



May 2, 2020

Office of Governor Phil Murphy  
The State House  
P.O. Box 001  
Trenton, NJ 08625

Honorable Governor Murphy

As CEO of Kampgrounds of America, Inc. (KOA), the world's largest network of privately owned campgrounds with over 525 locations across North America including two in New Jersey, I am writing in ardent support of campgrounds as vital partners to your communities as they begin to reopen. As you make decisions as to which businesses can resume operations, I urge that private campgrounds/RV parks be able to fully operate from the earliest phases.

Under the current business restrictions, private campgrounds are closed for all vacationing and recreational activities. Our parks complied willingly with that order, but are seeking an allowance of leisure camping to resume when stay at home orders are modified.

As restrictions lift, people will seek a return to the outdoors. Many enclosed spaces such as malls, restaurants and salons are being allowed to open in early phases in other states and we ask for the same considerations. The outdoors is essential to mental and physical health and well-being. Our campgrounds can be active partners in safely promoting and restoring outdoor recreation. Allowing developed campgrounds to reopen will help provide a place where families can connect to the outdoors while still remaining cautious about the virus. Additionally, it will mitigate the potential health risks from careless usage of public areas where people will stay otherwise - even if not allowed to - preventing overcrowding and the improper disposal of waste and sewage.

At KOA, our campgrounds have implemented new procedures in light of coronavirus that keep the safety of guests and employees in mind. Attached to this letter is a copy of our newly developed Operations and Procedures Toolkit. This takes into account items such as social distancing, proper cleaning and personal protective equipment. This toolkit is being used by our franchisees to build individualized plans for their operations, train their staff and communicate their approach effectively to local public health officials. I share this with you to demonstrate the means by which campgrounds and RV parks can operate responsibly in light of this public health situation. I assure you we take this public health crisis seriously and want to help people recreate safely and appropriately.

Like hotels, campgrounds provide safe and secure shelter on both a short-term and long-term basis for millions of people across the country. A key difference, however, is that over 85 percent of our business at KOA comes in the form of recreational vehicle (RV) traffic. An RV is a self-contained unit that allows an individual to have their own possessions, prepare their own food, and use their own bathing facilities. Other forms of camping can also be done responsibly. Tenting relies on the usage of an individual's own equipment, and in following proper cleaning guidelines from the CDC, we believe cabins can be kept secure. There is naturally ample space between campsites at campgrounds which enables social distancing. While we acknowledge there are risks to any activity, we believe camping can provide a safer means of travel, shelter and recreation.

There has been a steep economic impact on the small business owners of private campgrounds. Allowing campgrounds to resume operations soon will help these businesses regain some cash flow and survive this downturn. With an already shortened season due to the natural seasonality of camping, it is critical that campgrounds are able to resume business soon.

As decisions are made on the status of various businesses, we strongly advocate that New Jersey's private RV parks and campgrounds are able to be fully open and accessible. We believe campgrounds can be a part of the solution in helping your communities restore a sense of normalcy while still remaining diligent in the fight against coronavirus. Thank you for your consideration and for all you are doing for your state and our nation at this unprecedented time. If I can provide any clarification or answer questions, my email is [torourke@koa.net](mailto:torourke@koa.net).

Sincerely

Toby L. O'Rourke  
President & CEO  
Kampgrounds of America, Inc.

# REBOOT YOUR CAMPGROUND

## OPERATING & PROCEDURES TOOLKIT



[eKamp.com](https://www.eKamp.com)

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# Introduction to the Reboot Your Campground Operating and Procedures Toolkit

The information and procedures provided in this toolkit are for general informational purposes only. The toolkit is designed to give our franchisees a head start in evaluating and creating COVID-19 operating policies and procedures at their respective KOA(s). The toolkit is not meant to be exhaustive and each KOA franchisee must take responsibility for their operation, its compliance with all federal, state and local requirements, and any additional precautions that are appropriate for the circumstances.

The toolkit is organized primarily from the 2020 Quality Assurance and Policy Manual sections. Based on available information from the Federal Government, the CDC, and other sources, each section lays out considerations for social distancing, occupancy/capacity, cleaning/sanitization, personal protective equipment (PPE), and staffing. All pages are editable and can/should be tailored to your KOA specifically. Please note that not all procedures may be required for the state/province you operate in.

