



SAFE COMMUNITY LIVING PLAN

We are dedicated to creating a safe community for you based around expert medical advice.

SAFE COMMUNITY LIVING PLAN

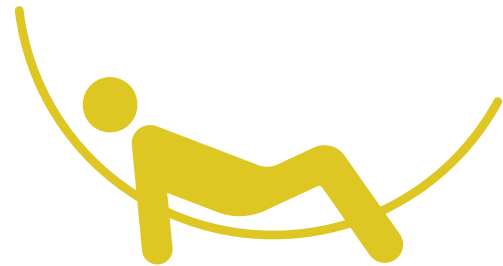
EMPLOYEES

The resort will be offering many employee services to you remotely. Employees will not come to work when sick and will wear face coverings when interacting with guests and residents if proper physical distancing cannot be maintained.



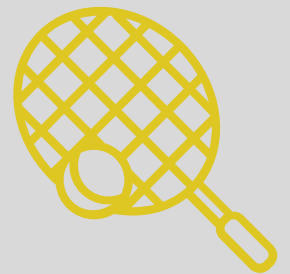
GUESTS & RESIDENTS

You can do your part to make the community safer by practicing physical distancing, wearing a mask when indoors with non-family members and washing your hands regularly.



FACILITIES & ACTIVITIES

The resort will be emphasizing outdoor activities and events this year. We are staying up to date with best practices and we are regularly sanitizing and cleaning resort facilities.



Our safe community living plan is based on local county guidelines and developed in collaboration with local medical advisors. Your health is our top priority.

CALIENTE SPRINGS

SKY VALLEY

This report was developed by:

Medical Advisors

Michael Kim, MD, Coachella Valley Direct Primary Care

Krista Kim, MD, Coachella Valley Direct Primary Care (Eisenhower Medical?)

Sky Valley & Caliente Springs Management

Adam Manthei, President

Christy Harper, Operations Manager

Erin Rosillo, Activities Coordinator, CPT, YFT, FAI Certified Brain Health Trainer

Anasha Berry, Human Resource Manager

Chapel Advisors

Walt East, Chaplain, Sky Valley

Ken Ratcliffe, Chaplain, Caliente Springs

Safe Community Living Plan

Principles for Living Safely at Sky Valley and Caliente Springs Resorts

The content of this plan is borrowed largely from and in accordance with the [County of Riverside Readiness and Reopening Framework](#) dated May 12, 2020.

The following shall serve as the guiding principles approved by Sky Valley and Caliente Springs management, which seeks to affirm our obligation to protect the health and well-being of our RV and Rental customers, homeowners, and employees and visitors.

The health and well-being of all residents, employees, visitors and customers is paramount towards establishing and maintaining strong and vibrant communities.

Publicly accessible facilities (including but not limited to, clubhouses, sport courts, pools/spa, office space, indoor recreation and indoor worship) will use best practices that provide residents, employees and customers and visitors with all reasonable measures to protect such individuals from exposure to COVID-19.

Best Health and Safety Practices

Signage

The facility should indicate they have posted signage at each public entrance of the facility regarding the safety measures required for entrance. This component is expected of all businesses. The board of supervisors has adopted language strongly recommending the use of face coverings and six-foot social distancing, which businesses may require of those entering the facility. Businesses may also consider signage advising individuals not to enter with a cough, fever or other illness. If the business plans to publicly display the safe reopening plan, it should be posted or offered at the entrance(s) of that particular facility.

Employee Health

Copies of the employee health protocol(s) have been distributed to all employees.

Employees have been told not to come to work if sick. Breakrooms, bathrooms, common areas and high-touch surfaces are regularly cleaned and sanitized. This document will be updated with our cleaning schedule.

Teleworking opportunities have been maximized, as appropriate to the business and job function. Employees will wear face covering according to Riverside County guidance or when within six feet of residents or guests.

Employee workstations have been separated by panels, partitions or at least six feet of physical distance, as appropriate to the business class.

Adequate and suitable protective gear is available to employees, as appropriate. The business will provide the items and level of protective gear, including job-appropriate personal protective equipment (PPE) and training for its use if necessary.

Customer and Homeowner Health - General Protocols

Physical Distance

We strongly encourage maintaining 6 feet of separation outside family units at all times. Activities will be structured to allow for this separation based on room occupancy limits and other protocols.

