



RE-OPENING RV PARKS AND CAMPGROUNDS



**A Guide for the
Outdoor Hospitality Industry**

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This pandemic has affected us all in different ways, but rest assured our industry's collective strength is what will see us through.

To help you successfully reopen your park as safely as possible, we have created this Guide for Re-Opening RV Parks and Campgrounds, full of suggested recommendations designed to give you a head start in evaluating and creating COVID-19 operating policies and procedures that work for your unique park.

As states reopen, state and local guidelines will vary, so it is important to remember the recommendations provided in this guide are for general informational purposes only and should not be accepted as legal or government-mandated advice. To ensure your reopening aligns with state and local mandates, we recommend you contact your state, county and city government, your state association (if applicable), as well as your local health department for official guidance.

Your park is unique, so this guide is not intended to be exhaustive. You must take responsibility for your park, its operational policies and procedures and compliance with all federal, state and local requirements, and any additional precautions appropriate for the circumstances of your park.

We based these recommendations from information provided by the United States and Canadian governments, the Centers for Disease Control (CDC), and many of our industry partners, including Kampgrounds of America (KOA), various state associations, the Canadian RV Association (CRVA), Marshall & Sterling and others.

To get started, we recommend you review the information provided by these governments and organizations, so we have provided links for your review on the next page.

Once you have reviewed these links, it is time to evaluate your park's ability to open and comply with official guidelines. For this, we recommend completing the Regulations Compliance Worksheet on pages 6-7.

Use this guide to help you complete the Regulations Compliance Worksheet. Each section of the guide is fillable and provides checklists of suggested best practices to consider for social distancing; occupancy and capacity; cleaning and sanitization; personal protective equipment (PPE); and staffing; as well as answers to frequently asked questions on each topic. **Customize it to your park's needs and the required procedures for the state or province you operate in.**

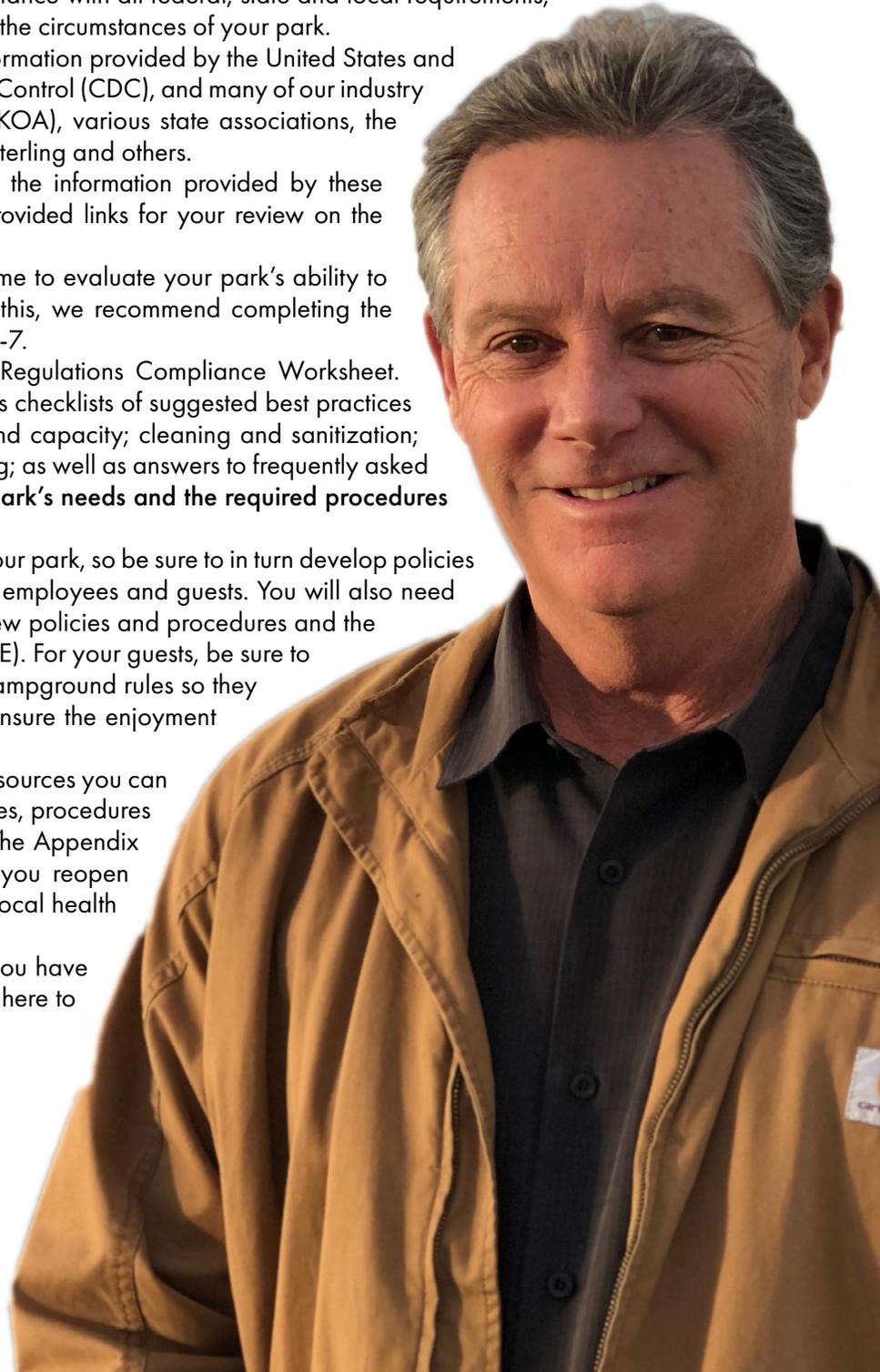
COVID-19 will require new procedures at your park, so be sure to in turn develop policies that focus on the safety and well-being of your employees and guests. You will also need to focus on training your employees on these new policies and procedures and the proper use of personal protective equipment (PPE). For your guests, be sure to clearly communicate changes to your normal campground rules so they know their responsibilities during their stay to ensure the enjoyment and safety of everyone at your park.

In the Appendix, we have provided some resources you can use to inform your guests of your updated policies, procedures and rules they should follow during their stay. The Appendix also includes several other templates to help you reopen focused on compliance with federal, state and local health guidelines.

We hope you find this guide useful and if you have any questions along the way, the ARVC team is here to help you. You can contact us at 303-681-0401 or info@arvc.org.

Regards,

Paul Bambei
ARVC President and CEO



The following guide is intended to offer suggested recommendations for the first 30 days of operations after re-opening or the cancellation of restrictions related to recreational camping in your area. Re-openings should comply and align with the guidance and requirements of the responsible government entities in your area.

Regulations vary by state/province/county/city and are constantly changing, so make sure to start by contacting your state association (if applicable) and reviewing the latest executive orders, guidelines and recommendations by visiting these resources and finding the specific information you will need for your area:

For Private RV Parks and Campgrounds in the UNITED STATES:

- [Suggested Phased Re-Opening of RV Parks and Campgrounds](#)
- [Coronavirus: What You Need to Know](#)
- [Cleaning and Disinfecting Guidelines \[CDC\]](#)
- [Guidance on Preparing Workplaces for COVID-19 \[OSHA\]](#)
- [State and County Status on Campground Operations](#)
- [Map: County-by-County Declarations and Policies \[NACo\]](#)
- [Map: State-by-State Stay at Home Orders \[NYTimes\]](#)
- [Find Your Local Health Department \[NACCHO Directory\]](#)

For Private RV Parks and Campgrounds in CANADA:

- [Suggested Phased Re-Opening of RV Parks and Campgrounds \[CRVA\]](#)
- [Coronavirus: What You Need to Know](#)
- [Cleaning and Disinfecting Guidelines \[PHAC\]](#)
- [Guidance on Preparing Workplaces for COVID-19](#)
- [COVID-Related Travel Restrictions](#)
- [Provincial Declarations and Policies](#)

All campground employees should be provided with Personal Protective Equipment (PPE):

- Masks
- Eye Protection
- Gloves
- Handwashing Stations (for public use as well)
- EPA-Approved Cleaning Supplies

To order supplies, visit any of the following ARVC-preferred vendors:

- [CLICK for Office Depot/Office Max](#)
- [CLICK for Staples](#)
- [CLICK for Ranger Ready \(Hand Sanitizer\)](#)

Note: Many of these vendors are low on stock and/or providing supplies first to hospitals and first responders. However, stock is being replenished regularly so even if something is listed as "sold out" or "out of stock", check back each day as inventory is updated.

Navigating Communication with Your County Public Health Department

Consult with your state campground association or ARVC first to determine if you can find county public health resources from a central source. You can also find a directory of local health departments [HERE](#)

County Public Health Departments can provide information on how you can evaluate the health of employees, vendors and guests entering the park. Document their direction in writing and include this in your written operations plan, employee training and park rules. County Public Health will investigate cases of COVID-19, so if a guest at your park is diagnosed the County Public Health will likely be the party investigating that guest's contact with employees and other guests at your park. Here are some questions you should ask your County Public Health Department:

- How is my business permitted to evaluate employees, guests and vendors for COVID-19?
- Can I take temperatures of employees, guests or vendors entering the premises?
- Can I restrict entrance to employees, guests or vendors if they have a temperature? Or have a COVID-19 diagnosis? Or have been directed to quarantine for COVID-19 due to exposure to the virus?
- Can I require a guest and their 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 your local government on these questions, keep for your records and create your policies with that guidance. Don't try to negotiate essential business status for the campground industry. You can contact your state association at arvc.org/local-support and ARVC at 303-681-0401 or info@arvc.org

NOTE: This information was taken from a larger document produced by Marshall & Sterling Insurance, focused on risk management when re-opening an RV park or campground. You can view the entire document [HERE](#).