As you implement new procedures, take care to develop policies that consider the safety and well-being of your employees and guests. Staff training will likely be required for proper use of personal protective equipment (PPE), what PPE is necessary, and how to wear, wash, and dispose of the items once used. Additionally, any changes to your normal campground rules should be clearly articulated to your guests so they understand what you are asking them to do for the enjoyment and safety of all on property. The Marketing Toolbox contains communication resources that can help you inform your guests of any rule changes before and during their stay.

To get started, please review the Regulations Compliance Worksheet found on pages four (4) through six (6). These pages help you think through the macro picture for your KOA. From there, work through each of the applicable sections to prepare specific procedures for those operational areas. In the back of the toolkit, you will find an appendix. It contains several items that may help you reopen. Included are the following:

- Sample Open Letter for a Government Agency or Department
- CDC Cleaning and Disinfecting Information
- CDC Personal Protective Equipment and Hand Hygiene Information
- Company Owned Properties FAQ Document
- If an Employee has COVID-19
- If a Camper Tests Positive for COVID-19

**We hope you find this toolkit useful in preparing for the circumstances affecting our KOA family!**

# Regulations Compliance Worksheet

Campground Name:

Date:

Staff Person:

Area Evaluated:

1) Can I comply with the current regulations provided by the Federal, State, Local, Provincial, and Essential Service Requirements for my park? YES / NO

- [Coronavirus Main Page](#)
- [Government Response to Coronavirus, COVID-19](#)
- [State/Province Status on Campground Operations](#)
- [State by State Stay at Home Order NY Times Map](#)
- [Canadian Information](#)
- Local Health Department Information

2) Can this be done with proper Social Distancing? YES / NO

How can I clean and disinfect commonly touched items each time they are used?

3) Can people realistically be kept 6 feet apart? YES / NO

If so, how will we communicate what is expected?

4) Have I prominently posted signs, flyers, or posters communicating to campers what the rules are and urging them to do their part? YES / NO

5) Have I provided hand sanitizer or anti-bacterial wipes in key areas of the park for my guests to disinfect their hands? YES / NO

6) Can I eliminate furniture and bench groupings in common areas to discourage group congregation? YES / NO

7) Should I operate on a reduced schedule to allow for the staffing requirements? YES / NO

8) Can I limit the number of people in the store? YES / NO

# Regulations Compliance Worksheet

(continued)

- 9) Can customers call in orders for items in the store and have them delivered to their site  
YES / NO
- 10) Can **I have my guest's check**-in remotely through email or by phone? YES / NO
- 11) Can I still escort to site? YES / NO
- 12) What cleaning and disinfecting procedure should I put into place?
- a. How often?
  - b. Where should I post the schedule?
  - c. Do I have enough staff?
  - d. How will I train my staff?
  - e. Do I have enough supplies to increase the frequency of my cleaning schedule YES / NO
  - f. What Personal Protective Equipment (PPE) do I need for my staff?

# Regulations Compliance Worksheet

(continued)

g. Do I have enough PPEs in stock?    YES / NO

13) Will this area continue to stay open?    YES / NO

Notes for staff training and camper rule changes needed to continue under COVID-19 restrictions:

Is this documented in writing, shared with staff and posted publicly for the guests?    YES / NO

**Make sure to keep a copy of all documents, procedures and compliance with regulations including this form for your records.**

# Campsites

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

Steps to Consider for Open Campsites:

- 1) Determine if the policy is for self-contained units only, or if tents and other units can visit the park.
- 2) Consider if water and electric sites can be reserved as to whether or not the bathhouse can remain open.
- 3) Evaluate the site inventory to assure healthy social distancing can be maintained between sites.
- 4) Do the sites need to be rented out daily, or, can there be a day or two between each check-in?
- 5) 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.
- 6) 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.** Company Owner Properties use EcoLab products. See page 23 for details.
- 7) Other Steps:
  
- 8) Other Steps:

Maintaining Social Distancing:

- 1) Check with the local government for guidelines on capacity and spacing restrictions, i.e.: 25%, 50%, 75%.
- 2) If occupancy levels allow, consider spacing campers every other, or every third, site.

