will be publicly posted at the park office. This protocol outlines the added measures taken to protect staff and visitors in addition to our normal operating procedures. This protocol may change over time as the various issues arise and/or recede with this virus.
 - Pre-trip messaging of protocols and expectations
 - On site messaging of protocols and expectations modeled and articulated by all staff interacting with guests.
 - Online and contact free check in to streamline check in process and reduce congestion in park office.
 - Maximum number allowed per campsite will be limited to 6 people from the same household (including children).
 - No group or club camping.
 - Common areas closed until further notice.

We will do our part to increase efforts to reduce the spread of this virus. We ask the county of Mendocino to consider special occupancy parks a vital service of outdoor recreation.

RV Park and Campground Guidelines as per our state association are attached.

Thank you

Dyana Kelley
 President / CEO
 CampCalNOW RV Park and Campground Alliance



Alliance Members:

Reid Kembal
Owner

Dolphin Isle Marina – Fort Bragg

Jan Carter
Owner

Pomo RV Park and Campground, Fort Bragg

Boa Vida RV Parks
Corporate Owner
KOA Willits

Jack Harrison
Owner

Redwoods River Resort

Teresa Raffo and Chris Hougie
Owners

Mendocino Grove

Justin Brown
Owner

Caspar Beach / Westport Beach RV and Campground

Brittany Callison
Assistant General Manager

Westport Beach RV Park and Campground

Yolando Orozco
Owner

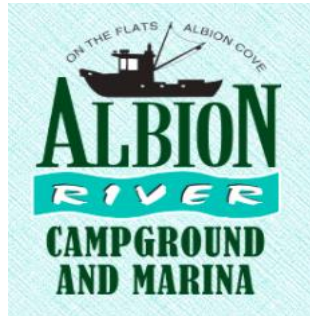
Manchester Beach KOA

Daryl Sherfey
General Manager

Albion River Campground & Marina

Jacob Halverson
General Manager

Mendocino Grove



COVER

Title:

Re-Opening RV Parks and Campgrounds:
A Guide for the Outdoor Hospitality Industry

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START HERE

The following guide is intended to outline operational standards for the first 30 days of operations after re-opening or the cancellation of restrictions related to recreational camping in your area. Re-openings should comply and align with the guidance and requirements of the responsible government entities in your area.

Regulations vary by state/province/county/city and are constantly changing, so make sure to start by reviewing the latest executive orders, guidelines and recommendations by visiting these resources and finding the specific information you will need for your area:

For Private RV Parks and Campgrounds in the UNITED STATES:

- [Coronavirus: What You Need to Know](#)
- [Cleaning and Disinfecting Guidelines \[CDC\]](#)
- [Guidance on Preparing Workplaces for COVID-19 \[OSHA\]](#)
- [State and County Status on Campground Operations](#)
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All campground employees should be provided with Personal Protective Equipment (PPE):

- Masks
- Eye Protection
- Gloves
- Handwashing Stations (in public use as well)
- EPA-Approved Cleaning Supplies

Navigating Communication with Your County Public Health Department

Consult with your state campground association or ARVC first to determine if you can find county public health resources from a central source.

County Public Health Departments can provide information on how you can evaluate the health of staff, vendors and guests entering the park. Document their direction in writing and include this in your written operations plan, staff training and park rules. County Public Health will investigate cases of COVID-19, so if a guest at your park is diagnosed the County Public Health will likely be the party investigating that guest's contact with staff and other guests at your park. Here are some questions you should ask your County Public Health Department:

- How is my business permitted to evaluate staff, vendors and campers for COVID-19?
- Can I take temperatures of staff, vendors or campers entering the premises?
- Can I restrict entrance to staff, vendors or campers if they have a temperature? Have COVID-19 diagnosis? Have been directed to Quarantine for COVID-19 due to exposure to the virus?
- Can I require a Camper and his party to leave the park if they are diagnosed with COVID-19?
- If there is a COVID-19 diagnosis at the park what notifications am I required to make, if any?
- What is the best way to contact you if we need your help?

Don't reinvent the wheel. If you have received or can document written direction from your local government on these questions, keep for your records and create your policies with that guidance. Don't try to negotiate essential business status for the campground industry. Instead refer them to the state association or ARVC.

REGULATIONS COMPLIANCE WORKSHEET

INSTRUCTIONS: For the best analysis of your campground's ability to comply with CDC guidelines, this worksheet should be completed for each of the areas included in this guide: **Check-In and Store; RV Sites and Campsites; Other Lodging** (Cabins, PMRVs, Yurts, Tents); **Bath Houses and Restrooms; Event Spaces; Grounds, Buildings and Maintenance; Food Service and Restaurants; Laundry Facilities; Outdoor Spaces; Pools & Splash Pads;** and **Recreation and Amenities**. Make sure to keep a copy of all documents, procedures and compliance with regulations including this form for your records.

Campground Name: _____ Date: _____

Staff Person: _____ AREA EVALUATED: _____

GENERAL EVALUATION (ALL AREAS)

1. **Can I comply with the current regulations provided by the Federal, State, Local, Provincial, and Essential Service Requirements for my campground?** YES / NO
2. **Can this be done with proper social distancing (6 feet apart)?** YES / NO
3. **If so, how will we communicate what is expected?**
4. **Can I clean and disinfect commonly touched items each time they are used?** YES / NO
5. **If NO, what cleaning and disinfecting schedule will we use?**
6. **Can I maintain a cleaning and disinfecting schedule for this area?** YES / NO
7. **Will I post the cleaning schedule where everyone can see it?** YES / NO
8. **Do I have enough staff to maintain this cleaning schedule?** YES / NO
9. **How will I train my staff on how to clean this area?**
10. **Do I have enough supplies to increase the frequency of my cleaning schedule?** YES / NO
11. **What Personal Protective Equipment (PPE) do I need for my staff?**

MASKS / FACE SHIELDS / GLOVES / EYE PROTECTION / APRONS / OTHER

12. Do I have enough PPEs in stock? YES / NO
13. Have I prominently posted signs, flyers, or posters communicating to guests what the rules are and urging them to do their part? YES / NO
14. Have I provided hand sanitizer or anti-bacterial wipes in key areas of the park for my guests to disinfect their hands? YES / NO

SPECIFIC AREA EVALUATIONS:

CHECK-IN AND STORE

15. Can I have my guest's check-in remotely through email or by phone? YES / NO
16. Can I escort the guest to their site while maintaining proper social distancing? YES / NO
17. Can guests call in orders for items in the store and have them delivered to their site? YES / NO

COMMON AREAS (Including rec halls, outdoor fire pits, playgrounds, pools, dog parks, etc)

18. Can I eliminate furniture and bench groupings in common areas to discourage group congregation? YES / NO
19. Can I operate on a reduced schedule to allow for staffing requirements? YES / NO
20. Can I limit the number of people using this feature of my campground? YES / NO

OUTCOME:

21. Will this area continue to stay open? YES / NO
22. If so, on what schedule will it stay open?

NOTE: You must comply with state and local essential service designations or you can be subject to fines, penalties and closures. Failure to comply could also result in all campgrounds in your area being shut down. Designations often advise which portions of your business can be open. You will need to determine if you can properly operate that park feature with your current resources and staffing.

COMMUNICATING WITH YOUR GUESTS PRIOR TO THEIR ARRIVAL

It is imperative that guests are fully educated on your park's new policies and procedures prior to their arrival. This includes, new check in procedures; social distancing rules; and cleaning and disinfecting schedules for accommodations, amenities and common areas like your check-in/registration area and your park's store.

Best Practices to Consider When Communicating with Guests

Using any and all digital communications you have available (email, text, app notification), ensure guests are educated before check-in about your park's current status and cleaning/sanitation procedures. In these communications, include the following:

- New/updated check-in procedures. Contact arrivals (using phone, email, or your reservation system/app) prior to arrival and have guests confirm reservation details and pay their balances. Make sure guests know what to do when they arrive at your campground so proper social distancing is maintained.
- Social distancing rules
- What amenities are available and when
- Park and local area restrictions
- Cleaning and sanitization procedures, etc. The information should be updated as needed, and current information should be available to all guests, both new to the park, and already registered.