INSTRUCTIONS: For the best analysis of your campground’s ability to comply with CDC guidelines, consider completing this worksheet for each of the areas included in this guide: **Check-In and Store; RV Sites and Campsites; Other Accommodations** (Cabins, PMRVs, Yurts, Tents); **Bath Houses and Restrooms; Event Spaces; Grounds, Buildings and Maintenance; Food Service and Restaurants; Laundry Facilities; Indoor Recreation and Activities; Outdoor Spaces; Pools & Splash Pads;** and **Recreation and Amenities**. Make sure to keep a copy of all documents, procedures and compliance with regulations including this form for your records.

Campground Name _____ Date _____

Employee _____ AREA EVALUATED _____

GENERAL EVALUATION (ALL AREAS)

1. Can I comply with the current regulations provided by the Federal, State, Local, Provincial, and Essential Service Requirements for my campground? YES NO
2. Can this be done with proper social distancing (6 feet apart)? YES NO
3. If so, how will we communicate what is expected?
4. Can I clean and disinfect commonly touched items each time they are used? YES NO
5. If NO, what cleaning and disinfecting schedule will we use?
6. Can I maintain a cleaning and disinfecting schedule for this area? YES NO
7. Will I post the cleaning schedule where everyone can see it? YES NO
8. Do I have enough employees to maintain this cleaning schedule? YES NO
9. How will I train my employees on how to clean this area?
10. Do I have enough supplies to increase the frequency of my cleaning schedule? YES NO
11. What Personal Protective Equipment (PPE) do I need for my employees?
 MASKS FACE SHIELDS GLOVES EYE PROTECTION APRONS OTHER
12. Do I have enough PPEs in stock? YES NO
13. Have I prominently posted signs, flyers, or posters communicating to guests what the rules are and urging them to do their part? YES NO
14. Have I provided hand sanitizer or anti-bacterial wipes in key areas of the park for my guests to disinfect their hands? YES NO

SPECIFIC AREA EVALUATIONS

CHECK-IN AND STORE

1. Can I have my guest's check-in remotely through email or by phone? YES NO
2. Can I escort the guest to their site while maintaining proper social distancing? YES NO
3. Can guests call in orders for items in the store and have them delivered to their site? YES NO

COMMON AREAS (Including rec halls, outdoor fire pits, playgrounds, pools, dog parks, etc)

1. Can I eliminate furniture and bench groupings in common areas to discourage group congregation? YES NO
2. Can I operate on a reduced schedule to allow for staffing requirements? YES NO
3. Can I limit the number of people using this feature of my campground? YES NO

OUTCOME

1. Will this area continue to stay open? YES NO
2. If so, on what schedule will it stay open?

NOTE: You must comply with state and local essential service designations or you can be subject to fines, penalties and closures. Failure to comply could also result in all campgrounds in your area being shut down. 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.

COMMUNICATING WITH YOUR GUESTS PRIOR TO THEIR ARRIVAL

It is imperative that guests are fully educated on your park's new policies and procedures prior to their arrival. This includes, new check in procedures; social distancing rules; and cleaning and disinfecting schedules for accommodations, amenities and common areas like your check-in/registration area and your park's store.

BEST PRACTICES TO CONSIDER When Communicating with Guests

Using any and all digital communications you have available (email, text, app notification), ensure guests are educated before check-in about your park's current status and cleaning/sanitation procedures. In these communications, consider including the following:

- New/updated check-in procedures. Contact arrivals (using phone, email, or your reservation system/app) prior to arrival and have guests confirm reservation details and pay their balances. Make sure guests know what to do when they arrive at your campground so proper social distancing is maintained.
- Social distancing rules
- What amenities are available and when
- Park and local area restrictions
- Cleaning and sanitization procedures, etc. The information should be updated as needed, and current information should be available to all guests, both new to the park, and already registered.

Frequently Asked Questions

Q: Is emailing guests before they arrive enough?

A: No. Email is a good start, but a full communication plan should be implemented, including email, social media, website updates, Google Business updates, phone calls (if you have available employees), and on-site signage.

Q: As information and guidelines are changing daily how do we communicate with upcoming guests? What do we post on our website?

A: Use social media to communicate quickly changing updates, email for larger, longer-lasting changes and the website to present your overall frequently asked questions and updated procedures for dealing with the virus.

Q: Should we also be communicating with our local communities?

A: Definitely. The best thing you can do is over-communicate. Tell members of your local community the same things you are communicating to guests—your detailed cleaning procedures, steps you are taking to ensure social distancing, etc.

Q: How often do you recommend posting to social media?

A: A daily update is likely enough but communicate whenever an update is made.

For more FAQs on how to communicate with guests, [CLICK HERE](#).

BATH HOUSES AND RESTROOMS

If your campground has all self-contained RVs, it is recommended you consider keeping all of the communal bath houses closed during the COVID-19 pandemic in order to maintain social distancing.

If you have guests with RVs that are not self-contained, it is important to consider limiting how many bath houses are open based on campground occupancy and your employees' ability to maintain proper cleaning schedules. Minimizing the number of open bath houses will also help you maintain the proper cleaning supplies.

Verify all cleaning and sanitizing products are [approved by the Environmental Protection Agency \(EPA\)](#) as a disinfectant against coronavirus and be sure to follow the manufacturer's directions. If you need to access cleaning supplies, check the resources arvc.org/coronavirus under "Ordering Supplies".

NEW PROCEDURES TO CONSIDER When Opening Bath Houses and Restrooms

- Maintain a heightened sense of cleanliness in the bath houses and restrooms while encouraging social distancing.
 - Create a cleaning log that is CLEARLY posted at the door letting guests know that the restroom has been cleaned as needed at a minimum of hourly and initialed by the employee
 - Ensure employees are wiping down all surfaces using [EPA-Approved surface cleaners](#), ideally after each use but no less than hourly.
- Reduce the number of open bathhouses and/or reduce the number of sinks, stalls and showers to encourage social distancing.
 - Close off every other sink, toilet, shower, etc.

BEST PRACTICES TO CONSIDER When Opening Bath Houses and Restrooms

- Create and post a cleaning log in each open bathhouse. Post the cleaning schedule on the front of the door so guests know when they can/cannot use the restroom. Make sure to close the restroom during the cleaning and disinfecting process.
- Determine the frequency of cleaning needed.
- Train your employees on the proper procedures to clean, disinfect, and to log their cleaning times. Do they have all of the appropriate personal protective equipment recommended by the CDC? Once the PPE has been removed, train your staff on the importance of washing their hands for a minimum of 20 seconds.
- Examine your cleaning products. Are they approved by the Environmental Protection Agency as a disinfectant against coronavirus? Make sure to follow the manufacturer's directions on how to use the product correctly.
- For family-style restrooms, place disinfecting wipes in each room so the guests are able to wipe down the area for themselves. We still recommend you clean the facility, but this gives the guest a level of feeling safe when going into a public restroom.
- Other: _____

Maintaining Social Distancing

Ideally you should limit the use of bath house/restrooms to one guest at a time. It may be unreasonable to have an employee outside of the bathroom door to ensure that only a limited number of people are in the restroom at one time. This is where the Honor System could be implemented. Consider placing a large sign on the door on the door stating that only a certain number of people can be in the restroom at one time, focusing on the importance for guests to maintain proper social distancing. For signage ideas, check out the resources provided in the Appendix of this document. The majority of the guests are willing to do the steps needed to maintain social distancing.

What Items Should be Wiped Down and Disinfected?

In addition to the standard items that are always cleaned and disinfected (sinks, countertops, toilets, etc.), think of additional items such as:

- All doorknobs: entrance/exit door, shower and restroom stalls, etc.
- Flush toilet and urinal handles
- Sink faucets
- Shower handles
- Baby changing stations
- Lids of the personal hygiene receptacles in each stall
- Other: _____

Frequently Asked Questions

The following questions were asked during the ARVC Webinar Series and were answered by subject matter experts in operations and cleaning procedures:

Q: When can I open my park's bath house?

A: This depends on your state and local jurisdiction's requirements. If your guests all have self-contained RVs, it is recommended to keep your bath houses closed. If your guests do not have self-contained RVs and your local jurisdiction has allowed you to open bath houses, it is recommended to limit usage based on CDC guidelines and/or local jurisdiction requirements.

Q: How many people at a time should I allow to use the bath house or restroom?

A: You should limit the number of people inside the bath house or restroom based on the size of the facility. Whenever possible, limit use to one person at a time. Your local jurisdiction may also have specific requirements for you to follow.

Q: What is the CDC's guidelines on bath house and restroom cleaning?

A: Currently the CDC is recommending hourly cleaning of bath houses and restrooms. To ensure proper cleaning, an 8/8/8 shift schedule is recommended. Remember to post your cleaning schedule prominently to communicate clearly with guests.

Q: What cleaning products should we use?

A: We recommend you follow [CDC guidelines on cleaning procedures for businesses](#) and the [EPA's recommended list of disinfectants for COVID-19](#).

For more FAQs on how to properly clean your bath houses and restrooms, [CLICK HERE](#).

CHECK-IN AND STORE

It is important to consider virtual check-ins when possible. Consider remote check-in for new arrivals. Post signs at your park's entrance to communicate with guests on what they need to do when pulling into your park. List a phone number to encourage guests to call rather than enter the registration area.

NOTE: Verify all cleaning and sanitizing products are [approved by the Environmental Protection Agency \(EPA\)](#) as a disinfectant against coronavirus and be sure to follow the manufacturer's directions. When cleaning areas where food and drink are prepared, maintained and eaten, verify the sanitizer is approved for use in food prep areas.

