



COVID-19 Campground Toolkit –

What Does Being Open Look Like?

Find more Campground resources at:
www.campgroundandhospitalityinsure.com

*Marshall
& Sterling*
INSURANCE

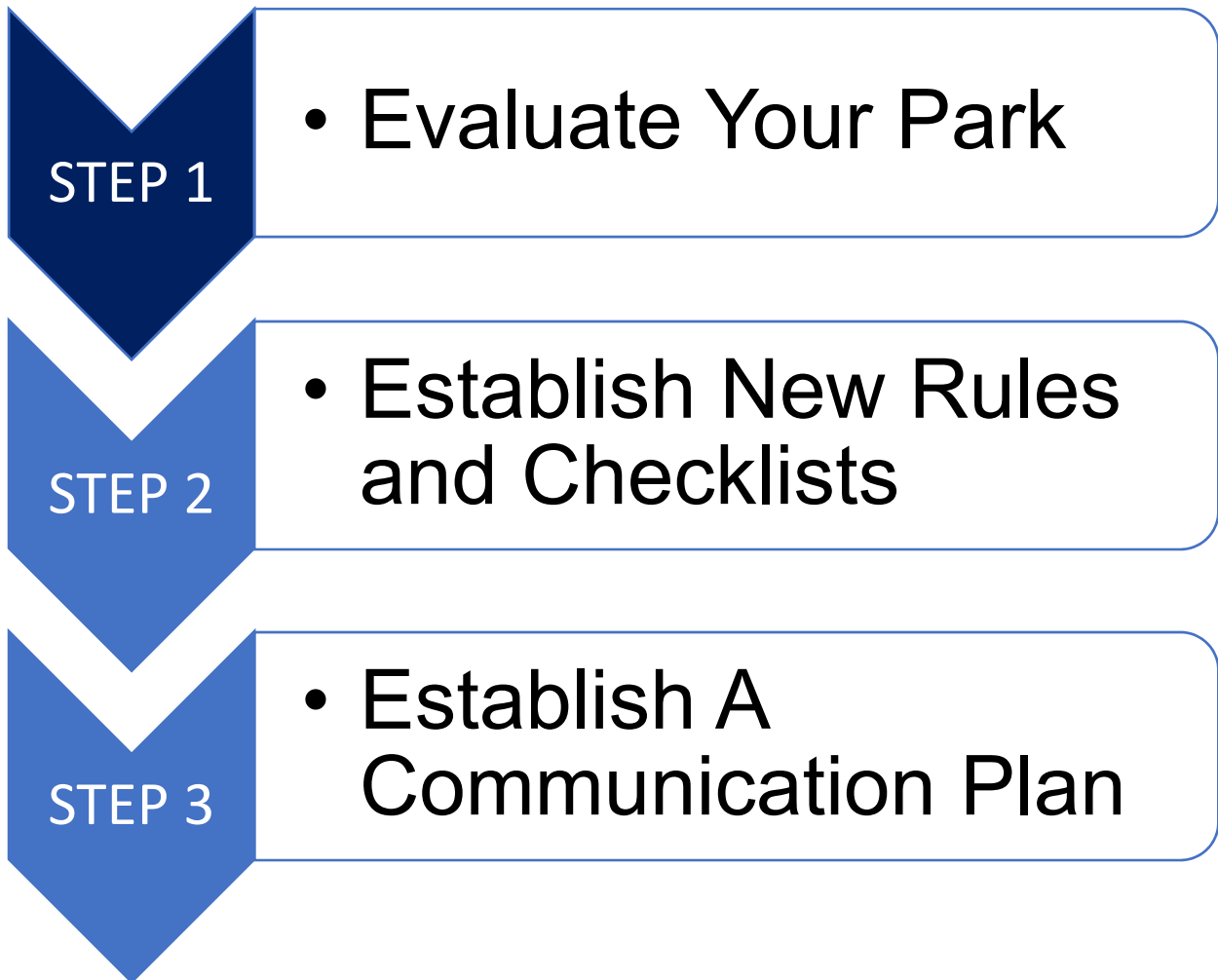
Risk Management Resources

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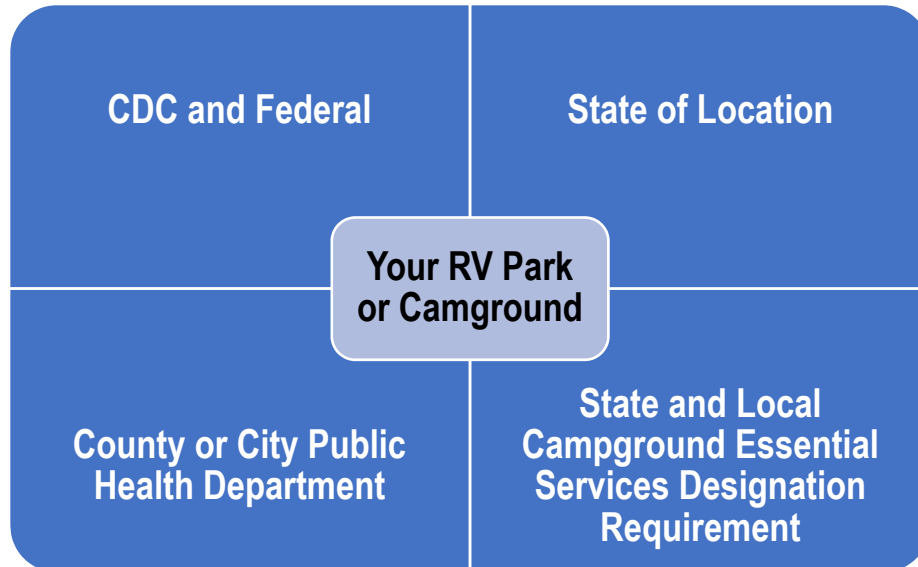
COVID-19 Campground Toolkit – What Does Being Open Look Like?

3 Step Process:



Essential Service Designation and Following Regulations at your Park

Your Campground is subject to Federal, State and Local Guidelines for operation of your Business during the COVID-19 Emergency.



Check with your State Campground Association for information on your current Campground Essential Services Designation and Requirements.

ARVC, the National Campground Association, has developed the following links to help you determine what applies for your park where you are. Since the regulations change you must continue to monitor and adjust your policies and operations accordingly.

- [State by State List of Effects on RV Parks and Campgrounds](#)
- [State, County, City List of Restrictions, Executive Orders and Closures](#)
- [State by State Stay at Home Order MAP NY Times](#)

The Centers for Disease Control (CDC) website has extensive guidance and statistics including up-to date updates and regulations: [CDC Coronavirus Main Page](#)

Other Federal Web Pages Include:

- <https://www.coronavirus.gov>
- <https://www.usa.gov/coronavirus>

You Can Find Links to Your State and Local Health Departments Here:

<https://www.livescience.com/coronavirus-resources-state-local-health-departments.html>

TIP: Campground Forums with other park owners and operators can be very helpful to gather strategies to cope with the ever changing COVID-19 situation but remember that you must comply with the current requirements for your state and county including any in-state or in-county Campground Essential Service restrictions.