Face Coverings

Face coverings are recommended when within 6 feet of others (other than family bubble), but not required.

Staff/Customer Interactions

We will be primarily offering service by phone, email and appointment only including our activities, guest services, and property management departments.

Health Declaration

Check-ins and our employees will be required to complete a Health Declaration before each check in (or before coming to work daily) to confirm they are not experiencing symptoms of COVID-19, nor have they come in contact with someone who is experiencing symptoms.

Notifications

Check-ins and employees will be asked to alert management if they test positive for COVID-19 within 14 days of their last visit. We will email notification to all potentially exposed persons if there is a confirmed case of COVID-19 at a resort location.

General Facilities

Locker Rooms and Showers

In addition to regular daily cleaning, high touch surfaces such as faucets, countertops, grab bars, shower controls, and doorknobs will be sanitized daily. Public lockers will not be available. Lockers will be available for personal use if residents and guests register them in the residents office. Prominent [signage](#) will be posted telling people that increased cleaning is occurring, and reminding them to wash their hands after being in the common area. Touchless towel and soap dispensers will be installed when possible. Disinfectant will be supplied when possible.

Community Bathrooms

In addition to regular daily cleaning, high touch surfaces such as faucets, countertops, grab bars, shower controls, and doorknobs will be sanitized daily. Prominent [signage](#) will be posted telling people that increased cleaning is occurring, and reminding them to wash their hands after being in the common area. Touchless towel and soap dispensers will be installed when possible. Disinfectant will be supplied when possible.

Laundry Room

The room will be cleaned thoroughly each day and disinfection of high touch areas on machines and counter tops. Hand sanitizer or hand washing stations should be made available. Signage will be placed encouraging people to wear masks if they will be close to other people, informing them of the cleaning procedures for the room, and encouraging them to wash their hands after leaving common use areas.

Gym Facilities

EPA-registered disinfectants which are designated effective against the COVID-19 virus will be used for all cleaning processes by our maintenance team. People will be asked to wash their hands immediately prior to working out in our gym. We have handwashing stations located inside the gyms for your conveniences.

CALIENTE SPRINGS

SKY VALLEY

Only 6 people will be allowed in the gym at any 1 time on a first come, first served basis. It is recommended but not required that people wear gloves and face masks during their visit. [Signage](#) will be placed to remind people to wipe down equipment before and after use and to practice physical distancing.

Pool, Golf Course and Court Etiquette

Pools, golf courses and courts share common spaces with many high touch areas. In addition to following all current social distancing guidelines please be considerate while engaging in all outside activities.

Please remember to bring all of your own equipment including water bottles, towels, paddles, racquets, clubs and bags. Bring your own golf, tennis and pickleball balls and mark them. Use your racquet, club or foot to pass a ball back to another player.

Wearing a mask and gloves while carrying your own wipes and hand sanitizer and being mindful of door handles, access gates and pool rails is recommended. Take the time to wipe off equipment after usage and wash your hands, water bottles, clothes, towels and replace grip if possible.

Singles only on the courts and a maximum of four for golf if possible. Play within your household family and friend network. Considered staggered playing times if the locations become too crowded to maintain social distance. All coughing and sneezing during play should be into a tissue, handkerchief, shirt or sleeve.

[Click here for COVID-19 Golf Safety Guidelines from PGA](#)

[Click here for COVID-19 Tennis Safety Guidelines from the USTA](#)

[Click here for COVID-19 Pickleball Safety Guidelines from the USAPA](#)

Water Volleyball

Water Volleyball will require physical distance to be maintained along with limiting the number of players per the size of the court. [Signage](#) will be placed reminding people to physical distance. To measure the physical distance of 6', hold your arms out straight which will be approximately your height. Use that as a guide to ensure you are not closer than 6' to another person. Masks will not be required during physical play, but after leaving the pool will be encouraged to wear one while people are within 6 feet of each other.

Tennis Courts

Tennis courts will require people to bring their own equipment. [Signage](#) will be placed reminding people to physical distance. Masks will not be required during physical play, but after leaving the court will be encouraged to wear one while people are within 6 feet of each other. Signs will be posted encouraging people to bring their own hand sanitizer and disinfectant for any shared equipment used. Instructions proper handwashing will be made available near the court. At this time loaner equipment will not be available from the resort.