What Areas 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 grills
- Picnic tables, tables, chairs
- All secondary seating: swings, benches, etc.
- Sewer caps
- Water spigots
- Pedestal covers (flip breaker off for safety)
- Other:



# Grounds and Buildings

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 and Buildings:

- 1) Determine the frequency of cleaning needed and post-cleaning schedules.
- 2) 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.
- 3) 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. Company Owner Properties use EcoLab products. See COP section for details.
- 4) Other Steps:
  
- 5) Other Steps:

Maintaining Social Distancing:

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

- 1) Posting signage notifying guests of social distancing orders.
- 2) Limit number of people using Kamp Kitchen, KampK9 and public buildings.
- 3) Consider removing seating areas within KampK9 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:
- 

## Kamp Kitchens

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

## KampK9

- Gate handles
- Top rail and side rail of gate
- Pet waste station garbage lids and bag receptacles
- Furniture
- Other:

## Dump Station

- Water hoses and hose spout
- Water valves
- Garbage can lids and handles
- Other:

# Food Service

## Cafés, Bars, and Restaurants

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.

Steps to Consider for Open Food Service Areas:

- 1) Create a log that is CLEARLY posted at the door, notifying guests when the food service area has been cleaned.
- 2) Ensure that employees are wiping down all surfaces using EPA approved products.
- 3) 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.

Maintaining Social Distancing:

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

- 1) Posting a sign stating that food and drinks are only **available on a “to-go” basis**.
- 2) Installing a Plexiglas countertop stand or hanging shield to form a barrier between staff and guests during the interaction.
- 3) Use marking tape (blue painter's tape) to create **“stand here” boxes at the service counter for guests** while in line.
- 4) Encourage card-only payment, so the guest can use the pin pad on their side of the Plexiglass shield.
- 5) Other Steps:
  
- 6) Other Steps:

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 pads
- Windows and latches
- Trash cans and lids
- 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.**

# Laundry

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.

Steps to Consider for Open Laundry Rooms:

- 1) Be sure to allow time between each guest for adequate time to clean and disinfect the room.
- 2) Post the schedule on the entrance.
- 3) Examine what cleaning supplies are in stock. Is there enough to maintain the laundry room to be open regular or limited hours?
- 4) Consider placing hand sanitizer and disinfecting wipes in 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.
- 5) Remove all games, books, brochures, etc. that guests could touch. These items are tough to disinfect.
- 6) Remove laundry baskets, if provided.
- 7) Train the staff on the proper procedures to clean, disinfect, and to log their cleaning times.
- 8) Other Steps:
- 9) Other Steps:

Maintaining Social Distancing:

- 1) 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**.
- 2) 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/countertops
- 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 lids
- Other:

# Lodging

During this time of the COVID-19 pandemic, all guests and staff must maintain social distancing. Cleaning and disinfecting all Lodging and Accommodation units is critical for their safety and enjoyment. Before a guest arrives, think through the steps listed below.

Steps to Consider for Open Lodging and Other Accommodations:

- 1) 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.
- 2) 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.
- 3) 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.** Company Owner Properties use Ecolab Peroxide Multi-Surface Cleaner and Disinfectant (the yellow product).
- 4) **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.**
- 5) Establish procedures and policies for the handling of linen and terry. Consider:
  - a. All linen (blankets, mattress pads, etc.) and terry will be removed and laundered between each stay. Even items that may not have been used.
  - b. Remove any extra linens or pillows for bunks or sleeper sofas that will not be used. Provide only upon request.
- 6) The following is from the CDC regarding linens, clothing, and other items that go in the laundry:
  - a. 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.**
  - b. If no gloves are used when handling dirty laundry, be sure to wash hands afterwards.
  - c. If possible, do not shake dirty laundry. This will minimize the possibility of dispersing the virus through the air.
  - d. **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.**
  - e. Clean and disinfect clothes hampers according to the guidance above for surfaces.
    - i. If possible, consider placing a bag liner that is either disposable (can be thrown away) or can be laundered.
  - f. 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.
- 7) 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.

8) Other Steps:

9) Other Steps:

Maintaining Social Distancing:

1) 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:

- BBQs and grills, including handles and propane
- Door keys or security pads
- Doorknobs, handles, and locks
- Light switches
- Bed rails
- Tables, 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, etc.
- 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 sills and handles
- Other:

# Outdoor Pavilion

The outdoor pavilion is a great place for gatherings and group functions, but maintaining social distancing may be a challenge. If it is available to guests to use, consider the following guidelines.

Steps to Consider for Open Outdoor Pavilions:

- 1) Determine the frequency of cleaning, depending on the level of use.
- 2) Post a cleaning log in visible places, assuring the campers that it is regularly cleaned.
- 3) 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.
- 4) 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.** The Ecolab Peroxide Multi-Surface Cleaner is an effective product.
- 5) Consider mounting hand-sanitizer to a wall or pole, so the guests can use it as needed.