NEW PROCEDURES TO CONSIDER for Your Check-In and Store Areas

- Reduce or eliminate close contact with guests during check-in
 - Check in your guests outside and email all receipts to them.
 - Escort all guests directly to their site upon arrival (no exiting vehicle)
- Limit the interaction and # of guests shopping in the store to more than 4 persons at one time. (See suggested formula on page 13)
 - Post appropriate signage limiting number of individuals in store and/or registration
 - Post an employee at the entrance to monitor and control capacity
 - Install a plexiglass countertop stand or hanging shield to form a barrier between employees and guests during any in-store interaction
 - Any time a queue is possible, use tape to create "stand here" boxes on the floor to ensure proper social distancing
 - Encourage card only payment so guests can use the pin pad on their side of the plexiglass shields
 - Eliminate signing credit card receipts under \$250.00.
- Maintain a heightened sense of cleanliness in the store and registration
 - Wipe down all surfaces (counters, kiosks, coffee bar, etc) after each use with [EPA-approved cleaning and sanitizing products](#).
 - Wipe down all high-touch surfaces (door knobs, pens, handles etc.) after each use with [EPA-approved cleaning and sanitizing products](#).
 - Position hand sanitizer pump bottles at each kiosk for guest use, and separate hand sanitizer pump bottles at each kiosk for employees to use
- All visitors and the density on the campground should be closely monitored to ensure proper social distancing

BEST PRACTICES TO CONSIDER for Your Check-In and Store Areas

EXTERIOR

- If possible, remove benches, common area picnic tables, and multi-person seating (including seating around fire pits) to discourage guests from congregating
- Regularly clean and sanitize all single person seating (chairs and tables)
- Regularly clean and sanitize all high-touch areas, such as:
 - Door handles, edges
 - Entrance/exit doors
 - Trash and cigarette receptacles

INTERIOR

- Use social distancing signage to remind guests to maintain six-foot distancing.
- In any situation where a queue is possible, place signage or tape markers on the floor designating the proper six-foot distance
- Post signage requiring guests wear face masks in any common areas.
- All employees should use a face mask, desk shield/sneeze guard, gloves, or other items to limit employee exposure
- Regularly clean and sanitize ALL high-touch surfaces, such as:
 - Countertops
 - Door handles (exit doors, coolers, restrooms, employee offices, other)
 - Credit card payment unit after each use
 - Computer terminals (keyboard, mouse, touchscreen) after each employee change
 - Regularly clean and sanitize restrooms in check-in/store area (See the section on Bath Houses and Restrooms for details.)
- Disinfect all shopping carts or baskets (if applicable) after each use
- If your park offers postal services, make sure your employees wear the appropriate PPE while handling the mail and make sure your guests know where/when to pick up and drop off mail. Limit interactions as much as possible.

Managing Social Distancing

Use social distancing stickers or other reminders for guests to maintain the six-foot perimeter. This is especially important for the queue line in the check-in and store areas. Based on the size of the Check-In / Store area, it may be necessary to limit the number of guests in the building. (See suggested formula on page 13)

Frequently Asked Questions

The following questions were asked during the ARVC Webinar Series and were answered by subject matter experts in park operations:

Q: Should I limit reservations from other countries, states or counties?

A: Check with your local jurisdiction for recommendations on this. Some are requiring limits on inter- and intrastate travel. Contact your reservation system and they will be able to guide you on how best to implement the required processes and procedures. For a complete list of ARVC preferred vendors, visit the [ARVC Marketplace](#).

Q: How are other parks handling the personal touches while still social distancing?

A: The best practices being followed are to start by organizing a virtual check-in by contacting your reservation system company. If you don't have a reservation system, create your own procedure. Post signage at the entrance to your park so guests know what to do when they arrive. Maybe it is a phone number they call or your park's mobile app that will help them check-in and pay. Once they are checked in and ready to go to their site, have an employee ready to lead them to their site in a golf cart or on foot—using a phone number or your park's mobile app to communicate along the way. Get mobile phone numbers for all your guests and use text messages to check in and communicated with them throughout their stay.

Q: What if I don't have a way to check in guests virtually through an app or a reservation system?

A: Check in guests using proper social distancing. If you must have guests come inside, limit it to one guest at a time and thoroughly clean and disinfect everything between check-ins. Lock the door to keep other guests

from entering during check in. Remember to post a sign on the door so you continue to communicate properly to guests throughout the process. Make sure your check in employees are prepared and wearing appropriate personal protection equipment (PPE). If you have to accept cash, have two employees on duty—one interacting with the guest and one handling cash.

Q: How should I calculate the maximum number of guests and employees I should allow in my store (or any other building) at one time in order to maintain proper social distancing?

A: A suggested formula you can use for this calculation is to take the total square footage of your building, divide it by 36 and reduce that number by 80%.

Example: $3,200 \text{ sq. ft.} / 36 = 89$ people at normal capacity. $89 - 80\% = 18$ person maximum capacity (including employees)

For more FAQs on how to adapt your check-in procedures, [CLICK HERE](#).

RV SITES AND CAMPSITES

During the COVID-19 pandemic, it is imperative that guests and employees maintain social distancing. Preparing RV sites and campsites in between camper arrivals is crucial for safety and enjoyment. Before a camper arrives for their stay, be sure to assess the following:

BEST PRACTICES TO CONSIDER When Opening RV Sites and Campgrounds

- Determine if your state/county policy is for self-contained units only, or, if tents and other units can visit the park.
- Consider if water and electric sites can be reserved as to whether or not the bathhouse can remain open.
- Evaluate the site inventory to assure healthy social distancing can be maintained between sites.
- Do the sites need to be rented out daily, or, can there be a day or two between each check-in?
- Train your employees on the proper procedures to clean, disinfect, and to log their cleaning times. Do they have all of the appropriate personal protective equipment recommended by the CDC? Once the PPE has been removed, train your staff on the importance of washing their hands for a minimum of 20 seconds.
- Examine the cleaning products. Are they [approved by the Environmental Protection Agency](#) as a disinfectant against the coronavirus? Make sure to follow the manufacturer's directions on how to use the product correctly.

Maintaining Social Distancing

Many state and local policies require capacity and/or spacing restrictions. Before opening check with your local governments to establish clarity on these policies (NOTE: A link to these resources can be found in the Appendix of this guide):

- Check with the local government for guidelines on capacity and spacing restrictions, i.e.: 25%, 50%, 75%.
- If occupancy levels allow, consider spacing Recreational Vehicles and tents accordingly to further enhance social distancing.

What Areas Should be Wiped Down and Disinfected?

In addition to the standard items that are always cleaned and disinfected, these additional items should be cleaned and disinfected after each camper's use:

- BBQ grills
- Picnic tables, tables, chairs
- All secondary seating: swings, benches, etc.
- Sewer caps
- Water spigots
- Pedestal cover (flip breaker off for safety)
- Propane station handling of tanks

NOTE: Verify all cleaning and sanitizing products are [approved by the Environmental Protection Agency \(EPA\)](#) as a disinfectant against coronavirus and be sure to follow the manufacturer's directions.

Frequently Asked Questions

The following questions were asked during ARVC's Webinar Series and were answered by subject matter experts in park operations:

Q: Should I limit my park's capacity?

A: Some governments are requiring limited capacity, so check with your local authorities for clarification.

Q: Should I alternate RV and campsites to help with social distancing?

A: As you already know, RVs are well suited for social distancing, but staggering placement in your park (with a site or two in between) only enhances social distancing. Your park is unique though and ultimately this strategy will be up to you.

Q: How often do I need to clean and disinfect RV and campsites?

A: The simple answer is before each guest checks in and again after they check out.

For more FAQs on proper operation RV and campsites, [CLICK HERE](#).

OTHER ACCOMMODATIONS

(including cabins, PMRVs, safari tents, etc.)

During this time of the COVID-19 pandemic, all guests and employees must maintain social distancing. Cleaning and disinfecting all accommodation units (cabins, PMRVs, safari tents, etc) is critical for their safety and enjoyment. Before a guest arrives, think through the steps listed below.

NEW PROCEDURES TO CONSIDER When Opening Other Accommodations

- Many hospitality businesses are using “electrostatic sprayers” to thoroughly and quickly clean and sanitize high-traffic areas. At RV parks and campgrounds, these machines can be used effectively on cabins, PMRVs, safari tents, etc. to kill COVID-19 on hard and soft surfaces. The electrostatic application mixes droplets of the disinfection agent with an anti-microbial cleaner to produce a fine mist that covers all surfaces in a way human hands simply cannot touch. The product being used by most major airlines and hospitality businesses is called the [Protexus by Evaclean](#).
- For the safety of your employees and guests, consider instituting a 48-hour waiting period after a guest checks out before cleaning any campground-owned accommodation. This “waiting period” is intended to allow the interior of the accommodation to stabilize before entry by employees and allow additional time between guest rentals.
- Do not store extra linens or pillows for bunks or the sleeper sofa in the rental unit. Instead provide them on request
- Per the CDC, employees handling dirty laundry should *“Wear disposable gloves when handling dirty laundry and then discard after each use. If using reusable gloves, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other household purposes. Clean hands immediately after gloves are removed. If no gloves are used when handling dirty laundry, be sure to wash hands afterwards. If possible, do not shake dirty laundry. This will minimize the possibility of dispersing virus through the air. Launder items as appropriate in accordance with the manufacturer’s instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry from an ill person can be washed with other people’s items. Clean and disinfect clothes hampers according to guidance above for surfaces. If possible, consider placing a bag liner that is either disposable (can be thrown away) or can be laundered.”*

BEST PRACTICES TO CONSIDER When Opening Other Accommodations

- Train your employees on the proper procedures to clean, disinfect, and to log their cleaning times. Do they have all of the appropriate personal protective equipment recommended by the CDC? Once the PPE has been removed, train your employees on the importance of washing their hands for a minimum of 20 seconds.
- Examine the cleaning products to see if the [Environmental Protection Agency approves them as a disinfectant against coronavirus](#). Make sure to follow the manufacturer’s directions on how to use the product correctly.
- How will the kitchen supplies (dishes, utensils, etc.) be managed? Consider posting a sign that reads, “To ensure the highest level of sanitation, wash kitchen stock before and after each use.” Or replace with one-time use dinnerware.
- Establish procedures and policies for the handling of linen and terry. Consider:
 - All linen (blankets, mattress pads, etc.) and terry should be removed and laundered between each stay. Even items that may not have been used.
 - Remove any extra linens or pillows for bunks or sleeper sofas that will not be used. Provide only upon request.

