



## Wildacres Commitment to Care (Updated 05.01.2022)

Welcome to Wildacres! We want to assure you that the health and safety of our guests and employees is our top priority. Whether you have been a long-time Wildacres guest, or this will be your first visit, please review our **Commitment to Care** plan regarding what you can expect when you arrive at the retreat and throughout your stay.

### General Property Information

- For the 2022 season, we have returned to double-occupancy in our rooms as in pre-pandemic seasons. As vaccinations increase and guests feel more confident in sharing rooms, more individuals are able to visit the retreat and share spaces.
- **Masks will be optional in common areas of the retreat, with the exception of the dining hall.**
- As always, the retreat has been deep-cleaned and sanitized using bio-based products. We have instituted a daily cleaning schedule specifically for high touch areas such as our lobbies, the canteen and public rest rooms. We will continue that daily sanitation process going forward.
- No-touch hand sanitizer stations are located throughout the property at building entrances.
- A No-touch thermometer is available upon request.

### Arrivals and Departures

- Check-in begins at 3pm unless set later by your group leader. *Due to the sanitation processes we have in place, guest rooms may not be ready until 4pm. Please plan accordingly and do not anticipate early check-in.*
- Guests may check out any time the morning of their departure date. However, we ask that all guests are completely out of their rooms no later than 9:30am. This allows our housekeeping staff to begin airing and cleaning the rooms. No late guest room checkouts are available.

*These are the check-in/check-out times required for us to complete our sanitation process. Should you arrive slightly early, you are welcome to walk around the property until your group is ready to begin check-in. We do ask that you wait to set up in meeting spaces or lodge rooms until you have been checked in by your group leader.*

### Housekeeping

As always, we strive to provide guests with the highest level of service, to keep them safe and comfortable. This year, housekeeping will continue to reflect updates in response to the pandemic.

- Once guests check out, we are airing out rooms and then sanitizing them. Once a room is cleaned and reset, it is closed, and no one will enter the room until the next guest arrives.
- Beds will be made as usual but will not have pillows on them. We encourage guests to bring their own pillows. If a guest cannot bring a pillow, we will have retreat pillows available for your use. They are not new but instead have been cleaned and stored over the past two seasons. They will be donated to a local animal shelter after their use.
- Towels and extra blankets will be provided in the rooms as usual.

### Food Services

While we are always diligent in maintaining health and sanitation standards, surfaces throughout the retreat are being sanitized with increased regularity. All dining hall staff will be wearing masks and gloves during service.

- **We ask that guests wear masks indoors in the dining hall regardless of vaccination status**, except when guests are seated at their tables. This provides greater confidence and safety for all guests and staff.
- Service is currently buffet style instead of family style. This allows us to offer the salad bar and provide more food options for guests. Guests enter the dining hall through the upstairs door or lower sliding doors and can either enter the service line or find a seat at a table and then return for service. Diners are required to wear gloves and masks while in the buffet line. (Disposable gloves are provided.)
- Weather permitting, we have limited outside seating for those preferring to eat outside.

### **Meeting Spaces**

- Meeting spaces are being deep-cleaned and reset in between groups as always. Apart from the auditorium, we plan to keep meeting spaces set up for one group at a time.
- Your group may choose whether to require masks or not in your own meeting spaces. If you are at the retreat while another group is here, we ask that you check in with the leader regarding their mask guidelines if you plan to visit their meeting spaces.

### **Guests and Employees**

- We have implemented employee safety training focused on social distancing awareness, correct cleaning procedures, and PPE equipment protocols.
- We are requiring all staff to have a completed round of the COVID vaccine, along with a booster, with their doctor's approval.
- The health of our employees is being carefully monitored. Any employee that has any reason to believe they may have been exposed to COVID-19 or is showing symptoms is asked to remain home and isolate as recommended by the CDC. They will be eligible to return to work after a negative COVID test, or approval from a health professional.
- In the instance a guest experiences potential COVID symptoms they are expected to let us know immediately. At that time, they will be asked to go to Spruce Pine for a rapid test and let the group leader know of their results. We are unable to provide options for guests to isolate if they test positive. As we wish to keep other guests and staff safe from exposure, any guest testing positive is expected to checkout of the retreat. We are working with local medical professionals to handle any potential guest illnesses and will follow their recommendations to protect the health of all guests and our staff.

### **Miscellaneous**

Wildacres has endless opportunities for guests to connect in outside spaces. From our lodge patio to the amphitheater, there are numerous places to hang out and relax. We ask that guests use good judgment while in those spaces, keeping in mind social distancing, sharing of items, and keeping each other safe.

These protocols are based on the CDC and NC guidelines currently in place. We continue to monitor CDC and NCDOH guidelines and with the recent surge in the Variant, we reserve the right to update our protocols as needed to keep guests and staff safe.

If there are any issues or concerns, we ask that you let us know. Our goal is to keep all of us safe and healthy this year, so we can continue to connect at Wildacres in the future!

*\*All procedures are subject to change based on guidance from the CDC and applicable government authorities.*