

## **Lutherock COVID-19 Operating Procedures**

### **What to Expect for Overnight Guests**

*Updated December 2020*

Due to the ongoing Coronavirus pandemic, Lutherock 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 required inside all buildings and when in close proximity to others outdoors.
- Total guest/group numbers may be limited according to current state and CDC guidelines.
- High contact activities, such as the Group Interaction Course and Beech Ropes Course, will not be offered at this time. Gear used for adventure activities will be rotated or assigned to a group for use during the duration of your stay to avoid cross contamination.
- Masks will be required for short times during adventure activities when social distancing is not possible (i.e. when staff are completing harness checks or tying guests into a belay or zip line system).
- As a precautionary measure, shared books, puzzles, board games and playing cards will no longer be provided. We encourage guests to bring their own to use during their stay.
- Some public areas may be closed off or assigned to specific groups, such as conference rooms, guest lounges and restrooms, to promote social distancing.
- Staff led activities will be scheduled by adventure group 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) for some staff led activities 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 pavilion 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.
- Guest rooms will be rotated to allow the room to “rest” for at least 3 days between guests.
- Lutherock staff and volunteers who interact closely with guests will be wearing masks.
- Lutherock staff and volunteers do daily temperature checks when guest are on-site.
- Signage will be posted throughout the facility related to COVID-19.

#### **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 Lutherock. Contact our reservation office at 828-209-6301 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 and complete a Health Declaration form. These documents can be found on our website for review prior to your arrival. A touch-free temperature check will also be done.
- Guests will be asked to identify the members of their “adventure group”. Your “adventure group” is the group of people that you are comfortable being in close proximity to for activities and dining during your stay. An adventure group could be only one person, or many people, and they don’t have to be related to one another. However, everyone in the group must agree to and be comfortable with being in the adventure group together.

#### **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 hands frequently and practice good hygiene.
  - Keep at least six feet of distance between yourself and those outside your adventure group.
  - Pause and let others pass in the hallway.
  - Follow posted signs for entry and exit of Crow’s Nest and Founder’s Lodge buildings.
  - Follow the mask requirements and ensure mask covers your mouth AND nose.
  - Use hand sanitizer after touching a shared surface.
  - Use the restroom in your guestroom instead of the shared public restroom.
  - Avoid leaving the property during your stay.
  - Immediately inform staff if you start to feel ill.
  - Take advantage of the beautiful Lutherock site! Enjoy a picnic in the Saddle, hike the trails, have a campfire in one of our provided fire pits. 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 past few months, what hasn’t changed is our mission to invite people to Lutherock to have new adventures in the beauty of God’s creation, build community with one another, and strengthen their relationship with Christ. We look forward to welcoming you to Lutherock and providing an enjoyable and safe stay.

Sincerely,

*Craig Rieger*

Lutherock Executive Site Director