- The following is from the CDC regarding linens, clothing, and other items that go in the laundry:
 - Wear disposable gloves when handling dirty laundry from an ill person and then discard after each use. If using reusable gloves, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other household purposes. Clean hands immediately after gloves are removed.
 - If no gloves are used when handling dirty laundry, be sure to wash hands afterwards.
 - If possible, do not shake dirty laundry. This will minimize the possibility of dispersing the virus through the air.
 - Launder items as appropriate in accordance with the manufacturer's instructions. i.e. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry from an ill person can be washed with other people's items.
 - Clean and disinfect clothes hampers according to the guidance above for surfaces. If possible, consider placing a bag liner that is either disposable (can be thrown away) or can be laundered.
 - Mattresses and pillows that are wipeable should be sprayed with approved EPA products and allowed to sit for a minimum of 45 seconds before wiping on both sides. Consider spraying the queen mattresses and pillows with fabric sanitizer.
- The housekeeping room should be cleaned and disinfected on a regular basis. High touch-point areas (machines, doorknobs, etc.) should be cleaned several times a day and marked off by the housekeeping when complete. To protect against cross-contamination, keep the clean laundry away from the dirty.

Maintaining Social Distancing

- Check with the local government for guidelines on capacity and spacing restrictions, i.e., 25%, 50%, 75%.

What Items Should be Wiped Down and Disinfected?

In addition to the standard items that are always cleaned and disinfected, think of additional items such as:

- BBQ's and grills, including handles and propane
- Door keys or security pads
- Doorknobs, handles, and locks
- Light switches
- Bed rails
- Table, chairs, swings, picnic tables, etc. (Interior and Exterior)
- TV remote(s)
- Wipeable furniture, futons, and couches
- Pull-out handles on hide-a-beds
- Headboards
- Pull chains for overhead fans
- Countertops
- Refrigerator handles
- Stove knobs
- Small appliances: Coffee makers, toasters, toaster ovens, telephones, etc.
- Drawer pulls

- Sink, shower, and all faucets
- Mirrors
- Toilet seats and flushers
- Broom and dust pan handles
- Air conditioner knobs
- Thermostats
- Microwave door handle
- Window handles
- Other: _____

NOTE: Verify all cleaning and sanitizing products are [approved by the Environmental Protection Agency \(EPA\)](#) as a disinfectant against coronavirus and be sure to follow the manufacturer's directions. When cleaning areas where food and drink are prepared, maintained and eaten, verify the sanitizer is approved for use in food prep areas.

Frequently Asked Questions

The following questions were asked during ARVC's Webinar Series and were answered by subject matter experts in park operations:

Q: How will I handle mattresses and pillows?

A: Bunk and full mattresses that are wipeable should be sprayed with an [EPA-approve surface cleaner](#) allowing it to sit for 45 seconds before wiping on both sides. The mattress pad on larger mattresses can be sprayed in place with fabric sanitizer. All pillows should also be treated with fabric sanitizer.

Q: What extra or enhanced cleaning will be needed?

A: See the list below by area of the cabin for high touch points that will need to be addressed by each housekeeper with extra attention:

- Kitchen – coffee maker, refrigerator & freezer door handles, microwave door handle, sink faucet & handles, all countertops, cooktop & cooktop knobs, kitchen light switches, dining table & chairs, cabinet & drawer handles, paper towel holder.
- Bathroom - door knobs, hairdryer, sink faucet & handles, toilet handle, soap dispenser, 3 chamber dispenser, shower faucet, light switches.
- Bedroom - light/fan switches, doorknobs, reading light switches, alarm clock, TV remote, heating cooling operations, blind rods/cords.
- Living Room - light/fan switches, doorknobs, TV remote, channel guide, heating/cooling operations, dining table & chairs, broom/dustpan, blind rods/cords.
- Bunk Room/Loft - light/fan switches, doorknobs, bunk stairs, bunk railings, ladder, bunk mattress pads.
- Housekeeping/Laundry Room - Washer & dryer handles and operation buttons, laundry carts, folding table, shelves.

For more FAQs on proper operation and cleaning of other accommodations, [CLICK HERE](#).

FOOD SERVICE

(Including Restaurants, Bars, Snack Bars, etc)

Keeping food service areas clean and disinfected is essential to all of the guests coming to eat. They need to feel that everything has been thoroughly cleaned and disinfected. Be sure to train all employees on the strict cleaning requirements needed during this pandemic.

NOTE: Verify all cleaning and sanitizing products are [approved by the Environmental Protection Agency \(EPA\)](#) as a disinfectant against coronavirus and be sure to follow the manufacturer's directions. When cleaning areas where food and drink are prepared, maintained and eaten, verify the sanitizer is approved for use in food prep areas.

NEW PROCEDURES TO CONSIDER When Opening Food Service Areas

- Maintain a heightened sense of cleanliness in all areas related to food service
 - Create a log and CLEARLY post it at the door letting guests know that the area has been cleaned as needed, no less than hourly. Each cleaning should be signed off on by the employee who cleaned
 - Ensure employees wipe down all surfaces using an [EPA-approved surface cleaner](#) as needed and no less than hourly
- If possible, limit the interaction and # of guests picking up food to one (1) at a time
 - Post appropriate signage limiting number of individuals in the area
 - Post an employee at the entrance to monitor and control capacity
 - Install a plexiglass countertop stand or hanging shield to form a barrier between employees and guests during any in-store interaction
 - Any time a queue is possible, use signage or tape to create "stand here" boxes on the floor to ensure proper social distancing
 - Encourage card only payment so guests can use the pin pad on their side of the plexiglass shields
- Maintain a heightened sense of cleanliness in the area
 - Wipe down all surfaces (counters, kiosks, coffee bar, etc) after each use with [EPA-approved cleaning and sanitizing products](#).
 - Wipe down all high-touch surfaces (door knobs, pens, handles etc.) after each use with [EPA-approved cleaning and sanitizing products](#).
 - Position hand sanitizer pump bottles at each kiosk for guest use, and separate hand sanitizer pump bottles at each kiosk for employees to use

BEST PRACTICES TO CONSIDER When Opening Food Service Areas

- Create a log that is CLEARLY posted at the door, notifying guests when the food service area has been cleaned.
- Ensure employees are wiping down all surfaces using [EPA approved products](#).
- Train your employees on the proper procedures to clean, disinfect, and to log their cleaning times. Do they have all of the appropriate personal protective equipment recommended by the CDC? Once the PPE has been removed, train your employees on the importance of washing their hands for a minimum of 20 seconds.
- Between seatings, clean and sanitize table condiments, digital ordering devices, check presenters, self-service areas, tabletops, and common touch areas. Single-use items should be discarded. Consider using rolled silverware and eliminating table presets.
- Remove lemons and unwrapped straws from self-service drink stations.

- Clean and sanitize reusable menus. If you use paper menus, discard them after each customer use. Implement procedures to increase how often you clean and sanitize surfaces in the back-of house. Avoid all food contact surfaces when using disinfectants.
- Make hand sanitizer readily available to guests. Consider touchless hand sanitizing solutions.
- Follow the [FDA's Guidelines for Managing Operations in a Food Service Establishment](#) and for [Food Pickup and Delivery](#).

Maintaining Social Distancing

Campgrounds should limit the interactions of guests and encourage social distancing. This can be accomplished by:

- Posting a sign stating that food and drinks are only available on a "to-go" basis.
- Installing a Plexiglas countertop stand or hanging shield to form a barrier between employees and guests during the interaction.
- Use marking tape (blue painters' tape) to create "stand here" boxes at the service counter for guests while in line, or [use one of these signage templates](#).
- Encourage card only payment so the guest can use the pin pad on their side of the plexiglass shields.

What Items Should be Wiped Down and Disinfected?

In addition to the standard items that are always cleaned and disinfected, think of additional items such as:

- Tables
- Chair seats and backs
- Booth seats and backs
- Benches
- Counters and ledges
- Doors and handles
- Credit card pin pad
- Windows and latches
- Trash can and lid
- Napkin holders
- Menus
- Meal baskets or trays
- Other: _____

Consider avoiding any self-service items such as toasters, coffee machines, condiment dispensers, soda fountains, plasticware, etc.

NOTE: Verify all cleaning and sanitizing products are [approved by the Environmental Protection Agency \(EPA\)](#) as a disinfectant against coronavirus and be sure to follow the manufacturer's directions. When cleaning areas where food and drink are prepared, maintained and eaten, verify the sanitizer is approved for use in food prep areas.

Frequently Asked Questions

The following questions were asked during ARVC's Webinar Series and were answered by subject matter experts in park operations:

Q: Until my food service amenities are allowed to open, what are my options?

