



# REOPEN. RECOVER. RISE.

## YMCA BLUE RIDGE ASSEMBLY

May 2020

As we look to resume operations in accordance with the interim guidance for overnight camp settings, we have developed a reopening plan in the interest of the health and safety of our guests, staff and the community.

YMCA Blue Ridge's phased reopening plan actualizes the following assumptions for operations as they relate to the global coronavirus pandemic and its local implications on public health:

- Phases are not time-based and entering into subsequent phases will rely on guidance from the CDC, North Carolina Governor's orders, and Buncombe County's orders, as well as our leadership's confidence in enforcing compliance with all COVID preventative measures; phases may be modified and revised as guidance changes.
- Social distancing means maintaining a distance of at least six feet.
- Meeting health and community needs will be balanced and focused on preventing the spread of COVID-19.

**Note:** *the "phases" referred to in this Plan are not intended to align with the phases imposed by state or local governments. YMCA Blue Ridge's phases refer only to our own internal reopening phases.*

During our phased reopening, physical aspects of the Mountain experience will be different. We will adhere to social distancing practices and recommendations to protect the health of guests and staff, and there will be new and modified ways in which we serve. We will gradually work to fully bring all amenities and services back online. And most importantly, like every organization opening back up in the reality of COVID-19, we will learn, adapt and make needed adjustments as we move forward.

The following outlines the phased opening of YMCA Blue Ridge Assembly's facilities, services and programs. Each phase outlines policies and procedures for people, programs, facilities and activities and provides a summary of each COVID transmission prevention measure that will be implemented in each phase. We will not move into subsequent phases of this plan until leadership deems our safety protocols to be successful.

YMCA Blue Ridge leadership will maintain a close relationship with applicable government departments and task forces to ensure all practices prioritize the health and safety of our guests and staff. For questions or concerns regarding Blue Ridge's reopening plan, email us at [info@yblueridge.org](mailto:info@yblueridge.org).

## Serving with Diligence and Determination



### Updated Cleaning Protocols

- Increased frequency of cleaning
- Adapted housekeeping procedures
- Hand sanitizer placed throughout campus



### Environmental Changes

- Social distancing and spacing throughout campus
- Suspension of some services
- Traffic pattern modifications and monitoring



### People Practices

- Staff screenings before reporting to work
- Staff training on COVID transmission prevention and new protocols
- Number of guests limited
- PPE (eg: masks) worn by staff and guests in common areas



### Communication

- Signage throughout campus
- Website
- Social media

## PHASED PLAN OF REOPENING



**Phase A** reintroduces the Blue Ridge experience under the new COVID-19 modifications, and limits all activities to individual-level activities. In this phase, we will host families in cabins and family lodges only. Overnight accommodations must be vacant for at least 24-48 hours between stays. YMCA Blue Ridge will implement social distancing practices in all operations during this phase by limiting the number of people allowed in each facility, monitoring campus traffic patterns, and placing trained staff in high trafficked locations to implement protocol and policies. Stringent cleaning practices will also be in place. [More detailed information about Phase A can be found in the table below.](#)

Guest Services	Housekeeping	Food Service	Conference Services	Program Services
Cabin and lodge check-in will begin at 5:00pm, and check-out will be at 10:00am on departure day.	Staff will not enter any residential areas. Towel exchange and garbage pickup available upon request.	Food service and the Mountaintop Café will be closed.	Outdoor spaces available on a first come, first serve basis. Indoor spaces will not be available.	Open recreation facilities may be used by families. Bring your own fun recreational equipment for corn hole, disc golf, tennis, volleyball, basketball, soccer, etc. Staff-led programs will not be available, including the pool.

### Cleaning Procedures:

- Blue Ridge Center lobby will be cleaned and disinfected prior to opening and after closing each day.
- BRC doors and counter tops will be cleaned a minimum of every 4 hours each day.
- Guest Services desk will be cleaned after each check-in.
- High-traffic public bathrooms will be cleaned a minimum of every 4 hours each day or as needed based on traffic flow.

### Additional Prevention Measures:

- Rigid social distancing practices and policies with signage installed and staff monitoring.
- Individual-level activities only.
- Staff are required to wear PPE (eg: masks), and guests are required to wear masks in Blue Ridge Center and Eureka Hall lobby areas. Guests are also encouraged to wear masks in common areas.
- Hand sanitizer placed throughout buildings on campus.
- For the safety and security of all, campus will only be open for registered guests. No visitors.
- New traffic patterns established and monitored.