Frequently Asked Questions

Q: Is emailing guests before they arrive enough?

A: No. Email is a good start, but a full communication plan should be implemented, including email, social media, website updates, Google Business updates, phone calls (if you have available staff), and on-site signage.

Q: As information and guidelines are changing daily how do we communicate with upcoming guests? What do we post on our website?

A: Use social media to communicate quickly changing updates, email for larger, longer-lasting changes, and the website to present your overall frequently asked questions and updated procedures for dealing with the virus.

Q: Should we also be communicating with our local communities?

A: Definitely. The best thing you can do is over-communicate. Tell members of your local community the same things you are communicating to guests—your detailed cleaning procedures, steps you are taking to ensure social distancing, etc.

Q: How often do you recommend posting to social media?

A: A daily update is likely enough but communicate whenever an update is made.

For more FAQs on how to communicate with guests, [CLICK HERE](#).

BATH HOUSES AND RESTROOMS

If your campground has all self-contained RVs, it is recommended you keep all of the communal bath houses closed during the COVID-19 pandemic in order to maintain social distancing.

If you have guests with RVs that are not self-contained, it is important to limit how many bath houses are open based on campground occupancy and your staff's ability to maintain proper cleaning schedules. Minimizing the number of open bath houses will also help you maintain the proper cleaning supplies.

Verify all cleaning and sanitizing products are [approved by the Environmental Protection Agency \(EPA\)](#) as a disinfectant against coronavirus and be sure to follow the manufacturer's directions. If you need to access cleaning supplies, check the resources arvc.org/coronavirus under "Ordering Supplies".

New Procedures to Consider:

- Maintain a heightened sense of cleanliness in the bath houses and restrooms while encouraging social distancing.
 - Create a cleaning log that is CLEARLY posted at the door letting guests know that the restroom has been cleaned as needed at a minimum of hourly and initialed by staff
 - Ensure staff is wiping down all surfaces using [EPA-Approved surface cleaners](#), ideally after each use but no less than hourly.
- Reduce the number of open bathhouses and/or reduce the number of sinks, stalls and showers to encourage social distancing.
 - Close off every other sink, toilet, shower, etc.

Steps to Consider When Opening Bath Houses and Restrooms:

- Create and post a cleaning log in each open bathhouse. Post the cleaning schedule on the front of the door so guests know when they can/cannot use the restroom. Make sure to close the restroom during the cleaning and disinfecting process.
- Determine the frequency of cleaning needed.
- Train the staff on the proper procedures to clean, disinfect, and to log their cleaning times. Do they have all of the appropriate personal protective equipment recommended by the CDC? Once the PPE has been removed, train the staff on the importance of washing their hands for a minimum of 20 seconds.
- Examine your cleaning products. Are they approved by the Environmental Protection Agency as a disinfectant against coronavirus? Make sure to follow the manufacturer's directions on how to use the product correctly. We recommend Ecolab products.

- For family style bathrooms, place disinfecting wipes in each room so the guests are able to wipe down the
- area for themselves. We still recommend you clean the facility, but this gives the guest a level of feeling safe when going into a public restroom.
- Other: _____

Maintaining Social Distancing:

Ideally you should limit the use of bath houses and restrooms to one guest at a time. It is unreasonable to have an employee outside of the bathroom door to ensure that only a limited number of people are in the restroom at one time. This is where the Honor System could be implemented. Place a large sign on the door stating that only a certain number of people can be in the restroom at one time. The majority of the guests are willing to do the steps needed to maintain social distancing.

What Items Should be Wiped Down and Disinfected?

In addition to the standard items that are always cleaned and disinfected (sinks, countertops, toilets, etc.), think of additional items such as:

- All doorknobs: entrance/exit door, shower and bathroom stalls, etc.
- Flush toilet and urinal handles
- Sink faucets
- Shower handles
- Baby changing stations
- Lids of the personal hygiene receptacles in each stall
- Other:

Frequently Asked Questions

The following questions were asked during the ARVC Webinar Series and were answered by subject matter experts in marketing and communication:

Q: When can I open my park's bath house?

A: This depends on your state and local jurisdiction's requirements. If your guests all have self-contained RVs, it is recommended to keep your bath houses closed. If your guests do not have self-contained RVs and your local jurisdiction has allowed you to open bath houses, it is recommended to limit usage based on CDC guidelines and/or local jurisdiction requirements.

Q: How many people at a time should I allow to use the bath house or restroom?

A: You should limit the number of people inside the bath house or restroom based on the size of the facility. Whenever possible, limit use to one person at a time. Your local jurisdiction may also have specific requirements for you to follow.

Q: What is the CDC's guidelines on bath house and restroom cleaning?

A: Currently the CDC is recommending hourly cleaning of bath houses and restrooms. To ensure proper cleaning, an 8/8/8 shift schedule is recommended. Remember to post your cleaning schedule prominently to communicate clearly with guests.

Q: What cleaning products should we use?

A: We recommend you follow [CDC guidelines on cleaning procedures for businesses](#) and the [EPA's recommended list of disinfectants for COVID-19](#).

For more FAQs on how to properly clean your bath houses and restrooms, [CLICK HERE](#).

CHECK-IN AND STORE

It is important to consider virtual check-ins when possible. Consider remote check-in for new arrivals. Post signs at your park's entrance to communicate with guests on what they need to do when pulling into your park. List a phone number to encourage guests to call rather than enter the registration area.

NOTE: Verify all cleaning and sanitizing products are [approved by the Environmental Protection Agency \(EPA\)](#) as a disinfectant against coronavirus and be sure to follow the manufacturer's directions. When cleaning areas where food and drink are prepared, maintained and eaten, verify the sanitizer is approved for use in food prep areas.

New Check-In Procedures to Consider:

- Reduce or eliminate close contact with guests during check-in
 - Check in your guests outside and email all receipts to them.
 - Escort all guests directly to their site upon arrival (no exiting vehicle)
- Limit the interaction and # of guests shopping in the store to more than 4 persons
 - Post appropriate signage limiting number of individuals in store and/or registration
 - Post an employee at the entrance to monitor and control capacity
 - Install a plexiglass countertop stand or hanging shield to form a barrier between staff and guests during any in-store interaction
 - Any time a queue is possible, use tape to create "stand here" boxes on the floor to ensure proper social distancing
 - Encourage card only payment so guests can use the pin pad on their side of the plexiglass shields
 - Eliminate signing Credit Card Receipts under \$250.00.
- Maintain a heightened sense of cleanliness in the store and registration

- Wipe down all surfaces (counters, kiosks, coffee bar, etc) after each use with [EPA-approved cleaning and sanitizing products](#).
- Wipe down all high-touch surfaces (door knobs, pens, handles etc.) after each use with [EPA-approved cleaning and sanitizing products](#).
- Position hand sanitizer pump bottles at each kiosk for guest use, and separate hand sanitizer pump bottles at each kiosk for staff to use
- All visitors and the density on the campground should be closely monitored to ensure proper social distancing

Steps to Consider for Your Check-In and Store Areas:

Exterior

- Remove all benches, common area picnic tables, and multi-person seating (including seating around fire pits) to discourage guests from congregating
- Regularly clean and sanitize all single person seating ([chairs](#) and tables)
- Regularly clean and sanitize all high-touch areas, such as:
 - Door handles, edges
 - Entrance/exit doors
 - Trash and cigarette receptacles

Interior

- Use social distancing signage to remind guests to maintain six-foot distancing.
- In any situation where a queue is possible, place tape markers on the floor designating the proper six-foot distance
- Post signage requiring guests wear face masks in any common areas.
- All employees should use a face mask, desk shield/sneeze guard, [gloves](#), or other items to limit staff exposure
- Regularly clean and sanitize ALL high-touch surfaces, such as:
 - Countertops
 - Door handles (exit doors, coolers, restrooms, staff offices, other)
 - Credit card payment unit after each use
 - Computer terminals (keyboard, mouse, touchscreen) after each staff change
- Regularly clean and sanitize restrooms in check-in/store area (See the section on Bath Houses and Restrooms for details.)

- ❑ Disinfect all shopping carts or baskets, if applicable, after each use
- ❑ If your park offers postal services, make sure your staff wears the appropriate PPE while handling the mail and make sure your guests know where/when to pick up and drop off mail. Limit interactions as much as possible.

