



The  
Yacht Club  
at  
Sister Bay

To: Yacht Club at Sister Bay Owners and Guests  
From: Rob Zoschke—YCSB General Manager  
Subject: 2020 Campus Protocol due to Covid-19

Dear Owners and Guests:

As we all know by now, our lives and activities are different due to the implications of Covid-19. This includes changes to how The Yacht Club at Sister Bay will operate during the 2020 season. It is important to understand that the Yacht Club Board, Owner Committees, management and employees have all been involved in developing our 2020 Campus Protocol detailed herein. Also, please understand that our 2020 Protocol adheres to guidelines from the CDC, the State of Wisconsin, the Door County Health Department and the American Hotel and Lodging Association. (Our adherence to guidelines includes following enhanced cleaning procedures for rental units.)

Please keep in mind that it may not be wise to rely upon stores in Door County to have ample stock of personal hygiene items such as hand sanitizer and sanitizing wipes—I urge all visitors to the County to bring their own supplies of these items.

While our 2020 lifestyle circumstances have changed, one thing remains constant—our employee team looks forward in earnest to the return of owners and guests who will be on campus this season. Please keep in mind that in addition to the 2020 Campus Protocol herein, our standard Yacht Club at Sister Bay Rules for Owners and Rules for Rental Guests must be adhered to. Thank you for making yourself and your families aware of the following:

## **The Yacht Club at Sister Bay 2020 Campus Protocol due to Covid-19**

### **Campus Common Areas**

- The swimming pool, hot tub, fitness room, conference room and Owners' lounge will be closed until further notice.
- Individual face masks shall be worn when social distancing cannot be adhered to – such as when entering the lobby and front desk area.
- The lobby and front desk area will not be a social gathering spot. Lobby chairs will be removed. The coffee/tea/juice bar, library and bathrooms will be closed. Plexi-glass partitions will be in place at the front desk to separate owners and guests from employees. Primary actions in the lobby and front desk area will be employees working and rental guests checking in and out. No more than 4 rental guests at one time will be allowed in the lobby/front desk area and we ask that rental guests help manage this by waiting outside for guests inside to exit when necessary. Owners and guests will have a lobby hand-sanitizer station. Employees will have a separate hand-sanitizer station. A hand-washing sink will also be available for those preferring hand-washing over sanitizer. Employees at the front desk will have gloves available. Employees will frequently

sanitize the front desk area. To avoid unnecessary lobby traffic, rental guests shall call the front desk phone to arrange delivery of additional supplies to the rental unit.

- The following common areas will be sanitized once daily in the morning by employees: tennis court entry/exit gate and marina-slip power pedestals.
- The following common areas will be sanitized twice daily (morning and afternoon) by employees: trash station receptacle lids, the trash-room doorknob in the garage building, sundeck chairs and grills. No grilling tools will be provided and any tools left at the grills shall be disposed of. (Owners and guests may notice less sundeck chairs and grills on the campus—this will be in keeping with social distancing requirements.)
- The following common areas will be sanitized frequently by employees: elevator button panels, stairwell railings, stairwell doorknobs and building-entrance door handles.
- Guest luggage carts will be sanitized by an employee upon return by the guest to the lobby building. Guests shall stage a returned luggage cart on the sidewalk area near the lobby entrance and notify staff that they have left it there.
- Any owner or guest, wishing to do so, is encouraged to additionally sanitize the areas and items listed above with their own personal supplies.
- Owners and guests shall be aware that CDC guidelines state that sanitizers and disinfectants are not to be used on wooden surfaces. With this in mind, employees will not be sanitizing wooden walkway railings, the kayak stand or the sundeck bench.

### **In-Unit Activity by Employees**

- Housekeepers will continue to clean all rental units prior to guest arrival. In addition to enhanced 2020 cleaning standards, each rental unit will have 24 hours of vacancy between occupancies. Any rental guest wanting a detailed explanation of enhanced cleaning standards should contact the front desk prior to arrival. Non-rental owners should not expect housekeepers to be available for cleaning non-rental units.
- Any employee entering a rental or non-rental unit will wear a face mask. Housekeepers will also wear disposable gloves and use a fresh pair of gloves in each unit. Management and Maintenance employees entering a unit will wear gloves or use hand sanitizer. Management and Maintenance employees will also sanitize any in-unit touch points prior to departure.

### **Rental Guest Waiver and Release of Liability**

- Rental guests will be required to sign a Waiver and Release of Liability pertaining to communicable diseases during check-in. Any rental guest wanting to see this document prior to check-in should contact the front desk.

### **Medical Thermometers/Temperature Checks**

- Medical Thermometers will be available to employees for any required or desired temperature checks. Owners and guests will not have access to employee thermometers.