

Lutheridge COVID-19 Operating Procedures

What to Expect for Overnight Guests

Updated July 2021

Due to the ongoing Coronavirus pandemic, Lutheridge has made several changes to our standard operating procedures to reduce the risk of spreading COVID-19. This document describes the changes and what you should expect during your stay.

Overview of Changes

- Mask wearing is encouraged for anyone 2 year of age and up who have not been fully vaccinated.
- Guests are encouraged to wear masks while gathering in large groups; and around other guests who aren't a part of your group.
- Maintaining 6 feet social distance both indoors and outdoors is encouraged whenever possible.
- High contact activities, such as the Group Interaction Course or the Challenge Tower, may be limited to single group use. We encourage guest to sanitize or wash their hands immediately after using shared outdoor equipment such as fishing poles or sports equipment.
- Some public areas such as conference rooms, guest lounges and restrooms may be closed off or assigned to specific groups, to promote social distancing.
- Staff led activities will be scheduled in advance to allow for greater social distancing and cleaning between groups.
- Parents will be asked to provide hands-on assistance with their child(ren) to help staff maintain social distancing.
- Meals may be served by staff instead of buffet style, depending on current health guidelines. Some meals may be offered as "grab and go" so they can be enjoyed outdoors. Dining room seating will be assigned to maximize spacing between groups. Meals may be served at staggered times to reduce the total number of people in the dining area at any one time.
- You will see frequent cleaning and disinfecting of shared spaces and supplies.
- Lutheridge staff and volunteers who interact closely with guests will practice social distancing as much as possible and may wear mask while indoors.
- Signage will be posted throughout the facility related to COVID-19.
- For guest coming to a NovusWay program there may be additional guidelines pertinent to your program which will be communicated to you by our registration office.

What to Expect: Before you Arrive

- We respectfully request guests who have knowingly been exposed to or lived with someone who had COVID-19 or experienced symptoms of COVID-19 during the 14 days prior to their scheduled arrival date to refrain from coming to Lutheridge. Contact our reservation office at

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828-209-6302 and we will issue a credit that can be used toward a future program or retreat. We ask this to protect the safety of our guests, staff and volunteers.

- We ask guests to bring their own face masks, hand sanitizer and reusable water bottle to use during their stay. This helps us manage costs associated with COVID-19 and allows us to keep our prices affordable.

What to Expect: Upon Arrival

- In addition to our standard check-in procedures, all guests will be required to sign a COVID-19 Liability Release. This document can be found on our website for review prior to your arrival. A touch-free temperature check may be conducted for guest who attend a NovusWay led program.

What to Expect: During your Stay

- Our goal is to make your stay as enjoyable, safe and stress-free as possible. Our staff and volunteers will be working hard to keep facilities clean and guests safe. We need your help by doing the following during your stay:
 - Wash/sanitize hands frequently and practice good hygiene.
 - Keep at least six feet of distance between yourself and those outside your family/roommate or group.
 - Use the restroom in your guestroom instead of the shared public restroom.
 - Continue these precautions if you go off site at any time or avoid leaving the property during your stay.
 - Immediately inform staff if you start to feel ill.
 - Take advantage of the beautiful Lutheridge site! Enjoy a picnic by the lake, walk the prayer labyrinth, have a campfire, take a leisurely hike. We encourage guests to spread out and spend as much time outdoors as possible. Sunshine is good for the soul and bad for the Coronavirus.

While the world has undergone many significant changes over the year, what hasn't changed is our mission to invite people to Lutheridge to enjoy the wonders of creation, build community with one another and strengthen their relationship with Christ. We look forward to welcoming you to Lutheridge and providing an enjoyable and safe stay.

Sincerely,



Lutheridge Interim Program Director