Managing Social Distancing:

Use social distancing stickers or other reminders for guests to maintain the six-foot perimeter. This is especially important for the queue line in the registration area. Based on the size of the Store/Registration area, it may be necessary to limit the number of guests in the building.

Frequently Asked Questions

The following questions were asked during the ARVC Webinar Series and were answered by subject matter experts in marketing and communication:

Q: Should I limit reservations from other countries, states or counties?

A: Check with your local jurisdiction for recommendations on this. Some are requiring limits on inter- and intrastate travel. Contact your reservation system and they will be able to guide you on how best to implement the required processes and procedures. For a complete list of ARVC preferred vendors, visit the [ARVC Marketplace](#).

Q: How are other parks handling the personal touches while still social distancing?

A: The best practices being followed are to start by organizing a virtual check-in by contacting your reservation system company. If you don't have a reservation system, create your own procedure. Post signage at the entrance to your park so guests know what to do when they arrive. Maybe it is a phone number they call or your park's mobile app that will help them check-in and pay. Once they are checked in and ready to go to their site, have an employee ready to lead them to their site in a golf cart or on foot—using a phone number or your park's mobile app to communicate along the way. Get mobile phone numbers for all your guests and use text messages to check in and communicated with them throughout their stay.

Q: What if I don't have a way to check in guests virtually through an app or a reservation system?

A: Check in guests using proper social distancing. If you must have guests come inside, limit it to one guest at a time and thoroughly clean and disinfect everything between check-ins. Lock the door to keep other guests from entering during check in. Remember to post a sign on the door so you continue to communicate properly to guests throughout the process. Make sure your check in staff is prepared and wearing appropriate personal protection equipment (PPE). If you have to accept cash, have two employees on duty—one interacting with the guest and one handling cash.

For more FAQs on how to adapt your check-in procedures, [CLICK HERE](#).

RV SITES AND CAMPSITES

During the COVID-19 pandemic, it is imperative that guests and staff maintain social distancing. Preparing RV sites and campsites in between camper arrivals is crucial for safety and enjoyment. Before a camper arrives for their stay, be sure to assess the following:

Steps to Consider for Open Campsites:

- Determine if your state/county policy is for self-contained units only, or, if tents and other units can visit the park.
- Consider if water and electric sites can be reserved as to whether or not the bathhouse can remain open.
- Evaluate the site inventory to assure healthy social distancing can be maintained between sites.
- Do the sites need to be rented out daily, or, can there be a day or two between each check-in?
- Train the staff on the proper procedures to clean, disinfect, and to log their cleaning times. Do they have all of the appropriate personal protective equipment recommended by the CDC? Once the PPE has been removed, train the staff on the importance of washing their hands for a minimum of 20 seconds.
- Examine the cleaning products. Are they approved by the Environmental Protection Agency as a disinfectant against the coronavirus? Make sure to follow the manufacturer's directions on how to use the product correctly.

Maintaining Social Distancing:

Many state and local policies require capacity and/or spacing restrictions. Before opening check with your local governments to establish clarity on these policies (NOTE: A link to these resources can be found in the Appendix of this guide):

- Check with the local government for guidelines on capacity and spacing restrictions, i.e.: 25%, 50%, 75%.
- If occupancy levels allow, consider spacing Recreational Vehicles and tents every other, or every third site to enhance social distancing.

What Areas Should be Wiped Down and Disinfected?

In addition to the standard items that are always cleaned and disinfected, these additional items should be cleaned and disinfected after each camper's use:

- BBQ grills
- Picnic tables, tables, chairs
- All secondary seating: swings, benches, etc.
- Sewer caps
- Water spigots
- Pedestal cover (flip breaker off for safety)
- Propane station handling of tanks

NOTE: Verify all cleaning and sanitizing products are [approved by the Environmental Protection Agency \(EPA\)](#) as a disinfectant against coronavirus and be sure to follow the manufacturer's directions.

Frequently Asked Questions:

Q: Should I limit my park's capacity?

A: Some governments are requiring limited capacity, so check with your local authorities for clarification.

Q: Should I alternate RV and campsites to help with social distancing?

A: As you already know, RVs are well suited for social distancing, but staggering placement in your park (with a site or two in between) only enhances social distancing. Your park is unique though and ultimately this strategy will be up to you.

Q: How often do I need to clean and disinfect RV and campsites?

A: The simple answer is before each guest checks in and again after they check out.

For more FAQs on proper operation RV and campsites, [CLICK HERE](#).

OTHER ACCOMMODATIONS

During this time of the COVID-19 pandemic, all guests and staff must maintain social distancing. Cleaning and disinfecting all accommodation units (cabins, PMRVs, safari tents, etc) is critical for their safety and enjoyment. Before a guest arrives, think through the steps listed below.

New Procedures to Consider:

- For the Safety of our Guests and Staff, consider instituting a 48-hour waiting period after a guest checks out before cleaning any campground-owned accommodation. This "waiting period" is intended to allow the interior of the accommodation to stabilize before entry by staff and allow additional time between guest rentals.

- Do not store extra linens or pillows for bunks or the sleeper sofa in the rental unit. Instead provide them on request
- Per the CDC, staff handling dirty laundry should *“Wear disposable gloves when handling dirty laundry and then discard after each use. If using reusable gloves, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other household purposes. Clean hands immediately after gloves are removed. If no gloves are used when handling dirty laundry, be sure to wash hands afterwards. If possible, do not shake dirty laundry. This will minimize the possibility of dispersing virus through the air. Launder items as appropriate in accordance with the manufacturer’s instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry from an ill person can be washed with other people’s items. Clean and disinfect clothes hampers according to guidance above for surfaces. If possible, consider placing a bag liner that is either disposable (can be thrown away) or can be laundered.”*

Steps to Consider for Other Accommodations:

- Based on the occupancy and inventory, determine if it is feasible to institute a 48-hour waiting period before cleaning any accommodation. The waiting period would allow the interior of the accommodation to stabilize before any staff enters as well as adding time between guest rentals.
- [Consider the purchase and use of industrial disinfectant foggers to stabilize units during guest transition.](#)
- Train the staff on the proper procedures to clean, disinfect, and to log their cleaning times. Do they have all of the appropriate personal protective equipment recommended by the CDC? Once the PPE has been removed, train the staff on the importance of washing their hands for a minimum of 20 seconds.
- Examine the cleaning products to see if the [Environmental Protection Agency approves them as a disinfectant against coronavirus.](#) Make sure to follow the manufacturer’s directions on how to use the product correctly.
- How will the kitchen supplies (dishes, utensils, etc.) be managed? Consider posting a sign that reads, “To ensure the highest level of sanitation, wash kitchen stock before and after each use.” Or replace with one-time use dinnerware.
- Establish procedures and policies for the handling of linen and terry. Consider:
 - All linen (blankets, mattress pads, etc.) and terry will be removed and laundered between each stay. Even items that may not have been used.

- Remove any extra linens or pillows for bunks or sleeper sofas that will not be used. Provide only upon request.
- The following is from the CDC regarding linens, clothing, and other items that go in the laundry:
 - Wear disposable gloves when handling dirty laundry from an ill person and then discard after each use. If using reusable gloves, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other household purposes. *Clean hands immediately after gloves are removed.*
 - If no gloves are used when handling dirty laundry, be sure to wash hands afterwards.
 - If possible, do not shake dirty laundry. This will minimize the possibility of dispersing the virus through the air.
 - Launder items as appropriate in accordance with the manufacturer's instructions. i. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry from an ill person can be washed with other people's items.
 - Clean and disinfect clothes hampers according to the guidance above for surfaces. If possible, consider placing a bag liner that is either disposable (can be thrown away) or can be laundered.
 - Mattresses and pillows that are wipeable should be sprayed with approved EPA products and allowed to sit for a minimum of 45 seconds before wiping on both sides. Consider spraying the queen mattresses and pillows with fabric sanitizer.
- The housekeeping room will need to be cleaned and disinfected on a regular basis. High touchpoint areas (machines, doorknobs, etc.) should be cleaned several times a day and marked off by the housekeeping when complete. To protect against cross-contamination, keep the clean laundry away from the dirty.