Regulations Compliance Worksheet

Campground Name: _____

Date: _____

Have you read and reviewed CDC, National, State, Local and Campground Essential Services Regulations and what date was this done?

Is there a regulatory update that needs to be applied and what date was this issued?

What regulations apply to:

- Social Distancing

- Group Gatherings

- Opening or Closing Common Areas

- Cleaning

- Employee Policies

- Camper Policies

- Camper Communications

- Other: _____

Navigating County Public Health

Consult with your state campground association first to determine if you can find County public health resources from a central source. County Public Health Departments can provide information on how you can evaluate the health of staff, vendors and campers entering the park. Document their direction in writing and include this in your written operations plan, staff training and camper rules.


County Public Health will investigate cases of COVID-19, so if a Camper from your park is diagnosed the County Public Health will likely be the party investigating that camper's contact with staff and other campers at your park.

Questions that can be answered by County Public Health:

- How is my business permitted to evaluate staff, vendors and campers for COVID-19?
- Can I take temperatures of staff, vendors or campers entering the premises?
- Can I restrict entrance to staff, vendors or campers if they have a temperature? Have COVID-19 diagnosis? Have been directed to Quarantine for COVID-19 due to exposure to the virus?
- Can I require a Camper and his party to leave the park if they are diagnosed with COVID-19?
- If there is a COVID-19 diagnosis at the park what notifications am I required to make, if any?
- What is the best way to contact you if we need your help?