A: Check with your local jurisdiction to confirm, but many parks are offering grab n' go options or site delivery of food ordered either online or via phone.

Q: How should I manage food storage?

A: Stock your food coolers with no more than the minimum levels to ensure you can maintain food safety for guests.

For more FAQs on proper operation and cleaning of food service amenities, [CLICK HERE](#)

GROUNDS, BUILDINGS AND MAINTENANCE

There are common areas of the campground that will be used by guests and it is essential to promote social distancing. Once the policies and procedures are determined, for your park, share the information with the guests so they know what to expect with the various public buildings throughout the park.

BEST PRACTICES TO CONSIDER for Opening Grounds and Buildings

- Determine the frequency of cleaning needed and post-cleaning schedules.
- Train your employees on the proper procedures to clean, disinfect, and to log their cleaning times. Do they have all of the appropriate personal protective equipment recommended by the CDC? Once the PPE has been removed, train your employees on the importance of washing their hands for a minimum of 20 seconds.
- Examine the cleaning products. Are they [approved by the Environmental Protection Agency as a disinfectant against the coronavirus](#)? Make sure to follow the manufacturer's directions on how to use the product correctly.

Maintaining Social Distancing

Campgrounds should limit the interactions of guests and encourage social distancing. This can be accomplished by:

- Posting signage notifying guests of social distancing orders.
- Limit number of people using these types of amenities and public buildings.
- Consider removing seating areas within your dog park and any additional seating areas on the grounds outside of individual campsites. This will help to reduce group gatherings.

What Items Should be Wiped Down and Disinfected?

In addition to the standard items that are always cleaned and disinfected, think of additional items such as:

BUILDINGS

- Doors and door handles
- Door locks
- Windows and latches
- Air conditioning unit knobs
- Thermostats
- Keys
- Light switches
- Vending machines
- Furniture
- Other: _____

OUTDOOR KITCHENS

- Benches and all seating
- Sink and faucet handles
- Stove knobs/handles

- Spray hose including faucet handles
- Countertops
- Food prep areas
- Garbage can & can lid
- Other: _____

DOG PARKS

- Gate handles
- Top rail and side rail of gate
- Pet waste station garbage lid & bag receptacle
- Furniture
- Other: _____

DUMP STATION

- Water hose and hose spout
- Water valve
- Garbage can lid & handles
- Other: _____

NOTE: Verify all cleaning and sanitizing products are [approved by the Environmental Protection Agency \(EPA\)](#) as a disinfectant against coronavirus and be sure to follow the manufacturer's directions.

Frequently Asked Questions

The following questions were asked during ARVC's Webinar Series and were answered by subject matter experts in park operations:

Q: Can I keep my dog park(s) open?

A: It is recommended to either keep this type of amenity closed or at least limit the use of it during the pandemic. You should evaluate if your dog park is large enough to accommodate guests and their animals while maintaining proper social distancing. There is no official guideline for this—just common sense.

For more FAQs on proper operation and cleaning of your park, [CLICK HERE](#).

LAUNDRY FACILITIES

With the COVID-19 pandemic, it is essential to assure the guests that the laundry room is not only clean but disinfected. Maintaining social distancing, cleaning rigor, staffing needs, all based on the campground occupancy, can be a challenge for every owner. If the local or county ordinance allows the laundry room to be open, below are examples of what we have seen other campgrounds do that may be helpful.

NEW PROCEDURES TO CONSIDER When Opening Laundry Facilities

- Limit the number of persons in these areas to ensure proper social distancing.
 - Post appropriate signage stating, "For the safety of our guests, no more than (XX) people allowed in order to promote proper social distancing"
 - If possible, remove any and all chairs or benches that would allow guests to sit and/or congregate while using this area. These can be placed outdoors separated by more than 6 feet.
- Maintain a heightened sense of cleanliness in these areas
 - Create a cleaning log that is CLEARLY posted at the door letting guests know the area has been cleaned as needed (a minimum of 3 times daily). Each cleaning should be signed off on by the employee who cleaned.
 - All high-touch surfaces should be cleaned using an [EPA-approved surface cleaner](#) ideally after each use, but a minimum of 3 times daily.

BEST PRACTICES TO CONSIDER When Opening Laundry Rooms

- Be sure to allow time between each guest for adequate time to clean and disinfect the room.
- Post the schedule on the entrance.
- Examine what cleaning supplies are in stock. Is there enough to maintain the laundry room to be open regular or limited hours?
- Consider placing hand sanitizer and disinfecting wipes into the laundry room so guests can wipe down the area before/after they use the machines. This provides a level of comfort for the camper.
- Remove all games, books, brochures, etc. that guests could touch. These items are tough to disinfect.
- Remove laundry baskets, if provided.
- Train your employees on the proper procedures to clean, disinfect, and to log their cleaning times.

Maintaining Social Distancing

- If possible, keep the laundry room locked and post a sign on the door asking the guests to email or text a time that would work for them to do their wash. This allows only one family into the room at a time. Once they are done, your employees can disinfect the room before the next guest. This option maintains social distancing and allows your employees to disinfect based on the times that it is used. The guests will not be concerned with cross-contamination with other people's laundry.
- If the laundry room is open, maintain social distancing by closing every other or every third machine so the 6' distance can be honored. If that is not an option, put blue painter's tape on the floor, or [use these signage templates](#), showing people where it is acceptable to stand. Determine what the maximum capacity should be for the room size See FAQs in the "Check-In and Store" section for the formula for determining maximum capacity for the size of your laundry room. Post a sign(s) on the door that states how many individuals can be in the room at one time, along with the cleaning and disinfecting schedules.

What Items Should be Wiped Down and Disinfected

In addition to the standard items that are always cleaned and disinfected, think of additional items such as:

- Machine lids/doors
- Coin slots
- Lint screens
- Machine knobs
- Folding tables/countertop
- Chairs/Benches
- Change machine
- Clothes rack
- Entrance/Exit door handles
- Light switch
- Soap dispensers
- Irons/ironing boards
- Faucets, if a sink is provided
- Trash can lid's
- Other: _____

NOTE: Verify all cleaning and sanitizing products are [approved by the Environmental Protection Agency \(EPA\)](#) as a disinfectant against coronavirus and be sure to follow the manufacturer's directions. When cleaning areas where food and drink are prepared, maintained and eaten, verify the sanitizer is approved for use in food prep areas.

Frequently Asked Questions

The following questions were asked during ARVC's Webinar Series and were answered by subject matter experts in park operations:

Q: Can I keep my laundry services open?

A: Laundry is considered an essential amenity, so as you provide laundry facilities to your guests, you can keep your laundry facility open provided you are able to maintain proper social distancing and cleaning schedules. It is recommended you confirm with your local jurisdiction to determine if there are any specific requirements.

Q: Once we are allowed to open these spaces what are the recommendations for cleaning and disinfecting?

A: The recommendation is to limit the number of people accessing your laundry facility at a one time and to clean and disinfect after each use. For disinfection, your park should use [approved EPA-registered household disinfectants](#).

Q: What should I do about the commercial housekeeping/laundry room?

A: The housekeeping room will need to be cleaned & disinfected on a regular basis. High touch point areas (machines, door knobs, etc.) should be cleaned after each use and marked off by the housekeeper when complete. Clean laundry needs to be kept away from dirty laundry to protect from cross contamination.

For more FAQs on proper operation and cleaning of outdoor spaces, [CLICK HERE](#).

INDOOR RECREATION AMENITIES

Recreational areas of the campground are great places for guests to gather and have fun. With the COVID-19 pandemic however, this is an area where maintaining social distancing may be difficult to monitor and enforce. Check with local government orders to see if closing recreational areas is required or recommended. Then consider if the following areas should be closed:

- Fitness room
- Game room
- Meeting rooms
- Indoor recreation halls
- Other non-essential public gathering areas

BEST PRACTICES TO CONSIDER if Closing Indoor Recreation Areas

- Post appropriate signage stating, "For the safety of our guests, this area is closed"
- If there is a door or gate, lock it. If there is no door or gate block off the area using rope or caution tape.
- Post appropriate signage indicating the area is closed to the public until further notice.
- Notify the guests in advance of their arrival, so they are aware of the closures
- Hand out closure information with the site map when the guests arrive, so they know what is expected of them.

Frequently Asked Questions

The following questions were asked during ARVC's Webinar Series and were answered by subject matter experts in park operations:

Q: When will I know it is safe to open my indoor recreation amenities?

A: Currently, the recommendation is to keep these amenities closed because maintaining social distancing is difficult. You will need to check with your local jurisdiction to determine when it is appropriate to open specific amenities.

Q: Is there a way we can continue indoor recreation, such as classes, crafting, etc?

A: Many campgrounds are finding success using virtual meeting platforms for this type of activity. Supplies can be delivered to each guest at their site and then the guest can participate in the activity via their computer from the safety of their RV.

For more FAQs on proper operation and cleaning of pools and splash pads, [CLICK HERE](#).

OUTDOOR SPACES

Outdoor spaces at your park are likely great places for gatherings and group functions. If maintaining social distancing could be a challenge at your park, consider keeping these areas closed for a certain period of time.

BEST PRACTICES TO CONSIDER When Opening Outdoor Spaces

- Determine the frequency of cleaning depending on the level of use.
- Post a cleaning log in visible place giving the guests a comfort level that it is regularly cleaned.
- Train your employees on the proper procedures to clean, disinfect, and to log their cleaning times. Do they have all of the appropriate personal protective equipment recommended by the CDC? Once the PPE has been removed, train your employees on the importance of washing their hands for a minimum of 20 seconds.
- Examine your cleaning products. Are they [approved by the Environmental Protection Agency \(EPA\) as a disinfectant against coronavirus](#)? Make sure to follow the manufacturer's directions on how to use the product correctly.
- Consider mounting hand-sanitizer to a wall or pole so the guests can use it as needed.