Maintaining Social Distancing:

- Check with the local government for guidelines on capacity and spacing restrictions, i.e., 25%, 50%, 75%.

What Items Should be Wiped Down and Disinfected?

In addition to the standard items that are always cleaned and disinfected, think of additional items such as:

- BBQ's and grills, including handles and propane
- Door keys or security pads

- Doorknobs, handles, and locks
- Light switches
- Bed rails
- Table, chairs, swings, picnic tables, etc. (Interior and Exterior)
- TV remote(s)
- Wipeable furniture, futons, and couches
- Pull-out handles on hide-a-beds
- Headboards
- Pull chains for overhead fans
- Countertops
- Refrigerator handles
- Stove knobs
- Small appliances: Keurig machine, K-cups,
- Drawer pulls
- Sink, shower, and all faucets
- Mirrors
- Toilet seats and flushers
- Broom and dust pan handles
- Air conditioner knobs
- Thermostats
- Microwave door handle
- Window handles
- Other:

NOTE: Verify all cleaning and sanitizing products are [approved by the Environmental Protection Agency \(EPA\)](#) as a disinfectant against coronavirus and be sure to follow the manufacturer's directions. When cleaning areas where food and drink are prepared, maintained and eaten, verify the sanitizer is approved for use in food prep areas.

Frequently Asked Questions:

Q: How will I handle mattresses and pillows?

A: Bunk and full mattresses that are wipeable will be sprayed with the Ecolab Peroxide cleaner allowing it to sit for 45 seconds before wiping on both sides. Queen mattresses will have the mattress pad sprayed with Fabric Sanitizer. All pillows will be treated with Fabric Sanitizer.

Q: What extra or enhanced cleaning will be needed?

A: See the list below by area of the cabin for high touch points that will need to be addressed by each housekeeper with extra attention:

- Kitchen** – coffee maker, refrigerator & freezer door handles, microwave door handle, sink faucet & handles, all countertops, cooktop & cooktop knobs, kitchen light switches, dining table & chairs, cabinet & drawer handles, paper towel holder.

- Bathroom** - door knobs, hairdryer, sink faucet & handles, toilet handle, soap dispenser, 3 chamber dispenser, shower faucet, light switches.
- Bedroom** - light/fan switches, doorknobs, reading light switches, alarm clock, TV remote, heating cooling operations, blind rods/cords.
- Living Room** - light/fan switches, doorknobs, TV remote, channel guide, heating/cooling operations, dining table & chairs, broom/dustpan, blind rods/cords.
- Bunk Room/Loft** - light/fan switches, doorknobs, bunk stairs, bunk railings, ladder, bunk mattress pads.
- Camping Cabins** - door knobs, light/fan switches, mattresses, bunk stairs/railings, desk area, broom dustpan. If applicable – reading lights, mini fridge handle, Keurig, TV/AC remotes.
- Housekeeping/Laundry Room** - Washer & dryer handles and operation buttons, laundry carts, folding table, shelves.

For more FAQs on proper operation and cleaning of other accommodations, [CLICK HERE](#).

FOOD SERVICE (Including Restaurants, Bars, Snack Bars, etc)

Keeping the Food Service areas clean and disinfected is essential to all of the guests coming to eat. They need to feel that everything has been thoroughly cleaned and disinfected. Be sure to train all employees on the strict cleaning requirements needed during this pandemic.

NOTE: Verify all cleaning and sanitizing products are [approved by the Environmental Protection Agency \(EPA\)](#) as a disinfectant against coronavirus and be sure to follow the manufacturer's directions. When cleaning areas where food and drink are prepared, maintained and eaten, verify the sanitizer is approved for use in food prep areas.

New Procedures to Consider:

- Maintain a heightened sense of cleanliness in all areas related to food service
 - Create a log and CLEARLY post it at the door letting guests know that the area has been cleaned as needed, no less than hourly. Each cleaning should be signed off on by the staff who cleaned
 - Ensure staff wipe down all surfaces using an [EPA-approved surface cleaner](#) as needed and no less than hourly
- Limit the interaction and # of guests picking up food to one (1) at a time
 - Post appropriate signage limiting number of individuals in the area
 - Post an employee at the entrance to monitor and control capacity
 - Install a plexiglass countertop stand or hanging shield to form a barrier between staff and guests during any in-store interaction
 - Any time a queue is possible, use tape to create “stand here” boxes on the floor to ensure proper social distancing
 - Encourage card only payment so guests can use the pin pad on their side of the plexiglass shields

- Maintain a heightened sense of cleanliness in the area
 - Wipe down all surfaces (counters, kiosks, coffee bar, etc) after each use with [EPA-approved cleaning and sanitizing products](#).
 - Wipe down all high-touch surfaces (door knobs, pens, handles etc.) after each use with [EPA-approved cleaning and sanitizing products](#).
 - Position hand sanitizer pump bottles at each kiosk for guest use, and separate hand sanitizer pump bottles at each kiosk for staff to use

Steps to Consider for Open Food Service Areas:

- Create a log that is CLEARLY posted at the door, notifying guests when the food service area has been cleaned.
- Ensure that employees are wiping down all surfaces using EPA approved products.
- Train the staff on the proper procedures to clean, disinfect, and to log their cleaning times. Do they have all of the appropriate personal protective equipment recommended by the CDC? Once the PPE has been removed, train the staff on the importance of washing their hands for a minimum of 20 seconds.
- Between seatings, clean and sanitize table condiments, digital ordering devices, check presenters, self-service areas, tabletops, and common touch areas. Single-use items should be discarded. Consider using rolled silverware and eliminating table presets.
- Remove lemons and unwrapped straws from self-service drink stations.
- Clean and sanitize reusable menus. If you use paper menus, discard them after each customer use. Implement procedures to increase how often you clean and sanitize surfaces in the back-of house. Avoid all food contact surfaces when using disinfectants.
- Make hand sanitizer readily available to guests. Consider touchless hand sanitizing solutions.
- Follow the [FDA's Guidelines for Managing Operations in a Food Service Establishment](#) and for [Food Pickup and Delivery](#).

Maintaining Social Distancing:

Campgrounds should limit the interactions of guests and encourage social distancing. This can be accomplished by:

- Posting a sign stating that food and drinks are only available on a "to-go" basis.
- Installing a Plexiglas countertop stand or hanging shield to form a barrier between staff and guests during the interaction.

- Use marking tape (blue painters' tape) to create "stand here" boxes at the service counter for guests while in line.
- Encourage card only payment so the guest can use the pin pad on their side of the plexiglass shields.

What Items Should be Wiped Down and Disinfected?

In addition to the standard items that are always cleaned and disinfected, think of additional items such as:

- Tables
- Chair seats and backs
- Booth seats and backs
- Benches
- Counters and ledges
- Doors and handles
- Credit card pin pad
- Windows and latches
- Trash can and lid
- Napkin holders
- Menus
- Meal baskets or trays
- Other:

Consider avoiding any self-service items such as toasters, coffee machines, condiment dispensers, soda fountains, plasticware, etc.

NOTE: Verify all cleaning and sanitizing products are [approved by the Environmental Protection Agency \(EPA\)](#) as a disinfectant against coronavirus and be sure to follow the manufacturer's directions. When cleaning areas where food and drink are prepared, maintained and eaten, verify the sanitizer is approved for use in food prep areas.

Frequently Asked Questions:

Q: Until my food service amenities are allowed to open, what are my options?

A: Check with your local jurisdiction to confirm, but many parks are offering grab n' go options or site delivery of food ordered either online or via phone.

Q: How should I manage food storage?

A: Stock your food coolers with no more than the minimum levels to ensure you can maintain food safety for guests.

For more FAQs on proper operation and cleaning of food service amenities, [CLICK HERE](#).

GROUNDS, BUILDINGS AND MAINTENANCE

There are common areas of the campground that will be used by guests and it is essential to promote social distancing. Once the policies and procedures are determined, share the information with the guests so they know what to expect with the various public buildings throughout the park.

Steps to Consider for Open Grounds & Buildings:

- Determine the frequency of cleaning needed and post-cleaning schedules.