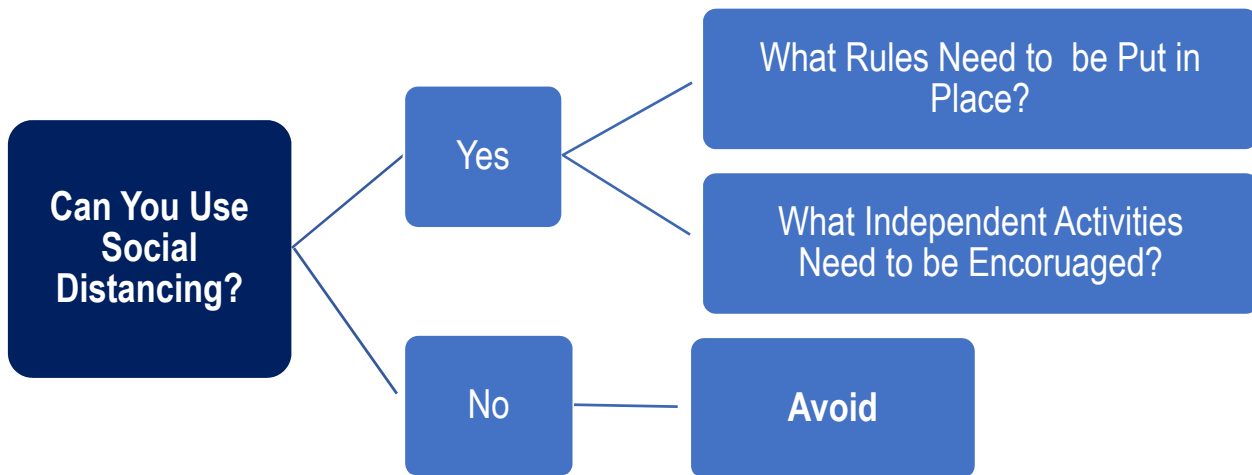
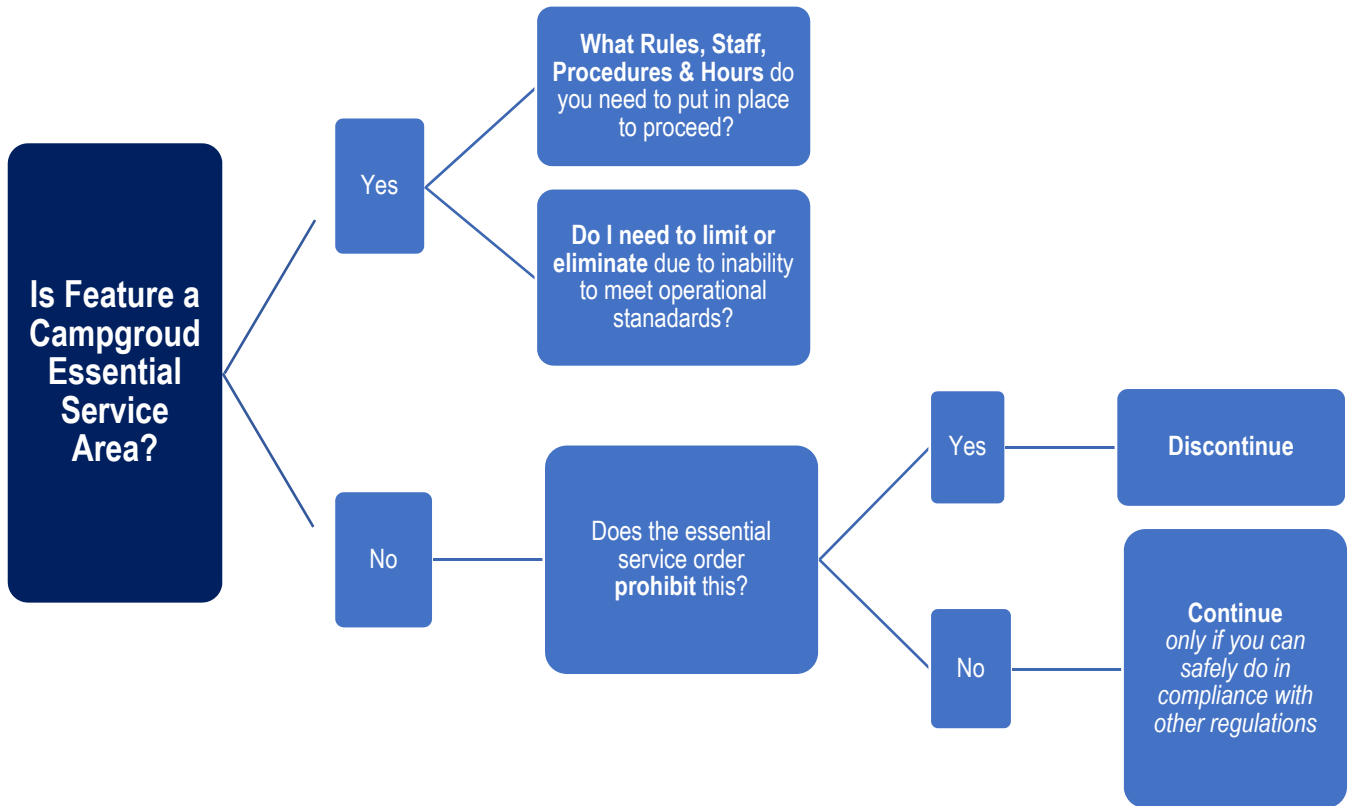
Don't reinvent the wheel. If you have received or can document written direction from the County Public Health Department on the above questions download this for your records and create your policies with that guidance.

Don't try to negotiate Essential Business status designations or rules for the campground industry. In the event that it comes up, refer them to the State Association.

 TIP: You must comply with State and Local Campground Essential Service Restrictions or you can be subject to fines, penalties and closures. Failure to comply could also result in all campgrounds in the jurisdiction being shut down.