Maintaining Social Distancing

- Post signage notifying guests of social distancing orders. State or local regulations should be followed as they may dictate a greater reduction in capacity.
- If the area remains closed, remove tables and chairs if possible, to discourage gathering. If you can't remove the tables and chairs, make sure you have an employee enforcing policy at the area throughout the day.
- If the area is able to open, limit the number of people that can use the area at one time.

What Items Should be Wiped Down and Disinfected?

In addition to the standard items that are always cleaned and disinfected, think of additional items such as:

- Chairs, benches, stools and other seating areas
- Tables (if tables are wood, consider using a vinyl tablecloth that can be easily cleaned)
- Light switches
- Garbage can and garbage can lid
- Ledges or railings typically touched by guests
- Poles reachable by guest
- Stair railings
- Movie or audio equipment boards

NOTE: Verify all cleaning and sanitizing products are [approved by the Environmental Protection Agency \(EPA\)](#) as a disinfectant against coronavirus and be sure to follow the manufacturer's directions. When cleaning areas where food and drink are prepared, maintained and eaten, verify the sanitizer is approved for use in food prep areas.

Frequently Asked Questions

The following questions were asked during ARVC's Webinar Series and were answered by subject matter experts in park operations:

Q: When will I know it is safe to open my outdoor spaces?

A: You will need to check with your local jurisdiction to determine when it is appropriate to open specific amenities, but in general, outdoor spaces can remain open provided proper social distancing requirements are being followed.

Q: Once we are allowed to open these spaces what are the recommendations for cleaning and disinfecting?

A: The recommendation is to keep the amenity closed until approved to open by your local jurisdictions AND until you have the employees and cleaning supplies available to maintain a regular cleaning and disinfecting schedule. For disinfection, your park should use [approved EPA-registered household disinfectants](#).

For more FAQs on proper operation and cleaning of outdoor spaces, [CLICK HERE](#).

POOLS AND SPLASH PADS

According to the CDC, "There is no evidence that COVID-19 can be spread to humans through the use of pools, hot tubs or spas, or water playgrounds. Proper operation, maintenance, and disinfection (e.g., with chlorine and bromine) of pools, hot tubs or spas and water playgrounds should inactivate the virus that causes COVID-19." But the virus could spread through other items within the pool/splash pad area, such as furniture, tables, etc.

Keep in mind that enforcing social distancing (distance of 6 feet and limiting groups to 10 or fewer) may be problematic with regard to hot tubs and splash pads so you may want to prolong the shutdown of these amenities. While closed, you should post appropriate signage stating, "For the safety of our guests, this area is closed".

BEST PRACTICES TO CONSIDER When Opening Pools & Splash Pads

- Post appropriate signage that requires guests maintain a minimum of 6-feet from others while in the swimming pool, on the pool deck, or socializing in the surrounding areas.
- Reducing or changing the pool hours might be necessary to ensure social distancing requirements are being met. Hot tubs and spas should remain closed and proper signage posted.
- Reducing amount of pool furniture and space the furniture in a way that promotes social distancing.
- All high-touch surfaces should be cleaned using [EPA-approved surface cleaners](#) at least three times each day
- Post a cleaning log in visible place giving your guests a comfort level knowing there are regular sanitation times.
- Train your employees on the proper procedures to clean, disinfect, and to log their cleaning times. Do they have all of the appropriate personal protective equipment recommended by the CDC? Once the PPE has been removed, train your employees on the importance of washing their hands for a minimum of 20 seconds.
- Examine your cleaning products. Are they [approved by the Environmental Protection Agency](#) as a disinfectant against coronavirus? Make sure to follow the manufacturer's directions on how to use the product correctly.
- If staffing levels do not permit the regular cleaning schedules, and the reinforcement of social distancing requirements, pools and splash pads should remain closed to your guests.
- If tables in pool area are wood, consider using a vinyl tablecloth that can be easily cleaned.

Maintaining Social Distancing for Pools and Splash pads

Campgrounds should limit the interactions of guests and encourage social distancing. This can be accomplished by:

- Posting signage notifying guests of social distancing orders.
- Limiting the number of people using the pool or splash pad.
- Reduce the amount of pool furniture by at least 50% and space the remaining furniture appropriately. State or local regulations should be followed as they may dictate a greater reduction in capacity.

What Items Should be Wiped Down and Disinfected?

In addition to the standard items that are always cleaned and disinfected, think of additional items such as:

- Chairs and lounges
- Tables
- Pool ladders
- Pool railings

- Umbrella stands and knobs
- Gate latch and top/sides of gate where a guest can touch
- Garbage can lid and handle
- Other: _____
- NOTE: If there are restrooms near the pool, see the Bath House and Restrooms Section for enhanced cleaning procedures.

NOTE: Verify all cleaning and sanitizing products are [approved by the Environmental Protection Agency \(EPA\)](#) as a disinfectant against coronavirus and be sure to follow the manufacturer's directions.

Frequently Asked Questions

The following questions were asked during ARVC's Webinar Series and were answered by subject matter experts in park operations:

Q: When will I know it is safe to open my pool or splash pad?

A: Currently, the recommendation is to keep these amenities closed because maintaining social distancing is difficult. You will need to check with your local jurisdiction to determine when it is appropriate to open your pool or splash pad.

Q: How should we treat related amenities such as docks, marinas, beaches, etc?

A: Some of these amenities are easier than others to ensure proper social distancing is maintained, so the decision to open should be based on your unique situation (complete the "Regulation Compliance Worksheet" on page 6 of this guide) in combination with the guidelines issued by your local authority having jurisdiction (AHJ).

For more FAQs on proper operation and cleaning of pools and splash pads, [CLICK HERE](#).

PLAYGROUNDS AND JUMPING PILLOWS/BOUNCE PADS

Your park should mirror local government regulations regarding the open/closed status of their playground. This would also include jumping pillows and bounce pads. If public park playgrounds are closed, these amenities at your park should also be closed. Post appropriate signage and rope off the amenities, if possible. These amenities may be able to open if the public parks are open but check the local ordinances first. Post appropriate signage indicating the health risks and precautions if guests are close to each other, and ideally post an employee at each amenity to enforce proper social distancing and to clean and disinfect the amenity as needed per CDC guidelines.

NEW PROCEDURES TO CONSIDER When Opening Playgrounds and Jumping Pillows/Bounce Pads

- Mirror local government regulations regarding the open/closed status of your park's playground
 - If public park playgrounds are closed, post appropriate signage and rope off playground.
 - If public park playgrounds are open, post appropriate signage indicating the health risks and precautions of allowing guests to be in such close proximity of each other
- Jumping Pillows and Bounce Pads should remain closed until proper social distancing can be maintained.

If the amenity is closed

- Lock area, if appropriate, or block off the area by using rope or caution tape
- Display appropriate signage indicating the area is closed until further notice
- Remove all furniture and benches to discourage any gathering places

If the amenity is open

- Post signage indicating that all guests maintain proper social distancing
- If possible, post an employee at each amenity to enforce social distancing
- Limit the number of tables or other furniture to assist with limiting the number of guests that could congregate in the area
- Ensure there are enough cleaning supplies and employees available for frequent cleaning
- Employees must be trained in proper cleaning methods
- Social distancing guidelines should be followed; this could involve limiting the number of children in the playground at one time or sectioning it off into separate areas

What Items Should be Wiped Down and Disinfected?

In addition to the standard items that are always cleaned and disinfected, think of additional items such as:

- Swing sets including seats, chain, and poles
- Monkey bars
- Fun tubes – inside and out
- Climbing rocks or other climbing elements
- Seesaws
- Merry-Go-Rounds
- Slides – top, bottom, and railings
- Other: _____

NOTE: Verify all cleaning and sanitizing products are approved by the [Environmental Protection Agency \(EPA\)](#) as a disinfectant against coronavirus and be sure to follow the manufacturer's directions.

Frequently Asked Questions

The following questions were asked during ARVC's Webinar Series and were answered by subject matter experts in park operations:

Q: When will I know it is safe to open my outdoor recreation amenities?

A: You will need to check with your local jurisdiction to determine when it is appropriate to open specific amenities.

Q: Once we are allowed to open these amenities what are the recommendations for cleaning and disinfecting?

A: The recommendation is to keep the amenity closed until approved to open by your local jurisdictions AND until you have the employees and cleaning supplies available to maintain a regular cleaning and disinfecting schedule. For disinfection, your park should use [approved EPA-registered household disinfectants](#).

For more FAQs on proper operation and cleaning of outdoor recreation amenities, [CLICK HERE](#).

RENTAL GOLF CARTS, BICYCLES AND OTHER RECREATIONAL EQUIPMENT

Many parks rent golf carts, bicycles, kayaks and canoes, and other recreational equipment to guests. During a pandemic, your park should consider limiting some of these rentals. Any rentals occurring should be thoroughly cleaned and disinfected before and after each use.

BEST PRACTICES TO CONSIDER When Opening Recreational Activities

- Keep high-contact programs canceled (those requiring close (<6 feet) distancing)
- For recreation programs that meet the requirements of social distancing, consider developing a procedure for documenting each rental transaction along with sanitizing all rented units.
- Disinfect each bike, kayak, etc. before and after each rental using an [EPA-approved surface cleaner](#).
- Log what equipment was rented, cleaning dates, and times.
- Ensure there are enough cleaning supplies and employees available and trained in proper cleaning and disinfecting methods.