- Train the staff on the proper procedures to clean, disinfect, and to log their cleaning times. Do they have all of the appropriate personal protective equipment recommended by the CDC? Once the PPE has been removed, train the staff on the importance of washing their hands for a minimum of 20 seconds.

- Examine the cleaning products. Are they [approved by the Environmental Protection Agency as a disinfectant against the coronavirus](#)? Make sure to follow the manufacturer's directions on how to use the product correctly.

Maintaining Social Distancing:

Campgrounds should limit the interactions of guests and encourage social distancing. This can be accomplished by:

- Posting signage notifying guests of social distancing orders.

- Limit number of people using these types of amenities and public buildings.

- Consider removing seating areas within your dog park and any additional seating areas on the grounds outside of individual campsites. This will help to reduce group gatherings.

What Items Should be Wiped Down and Disinfected?

In addition to the standard items that are always cleaned and disinfected, think of additional items such as:

Buildings

- Doors and door handles
- Door locks
- Windows and latches
- Air conditioning unit knobs
- Thermostats
- Keys

- Light switches
- Vending machines
- Furniture
- Other:

Outdoor Kitchens

- Benches and all seating
- Sink and faucet handles
- Stove knobs/handles
- Spray hose including faucet handles
- Countertops
- Food prep areas
- Garbage can & can lid
- Other:

Dog Parks

- Gate handles
- Top rail and side rail of gate
- Pet waste station garbage lid & bag receptacle
- Furniture
- Other:

Dump Station

- Water hose and hose spout
- Water valve
- Garbage can lid & handles
- Other:

NOTE: Verify all cleaning and sanitizing products are [approved by the Environmental Protection Agency \(EPA\)](#) as a disinfectant against coronavirus and be sure to follow the manufacturer's directions.

Frequently Asked Questions:

Q: Can I keep my dog park(s) open?

A: It is recommended to either keep this type of amenity closed or at least limit the use of it during the pandemic. You should evaluate if your dog park is large enough to accommodate guests and their animals while maintaining proper social distancing. There is no official guideline for this—just common sense.

For more FAQs on proper operation and cleaning of your park, [CLICK HERE](#).

LAUNDRY FACILITIES

With the COVID-19 pandemic, it is essential to assure the guests that the laundry room is not only clean but disinfected. Maintaining social distancing, cleaning rigor, staffing needs, all based on the campground occupancy, can be a challenge for every owner. If the local or county ordinance allows the laundry room to be open, below are examples of what we have seen other campgrounds do that may be helpful.

New Procedures to Consider:

- Limit the number of persons in these areas to more than three (3) at one time
 - Post appropriate signage stating, “For the safety of our guests, no more than three (3) people allowed in order to promote proper social distancing”
 - Remove any and all chairs or benches that would allow guests to sit and/or congregate while using this area. These can be placed outdoors separated by more than 6 feet.
- Maintain a heightened sense of cleanliness in these areas
 - Create a cleaning log that is CLEARLY posted at the door letting guests know the area has been cleaned as needed (a minimum of 3 times daily). Each cleaning should be signed off on by the staff member who cleaned.
 - All high-touch surfaces should be cleaned using an EPA-approved surface cleaner ideally after each use, but a minimum of 3 times daily.

Steps to Consider for Opening Laundry Rooms:

- Be sure to allow time between each guest for adequate time to clean and disinfect the room.
- Post the schedule on the entrance.
- Examine what cleaning supplies are in stock. Is there enough to maintain the laundry room to be open regular or limited hours?
- Consider placing hand sanitizer and disinfecting wipes into the laundry room so guests can wipe down the area before/after they use the machines. This provides a level of comfort for the camper.
- Remove all games, books, brochures, etc. that guests could touch. These items are tough to disinfect.
- Remove laundry baskets, if provided.

- Train the staff on the proper procedures to clean, disinfect, and to log their cleaning times.

Maintaining Social Distancing:

- Keep the laundry room locked and post a sign on the door asking the guests to email or text a time that would work for them to do their wash. This allows only one family into the room at a time. Once they are done, your staff can disinfect the room before the next guest. This option maintains social distancing and allows your staff to disinfect based on the times that it is used. The guests will not be concerned with cross-contamination with other people's laundry.
- If the laundry room is open, maintain social distancing by closing every other or every third machine so the 6' distance can be honored. If that is not an option, put blue painter's tape on the floor, showing people where it is acceptable to stand. Determine what the maximum capacity should be for the room size. (see Registration for formula) Post a sign(s) on the door that states how many individuals can be in the room at one time, along with the cleaning and disinfecting schedules.

What Items Should be Wiped Down and Disinfected:

In addition to the standard items that are always cleaned and disinfected, think of additional items such as:

- Machine lids/doors
- Coin slots
- Lint screens
- Machine knobs
- Folding tables/countertop
- Chairs/Benches
- Change machine
- Clothes rack
- Entrance/Exit door handles
- Light switch
- Soap dispensers
- Irons/ironing boards
- Faucets, if a sink is provided
- Trash can lid's
- Other:

NOTE: Verify all cleaning and sanitizing products are [approved by the Environmental Protection Agency \(EPA\)](#) as a disinfectant against coronavirus and be sure to follow the manufacturer's directions. When cleaning areas where food and drink are prepared, maintained and eaten, verify the sanitizer is approved for use in food prep areas.

Frequently Asked Questions:

Q: Can I keep my laundry services open?

A: Laundry is considered an essential amenity, so as you provide laundry facilities to your guests, you can keep your laundry facility open provided you are able to maintain proper social distancing and cleaning schedules. It is recommended you confirm with your local jurisdiction to determine if there are any specific requirements.

Q: Once we are allowed to open these spaces what are the recommendations for cleaning and disinfecting?

A: The recommendation is to limit the number of people accessing your laundry facility at a one time and to clean and disinfect after each use. For disinfection, your park should use [approved EPA-registered household disinfectants](#).

Q: What should I do about the commercial housekeeping/laundry room?

A: The housekeeping room will need to be cleaned & disinfected on a regular basis. High touch point areas (machines, door knobs, etc.) should be cleaned after each use and marked off by the housekeeper when complete. Clean laundry needs to be kept away from dirty laundry to protect from cross contamination.

For more FAQs on proper operation and cleaning of outdoor spaces, [CLICK HERE](#).

INDOOR RECREATION AMENITIES

Recreational areas of the campground are great places for guests to gather and have fun. With the COVID-19 pandemic, this is an area where maintaining social distancing may be difficult to monitor and enforce. Check with the governmental ordinances to see if closing recreational areas is required or recommended. Then consider if the following areas should be closed:

- Fitness room
- Game room
- Meeting rooms
- Indoor recreation halls
- Other non-essential public gathering areas

Steps to Consider if Closing These Areas:

- Post appropriate signage stating, "For the safety of our guests, this area is closed"
- If there is a door or gate, lock it. If there is no door or gate block off the area using rope or caution tape.
- Post appropriate signage indicating the area is closed to the public until further notice.

- Notify the guests in advance of their arrival, so they are aware of the closures
- Hand out closure information with the site map when the guests arrive, so they know what is expected of them.

Frequently Asked Questions:

Q: When will I know it is safe to open my indoor recreation amenities?

A: Currently, the recommendation is to keep these amenities closed because maintaining social distancing is difficult. You will need to check with your local jurisdiction to determine when it is appropriate to open specific amenities.

Q: Is there a way we can continue indoor recreation, such as classes, crafting, etc?

A: Many campgrounds are finding success using virtual meeting platforms for this type of activity. Supplies can be delivered to each guest at their site and then the guest can participate in the activity via their computer from the safety of their RV.

For more FAQs on proper operation and cleaning of pools and splash pads, [CLICK HERE](#).

OUTDOOR SPACES

Outdoor spaces at your park are likely great places for gatherings and group functions but maintaining social distancing may be a challenge, so these areas should likely remain closed. If it is available for guests to use, consider the following guidelines.