Campground Essential Service Designations often advise which portions of your business can be open. You will need to determine if you can properly operate that park feature with your current resources and staffing.

Decision-Making Charts:



Ideas for Campground Operation Modification

Social Distancing, Group Size and Stay at Home Requirements to Monitor

- Social Distancing is keeping 6 feet apart.
- In addition, where you are located may be regulated to have group meetings of no more than a certain number of people or no group meetings at all.
- You may also be regulated to have everyone or specific groups stay inside.
- State and Local Requirements may ban certain activities for campgrounds—check with current essential services requirements.

Questions to Ask for Social Distancing:

- How can I clean and disinfect commonly touched items each time they are touched or very frequently with documentation?
- Do I have the staff to do this?
- Can people realistically be kept 6 feet apart? For example, playgrounds and pools are two areas where the answer is no, so they should be closed if social distancing is required.
- If people can be kept 6 feet apart how will we communicate that?

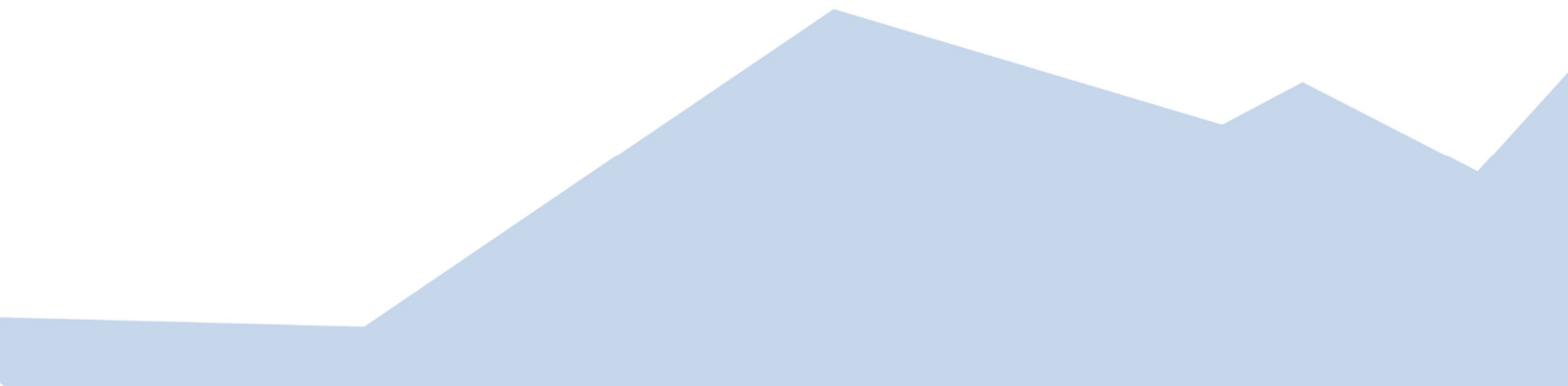
Close or Discontinue Common Areas and Group Gatherings.

When Social Distancing is required in the city state or region where you are it is advised that several areas that are beloved at campgrounds are closed or discontinued, out of an abundance of caution and for the safety of all involved.

Commonly Recommended to Close or Discontinue When Social Distancing and Small Group Restrictions or Stay at Home order apply include:

In-Service Restaurants, Pools, Playgrounds, Team Sports Fields and Courts, Boat Rentals, Recreation Halls, Visitors to Campers, Group Gatherings, Public Bathrooms and Bathhouses.

Note: *If allowed, and you choose to have a bath house open, limit the number of bathhouses open and develop and stick to a strict cleaning and disinfecting schedule that is prominently posted.*



Tips for Evaluating Modification of Operations

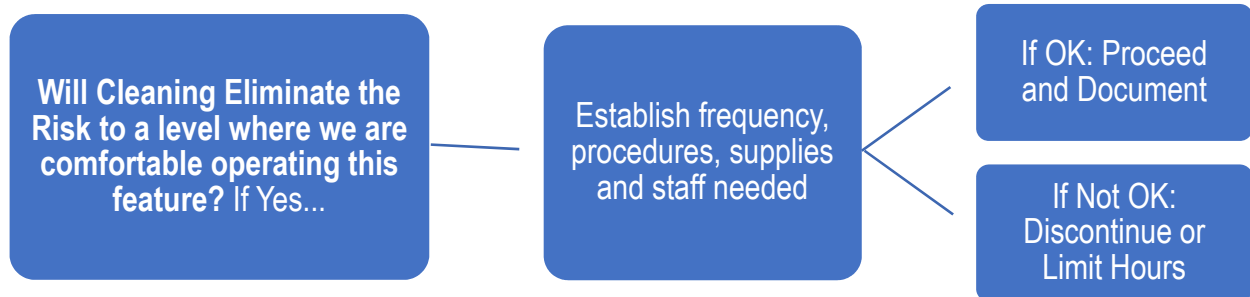
General Stores, Propane, Laundry, Food Delivery and Lodging are all areas parks can *often* keep open under COVID-19 social distancing restrictions. Other areas to consider are Dog Parks and Walking Trails.