Pickleball Courts

Pickleball courts will require people to bring their own equipment. [Signage](#) will be placed reminding people to physical distance. Masks will not be required during physical play, but after leaving the court will be encouraged to wear one while people are within 6 feet of each other. Signs will be posted encouraging people to bring their own hand sanitizer and disinfectant for any shared equipment used. At this time loaner equipment will not be available from the resort.

Shuffleboard/Horseshoes

Shuffleboard and Horseshoe will require people to bring their own equipment. [Signage](#) will be placed reminding people to physical distance. Masks will not be required during physical play, but after leaving the court will be encouraged to wear one while people are within 6 feet of each other. Signs will be posted encouraging people to bring their own hand sanitizer and disinfectant for any shared equipment used. Instructions proper handwashing will be made available near the court. At this time loaner equipment will not be available from the resort.

Billiards

Residents are encouraged to use their own equipment, and signs will be posted for people to disinfect any shared equipment prior to using. Disinfectant wipes will be provided when available. Sticks, cues, balls and edges of tables should be wiped down before and after usage.

Signs encouraging people to bring their own hand sanitizer and disinfectant, encouraging people to wear masks if they will be close to other people, informing them of the [cleaning procedures](#) for the room, and encouraging them to wash their hands after leaving common use areas will be posted.

Community Craft Area

Residents are encouraged to use their own equipment, and signs will be posted for people to disinfect any shared equipment prior to using. Signs encouraging people to bring their own hand sanitizer and disinfectant will be posted in the area. [Signage](#) will be placed encouraging people to wear masks if they will be close to other people, informing them of the [cleaning procedures](#) for the room, and encouraging them to wash their hands after leaving common use areas. Room capacity is limited to the amount of people that can remain physically distanced and 6 feet apart. Instruction on proper handwashing will be posted.

Park Model Rentals & Housekeeping

We are taking extraordinary precautions in our rental homes as well. We have implemented a 'Self check-in' policy, with complete instructions being provided to each guest in advance of arrival.

Each of our park model homes has been thoroughly cleaned and sanitized. We are providing soap at each sink location, and recommend frequent hand washing. TV remotes will be especially sanitized. We have also implemented a minimum of 24 hours between guests, as mandated by the CDC and Riverside County.

Park model rentals have safe practices information posted, as well as the Safe Neighbor brochure as mandated by the City of Desert Hot Springs.

Resident Communications Office

Limit physical interactions by requiring in-person meetings to appointment only. Efforts will be made to solve resident issues via phone or email. Resale approvals will be done sans homeowner.

One staff member per office: Lesley - Caliente Main Office, Matt - Caliente Sales Office, Ray - Sky Valley Office.

All staff will wear masks during any interaction with residents or guests. Staff will be responsible for cleaning and disinfecting personal desk areas and any equipment used each day. Frequent utilization of soap and water and/or hand sanitizer throughout the day. Physical Distancing will be practiced at all times by maintaining a minimum of 6' between all individuals. Know and practice the [General Standard Covid19 Infection Control](#) protocols issued by medical consultants.

Rangers

Physical Distancing will be practiced at all times by maintaining a minimum of 6' between all individuals. All staff will wear masks during any interaction with residents or guests. Rangers will reduce physical contact by only stopping cars that do not have a valid Resort parking sticker on the windshield.

Rangers will be provided with hand sanitizer when available to use throughout their shift. Rangers will be responsible for cleaning and disinfecting personal work area and any equipment used each day, including the Ranger golf cart. Rangers will be trained to know and practice the [General Standard Covid19 Infection Control](#) protocols.

Mail Center

Physical Distancing will be practiced at all times by maintaining a minimum of 6' between all individuals. All mail staff will wear masks during any interaction with residents or guests. Mail staff will be provided with hand sanitizer when available to use throughout their shift. Mail staff will be responsible for cleaning and disinfecting personal work areas and any equipment used each day. Mail staff will be trained to know and practice the [General Standard Covid19 Infection Control](#) protocols.

