

The New Normal

As we welcome back our guests to the Franciscan Renewal Center, we are doing everything we can to protect our staff, day groups, and overnight guests.

We have instituted procedures and protocols that follow government health guidelines and regulations to inspire confidence that everyone's health and safety are a top priority.



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Our Staff

Staff members are required to:

- Stay home if sick.
- Perform a symptom screening in accordance with CDC guidelines prior to the start of their shift.
- Check their temperature. If an employee's temperature is equal to or greater than 100.4 degrees Fahrenheit or they are exhibiting any symptoms of COVID-19, they will be sent home and not return to work until they have met CDC standards to end isolation.



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Our Staff cont.

Symptom Check List:

- Fever
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea



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Our Staff cont.

- Personal Protective Equipment (PPE): Masks and gloves are provided and required to be worn by staff based on their role and responsibility.
- Maintain a distance of at least 6-feet apart whenever possible.
- Frequent hand washing (for at least 20 seconds) with soap and water.
- Guest Services team members do not participate in teamwork activities except those requiring heavy team lifting. In those cases, strict PPE use is in place.
- All staff members are trained in sanitation protocols.



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Dining Room

- Separate entrance and exit doors with hand sanitizer.
- Dining room is redesigned for 6-foot distancing at all times (lines and seating).
- Signage regarding social distancing and using hand sanitizer is placed throughout the room.
- All staff members wear masks and gloves.
- Groups of 20 or less are served plated meals.
- Larger groups are served “cafeteria style.”
- Salads, deserts, and fruit bowls are pre-plated and wrapped with plastic to speed up obtaining food.
- Silverware is wrapped and includes individual packets of salt, pepper, and condiments.



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Dining Room cont.

- Dining room capacity is 56 people.
- Staggered mealtimes are implemented, as necessary.
- Guests dispose of plates and cups before returning to the buffet line for second servings (no refilling of used cups).
- Tables and chairs are cleaned and sanitized after use and re-use by another diner.



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Lodging Rooms

- Housekeepers are required to wear gloves and masks.
- Deep cleaning of rooms using appropriate cleaner, including an EPA approved disinfectant with a micro-fogger, is completed between guests.
- The only person in the room is you.
- Additional blankets are stored in sealed plastic in closet.
- Guest room keys are sanitized prior to check-in.
- Personal ½ oz hand sanitizer is provided, and masks are available upon request.
- All non-essential items are removed from the room (brochures, reading materials, etc.).
- Guests are required to wear masks and practice social distancing at all times in public areas.



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Lodging Rooms cont.

- Only beds needed per room occupancy will be made up with fresh linens before a guest's stay. Additional beds in double occupancy rooms will be left unmade and covered with a vinyl mattress cover.
- Should a guest have a confirmed case of COVID-19, their guest room will be removed from service and will undergo a specific cleaning protocol. The guest room will not be returned to service until the room is deemed safe and consistent with the guidance of local health authorities. Similar protocols will be used to address offices and other areas.



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Meeting Rooms

- Reduced seating capacity (by at least 50%).
- Deep cleaning of rooms is completed between meetings using appropriate cleaner, including an EPA approved disinfectant with a micro-fogger.
- Meeting rooms are set, cleaned, and sanitized prior to start of your meeting each day (including A/V equipment).
- Hand sanitizer is available in all rooms.
- All non-essential items are removed from the room (brochures, program posters etc.).
- Meeting rooms are set to required 6-foot social distancing practices.



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Meeting Rooms cont.

- Water socials are not provided as in the past, as the containers have a spigot, and this is not sanitary. Groups may bring their own snacks and beverages or order from our menu which includes bottled beverages and packaged snacks.
- When ordered, AM and PM coffee breaks with snacks are served in the dining room. The meeting rooms socials menu has been revised to pre-packaged items that can be wrapped or served in a container.
- All A/V equipment is sanitized between uses.
- All public bathrooms are sanitized frequently throughout the day.
- Attendees are encouraged to sit in the same seat throughout the conference.



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Pool and Jacuzzi

- Lounge chairs are spaced out and/or removed for social distancing.
- Pool area is sanitized regularly.
- A self-service station with sanitizer and spray is provided for guests to use.
- Pool towels are stored in plastic bags in the towel bin at the pool.



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Perricone Plaza and BBQ

- Tables and chairs are spaced out and/or removed for social distancing.
- A self-service station with sanitizer and spray is provided for guests to use.
- Soap is available at the BBQ faucet.



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