Maintaining Social Distancing:

- 1) Post signage notifying guests of social distancing orders.
- 2) Limit the number of people that can use the pavilion.
- 3) Remove tables and chairs by at least 50%. 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, benches, stools, and other seating areas
- Tables (if tables are wood, consider using a vinyl tablecloth that can be easily cleaned)
- Light switches
- Garbage cans and lids
- Ledges or railings typically touched by guests
- Poles reachable by guests
- Stair railings
- Movie or audio equipment boards

# 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. Below is a list of items to consider.

Steps to Consider for Open Pools and Splash Pads:

- 1) Determine the frequency of cleaning needed.
- 2) Post a cleaning log in visible places, assuring guests of regular sanitation times.
- 3) 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.
- 4) 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.
- 5) 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.
- 6) 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.
- 7) If tables in the pool area are wood, consider using a vinyl tablecloth that can be easily cleaned.
- 8) Other Steps:
  
- 9) Other Steps:

Maintaining Social Distancing for Pools and Splash Pads:

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

- 1) Posting signage notifying guests of social distancing orders.
- 2) Limiting the number of people using the pool or splash pad.
- 3) 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 lids and handles
- Other:

**If there are restrooms near the pool, see the Restrooms Section for enhanced cleaning procedures.**



# Recreation

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
- Jumping pillows and bounce pads
- Other non-essential public gathering areas

Steps to Consider if Closing These Areas:

- 1) 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.
- 2) Post appropriate signage indicating the area is closed to the public until further notice.
- 3) Notify the guests in advance of their arrival, so they are aware of the closures.
- 4) Hand out closure information with the site map when the guests arrive, so they know what is expected of them.

## PLAYGROUNDS

Campgrounds can mirror local government regulations regarding the open/closed status of their playground. If public park playgrounds are closed, the campground playground should be closed. Post appropriate signage and rope off the playground, if possible.

The playground may be able to open if the public parks are. But check the local ordinances first. Then post appropriate signage indicating the health risks and precautions if guests are close to each other.

### **If the playground is closed:**

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

### **If the playground is open:**

- 1) **Post signage indicating that all guests maintain a minimum of 6' social distance.**
- 2) Limit the number of tables or other furniture to assist with limiting the number of guests that could congregate in the area.
- 3) Ensure there are enough cleaning supplies and staff available for frequent cleaning.
- 4) Staff must be trained in proper cleaning methods.
- 5) 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, chains, 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:

### RENTAL BIKES AND OTHER RECREATIONAL EQUIPMENT

Steps to Consider:

Campgrounds should document each rental transaction, along with sanitizing all rented units.

This can be accomplished by:

- 1) Disinfect each bike, kayak, etc. before and after each rental. Use an EPA approved product.
- 2) Log what equipment was rented, cleaning dates, and times.
- 3) Ensure there is enough cleaning supplies and staff available.
- 4) Staff must be trained in proper cleaning and disinfecting methods.
- 5) Other Steps:
  
- 6) Other Steps:

Maintaining Social Distancing:

- 1) High-contact programs that require close contact less than 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.
- 2) 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
- Bases
- Pedals
- Flag poles
- Inside and outside of canoes or other water equipment
- Additional pieces, such as rows for boats, life jackets, etc.
- Other:

# Restrooms

If your campground has all self-contained units, you may consider keeping all of the bathhouses closed during the COVID-19 pandemic in order to maintain social distancing. If all units are not self-contained, it is important to balance how many bathhouses are open against enhanced cleaning rigor, campground occupancy, and correlating staffing levels. Minimizing the number of open bathhouses will assist in staff management, maintaining the stock of the proper cleaning supplies, and the ability to maintain a frequent cleaning schedule.

Steps to Consider for Open Restrooms:

- 1) 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.
- 2) Determine the frequency of cleaning needed.
- 3) 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.
- 4) 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.
- 5) 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.
- 6) Other Steps:
  
- 7) Other Steps:

Maintaining Social Distancing:

It is unreasonable to have an employee outside of the bathroom door to assure 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:

# Store and Registration

Ensure guests are educated before check-in using digital means (email, text, app notification) about the **campground's current status and cleaning/sanitation procedures. Include what campground amenities are available** and when, campground and local area restrictions, and cleaning and sanitization procedures. The information should be updated as needed, and current information should be available to all guests, both new to the park and already registered.

Consider Remote Check-In for new arrivals. Post signs in wobblers 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.