In addition to the Social Distancing questions, be sure to evaluate:

- What can I change or eliminate to increase social distancing?
- Have I prominently posted flyer communicating to campers what the rules are and urging them to do their part?
- Have I provided hand sanitizer or wipes for people near commonly touched items so they can disinfect their hands?
- Can I eliminate furniture and bench groupings in common areas to discourage group congregation?
- Should I operate on a reduced schedule to allow for the staffing requirements?
- What Cleaning and Disinfecting procedure will I put in place? How often? Where will I post it? How will I train staff?
- Can I limit the number of people in the store?
- Can customers call orders in, order online or through an app?

Develop procedures for Staff and rules for campers in writing! Post one place and post updates there as well. Communicate rules and procedures once developed and for each update.

Cleaning & Disinfecting Links



For facilities that house people overnight:

- Follow CDC's guidance for [colleges and universities](#). Work with state and local health officials to determine the best way to isolate people who are sick and if temporary housing is needed.
- For guidance on cleaning and disinfecting a sick person's bedroom/bathroom, review CDC's guidance on [disinfecting your home if someone is sick](#).

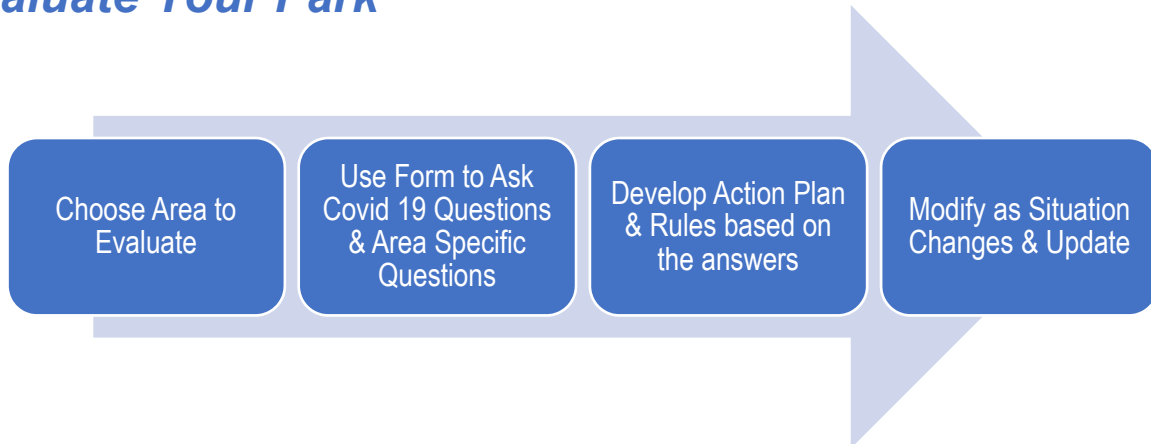
CDC Detailed Disinfection Guidance:

- <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>
- <https://www.cdc.gov/coronavirus/2019-ncov/prepare/disinfecting-building-facility.html>

EPA List of Recommended Disinfecting Cleaners for COVID-19

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

Step 1: Evaluate Your Park



Choose which Areas to Evaluate for your Park:

Lodging

Types of Unit

- Self-Contained RVs owned by camper
- Tent Sites
- Cabins – Homes – RVs Rented by Park
- Yurts – Units with no running water
- Inn / Hotel

Type of Stay

- Daily (Based on restrictions)
- Weekly
- Monthly
- Seasonal

Common Areas, Park Features & Activities

- | | |
|--|--|
| <ul style="list-style-type: none"> <input type="checkbox"/> Camp Store <input type="checkbox"/> Camp Restaurant <input type="checkbox"/> Propane Fill Station <input type="checkbox"/> Laundry <input type="checkbox"/> Bath Houses (includes bathing) <input type="checkbox"/> Bathroom (no bathing) <input type="checkbox"/> Trash pick-up <input type="checkbox"/> Pools <input type="checkbox"/> Lakes/Waterfront <input type="checkbox"/> Watercraft Rental <input type="checkbox"/> Watercraft Livery | <ul style="list-style-type: none"> <input type="checkbox"/> Sports – other than individual <input type="checkbox"/> Individual Sports <input type="checkbox"/> Recreational Hall <input type="checkbox"/> Group Activities <input type="checkbox"/> Visitors to Campers <input type="checkbox"/> Deliveries to Campers from Outside Vendors such as parcel services or outside food delivery <input type="checkbox"/> Walking Trails <input type="checkbox"/> Hiking Trails <input type="checkbox"/> Playground |
|--|--|

Procedures

- Check-in and Payment
- Communication

People, Personnel, Vendors and Campers

GENERAL PARK EVALUATION FORM

(use this form for each feature on the list that applies to your park)

Park Name: _____

Date : _____ Staff Person Completing Form: _____

Subject to Evaluate: _____

Complying with Federal, State, Local and Essential Service Requirements for your Park.