Maintaining Social Distancing

- High contact programs that require close contact less than six (6) feet in distance should be canceled. This would include activities such as group sports activities, foam machine parties and any organized group events where social distancing cannot be met.
- Promote recreational programs such as nature walks, movie nights, mini-golf, geocaching, scavenger hunts or other social distancing activities. [For more ideas, see "Meeting Guest Needs During and After a Pandemic"](#)

What Items Should be Wiped Down and Disinfected?

In addition to the standard items that are always cleaned and disinfected, think of additional items such as:

- Seats
- Handlebars
- Base
- Pedals
- Flag poles
- Inside and outside of canoes or other water equipment
- Additional pieces such as rows for boats, life jackets, etc.

NOTE: Verify all cleaning and sanitizing products are [approved by the Environmental Protection Agency \(EPA\)](#) as a disinfectant against coronavirus and be sure to follow the manufacturer's directions.

Frequently Asked Questions

The following questions were asked during ARVC's Webinar Series and were answered by subject matter experts in park operations:

Q: When will I know it is safe to rent outdoor recreation equipment?

A: You will need to check with your local jurisdiction to determine when it is appropriate to open specific amenities.

Q: Once we are allowed to open these amenities what are the recommendations for cleaning and disinfecting?

A: The recommendation is to keep the amenity closed until approved to open by your local jurisdictions AND until you have the employees and cleaning supplies available to maintain a regular cleaning and disinfecting schedule. For disinfection, your park should use [approved EPA-registered household disinfectants](#).

Q: What are some other ideas for activities I can set up for my guests to enjoy and still maintain proper social distancing?

A: Think outside of the box. How many of your traditional activities could be done virtually? [For some great ideas, check out "Meeting Guest Needs During and After a Pandemic"](#)

For more FAQs on proper operation and cleaning of rental equipment, [CLICK HERE](#).

CDC GUIDELINES: HOW TO CLEAN AND DISINFECT

INSTRUCTIONS: Use these guidelines to inform any updates to your existing cleaning procedures and schedules and to educate your employees and guests. Remember to post your cleaning procedures and schedules clearly for everyone to see.

Hard (Non-porous) Surfaces

- If surfaces are dirty, they should be cleaned using a detergent or soap and water before disinfection.
- For disinfection, [approved EPA-registered household disinfectants](#) should be effective.
 - Follow the manufacturer's instructions for all cleaning and disinfection products for concentration, application method and contact time, etc.
 - Unexpired household bleach will be effective against coronaviruses when properly diluted. Diluted household bleach solutions (at least 1000ppm sodium hypochlorite) can be used if appropriate for the surface. *Follow manufacturer's instructions for application, ensuring a contact time of at least 1 minute and allowing proper ventilation during and after application.*
 - Check to ensure the product is not past its expiration date. ****Never mix household bleach with ammonia or any other cleanser.**
- To prepare a diluted bleach solution:
 - Mix 5 tablespoons (1/3 cup) bleach per gallon of water or 4 teaspoons bleach per quart of water.

Soft (Porous) Surfaces

- For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces.
- After cleaning:
 - If the items can be laundered, launder items according to the manufacturer's instructions using the warmest appropriate water setting for the items and then dry items completely.
 - Otherwise, use products that are EPA approved and are suitable for porous surfaces

Electronics

- For electronics such as tablets, touch screens, keyboards, remote controls and ATMs, remove visible contamination if present.
 - Follow the manufacturer's instructions for all cleaning and disinfection products.
 - Consider the use of wipeable covers for electronics.
 - If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid the pooling of liquids.

Linens, Clothing, and Other Items That Go in the Laundry

- In order to minimize the possibility of dispersing virus through the air, do not shake dirty laundry.
- Wash items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry that has been in contact with an ill person can be washed with other people's items.
- Clean and disinfect hampers or other carts for transporting laundry according to guidance above for hard or soft surfaces.

CDC GUIDELINES: PERSONAL PROTECTIVE EQUIPMENT (PPE) AND HAND HYGIENE

The risk of exposure to cleaning employees is inherently low, however, your cleaning employees should wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash.

- Gloves and gowns should be compatible with the disinfectant products being used.
- Additional PPE might be required based on the cleaning/disinfectant products being used and whether there is a risk of a splash.
 - Gloves and gowns should be removed carefully to avoid contamination of the wearer and the surrounding area. Be sure to clean your hands after removing gloves.
 - If gowns are not available, coveralls, aprons, or work uniforms can be worn during cleaning and disinfecting. Reusable (washable) clothing should be laundered afterward. Clean hands after handling dirty laundry.
- Gloves should be removed after cleaning a room or area occupied by ill persons. Clean hands immediately after gloves are removed.
- Cleaning employees should immediately report breaches in PPE, such as a tear in gloves or any other potential exposures to their supervisor.
- Cleaning employees and others should clean hands often, including immediately after removing gloves and after contact with an ill person, by washing hands with soap and water for 20 seconds. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.
- Follow normal preventive actions while at work and home, including cleaning hands and avoiding touching eyes, nose or mouth with unwashed hands. Additional key times to wash hands include:
 - After blowing one's nose, coughing or sneezing;
 - After using the restroom;
 - Before eating or preparing food;
 - After contact with animals or pets; and
 - Before and after providing routine care for another person who needs assistance such as a child.

WHAT TO DO IF YOU HAVE A SICK EMPLOYEE

Any employee who suspects they may be sick with COVID-19 should not come to work and should seek medical counsel and testing. If any employee has been caring for someone or has a family member in their home who is sick with COVID-19 they should also not come to work. In both cases, your park should create a written procedure for what to do when an employee gets sick. Share this with your employees so they know what to do if they become ill, as well as a policy for who/how the employee should notify your park they are ill and/or provide updates. You cannot terminate an employee who is sick with COVID-19.

ITEMS TO CONSIDER if an EMPLOYEE Becomes Ill at Your Park

- Send the ill employee home to quarantine.
- Notify all employees that they may have been exposed. NOTE: Due to HIPPA laws, the ill employee's name must be protected, so be vague in the language. For example, "You have likely come into contact with someone who has tested positive for Coronavirus"
- Have information available on where to get tested and shared with everyone who may have been exposed.
- Notify the local health department and follow their guidelines

ADDITIONAL ITEMS TO CONSIDER if a WORK CAMPER Becomes Ill at Your Park:

- Follow the governmental guidelines as to whether or not they should be in quarantine upon arrival at your campground.
- Remember to treat everyone the same.
- Have a written procedure in place to use as a reference

WHAT TO DO IF YOU HAVE A SICK GUEST

Contact the County Health Department to report a sick guest. Note the date and time of notification. The guest will likely be required to quarantine within their RV for no less than 14 days or until released by their doctor. Employees should stop all contact with guest and maintain at least six (6) feet distance between themselves and guest.

ITEMS TO CONSIDER if a GUEST Camper Tests Positive for COVID-19

Below are items to consider when a guest suspects they have COVID-19, or they have tested positive.

- Create a written document outlining your campgrounds response if a guest becomes ill.
- Once a guest shares that they may be or have tested positive for COVID-19, contact the local health authorities. They will have procedures for state and county reporting. Ask for their advice on safety and health requirements.
- Isolate the guest or any person who may have been in close proximity to the infected individual and ensure implementation of appropriate quarantine arrangements.
 - All efforts should be made for the guest to return home.
 - If guest lives on property, they should be required to quarantine within their RV for no less than 14 days or until released by their doctor.
- Take steps to limit the spread of the individual's infectious respiratory secretions, by providing them a face mask and asking them to wear it, if they can tolerate doing so. Note from OSHA.gov: A surgical mask on a patient or other sick person should not be confused with PPE for a worker; the surgical mask acts to contain potentially infectious respiratory secretions at the source (i.e., the person's nose and mouth).
- Notify all guests of any potential exposure to the infected individual. Consider drafting this letter in advance of an outbreak.
- Contact ARVC at info@arvc.org for assistance with managing any social media reactions.

REMEMBER: You have the right to refuse service to a guest who appears to be ill at check in.

Post written documentation of the campground policy in a public area.

Frequently Asked Questions

The following questions were asked during ARVC's Webinar Series and were answered by subject matter experts in legal issues and park operations (NOTE: This should not be considered legal advice. For any legal matters, you should consult legal counsel):

Q: Am I liable if a guest gets sick on my campground?

A: It would be very difficult to prove where the infection started with such a long incubation period. However, it would be a good idea to consider a waiver or release at check in.

Q: Is there a template waiver I should use?

A: You will need a waiver that is specific to your state, and every state's waiver templates and requirements for waivers are different. ARVC recommends reaching out to your Secretary of State's office and/or Department of Health for templates and guidelines. Some other things to keep in mind if you decide to use a waiver:

- You must give the guest the time to read it
- You need to make sure they understand the waiver
- Any release or waiver is not guaranteed to protect you against liability

FOCUSING ON MENTAL HEALTH NEEDS OF YOUR EMPLOYEES AND GUESTS

It is important to realize pandemics can create mental health needs as well. Acknowledging, recognizing and acting on mental distress in these uncertain times is key to lessening the impact on your employees and guests. A working knowledge of different mental health implications can help you understand and address the mental health risks of this global health pandemic. Here are some resources you can use to focus on the mental health needs of your employees and guests:

- [COVID-19 Resource and Information Guide \[National Alliance on Mental Illness\]](#)
- [The Road to Resilience \[American Psychological Association\]](#)
- [Mental Health Coping Strategies \[National Alliance on Mental Illness\]](#)
- [Resources for Immediate Response](#)
- [Tools and Information on Anxiety](#)
- [Tools for Connecting with Others](#)

Resiliency Through a Crisis: Tips to Successfully Navigate Re-Opening Your Business

Resiliency means “bouncing back” from difficult experiences. It’s the process of adapting well in the face of adversity, trauma, tragedy, threats or significant sources of stress— such as a pandemic, serious health problems or workplace and financial stressors or family and relationship problems. As we exit the COVID-19 pandemic, these tips on resiliency will help you successfully navigate re-opening your business.