Steps to Consider for Open Store and Registration:

## Exterior

- 1) Remove all benches, common area picnic tables, and multi-person seating.
- 2) Regularly clean and sanitize all single-person seating and tables.
- 3) Regularly clean and sanitize high-touch areas, such as:
  - a. Door handles, edges, entrance/exit doors, trash and cigarette receptacles.

## Interior

- 1) Use social distancing stickers or other signs to remind guests to maintain six-foot distancing.
- 2) Use a face mask, desk shield/sneeze guard, or other items to limit staff exposure.
- 3) Regularly clean and sanitize all high-touch surfaces, such as:
  - a. Countertops
  - b. Door handles (exit doors, coolers, restrooms, staff offices, other)
  - c. Credit card payment units
  - d. Computer terminals (keyboard, mouse, touchscreen) during staff change
- 4) Regularly clean and sanitize restrooms in Store/Registration area (See the Restroom section for details.)
- 5) Disinfect all shopping carts or baskets, if applicable
- 6) Other Steps:
  
- 7) Other Steps:

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

**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.

**Please Note:**

Verify all cleaning and sanitizing products are approved by the Environmental Protection Agency as a disinfectant **against coronavirus. Be sure to follow the manufacturer's directions. When cleaning areas** where food/drink are prepared, maintained and eaten, verify that the sanitizer is approved for use in food prep areas (coffee/breakfast bar, pizza and/or ice cream service area, dining space).



# Appendix

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# Sample Letter for a Government Agency or Dept.

(Copy and paste this letter into a new document and customize as needed)

## XYZ KOA Re-Opening Plan

Business Name:

License Number(s):

Owner/Operator:

The XYZ KOA has put in place a Plan to reopen and/or continue operations for its campers and patrons. The Plan accounts for the safety and well-being of its employees and campers by expanding on the operational segments found within the KOA Quality Assurance and Policy Manual. 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 campers 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 XYZ KOA Reopening Plan is available upon request.

The XYZ KOA 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,

XYZ KOA  
KOA Owners

# How to Clean and Disinfect - The Basics

From the [CDC Website](#)

## Hard (Non-Porous) Surfaces

- If surfaces are dirty, they should be cleaned using a detergent or soap and water before disinfection.
- For disinfection, common EPA-registered household disinfectants should be effective.
  - To see a list of approved products for use against the COVID-19 virus, visit the [Environmental Protection Agency \(EPA\) website](#).
  - **Follow the manufacturer's instructions for all cleaning and disinfection products for concentration, application method, contact time, etc.**
  - 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. Unexpired household bleach will be effective against coronaviruses when properly diluted.
- Prepare a bleach solution by mixing 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 the 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.



# Personal Protective Equipment (PPE) and Hand Hygiene

From the [CDC Website](#)

The risk of exposure to cleaning staff is inherently low. 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 preventative 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
    - Before and after providing routine care for another person who needs assistance, such as a child

# Company Owned Properties

## FAQ Regarding Operations with the Lifting of COVID-19 Restrictions

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. Re-openings will coincide and comply with the guidance of the responsible Governmental Organization.

### Personal Protective Equipment (PPE)

Each COP should provide the following for its staff:

- Masks
- Gloves
- Eye protection
- Hand washing locations
- Disinfectant Ecolab Peroxide Multi-Surface Cleaner

### Registration / Store Area

1) Campgrounds should reduce or eliminate close contact guest registration

This can be accomplished by:

- Contact arrivals (Zingle, phone, email) prior to arrival and have guests confirm reservation details and pay their balances. Escort all guests directly to their site upon arrival (no exiting vehicle)
- Registering guests outside and email all receipts. Escort all guests directly to their site upon arrival (no exiting vehicle)

2) Campgrounds should limit the interaction and number of guests shopping in the store to no more than 4 persons. This can be accomplished by:

- Appropriate signage limiting number of individuals in store and/or registration
- Having an employee monitoring the entrance to control capacity
- Installing a Plexiglass countertop stand or hanging shield to form a barrier between staff and guests during interaction
- **Use marking tape (blue painters' tape) to create "stand here" boxes for guests while in line to approach the counter**
- Encourage card-only payment, so the guest can use the pin pad on their side of the Plexiglass shields
- Eliminate signing Credit Card Receipts under \$250.00
- In-store food and beverage (coffee, fountain drinks, hot dogs, etc.) will be stopped

3) Campgrounds should maintain a heightened sense of cleanliness in the store and at registration.

