

## Tohickon Family Campground COVID-19/Coronavirus Plan

Tohickon Family Campground strives to place the health, safety and welfare of our guests as a priority to provide a relaxing outdoor recreational setting to enjoy. We continue to work on updating equipment and utilities to meet the changing Pennsylvania state and Federal Guidelines mandates to do our part to protect the natural resources that makes Tohickon Family Campground a destination for families for over the past 35 years.

To address CDC guidelines to combat COVID-19 and any Coronavirus, Tohickon Family Campground will be implementing the following

- Step up cleaning and sanitizing procedures for bathhouses, cabins, all publicly accessible facilities, recreation amenities, and provide many hand sanitizers throughout these facilities.
  - *Tohickon Family Campground will continue to follow our cleaning procedures for our bathhouse area. We will also train staff in the attention to areas such as our recreational/game room, office and store.*
- Consider having enough cash and change on hand to deal with a bank closure for an extended period.
  - *Tohickon Family Campground is a mix of cash and credit business. We keep a bank to replenish a days worth of sales of an average in season weekend.*
- Consider carrying extra items such as bleach, toilet paper, food service items, and other basic things we use daily.
  - *Tohickon Family Campground will be limiting access to the bathhouse until May 15, 2020. We currently have stock of cleaning supplies and toilet paper.*
- Take stock of small maintenance replacement items in case something breaks, and local hardware stores are closed for an extended period.
  - *Tohickon Family Campground has stock of materials to replace items and utilizes private contractors for plumbing, electrical and septic services when needed and on an on-call basis.*
- Offering a lenient sick leave policy to encourage staff to stay home while this threat is active.
  - *Tohickon Family Campground will provide any time needed to recover from illness. Our hours and staff are limited to one staff member per shift.*

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- Checking temperatures of all staff daily if there is a probably/suspected/confirmed case of COVID-19.
  - *Tohickon Family Campground will be checking temperatures of staff members before and randomly during shifts.*
- No grouping at your campsite. All people gathering at your site must be on your registration form. No others may join you for a community campfire. No other family may be on your campsite or in your trailer at any time during your stay.
  - *Tohickon Family Campground will post this information on all our communications with our guests and seasonal families.*
- Provide staff additional time for hand washing, hand sanitizer, cleaning phones, and other high-frequency use items.
- Take extra care on the surfaces predominantly touched such as doorknobs, light switches, appliances, electronics, phones, utensils, etc.
  - *Tohickon Family Campground will provide training for staff to attend to the cleaning of items that may be touched by guests. Staff will be trained on wiping down areas of contact such as refrigeration.*
- Think about a more lenient cancellation policy while there is an active threat.
  - *Tohickon Family Campground has limited our cancellation policy to 24 hours.*
- Encourage prepayment, so there is no exchange of items and less risk of transferring the virus. Or, establish a temporary “at site” check in option or delivery service for store items so worried customers don’t have to come in your office or store.
- Place signs, provide handouts, put on your app, confirmations etc. detailed information about social distancing requirements, mask requirements etc.
  - *Tohickon Family Campground currently uses Camplife.com Mobile Check-In to limit the interaction of staff with guests. Guests are able to pre-pay and pay via Camplife.com and check in with their smartphone.*

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- Cancelling all group activities where people congregate in one place and add more activities such as scavenger hunts where people do not have to be near each other or staff for extended periods of time.
  - *Tohickon Family Campground currently suspended activities that would normally permit people to congregate in one place.*
  
- Campers are encouraged to camp close to home. Discourage your campers from purchasing groceries or other items locally. The more groceries they purchase either from you or bring with them, the more CDC guidelines we are following.
- Limit the number of customers in the office to no more than 5 at a time or a percentage of the building based on your local jurisdiction rules.
- Place signs with any limits as to the number of persons allowed prior to entering the building
- Install shields or other barriers at registers and check-out areas to physically separate cashiers and customers or take other measures to ensure social distancing of customers from check-out personnel, or close lines to maintain a social distance between of 6 feet between lines
- Put signage at every lavatory or hand sink that thoroughly explains the proper method of hand-washing.
- Require all customers to wear masks while on premises, and deny entry to individuals not wearing masks, unless the business is providing medication, medical supplies, or food, in which case the business must provide alternative methods of pick-up or delivery of such goods; however, individuals who cannot wear a mask due to a medical condition (including children under the age of 2 years per CDC guidance) may enter the premises and are not required to provide documentation of such medical condition
  - *Tohickon Family Campground has communicated with guests and seasonal families that our store will be open by Memorial Day Weekend and during this time we are asking that guests bring their supplies with them. We have placed signage throughout our store, recreational room and bath house which communicates social distancing, mandating wearing of masks where appropriate and directional information to minimize contact with others. We have placed plexi-glass at our register and provided staff with facemasks and gloves. Signage will be placed in our bathrooms to encourage hand washing.*

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Respectfully submitted,

The Deegan Family and Tohickon Staff