Steps to Consider for Open Outdoor Pavilions:

- Determine the frequency of cleaning depending on the level of use.
- Post a cleaning log in visible place giving the guests a comfort level that it is regularly cleaned.
- Train the staff on the proper procedures to clean, disinfect, and to log their cleaning times. Do they have all of the appropriate personal protective equipment recommended by the CDC? Once the PPE has been removed, train the staff on the importance of washing their hands for a minimum of 20 seconds.
- Examine your cleaning products. Are they [approved by the Environmental Protection Agency as a disinfectant against coronavirus](#)? Make sure to follow the manufacturer's directions on how to use the product correctly.
- Consider mounting hand-sanitizer to a wall or pole so the guests can use it as needed.

Maintaining Social Distancing:

- Post signage notifying guests of social distancing orders. State or local regulations should be followed as they may dictate a greater reduction in capacity.
- If the area remains closed, remove tables and chairs if possible, to discourage gathering. If you can't remove the tables and chairs, make sure you have an employee enforcing policy at the area throughout the day.
- If the area is able to open, limit the number of people that can use the area at one time.

What Items Should be Wiped Down and Disinfected?

In addition to the standard items that are always cleaned and disinfected, think of additional items such as:

- Chairs, benches, stools and other seating areas
- Tables (if tables are wood, consider using a vinyl tablecloth that can be easily cleaned)
- Light switches
- Garbage can and garbage can lid
- Ledges or railings typically touched by guests
- Poles reachable by guest
- Stair railings
- Movie or audio equipment boards

NOTE: Verify all cleaning and sanitizing products are [approved by the Environmental Protection Agency \(EPA\)](#) as a disinfectant against coronavirus and be sure to follow the manufacturer's directions. When cleaning areas where food and drink are prepared, maintained and eaten, verify the sanitizer is approved for use in food prep areas.

Frequently Asked Questions:

Q: When will I know it is safe to open my outdoor spaces?

A: You will need to check with your local jurisdiction to determine when it is appropriate to open specific amenities, but in general, outdoor spaces can remain open provided proper social distancing requirements are being followed.

Q: Once we are allowed to open these spaces what are the recommendations for cleaning and disinfecting?

A: The recommendation is to keep the amenity closed until approved to open by your local jurisdictions AND until you have the staff and cleaning supplies available to maintain a regular cleaning and disinfecting schedule. For disinfection, your park should use [approved EPA-registered household disinfectants](#).

For more FAQs on proper operation and cleaning of outdoor spaces, [CLICK HERE](#).

POOLS AND SPLASH PADS

According to the CDC, “There is no evidence that COVID-19 can be spread to humans through the use of pools, hot tubs or spas, or water playgrounds. Proper operation, maintenance, and disinfection (e.g., with chlorine and bromine) of pools, hot tubs or spas and water playgrounds should inactivate the virus that causes COVID-19.” But the virus could spread through other items within the pool/splash pad area, such as furniture, tables, etc.

Keep in mind that enforcing social distancing (distance of 6 feet and limiting groups to 10 or fewer) may be problematic with regard to hot tubs and splash pads so you may want to prolong the shutdown of these amenities. While closed, you should post appropriate signage stating, “For the safety of our guests, this area is closed”.

Steps to Consider for Opening Pools & Splash Pads:

- Post appropriate signage that requires guests maintain a minimum of 6-feet from others while in the swimming pool, on the pool deck, or socializing in the surrounding areas.
- Reducing or changing the pool hours might be necessary to ensure social distancing requirements are being met. Hot tubs and spas should remain closed and proper signage posted.
- Campground should reduce amount of pool furniture by 50%.
- All high-touch surfaces should be cleaned using [EPA-approved surface cleaners](#) at least three times each day
- Post a cleaning log in visible place giving your guests a comfort level knowing there are regular sanitation times.
- Train the staff on the proper procedures to clean, disinfect, and to log their cleaning times. Do they have all of the appropriate personal protective equipment recommended by the CDC? Once the PPE has been removed, train the staff on the importance of washing their hands for a minimum of 20 seconds.
- Examine your cleaning products. Are they approved by the Environmental Protection Agency as a disinfectant against coronavirus? Make sure to follow the manufacturer’s directions on how to use the product correctly. We recommend Ecolab products.

- If staffing levels do not permit the regular cleaning schedules, and the reinforcement of social distancing requirements, pools and splash pads should remain closed to your guests.
- If tables in pool area are wood, consider using a vinyl tablecloth that can be easily cleaned.

Maintaining Social Distancing for Pools and Splash pads:

Campgrounds should limit the interactions of guests and encourage social distancing. This can be accomplished by:

- Posting signage notifying guests of social distancing orders.
- Limiting the number of people using the pool or splash pad.
- Reduce the amount of pool furniture by at least 50% and space the remaining furniture appropriately. State or local regulations should be followed as they may dictate a greater reduction in capacity.

What Items Should be Wiped Down and Disinfected?

In addition to the standard items that are always cleaned and disinfected, think of additional items such as:

- Chairs and lounges
- Tables
- Pool ladders
- Pool railings
- Umbrella stands and knobs
- Gate latch and top/sides of gate where a guest can touch
- Garbage can lid and handle
- Other:
- NOTE: *If there are restrooms near the pool, see the Bath House and Restrooms Section for enhanced cleaning procedures.*

NOTE: Verify all cleaning and sanitizing products are [approved by the Environmental Protection Agency \(EPA\)](#) as a disinfectant against coronavirus and be sure to follow the manufacturer's directions.

Frequently Asked Questions:

Q: When will I know it is safe to open my pool or splash pad?

A: Currently, the recommendation is to keep these amenities closed because maintaining social distancing is difficult. You will need to check with your local jurisdiction to determine when it is appropriate to open your pool or splash pad.

Q: How should we treat related amenities such as docks, marinas, beaches, etc?

A: Some of these amenities are easier than others to ensure proper social distancing is maintained, so the decision to open should be based on your unique situation (complete the “Regulation Compliance Worksheet” on page ## of this guide) in combination with the guidelines issued by your local authority having jurisdiction (AHJ).

For more FAQs on proper operation and cleaning of pools and splash pads, [CLICK HERE](#).

PLAYGROUNDS AND JUMPING PILLOWS/BOUNCE PADS

Your park should mirror local government regulations regarding the open/closed status of their playground. This would also include jumping pillows and bounce pads. If public park playgrounds are closed, these amenities at your park should also be closed. Post appropriate signage and rope off the amenities, if possible. These amenities may be able to open if the public parks are open but check the local ordinances first. Post appropriate signage indicating the health risks and precautions if guests are close to each other, and ideally post an employee at each amenity to enforce proper social distancing and to clean and disinfect the amenity as needed per CDC guidelines.

New Procedures to Consider:

- Mirror local government regulations regarding the open/closed status of your park’s playground
 - If public park playgrounds are closed, post appropriate signage and rope off playground.
 - If public park playgrounds are open, post appropriate signage indicating the health risks and precautions of allowing guests to be in such close proximity of each other
- Jumping Pillows and Bounce Pads should remain closed

If the amenity is closed:

- Lock area, if appropriate or block off the area by using rope or caution tape
- Display appropriate signage indicating the area is closed until further notice
- Remove all furniture and benches to discourage any gathering places

If the amenity is open:

- Post signage indicating that all guests maintain proper social distancing
- If possible, post an employee at each amenity to enforce social distancing
- Limit the number of tables or other furniture to assist with limiting the number of guests that could congregate in the area
- Ensure there are enough cleaning supplies and staff available for frequent cleaning
- Staff must be trained in proper cleaning methods

- Social distancing guidelines should be followed; this could involve limiting the number of children in the playground at one time or sectioning it off into separate areas

What Items Should be Wiped Down and Disinfected?

In addition to the standard items that are always cleaned and disinfected, think of additional items such as:

- Swing sets including seats, chain, and poles
- Monkey bars
- Fun tubes – inside and out
- Climbing rocks or other climbing elements
- Seesaws
- Merry-Go-Rounds
- Slides – top, bottom, and railings
- Other:

NOTE: Verify all cleaning and sanitizing products are [approved by the Environmental Protection Agency \(EPA\)](#) as a disinfectant against coronavirus and be sure to follow the manufacturer's directions.

Frequently Asked Questions:

Q: When will I know it is safe to open my outdoor recreation amenities?

A: You will need to check with your local jurisdiction to determine when it is appropriate to open specific amenities.

Q: Once we are allowed to open these amenities what are the recommendations for cleaning and disinfecting?