- [State by State List of Effects on RV Parks and Campgrounds](#)
- [State, County, City List of Restrictions, Executive Orders and Closures](#)
- [State by State Stay at Home Order MAP NY Times](#)

Can I comply with current regulations?

Can this be done with proper Social Distancing? Yes No

How can I clean and disinfect commonly touched items each time they are touched or very frequently with documentation?

Do I have the staff to do this? Yes No _____

Can people realistically be kept 6 feet apart? Yes No

If people can be kept 6 feet apart how will we communicate that this is expected?

Have you prominently posted flyer communicating to campers what the rules are and urging them to do their part? Yes No

Have you provided hand sanitizer or wipes for people near commonly touched items so they can disinfect their hands? Yes No

Can I eliminate furniture and bench groupings in common areas to discourage group congregation? Yes No

Should I operate on a reduced schedule to allow for the staffing requirements? What can you change or eliminate to increase social distancing?

What cleaning and disinfecting requirements apply, and what written cleaning and disinfecting procedures will you put in place?

Do you have supplies and staff to clean and disinfect? Yes No

How often will you clean and disinfect? _____

How will you document and post this? _____

Do you have adequate staffing to safely operate this portion of my business? Yes No

Do you have the equipment/supplies to safely conduct this portion of the business? Yes No

Will you continue this feature? Yes No

Note staff training and camper rule changes needed to continue under COVID-19 restrictions:

How will I communicate about this in my written staff procedures and written rules to the campground community?

Document all procedures & compliance with regulations with this form for your records.

SUPPLEMENTAL PARK EVALUATION FORM: GENERAL STORE & PROPANE

ATTACH TO THE GENERAL EVALUATION FORM FOR THIS FEATURE

Park Name: _____

Date: _____ Staff Person Completing Form: _____

Will you allow (*circle one*): Pick-up Pick-up & Delivery Delivery Only

Will orders be placed electronically online, via email or via an app? _____

How will you collect payment? _____

Will you have the staff to deliver to sites and procedures to keep social distancing? Yes No

Will you have the camper beep, call, or text when they get to the store for pick up? _____

Will you allow people to come into the store? Yes No

If people come in, how will we comply with social distancing? _____

How many people will be allowed in the store at one time? _____

How many staff will be in the store at any one time? _____

How will we maintain appropriate social distancing in outside lines? Have signs been posted to communicate this? _____

How will you handle payments in the store? _____

- If you accept cash do you have ample gloves to handle money? Will it be placed in an envelope to avoid touching the money? Will staff be required to wash or sanitize hands after every cash transaction and not touch food after touching cash?

- Will you accept other payments onsite such as credit card? How will you sanitize credit card machine? Will you consider an alternate payment method such as tallying items to an account and submitting bill via pay pal, using an app, or other non-touch alternative?

What is your cleaning and disinfecting protocol for commonly touched areas? After each transaction? _____

Does Propane exchange or refill apply at the store? Yes No

If so, how can I limit virus exposure by limiting staff and camper interaction, if at all? _____

Will we use gloves? Yes No

What cleaning supplies are safe to use with the propane per my propane distributor?

Note staff training and camper rule changes needed to continue under COVID-19 restrictions:

How will I communicate about this in my written staff procedures and written rules to the campground community?

Document all procedures & compliance with regulations with this form for your records

SUPPLEMENTAL PARK EVALUATION FORM: CAMP CHECK-IN

ATTACH TO THE GENERAL EVALUATION FORM FOR THIS FEATURE

Park Name: _____

Date: _____ Staff Person Completing Form: _____

CAMP CHECK-IN

Control what you can and let the experts control the rest. Be clear on what you expect at your operations. Start with the check in process – LAY DOWN THE LAW.

- Update the rules.
- Clearly tell campers what they can expect at the campground – what is closed, what is open, where they can go in community to get basics (include food, telehealth, healthcare, banking, dog vets etc.) and how the new normal works. Let them know how their needs can be met.
- Post signs.
- Reference CDC rules and reference state and local regulations. Build in ways to have updates such as live links to State pages on what is allowed or email blasts on rule changes.
- Include that campers must do their part. Let them know that as COVID-19 spreads, as a community you understand that someone in the park will likely get it. People under quarantine or in high risk groups needing to stay inside are expected to.
- Let people know how to greet each other. *At XYZ Campground we stay 6 feet part, we smile, and we hold our hands up to greet. SMILING RAISIES YOUR ENERGY!*
- Automate check in as much as possible.