Hospitality Offices

Floors will be marked with yellow tape when possible to encourage 6 feet distancing from guests to staff. All staff will be provided with PPE, including gloves, facemasks and hand sanitizer. All staff will be responsible for cleaning and disinfecting personal work areas and any equipment used during their shift. Any vendor or guest with [symptoms of Covid 19](#) should be asked to leave and return when both three days of no fever have occurred or ten days have passed since their initial symptoms.

Guest Center Specific

We have implemented a 'Self check-in' policy, with complete instructions being provided to each guest in advance of arrival. All cable remotes are sanitized between guests, and bagged for sanitary delivery to the next guest.

Sales Office Specific

Any home tours will be conducted at a distance of at least 6 ft from any guests. Sales person and guest will drive to home in separate vehicles. Sales person will open home and remain outside while guests view home. Any meetings to discuss a sale of a home will be conducted at least 6 feet apart in the sales office,

conference room or over the phone. Staff will be responsible for cleaning and disinfecting personal desk areas and any equipment used each day.

Caliente Springs Proshop Specific

Proshop will operate out of the window and no guests will be allowed inside. Employees will wear face coverings when interacting with residents and guests. A hand washing station is available for employees inside Proshop. When handling money, employees will wear gloves. Pens will be offered to guests so as to not be reused by the next guest. [Signage](#) reminding guests to practice good Covid 19 etiquette will be posted along with a Symptom [checklist for golfers](#).

Activities Office Specific

The Activities office will remain closed and will be available via telephone or email. No loaner equipment will be available from the resort in order to prevent the spread of the virus until a vaccine is developed and distributed to the general public. Group activities will be planned according to the CDC best practices and State and County protocols where possible. Any past activities where guidelines can not be maintained will be cancelled until such time when it is safe to resume.

Sky Valley Chapel Worship Service Resumption Protocols

Sky Valley Chapel suspended normal Sunday worship services in March 2020 due to the COVID-19 pandemic. On May 25, 2020 the state of California issued "COVID-19 Industry Guidance: Places of Worship and Providers of Religious Services and Cultural Ceremonies." On the same day, Riverside County authorized the resumption of worship services in accordance with the state guidelines. In view of the above, Sky Valley Chapel is proposing to resume Sunday services on June 07, 2020. The below protocols will be put in place in order to ensure compliance with governing directives while creating a safe environment.

Sunday services will be held in Force Hall at 9 AM weekly. Service time will be limited to less than an hour, optimally 45 minutes. The swamp cooler will be run the day before and the day of services. Sufficient doors will be open in order to effect best ventilation flow. Fans will be set up around the perimeter of the Hall in order to ensure air flow. Exchange of air flow in and out of the room is the goal.

Physical distancing of six feet will be practiced. Exceptions to the 6 foot rule will be for family/household units/social bubbles of no more than 10 people.

CALIENTE SPRINGS

SKY VALLEY

The availability of restrooms with running water and soap will be ensured 1 hour before to 30 minutes after services. Sky Valley Resorts will ensure restrooms are cleaned prior to weekly service.

Water fountains will remain secured. Face coverings are recommended but not required.

Signage will be posted as a reminder that those who are not feeling well should not attend worship services. A health declaration/release of liability will be signed by each individual.

Name/contact information will be collected each service for all attendees. Each "bubble" will collect information and submit to the head usher. This will facilitate contact in the event an individual congregant later tests positive for COVID-19.

Hand sanitizer stations will be available at entrances to Force Hall. Congregants will be encouraged to use when entering and leaving service.

Chaplain/Worship Leaders will be the only ones to handle their individual microphones and podium if used. Wipes will be available for disinfecting.

An offering bucket will be placed in the rear of Force Hall for use by congregants.

Ushers will dismiss congregants by rows/sections/bubbles at the end of service. There will be no fellowship, hugging etc. All participants will be required to maintain physical distancing while in attendance. Lingering after the service will be discouraged.

Communion/Lord's Supper will not be held until further notice. There will be no coffee/refreshments or potlucks until further notice.

Summer Chaplain may change service time to 8 AM if excessive heat warrants.

In the absence of the Lead Chaplain, the Summer Chaplain and Head Usher will be charged with ensuring congregants follow these protocols. In the event an individual refuses to comply, they will be requested to leave the Hall.