[Resource: Resiliency Through a Crisis](#)

Frequently Asked Questions

The following questions were asked during ARVC’s Webinar Series and were answered by subject matter experts in mental health:

Q: How do we handle campers who seem to be angry at campground owners/business owners as if it is their fault that this pandemic is going on?

A: First of all, you need to give everyone the benefit of the doubt. Each person is going to have moments when they are not at their best. As campground owners, it is important to remember your campers are potentially going to be stressed for various reasons. This is not your fault. If you have someone yelling at you, or sending a nasty email or on the phone, say I am happy to talk with you when you are calmer. Listen. See if you can become more of a listener and just validate vs. getting defensive. Bottom line is we are all heightened and stressed right now— feeling almost the stages of grief.

Q: How can I decrease the stress in others?

A: Reflective listening is a great technique for this. It is a communication strategy involving two key steps: understanding the person’s concern and then offering their concern back to the person to confirm you understood them correctly. Essentially be a mirror and the conversation will likely quickly defuse itself and allow you to find a solution that works for everyone.

[For more details on this technique, review this resource.](#)

CREATING A POLICY: MAINTAINING SAFETY DURING A PUBLIC HEALTH CRISIS

Creating a policy should reflect the needs of your unique park, but first and foremost should focus on maintaining the safety of your employees and guests. You should align your policy with state and local requirements. Here are some policies your campground should consider requiring:

- Do not allow employees or guests to congregate in groups greater than 10 people or be less than six (6) feet from another individual;
- Wear a face mask at all times when outside, especially in public spaces;
- Exercise healthy practices such as washing hands frequently and covering any cough or sneeze;
- Limit all individuals on a single site to members of the immediate household or living unit;
- Comply with all park regulations and rules posted and/or presented at the time of arrival; and
- Comply with all government rules and laws whether state or county intended to protect the health of individuals and reduce the spread of COVID-19.

Whatever your policies, make sure you communicate them clearly to each guest upon check-in. Provide a copy of your policies to each guest, including the potential consequences if any policies are not followed. In addition, post them clearly throughout your park.

SAMPLE OPEN LETTER FOR A GOVERNMENT AGENCY OR DEPARTMENT

INSTRUCTIONS: Copy and paste this letter into a new document and customize as needed. NOTE: This is not a legal document and should not be considered legal advice.

Re-Opening Plan for **[PARK OR CAMPGROUND NAME]**

Business Name _____

License Number(s) _____ Owner/Operator _____

[PARK OR CAMPGROUND NAME] has put in place a plan to reopen and/or continue operations for its guests and patrons. The plan accounts for the safety and well-being of its employees and guests by expanding on the operational segments of RV parks and campgrounds.

In accordance with Federal, State and Local Public Health Department regulations and guidance, the plan provides consideration for the following procedures:

- Social Distancing
- Cleaning and Sanitizing
- Occupancy and Capacity
- Personal Protective Equipment (PPE)

Throughout the plan, tangible evidence of actions showcases the operational effort to optimize the distance between our guests and to clean and sanitize areas they may come into contact with. Examples of these actions include but are not limited to:

- Modified Registration Procedures
- Social Distancing Signage
- Distance between campsites
- Enhanced Cleaning Plans with Frequency/Schedules
- Cleaning Products
- Closure of Specified Campground Areas
- Reduction and/or Removal of Furniture to Minimize Occupancy
- As recommended, PPE for Employees

The full re-opening plan for **[PARK OR CAMPGROUND NAME]** is available upon request.

[PARK OR CAMPGROUND NAME] understands the dynamic nature of the COVID-19 outbreak and seeks to work with Federal, State and Local Public Health Departments on any changing conditions or requirements.

Respectfully,

[PARK OR CAMPGROUND OWNER'S NAME]

[You can find a Word document here to easily customize](#)

CAMPER WELCOME PACKAGE

(suggested template)

Welcome to our [CAMPGROUND NAME]!

We are glad to see you safely arrived. We have updated our campground and our rules so we all have a way to make the best of the campground during these times. You will see we are asking you to do your part, so we all stay well.

Here are some updated resources for you to review

- General Store [Include what is stocked, how to access (Order from an app? New hours?)]
- Grocery Stores [Include ways to order from home and pick up; hours and location]
- Medical / Telehealth & Medical Services

Here are the Campground's Updated Guest Rules

- List your updated rules here.

Here are Ways We Can Communicate with Each Other

- Phone _____
- Email _____
- FaceTime _____
- Zoom/Conference Call _____
- Social Media _____
- Google _____

What to Expect at the Campground

Here is a list of the services and amenities that are currently OPEN

- Item #1
- Item #2
- Item #3

Here is a list of the services and amenities that are currently CLOSED

- Item #1
- Item #2
- Item #3

Where to Go in the Community for Basics

- Food/Groceries
- Healthcare
- Banking
- Other

Here are the items we can delivery to your site. Just call us at **###-###-####** for delivery.

- Item #1
- Item #2
- Item #3

While you enjoy your stay, we hope you can participate in some of these activities

Note: Get creative with making the normal activities friendly to social distancing.

- Item #1
- Item #2
- Item #3

Other 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

[You can find a Word document here to easily customize.](#)

Note: This information is part of a larger document called "[What Does Being Open Look Like?](#)" provided by Marshall & Sterling Insurance.

SAMPLE CANCELLATION/REFUND POLICY FOR RV PARKS AND CAMPGROUNDS

Note: This document is intended to be a suggested template, not official legal advice. Only legal counsel can provide legal advice.

Cancellation Fees/ Policies

- \$5/night reservation fee is kept for each cancelled night.
- **Minimum Stay Requirement** must be met for **partial cancellations**
- For security purposes, all changes to reservations must be made by the person who paid for the reservation (name listed in billing information)
- **REFUNDS WILL ONLY BE MADE TO THE ORIGINAL CREDIT CARD USED, MINUS CANCELLATION FEES**

Cancellation/Refund Process

Instead of cancelling your reservation, just delay it. You can choose to delay your arrival with a gift certificate that can be used at any time this season. Plus, we'll give you an additional 10% toward your next stay when you give us a call at ###-###-####.

If you want to complete a cancellation, call the campground directly at ###-###-####. You will receive a full refund minus the \$5/night fee. Cancellations must be made at least 48 hours prior to scheduled arrival.

No Refunds are given for

- No Calls / No Shows
- Late Arrivals
- Evicted Campers
- Site change request regardless of any cost differentials at the campgrounds.

No Shows/No Calls Policy

There will be no refunds authorized for NO SHOW/NO CALL reservations. If you do not arrive or call the park on the first night of the scheduled reservation, the campsite will be put back in the inventory and sold.

Registration and Quiet Time

Campers may check in between **1:00 PM and 9:00 PM** and must be set up before quiet hours, which begin at **10:00 PM**. Quiet time hours are strictly enforced. You will not be able to enter the campground if you arrive late, and you will not be eligible for a refund that night.

Group Camping Policy

Due to social distancing requirements, our group camping options are closed. No more than six (6) campers are allowed per traditional RV/campsite and all campers on a single site must be related. No visitors allowed.

[You can find a Word document here to easily customize](#)

LINKS TO RESOURCES

Social Distancing Materials

- [Floor Decal \(Wait Here\)](#)
- [Window Sign \(Closed for Social Distancing\)](#)
- [COVID Community Health Posters](#)
- [Clear plastic face shields branded for your campground \[AGS Texas Advertising\]](#)

Hygiene Materials

- [Wash Your Hands! Poster \[CDC-Approved\]](#)
- [Other CDC-Approved Flyers and Posters](#)
- [Order Supplies for Your Park](#)
 - [Ranger Reader Hand Sanitizer-Special ARVC Member Pricing](#)
- [EPA Recommended Disinfectants to Use](#)

Marketing Materials

- [A Guide to Marketing Your Campgrounds During a Crisis](#)
- [Social Media Graphic Templates](#)
- [Camp Local: Social Media Graphics by Insider Perks](#)
- [Web Advertisements](#)

Additional Information

- [Re-Opening RV Parks and Campgrounds: A Quick Guide](#)
- [How to Prepare & Protect Yourself, Your Employees and Guests](#)
- [Meeting Guest Needs During and After a Pandemic \(Ideas for Activities\)](#)

For Private RV Parks and Campgrounds in the UNITED STATES

- [Suggested Phased Re-Opening of RV Parks and Campgrounds](#)
- [Coronavirus: What You Need to Know](#)
- [Cleaning and Disinfecting Guidelines \[CDC\]](#)
- [Guidance on Preparing Workplaces for COVID-19 \[OSHA\]](#)
- [State and County Status on Campground Operations](#)
- [Map: County-by-County Declarations and Policies \[NACo\]](#)
- [Find Your Local Health Department \[NACCHO Directory\]](#)

For Private RV Parks and Campgrounds in CANADA

- [Suggested Phased Re-Opening of RV Parks and Campgrounds \[CRVA\]](#)
- [Coronavirus: What You Need to Know](#)
- [Cleaning and Disinfecting Guidelines \[PHAC\]](#)
- [Guidance on Preparing Workplaces for COVID-19](#)
- [COVID-Related Travel Restrictions](#)
- [Provincial Declarations and Policies](#)

RECOGNITIONS

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