A: The recommendation is to keep the amenity closed until approved to open by your local jurisdictions AND until you have the staff and cleaning supplies available to maintain a regular cleaning and disinfecting schedule. For disinfection, your park should use [approved EPA-registered household disinfectants](#).

For more FAQs on proper operation and cleaning of outdoor recreation amenities, [CLICK HERE](#).

RENTAL GOLF CARTS, BICYCLES AND OTHER RECREATIONAL EQUIPMENT

Many parks rent golf carts, bicycles, kayaks and canoes, and other recreational equipment to guests. During a pandemic, your park should limit the rental of some of these rentals. Any rentals occurring should be thoroughly cleaned and disinfected before and after each use.

Steps to Consider When Re-Opening Recreational Activities:

- Keep high-contact programs canceled (those requiring close (<6 feet) distancing)
- Recreation programs that meet the requirements of social distancing will be allowed and encouraged but a procedure should be developed for documenting each rental transaction along with sanitizing all rented units.
- Disinfect each bike, kayak, etc. before and after each rental using an [EPA-approved surface cleaner](#).
- Log what equipment was rented, cleaning dates, and times.
- Ensure there is enough cleaning supplies and staff available and staff is trained in proper cleaning and disinfecting methods.

Maintaining Social Distancing:

- High contact programs that require close contact less than six (6) feet in distance should be canceled. This would include activities such as group sports activities, foam machine parties, and any organized group events where social distancing cannot be met.
- Promote recreational programs such as nature walks, movie nights, mini-golf, geocaching, scavenger hunts, or other social distancing activities.

What Items Should be Wiped Down and Disinfected?

In addition to the standard items that are always cleaned and disinfected, think of additional items such as:

- Seats
- Handlebars
- Base
- Pedals
- Flag poles
- Inside and outside of canoes or other water equipment
- Additional pieces such as rows for boats, life jackets, etc.

NOTE: Verify all cleaning and sanitizing products are [approved by the Environmental Protection Agency \(EPA\)](#) as a disinfectant against coronavirus and be sure to follow the manufacturer's directions.

Frequently Asked Questions:

Q: When will I know it is safe to rent outdoor recreation equipment?

A: You will need to check with your local jurisdiction to determine when it is appropriate to open specific amenities.

Q: Once we are allowed to open these amenities what are the recommendations for cleaning and disinfecting?

A: The recommendation is to keep the amenity closed until approved to open by your local jurisdictions AND until you have the staff and cleaning supplies available to maintain a regular cleaning and disinfecting schedule. For disinfection, your park should use [approved EPA-registered household disinfectants](#).

For more FAQs on proper operation and cleaning of rental equipment, [CLICK HERE](#).

APPENDIX

SAMPLE OPEN LETTER FOR A GOVERNMENT AGENCY OR DEPARTMENT

INSTRUCTIONS: Copy and paste this letter into a new document and customize as needed.

NOTE: This is not a legal document and should not be considered legal advice.

Re-Opening Plan for [PARK OR CAMPGROUND NAME]

Business Name: _____

License Number(s): _____ Owner/Operator: _____

[PARK OR CAMPGROUND NAME] has put in place a plan to reopen and/or continue operations for its guests and patrons. The plan accounts for the safety and well-being of its employees and guests by expanding on the operational segments of RV parks and campgrounds.

In accordance with Federal, State and Local Public Health Department regulations and guidance, the plan provides consideration for the following procedures:

- Social Distancing
- Cleaning and Sanitizing
- Occupancy and Capacity
- Personal Protective Equipment (PPE)

Throughout the plan, tangible evidence of actions showcases the operational effort to optimize the distance between our guests and to clean and sanitize areas they may come into contact with. Examples of these actions include but are not limited to:

- Modified Registration Procedures
- Social Distancing Signage
- Distance between campsites
- Enhanced Cleaning Plans with Frequency/Schedules
- Cleaning Products
- Closure of Specified Campground Areas
- Reduction and/or Removal of Furniture to Minimize Occupancy
- As recommended, PPE for Employees

The full re-opening plan for [PARK OR CAMPGROUND NAME] is available upon request.

[PARK OR CAMPGROUND NAME] understands the dynamic nature of the COVID-19 outbreak and seeks to work with Federal, State and Local Public Health Departments on any changing conditions or requirements.

Respectfully,

[PARK OR CAMPGROUND OWNER'S NAME]

CDC GUIDELINES: HOW TO CLEAN AND DISINFECT

INSTRUCTIONS: Use these guidelines to inform any updates to your existing cleaning procedures and schedules and to educate your staff and guests. Remember to post your cleaning procedures and schedules clearly for everyone to see.

Hard (Non-porous) Surfaces

- If surfaces are dirty, they should be cleaned using a detergent or soap and water before disinfection.
- For disinfection, [approved EPA-registered household disinfectants](#) should be effective.
 - Follow the manufacturer's instructions for all cleaning and disinfection products for concentration, application method and contact time, etc.
 - Unexpired household bleach will be effective against coronaviruses when properly diluted. Diluted household bleach solutions (at least 1000ppm sodium hypochlorite) can be used if appropriate for the surface. *Follow manufacturer's instructions for application, ensuring a contact time of at least 1 minute and allowing proper ventilation during and after application.*
 - Check to ensure the product is not past its expiration date. ****Never mix household bleach with ammonia or any other cleanser.**
- **To prepare a diluted bleach solution:**
 - Mix 5 tablespoons (1/3 cup) bleach per gallon of water or 4 teaspoons bleach per quart of water.

Soft (Porous) Surfaces

- For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces.
- After cleaning:
 - If the items can be laundered, launder items according to the manufacturer's instructions using the warmest appropriate water setting for the items and then dry items completely.
 - Otherwise, use products that are EPA approved and are suitable for porous surfaces

Electronics

- For electronics such as tablets, touch screens, keyboards, remote controls, and ATMs, remove visible contamination if present. ○ Follow the manufacturer's instructions for all cleaning and disinfection products.

- Consider the use of wipeable covers for electronics.
- If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid the pooling of liquids.

Linens, Clothing, and Other Items That Go in the Laundry

- In order to minimize the possibility of dispersing virus through the air, do not shake dirty laundry.
- Wash items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry that has been in contact with an ill person can be washed with other people's items.
- Clean and disinfect hampers or other carts for transporting laundry according to guidance above for hard or soft surfaces.

CDC GUIDELINES: PERSONAL PROTECTIVE EQUIPMENT (PPE) AND HAND HYGIENE

The risk of exposure to cleaning staff is inherently low, however, your cleaning staff should wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash.

- Gloves and gowns should be compatible with the disinfectant products being used.
- Additional PPE might be required based on the cleaning/disinfectant products being used and whether there is a risk of a splash.
 - Gloves and gowns should be removed carefully to avoid contamination of the wearer and the surrounding area. *Be sure to clean your hands after removing gloves.*
 - If gowns are not available, coveralls, aprons, or work uniforms can be worn during cleaning and disinfecting. Reusable (washable) clothing should be laundered afterward. Clean hands after handling dirty laundry.
- Gloves should be removed after cleaning a room or area occupied by ill persons. Clean hands immediately after gloves are removed.
- Cleaning staff should immediately report breaches in PPE, such as a tear in gloves or any other potential exposures to their supervisor.
- Cleaning staff and others should clean hands often, including immediately after removing gloves and after contact with an ill person, by washing hands with soap and water for 20 seconds. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.
- Follow normal preventive actions while at work and home, including cleaning hands and avoiding touching eyes, nose, or mouth with unwashed hands. Additional key times to wash hands include:

- After blowing one's nose, coughing, or sneezing;
- After using the restroom;
- Before eating or preparing food;
- After contact with animals or pets; and
- Before and after providing routine care for another person who needs assistance such as a child.

CREATING A POLICY: MAINTAINING SAFETY DURING A PUBLIC HEALTH CRISIS

Creating a policy should reflect the needs of your unique park, but first and foremost should focus on maintaining the safety of your employees and guests. You should align your policy with state and local requirements. Here are some policies your campground should consider requiring:

- Do not allow employees or guests to congregate in groups greater than 8 people or be less than six (6) feet from another individual;
- Wear a face mask at all times when outside, especially in public spaces;
- Exercise healthy practices such as washing hands frequently and covering any cough or sneeze;
- Limit all individuals on a single site to members of the immediate household or living unit;
- Comply with all park regulations and rules posted and/or presented at the time of arrival; and
- Comply with all Government rules and laws whether State or County intended to protect the health of individuals and reduce the spread of COVID-19.