Note all staff training and camper rule changes needed to continue under COVID-19 restrictions:

How will I communicate about this in my written staff procedures and written rules to the campground community?

Document all procedures & compliance with regulations with this form for your records.

STEP 2:

Use the Evaluation Forms to Create New Rules

- Use summaries from the bottom of the evaluation forms
- Create written procedures and rules, and follow them consistently
- Attach rules to general rules and waiver
- Update Waiver with new rules. Note on Waiver: “New rules are attached and any updates will be posted in XYZ central site.”
- Email your in-state attorney to review the waiver and rules attachments and communication plan to update. Only legal counsel can provide you legal advice - but you can manage risks and organize information before you contact your attorney.
- Update all rules in one place and provide clear direction to campers where to find the update.
- Plan how to communicate the rules to campers as they change
- Contact your in-state attorney for guidance on how to update waiver and hold harmless agreements to properly include new rules

Be sure to post your new rules. *Example:*

(Your Campground Name) Has New Rules During COVID-19

Out of an abundance of caution **(Your Campground Name)** has updated our Rules for COVID-19:

- Check – In
- Payment & Refunds
- Lodging
- Common Areas and Activities are closed
- Changes – General Store, Propane, Restaurants
- Activities allowed & encouraged under new restrictions

Compliance with National, State and Local COVID-19 Regulations required by management.

Any National, State or Local regulation issued that supersedes these park rules for COVID-19 will automatically be in effect. *For example; if the county requires that everyone stays inside, even for exercise, the trails are automatically closed.*

Anyone who does not comply with the park rules or COVID-19 regulatory requirements by National, State or Local Authorities is subject to immediate ejection.

STEP 3:

Establish a Communication Plan that includes New Rules, Meeting Campers Needs during COVID-19, and Using Communication Methods

Along with the posting of rules online and around your park as you develop your plan, we suggest creating a Camper welcome package (template on next page) to clearly communicate rule changes, resources, and what to expect at your campground.

Find ways to utilize technology to connect with your campers, answer questions or communicate changes. If you have social media accounts, they're always great place to continue sharing your updates, and any videos or helpful tips you can find for your visitors as a reminder to do their part in keeping themselves and the park safe.

We also recommend you offer activities, contests or creative ways for campers to feel connected and involved with you.

The Importance of Distraction

Desperation and boredom are an enemy. How long can *you* stay in an RV under such circumstances?

Create ways for people to be distracted. Also, provide outlets for campers to stay healthy and strengthen their immune systems such as outdoor walking trail recommendations that encourage exercise and exposure to sunlight. Connect the group so they care about each other. Find ways to engage people. Create and reinforce community in the campground so your staff and campers can bring out the best in each other. Here are some ideas:

- Walking Clubs – can you walk these trails?, log # miles, ID plants, loose pounds.
- Garden Club on site – place orders for containers and plants, have a contest.
- Art contests.
- Share or host online art galleries and then hold a conference call to discuss.
- Moms Groups.
- Book Clubs. You can set up conference numbers for all these things so people can create their own group.
- Create routines.
- Host Daily Sing-Alongs.
- Have a church on site – have the Lord's Prayer said at 10 am Sunday morning by all who wish and other can join in a meditation or moment of silence. Some folks may want to pray for others. If campers get sick and want prayer, give them a way to do so.
- The elderly or housebound will be looking for ways to give back and stay engaged - ask them what they need and what they want.
- Consider finding ways for people to help each other. *Ex: safe ways to barter.*

Why is this important?

If people do not feel desperate, they will not do desperate things.

CAMPER WELCOME PACKAGE (Suggested Template)

Welcome to our Campground Community! We are glad to see that you safely arrived. We have updated our campground and our rules so that we all have a way to make the best of the Campground during the COVID-19 Outbreak. You will see that we are asking all Campers to do your part, so we all stay well.

Resources for You

- General Store – *include what is stocked, how to access (Order from an app? Certain hours?)*
- Grocery Stores – include ways to order from home and pick up; hours and location.
- Medical – Telehealth & Medical Services

What to Expect at the Campground – *clearly identify what is closed, what is open, where they can go in community to get basics (include food, telehealth, healthcare, banking, dog vets etc.) and how the new normal works. Let them know how their needs can be met. Example: deliver food and include produce and toilet paper roll. Post signs.*

How We communicate – *share all the ways they can communicate with you*

- Phone, Facetime (*consider having facetime check-ins*)
- Website, Facebook, google, conference calls for community groups

How to Participate in Community Activities – *list times and ways to communicate. Examples:*

- Sing-Alongs
- Movie Clubs
- Book Clubs
- Prayer clubs
- Moms Clubs
- Exercise Clubs could be based on number of trails walked, number of miles, flowers, trees, birds or animals identifies. Consider a prize for people meeting a certain goal. Post pictures in common areas of walkers who met goal.