This can be accomplished by:

- Wiping down the coffee bar, counters, kiosk and registration with Ecolab Peroxide Multi-Surface Cleaner, as needed, and no less than hourly.
- High-touch surfaces such as door knobs, pens, handles etc. will be cleaned with Ecolab Peroxide Multi Surface Cleaner, as needed, and no less than hourly.
- Placing hand sanitizer pump bottles at each kiosk for guest use.
- Providing hand sanitizer pump bottles at each kiosk for staff to use.

## Laundry Room

- 1) Campgrounds should limit the number of persons in these areas to no more than 3.

This can be accomplished by:

- **Posting appropriate signage stating, “For the safety of our guests, no more than 3 persons allowed in order to promote social distancing”.**
- Remove any and all chairs or benches that would allow guests to sit and/or congregate while using these areas. These can be placed outdoors, separated by more than 6 feet.

- 2) Campgrounds should maintain a heightened sense of cleanliness in these areas

This can be accomplished by:

- Create a cleaning log that is CLEARLY posted at the door, letting guests know that the area has been cleaned, as needed, and at a minimum of 3 times daily, and initialed by staff.
- All surfaces will be treated using Ecolab Peroxide Multi-Surface Cleaner at a minimum of 3 times daily.

## Fitness Room, Game Room, and Other Non-Essential Areas

**These areas will be closed until further notice.**

Appropriate signage will be posted stating, “For the safety of our guests, this area is closed”.

## Meeting Rooms and Recreation Halls

**These areas will be closed until further notice**

Appropriate signage will be posted stating, “For the safety of our guests, this area is closed”.

## Restrooms / Showers

- 1) Campgrounds should maintain a heightened sense of cleanliness in the restrooms / showers while encouraging social distancing. This can be accomplished by:

- Create a cleaning log that is CLEARLY posted at the door, letting guests know that the restroom has been cleaned, as needed, and at a minimum of hourly, and initialed by staff.
- Ensure that staff are wiping down all surfaces using Ecolab Peroxide Multi-Surface Cleaner, as Needed, and no less than hourly.

- 2) Reduce the number of open bathhouses or reduce the number of sinks, stalls and showers to encourage social distancing. (Close off every other sink, toilet, shower, etc.)

## Swimming Pools

Campgrounds should advise guests of social distancing while using the swimming pool, pool decks, and surrounding areas.

This can be accomplished by:

- 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.
- Campground should reduce amount of pool furniture by 50%. Remaining furniture will be sanitized 2 times daily.

## Hot Tubs / Spas

**These areas should be closed until further notice**

Appropriate Signage will be posted stating, “For the safety of our guests, this area is closed”.

## Jumping Pillows / Bounce Pads

**These areas should be closed until further notice**

Appropriate signage will be posted stating, "For the safety of our guests, this area is closed".

## Playgrounds

Campgrounds will mirror local government regulations regarding the open/closed status of their public parks. If public park playgrounds are closed, we will post appropriate signage and rope off playground. If playgrounds are open, we will post appropriate signage indicating the health risks and precautions of allowing guests to be in such close proximity of each other.

## Pedestals and Utility Hookups

No additional processes or procedures.

## Picnics Tables

No additional processes or procedures.

## Rental Bikes / Equipment

Campgrounds should disinfect and document each rental transaction.

This can be accomplished by:

- Having an employee disinfect each bike, kayak, etc. using Ecolab Peroxide Multi Surface Cleaner before and after each rental.
- Log the equipment rentals and cleaning dates and times.

## Café / Bar Areas

1) Campgrounds should maintain a heightened sense of cleanliness in the Café / Bar Areas

This can be accomplished by:

- Create a log that is CLEARLY posted at the door letting guests know that the Café/Bar has been cleaned, as needed, and no less than hourly hours and initialed by staff.
- Ensure that staff are wiping down all surfaces using Ecolab Peroxide Multi-Surface Cleaner, as needed, and no less than hourly.

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

- Post a sign that food and drinks **are only available on a "to-go" basis**.
- Installing a Plexiglass countertop stand or hanging shield to form a barrier between staff and guests during interaction.
- Use marking tape (blue painter's tape) to create "stand here" boxes for guests while in line to approach the service counter.
- Encourage card-only payment so the guest can use the pin pad on their side of the Plexiglass shields.

## Recreational Programs

1) High-contact programs that require close (<6 feet) distancing will be canceled.

2) Recreation programs that meet the requirements of social distancing will be allowed and encouraged.

