WELCOME

DOUG LOON
PRESIDENT
MINNESOTA CHAMBER OF COMMERCE
COVID-19 PREVENTION BEST PRACTICES

Return to work safely

Throughout the challenges presented by the COVID-19 public health emergency, the Minnesota Chamber’s goal has been to strike a balance between safeguarding health and protecting Minnesota’s economy. Minnesota businesses are eager to get back to work. It comes operations can and should return to a sustainable level without jeopardizing employees’ or customer safety.

An estimated 82% of Minnesota jobs have been deemed “essential” under Governor Walz’s Executive Order 20-20 and associated guidance from the Department of Employment and Economic Development. These businesses have detailed strategies to protect their workforce from the spread of COVID-19 while ensuring continued operations.

Based on the best practices shared by employees in these critical industries, the Minnesota Chamber has compiled the following guidelines and suggestions to assist other Minnesota businesses in their efforts to provide safe workplaces for their employees and customers as they return to work.

Businesses are eager to have more testing that will help identify individuals who may be sick without symptoms and those who may be asymptomatic. Acceleration of testing availability is critically important to restore public confidence and reopen economies.

Personal protection and facilities cleaning, sanitizing

- Provide adequate handwashing stations and proper supplies, including soap, hand sanitizer, and paper towels. Staff should be trained on proper hand hygiene techniques.
- Clean and disinfect all public areas, meeting rooms, and restrooms. Staff should be reminded to maintain facilities in a clean and disinfected state.
- Provide employees with face masks and encourage their use, especially when social distancing is not feasible.
- Instruct employees to maintain a distance of at least 6 feet apart when working with customers or clients.
- Limit meetings to more than 10 individuals to maintain appropriate social distancing.
- Hold meetings in large spaces where social distancing can be maintained.
- Enforce social distancing when ordering food and beverages.

Vendor engagement

- Ensure that all vendors and contractors are aware of Minnesota’s guidance for COVID-19 prevention.
- Provide contact information for contact tracing.
- Coordinate with local health authorities to ensure that any necessary testing and isolation are handled effectively.
- Communicate regularly with vendors to ensure compliance with Minnesota’s COVID-19 prevention guidelines.
TODAY’S SPEAKERS

DOUG LOON
MINNESOTA CHAMBER OF COMMERCE

KRIS KOWALSKI CHRISTIANSEN
KOWALSKI’S MARKETS

ERIC PETERSON
CRAGUN’S RESORT ON GULL LAKE

JILL RENSLOW
MALL OF AMERICA
Processes for Reopening in the Post “Stay at Home” Coronavirus World
The goal of these processes is to welcome our guests and also help them feel safer by reducing potential risks to staff and guests.

1. Reservation/Booking
2. Check-in Process
3. Check-out Process
4. Lobby Cleaning Processes
5. Guest communication
6. Staff
Reservation Booking/Payment

- **Old Process** - when guests arrived we swiped their card and final payment was charged at checkout.

- **New Process** – Guests will be contacted prior to arrival to confirm the card they want the balance due charged to. We will charge this balance day of arrival and email a receipt.

This eliminates the touchpoint for staff and guests handing over cards.
Check In Process

The check in area is traditionally crowded at peak times with lots of touch points in the actual check-in process. The following proposals would alleviate this.

- We will create an “express packet” for all of our guests. This envelope will contain their room keys, a map showing their room/cabin location and any other information pertinent to their stay. The card they have on file with us will have been charged for their stay. Their registration card will be attached to the outside of their envelope.

- When they arrive at the resort there will be signage in the drive and at busy times staff at the entrance to greet and direct them to the remote check-in area.

- Parking spaces will be have a sign with the space ID number and a phone number to text their name and parking space ID to. A staff member will then bring the packet to that space, they need to see ID (guest can just show it) and ask the guest to sign their registration card. (See pen sanitation process in CV-19 Processes section)
Check In Process ctd.

- We do not have many “walk-in” guests at the resort, in that instance those guests would come into the lobby and we would have to scan their credit card, our staff member would clean their hands after the transaction and there will be sanitizer on the counter for guests to use.

The new remote check-in process may evolve, ideas will be considered such as arrival time slots to spread the flow.

We will communicate the new check in system with guests prior to their arrival date.
Check Out Process

Guests can call the front desk to inform them they are departing. Keys can be left in their rooms.

We will email a final statement/receipt to the guest.
CV-19 Processes – Lobby Area

The front desk team will sanitize the lobby area frequently, this encompasses public areas, check in desk and gift shop/store. Frequency will vary according to how much traffic is coming through. When we have steady traffic coming through we will have a front desk staff member in the lobby area dedicated to cleaning. We currently use disinfectant 10324-155 which is EPA approved against SARS-CoV-2.

- Public area – We will be focused on door handles, stair rails and countertops. Furniture will be cleaned with disinfectant sprays.
- Check in Desk - The staff side will be sanitizing phones, computer workstations, key card machines, point of sale terminal and work surfaces.
- Gift shop – The coffee/vending area will be sanitized, coffee pots, microwave and pizza oven. Fridge handles and glass.
CV-19 Processes – Lobby Area ctd.

- There will be hand sanitizer in all areas of the lobby for guests to use.
- We will encourage guests to use room charges for transactions to avoid contact with cards or cash.
- We will have containers of sanitized and used pens, each time a guest uses a pen it will be placed in the used container until sanitized.
- There will be a 6ft mark on the floor to maintain distance from the counter, as guests step forward to sign paperwork staff can move back to maintain distancing.
- Masks will be provided to staff if requested or mandated.
- Bathrooms are cleaned twice daily by housekeeping and as needed
- Lobby is thoroughly vacuumed each day and touched up as needed.
Guest Communication

Samples of signs that have been created and have been/will be posted around the resort and in restrooms.

- Hand Hygiene How-To
- Social Distancing
- How can I protect myself?

Cragun's Resort on Gull Lake
Front Desk Staff

- Staff levels will be appropriate to facility activity
- (i.e. fewer staff when possible to limit possible exposure)
- All face-to-face and meetings will follow social distancing suggestions
- Meetings are in bigger rooms where the team is standing apart from one another
- Educate guests and staff as to the protocol of social distance, hand washing and other best practice recommendations put forth by the CDC.
- Encourage guests and staff to recognize proper social distance of six feet or more from others to limit physical contact such as handshakes.
- Staff feeling sick will be sent home and told not to return until symptom free for three days per CDC guidelines
- Protective face masks and gloves available to all staff who handle cash or credit cards

Cragun's
Resort on Gull Lake
QUESTIONS?
THANK YOU!