We're Hosting Contests and "Events" – *list fun ways to get involved. Examples:*

- Art contest
- Gardening (place orders with us and we deliver box gardens, flowers etc.)
- "Bring the winery to you" day
- Calling all chefs recipe contest
- Send in photos of yourself

Resources:

- Add links to Campground pages, phone numbers and any contact names for your park.
- Add a link to the CDC COVID-19 page for families and links to Your State and County COVID-19 information

Visit our online toolkit – advertised in the top bar of our campground site:
www.campgroundandhospitalityinsure.com

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Helpful Coronavirus Resources for Campgrounds

THIS PAGE CONTAINS IMPORTANT - AND EVER-CHANGING - INFORMATION REGARDING THE CORONAVIRUS PANDEMIC.

LIKE us on Facebook for daily updates from our team, and other campground resources

Looking for Campground Insurance? [Get a Quote!](#)

Important Links and Information:

Here are links to information and sites to help keep you safe during this crisis.

- ARVC: What You Can Do to Protect Your Campground, Employees and Campers
- States Relax Unemployment Benefit Eligibility for Coronavirus
- SBA Coronavirus Emergency Loans
- Claims Support, Carrier Information/Links, and 24/7 Contact Information
- CDC Website
- WHO Website
- Cyber Criminals Seeking to Capitalize on Coronavirus
 - Coronavirus and Remote Work Cyber Risks

Marshall & Sterling COVID-19 Campground Risk Management Toolkit:

On that site, you'll see we also have a section of *Campers: Do Your Part* posters and schedules – most of which are editable – to easily help you communicate your new rules or park changes:



Campers: DO YOUR PART
So we can stay well!

For the Safety of our Campground Community!

Welcome to Our Park!

For your safety and ours we are limiting contact as much as possible, so our office is closed. Our check in procedure is still customer centric.

Have a question? We would love to interact with you, and we want you to feel at home! Call or text us at (XXX) XXX-XXXX

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Campers: DO YOUR PART
So we can stay well!

For the Safety of our Campground Community!

Playground Closed!

Enjoy our Open Space Instead and Keep 6 Feet Apart

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Campers: DO YOUR PART
So we can stay well!

For the Safety of our Campground Community!

Slow Down – Don't get Hurt!

Stay Out of The ER and Help Conserve Healthcare Resources

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Campers: DO YOUR PART
So we can stay well!

For the Safety of our Campground Community!

New Laundry Rules!

Thank you for understanding that during COVID-19 our Laundry will have new rules:

- All people must be 6 feet apart
- The Laundry will be cleaned and disinfected every hour

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For the Safety of our Campground Community!

Laundry Room Cleaning Schedule

We're cleaning and disinfecting our Laundry Room hourly for your safety.

| Today's Date: | Time: | Staff Member: |
|---------------|-------|---------------|
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Campers: DO YOUR PART
So we can stay well!

Keep 6 Feet Apart When Getting Outside to Exercise

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Campers: DO YOUR PART
So we can stay well!

For the Safety of our Campground Community!

Pool & Waterfront Closed!

Enjoy our Open Space Instead and Keep 6 Feet Apart

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Campers: DO YOUR PART
So we can stay well!

For the Safety of our Campground Community!

Bath House Closed!

When you use the self-contained Bathrooms in your RV you are Helping to Keep Our Park Safe for You and Other Campers. Thank you!

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Campers: DO YOUR PART
So we can stay well!

For the Safety of our Campground Community!

New Bath House Rules!

Thank you for understanding that during COVID-19 our Bath House will have new rules:

- All people must be 6 feet apart
- You must wash your hands for at least 20 seconds
- Bath House will be cleaned and disinfected every hour

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Campers: DO YOUR PART
So we can stay well!

For the Safety of our Campground Community!

Welcome!

For your safety we have closed our common areas – but not our campground community!

COVID-19 SAFETY GUIDELINES:
NO Campsites, Visitor, Rec Hall, Pool, Waterfront, Playground, Team Sports

Check out our website! (https://www.marshallandsterling.com/covid-19) for more information on how we are keeping our community safe. We are committed to providing a safe and enjoyable experience for all our guests. We will continue to update our website as we learn more about the virus and how to best protect ourselves and our community.

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Index of Links to Resources

- [Helpful Coronavirus Resources for Campgrounds](#)
 - [Checklist: Pandemic Influenza Planning for Businesses](#)
 - [Checklist: COVID-19 and your Workplace](#)
 - [ARVC: What You Can Do to Protect Your Campground, Employees and Campers](#)
 - [CDC Website](#)
 - [WHO Website](#)
 - [States Relax Unemployment Benefit Eligibility for Coronavirus](#)
 - [SBA Coronavirus Emergency Loans](#)
 - [Compliance Concerns for Employers During COVID-19](#)
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