## Non-Registered Visitors

All visitors and the density on the campground are to be managed by the GM.

## Accommodations

For the Safety of our Guests and Staff, COP will institute a 48-hour waiting period before cleaning any accommodation. This includes the categories of Deluxe Cabins, Camping Cabins, and the category "Other". 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.

- Ecolab Peroxide Multi-Surface Cleaner and Disinfectant (the yellow product) will be used to clean all hard surfaces.
- When diluted at 6oz/gallon, you need to let the product sit for at least 45 seconds before wiping off.



In addition to our standard cleaning procedures, we will be implementing additional changes/enhanced cleaning protocols. Please see below for frequently asked questions regarding the changes. Be sure to have your staff review the cleaning videos on [eKamp](#).

- 1) How will I handle the kitchen stock in my accommodations?
  - a. Provide appropriate signage, "To ensure the highest level of sanitation, wash kitchen stock before and after use".
  - b. We will supply 4 individually wrapped coffee cups in every unit, along with the Keurig and Keurig supplies.
- 2) How will I handle linen and terry?
  - a. All linen (including all blankets, mattress pads) and terry between each stay will be removed and laundered.
  - b. Extra linens or pillows for bunks or the sleeper sofa will not be stored in the rental unit. They will be provided upon request or if you have verified with the guest that they will need the additional linens for additional guests.
  - c. The following is from the CDC:  
**Linens, clothing, and other items that go in the laundry**
    - i. 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.
    - ii. If no gloves are used when handling dirty laundry, be sure to wash hands afterwards.
    - iii. If possible, do not shake dirty laundry. This will minimize the possibility of dispersing the virus through the air.
    - iv. Launder items as appropriate, *in accordance with the manufacturer's* instructions.
    - v. 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.*
    - vi. 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.

- 3) How will I handle outdoor amenities?  
Polywood furniture and touch points on grills (lid handle, burner knobs) should be cleaned using the approved Ecolab Peroxide cleaner.
- 4) How will I handle mattresses and pillows?  
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.
- 5) What should I do about the commercial housekeeping/laundry room?  
The housekeeping room will need to be cleaned and disinfected on a regular basis. High-touch point areas (machines, door knobs, etc.) should be cleaned twice daily and marked off by the housekeeper when complete. Clean laundry needs to be kept away from dirty laundry to protect from cross contamination.
- 6) What extra or enhanced cleaning will be needed?  
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.
  - a. Kitchen - Keurig machine, K-cups, refrigerator and freezer door handles, microwave door handle, sink faucet and handles, all countertops, cooktop and cooktop knobs, kitchen light switches, dining table and chairs, cabinet and drawer handles, paper towel holder.
  - b. Bathroom - Door knobs, hairdryer, sink faucet and handles, toilet handle, soap dispenser, 3 chamber dispenser, shower faucet, light switches.
  - c. Bedroom - Light/fan switches, door knobs, reading light switches, alarm clock, TV remote, heating cooling operations, blind rods/cords.
  - d. Living Room - Light/fan switches, door knobs, TV remote, channel guide, heating/cooling operations, dining table and chairs, broom/dustpan, blind rods/cords.
  - e. Bunk Room/Loft - Light/fan switches, door knobs, bunk stairs, bunk railings, ladder, bunk mattress pads.
  - f. 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.
  - g. Housekeeping/Laundry Room - Washer and dryer handles and operation buttons, laundry carts, folding table, shelves.

#### COP Policy for Maintaining Safety During Public Health Crisis

For the safety of our guests and staff, this KOA Campground will require all guests to:

- Not congregate in groups greater than 8 people
- Be no closer than 6ft from another individual to promote social distancing
- 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 KOA regulations and rules posted and/or presented at the time of arrival
- 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

Any individual who does not comply with any of the above rules, or behaves in a manner that the Campground **believes potentially endangers any guest's health**, will forfeit their site and be asked to leave.

Medical Contact Information: Campground will provide contact information for local hospital and County Health Department.

COP will make each camper aware of the above policy and provide a copy to each guest as they arrive. Throughout the campground, policy will be posted on all buildings and around recreational areas.

Guests who do not comply will be asked to leave with refund being at **GM's discretion**. This procedure is no different than how we deal with other disruptive non-complying guests.

Guests who refuse to leave: we will escalate these issues with local police, County Health Officials, etc.

#### What to Do if You Have a Sick Employee

Policy from COP Memo COVID-19 Preparedness Plan dated 3/6/2020 remains in effect.