Whatever your policies, make sure you communicate them clearly to each guest upon check-in. Provide a copy of your policies to each guest, including the potential consequences if any policies are not followed. In addition, post them clearly throughout your park.

WHAT TO DO IF YOU HAVE A SICK EMPLOYEE

Any employee who suspects they may be sick with COVID-19 should not come to work and should seek medical counsel and testing. If any employee has been caring for someone or has a family member in their home who is sick with COVID-19 should also not come to work. In both cases, your park should create a written procedure for what to do when an employee gets sick. Share this with your employees so they know what to do if they become ill, as well as a policy for who/how the employee should notify your park they are ill and/or provide updates. You cannot terminate an employee who is sick with COVID-19.

Items to Consider if an EMPLOYEE Becomes Ill at Your Park:

- Send the ill employee home to quarantine.

- Notify all employees that they may have been exposed. NOTE: Due to HIPPA laws, the ill employee's name must be protected, so be vague in the language. For example, "You have likely come into contact with someone who has tested positive for Coronavirus"
- Have information available on where to get tested and shared with everyone who may have been exposed.
- Notify the local health department and follow their guidelines

Additional Items to Consider if a WORK CAMPER Becomes Ill at Your Park:

- Follow the governmental guidelines as to whether or not they should be in quarantine upon arrival at your campground.
- Remember to treat everyone the same.
- Have a written procedure in place to use as a reference

WHAT TO DO IF YOU HAVE A SICK GUEST

Contact the County Health Department to report a sick guest. Note the date and time of notification. The guest will likely be required to quarantine within their RV for no less than 14 days or until released by their doctor. Staff should stop all contact with guest and maintain at least six (6) feet distance between themselves and guest.

Items to Consider if a GUEST Camper Tests Positive for COVID-19

Below are items to consider when a guest suspects they have COVID-19, or they have tested positive.

- Create a written document outlining your campgrounds response if a guest becomes ill.
- Once a guest shares that they may be or have tested positive for COVID-19, contact the local health authorities. They will have procedures for state and county reporting. Ask for their advice on safety and health requirements.
- Isolate the guest or any person who may have been in close proximity to the infected individual and ensure implementation of appropriate quarantine arrangements.
 - All efforts should be made for the guest to return home.
 - If guest lives on property, they should be required to quarantine within their RV for no less than 14 days or until released by their doctor.
- Take steps to limit the spread of the individual's infectious respiratory secretions, by providing them a face mask and asking them to wear it, if they can tolerate doing so. *Note from OSHA.gov: A surgical mask on a patient or other sick person should not be confused with PPE for a worker; the surgical mask acts to contain potentially infectious respiratory secretions at the source (i.e., the person's nose and mouth).*

- Notify all guests of any potential exposure to the infected individual. Consider drafting this letter in advance of an outbreak.
- Contact ARVC at info@arvc.org for assistance with managing any social media reactions.

REMEMBER: You have the right to refuse service to a guest who appears to be ill at check in.
Post written documentation of the campground policy in a public area.

Frequently Asked Questions

Q: Am I liable if a guest gets sick on my campground?

A: It would be very difficult to prove where the infection started with such a long incubation period. However, it would be a good idea to consider a waiver or release at check in.

Q: Is there a template waiver I should use?

A: You will need a waiver that is specific to your state, and every state's waiver templates and requirements for waivers are different. ARVC recommends reaching out to your Secretary of State's office and/or Department of Health for templates and guidelines. Some other things to keep in mind if you decide to use a waiver:

- You must give the guest the time to read it
- You need to make sure they understand the waiver
- Any release or waiver is not guaranteed to protect you against liability

FOCUSING ON MENTAL HEALTH NEEDS OF YOUR EMPLOYEES AND GUESTS

It is important to realize pandemics can create mental health needs as well. Here are some resources you can use to focus on the mental health needs of your employees and guests:

- [COVID-19 Resource and Information Guide \[National Alliance on Mental Illness\]](#)
- [The Road to Resilience \[American Psychological Association\]](#)
- [Mental Health Coping Strategies \[National Alliance on Mental Illness\]](#)

LINKS TO RESOURCES

Social Distancing Materials

- Floor Decal (Wait Here)
- Large floor sticker (Be Smart – Stand Apart)
- Mirror/window cling (Closed for Social Distancing)
- Small Floor sticker (Thank you for social distancing)
- [Clear plastic face shields branded for your campground \[AGS Texas Advertising\]](#)

Hygiene Materials

- [Wash Your Hands! Poster \[CDC-Approved\]](#)

- [Other CDC-Approved Flyers and Posters](#)
- [Order Supplies for Your Park](#)
 - [Ranger Reader Hand Sanitizer-Special ARVC Member Pricing](#)
- [EPA Recommended Disinfectants to Use](#)

Marketing Materials

- [Social Media Graphic Templates](#)
- Web Ad Templates

Additional Information

- [How to Prepare & Protect Yourself, Your Employees and Guests](#)

For Private RV Parks and Campgrounds in the UNITED STATES:

- [Coronavirus: What You Need to Know](#)
- [Cleaning and Disinfecting Guidelines \[CDC\]](#)
- [Guidance on Preparing Workplaces for COVID-19 \[OSHA\]](#)
- [State and County Status on Campground Operations](#)
- [Map: County-by-County Declarations and Policies \[NACo\]](#)
- [Find Your Local Health Department \[NACCHO Directory\]](#)

For Private RV Parks and Campgrounds in the CANADA:

- [Coronavirus: What You Need to Know](#)
- [Cleaning and Disinfecting Guidelines \[PHAC\]](#)
- [Guidance on Preparing Workplaces for COVID-19](#)
- [COVID-Related Travel Restrictions](#)
- [Provincial Declarations and Policies](#)

RECOGNITIONS

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FRENCHS CAMPING RESORT	966 S HWY 101	PIERCY	95587
BELL GLEN RESORT	70400 HWY 101	LEGGETT	95585
ALBION RIVER CAMPGROUND	34500 HWY I	ALBION	95410
WESTPORT BEACH KOA	37700 N HWY 1	WESTPORT	95488
ANCHOR BAY CAMPGROUND	35400 S HWY 1	GUALALA	95445
HIDDEN PINES CAMPGROUND	18701 N HWY 1	FORT BRAGG	95437
LARSONS CAMPGROUND	24400 N HWY 1	FORT BRAGG	95437
GUALALA RIVER REDWOOD PARK	46001 GUALALA RD	GUALALA	95445
BLACK BUTTE RIVER RANCH	34985 Etsel Ridge Rd	COVELO	95428
WILLITS KOA	1600 HIGHWAY 20	WILLITS	95490
WILDWOOD CAMPGROUND	29700 HWY 20	FORT BRAGG	95437
POMO CAMP GROUND	17999 TREGONING LN	FORT BRAGG	95437
DOLPHIN ISLE MARINA\CAMPGROUND	32399 BASIN ST	FORT BRAGG	95437
FORT BRAGG LEISURE TIME RV PARK	30801 HWY 20	FORT BRAGG	95437
QUAIL MEADOWS	23701 N HWY 101	WILLITS	95490
MANOR OAKS OVERNIGHTER	700 E GOBBI ST	UKIAH	95482
RISCH CAMPING	5 MI OFF HWY 20 OF IRMULCO RD.	WILLITS	95490
GREEN ACRES TP	23600 N HWY 1	FORT BRAGG	95437
SCHOONERS LANDING SELKIE COVE	33620 N ALBION RIVER RD	ALBION	95410
MENDOCINO CAMPGROUND	9901 HWY 1, PO BX 1605	MENDOCINO	95460
SPORTSMANS RV PARK	32100 N HARBOR DR	FORT BRAGG	95437
GOLDEN RULE RV PARK	16100 N HWY 101	WILLITS	95490
Caspar Beach RV Park	14441 Pt cabrillo Dr	MENDOCINO	95460