

JOLLI-LODGE COVID-19 RESPONSE PLAN FOR 2023

ARRIVALS AND DEPARTURES

Our front desk is open and staffed from 8am-9pm daily

- Curbside check-ins are available upon request
- Please call 231-256-9291 to arrange a curbside check-in or check-out
- **Keys** may be brought to the front desk or placed in the drop box at the main lodge door upon departure

Our current COVID-19 policies and procedures are informed by the latest information and guidance from the WHO, CDC, MDHHS, BLDHD (Benzie Leelanau District Health Department), and our hospitality industry peers. We intend to prioritize the health and well-being of our crew and guests, as well as the safety of our community, state, country and world.

We are happy to answer any questions. Please call or email us anytime with your concerns.

CLEANING/CREW

- Crew health screenings are regularly conducted
- PPE is made available to all crew members at all times
- Our crew is kept informed of the latest COVID-19 safety protocols
- We encourage safe practices and offer paid sick leave so that our crew members do not have to choose between their physical and financial well-being

OUR 5 STEP CLEANING PROCESS

Step 1: Prepare

- Ventilate the space before and during cleaning, when possible
- Wash or disinfect your hands and/or use gloves

Step 2: Clean

- Sweep, vacuum, dust, and/or mop areas before sanitizing
- Wipe down hard surfaces with soap and water

Step 3: Sanitize

- Spray high-touch surfaces (“hot spots”) with hospital-grade disinfectant spray
- Let the disinfectant stand for the length of time specified on the product label
- Allow the surface to air-dry

Step 4: Check

- Refer to each room-by-room checklist to make sure that all areas are cleaned and sanitized between each stay

Step 5: Reset

To help prevent cross-contamination, it's important to finish cleaning and sanitizing a room before replacing items for the next guest. Make sure to:

- Wash your hands and/or change gloves before replacing guest supplies and linens
- Safely dispose of, or wash, cleaning supplies and protective gear
- Don't re-enter a room once it's been sanitized

All Jolli-Lodge linens are professionally laundered off-site to the highest industry standards