Any employee who suspects they may be sick with COVID-19 should not come to work and should seek medical counsel and testing. The employee is to notify the General Manager and keep them abreast of developments in their condition.

Any employee who has been caring for someone or has a family member in their home who is sick with COVID-19 should not come to work. The employee is to notify the General Manager and keep them informed of any developments in their health.

#### What to Do if You Have a Sick Guest

Continued stay at the KOA Campground of the sick person is not allowed. All efforts should be made for guest to return home and seek medical attention as soon as possible.

If guest lives on property, contact County Health Department to report sick guest. Live-on guest will 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 6 feet distance between themselves and guest.

Contact the County Health Department to report a sick guest. Note the date and time of notification.

# If an Employee has COVID-19

## Items to Consider if an Employee Becomes Ill:

- 1) Send the ill employee home to quarantine.
  - a. Notify all employees that they may have been exposed
- 2) **Due to HIPPA laws, the ill employee's name must be protected.**
  - a. Be vague in the language. For **example**, "You have likely come into contact with someone who has tested positive for **coronavirus**."
  - b. Have information available on where to get tested and shared with everyone who may have been exposed.
  - c. Notify the County Health Department and follow their guidelines.

## Items to Consider Regarding Work Kampers:

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

## Other Items:

- 1) Remember to treat everyone the same.
- 2) Create a written procedure on what to do should an employee get sick.
- 3) Create a written document and share with the employees on what to do if they become ill.
- 4) You cannot fire an employee who is sick with COVID-19.



# If a Camper Tests Positive for COVID-19

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

- 1) Create a written document outlining your campgrounds response if a guest becomes ill.
- 2) Once a guest shares that they may be infected, 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.
  - a. Isolate the guest or any person who may have been in close proximity to the infected individual, and ensure implementation of appropriate quarantine arrangements.
    - i. All efforts should be made for the guest to return home.
    - ii. 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.
  - b. **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](https://www.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**).
- 3) Notify all guests of any potential exposure to the infected individual. Consider drafting this letter in advance of an outbreak.
- 4) Contact KOA for assistance with managing any social media reactions.
- 5) Other:
  
- 6) Other:

Additional Points to Consider:

- 1) 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.
- 2) **The question often come up, "Am I liable if a guest gets sick on my campground?" Visit with your business attorney for details.** 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.
  - a. Some things to keep in mind if you decide to use a waiver
    - **You will need a waiver or release that is specific to your state**
    - **You must give the guest the time to read it**
    - **You need to make sure they understand the waiver**
    - **We do not know, at this time, if a release or waiver will protect you**

# Links to Resources

- [Canada COVID-19 Information](#)
- [CDC Cleaning and Disinfecting Tools](#)
- [CDC Personal Protection Equipment: Questions and Answers](#)
- [CDC Use of Face Masks: how to wear, remove, sterilize, and dispose of](#)
- [Coronavirus FAQs](#)
- [Coronavirus Guidelines for America](#)
- [EPA Recommended Disinfectants to Use](#)
- [EPA: Frequent Questions Related to Coronavirus \(COVID-19\)](#)
- [Guest Communication: Pre-Arrival and On-Site](#)
- [How to Prepare and Protect Yourself](#)
- [Information for Government of Canada Employees](#)
- [List of Marketing Signage](#)
- [Marketing Assets](#)
- [New York Times Map](#)
- [What to Do if You Think You Are Sick](#)

## Social Distancing Materials

- [Clear plastic face shields – AGS Texas Advertising – website](#)
- [Floor Decal \(Wait Here\) EconoPrint - Econoprint website through eKamp](#)
- [Freestanding Desk shields \(medium and large size\) Dynamark – website](#)
- [Freestanding sneeze guards/desk shields – AGS Texas Advertising – website](#)
- [Large floor sticker \(Be Smart – Stand Apart\) Ultra Graphics – wobblers website](#)
- [Mirror/window cling \(Closed for Social Distancing\) EconoPrint – Econoprint website through eKamp](#)
- [Small Floor sticker \(Thank you for social distancing\) Ultra Graphics – wobblers website](#)
- [Table Tents \(Closed for social distancing\) EconoPrint – EconoPrint website through eKamp](#)

## Other

- [Mirror/window cling \(Please wash your hands\) EconoPrint – Econoprint website through eKamp](#)
- [Window Decal \(We're Open with hours\) EconoPrint – Econoprint website through eKamp](#)