# PHASE B

**Phase B** maintains the social distancing practices of Phase A while adding more services and facilities. Beginning in this phase, we will serve families and camps. Groups may stay in all types of lodging – cabins, lodges and all rooms with private bath will be available. Overnight accommodations must be vacant for at least 24 hours before cleaning and will be available in 48 hours. Cleaning procedures and monitoring will be carried over into this phase. [More detailed information about Phase B can be found in the table below.](#)

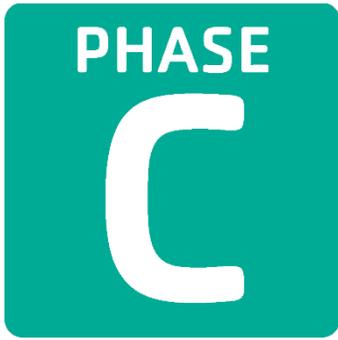
Guest Services	Housekeeping	Food Service	Conference Services	Program Services
Check-in will begin at 5:00pm, and check-out will be at 10:00am on departure day.	Staff will not enter any residential areas. Towel exchange and garbage pickup available upon request.	We will serve family-style meals in the socially distanced dining rooms and/or will offer take-out meals. Hours for Mountaintop Café to be determined.	Meeting spaces will be available and must be vacant for at least 24 hours in between groups. Spaces will be set according to capacity and distancing guidelines. There will be daily check-ins with the group leader for supplies/needs and debris removal.	Some staff-led activities will be available as deemed safe to run at that time, such as staff-led hikes, low-ropes courses and the pool. Open recreation facilities may be used. Bring your own fun recreational equipment for corn hole, disc golf, tennis, volleyball, basketball, soccer, etc.

## Cleaning Procedures:

- There will be a daily evaluation and schedule of areas for cleaning and attention based on group usage throughout campus.
- These determined high-use areas, including Blue Ridge Center lobby and Eureka Hall lobby, will be cleaned and disinfected prior to opening and after closing each day.
- Doors and counter tops in Blue Ridge Center, Eureka Hall, and other high-use areas will be cleaned a minimum of every 4 hours each day.
- Guest Services desk will be cleaned after each check-in
- High-traffic public bathrooms will be cleaned a minimum of every 4 hours each day or as needed based on traffic flow.

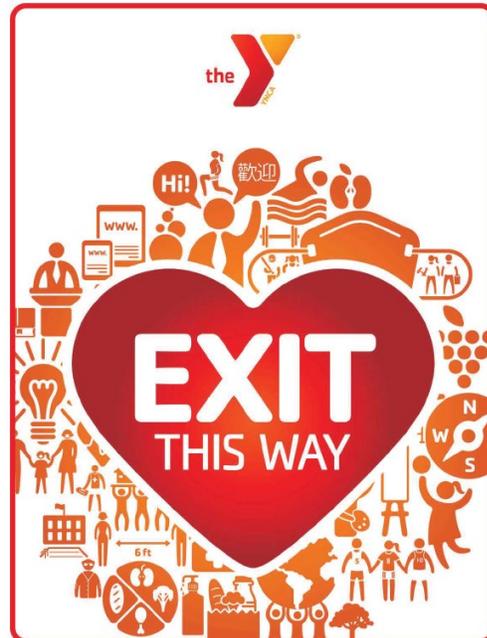
## Additional Prevention Measures:

- Social distancing practices and policies with signage installed and staff monitoring
- Staff are required to wear PPE (eg: masks), and guests are required to wear masks in Blue Ridge Center and Eureka Hall lobby areas. Guests are also encouraged to wear masks in common areas.
- Hand sanitizer placed throughout buildings on campus
- For security purposes, campus will only be open for registered guests
- Traffic patterns established and monitored



**Phase C** represents a return to operations pre-COVID crisis. When safe and permissible according to our state and county health regulations, YMCA Blue Ridge Assembly will fully open all of our services to groups at full capacity. Some social distancing practices and stringent cleaning practices may be required to reduce the possibility of COVID transmission.

## SIGNAGE EXAMPLES

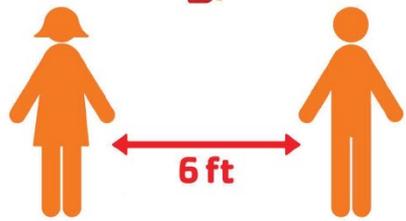


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**BOTTLE  
FILL ONLY  
PLEASE**



the 



**DEAR VALUED  
GUEST**

Please join us in following the CDC's current physical distancing guidelines, maintaining a distance of 6 feet from others whenever possible.

**Thank you for helping keep you  
and our other guests safe.**



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**YMCA BLUE RIDGE  
FOLLOWS CDC  
GUIDELINES  
FOR FREQUENT  
CLEANING AND USES  
ONLY APPROVED  
DISINFECTANTS  
KNOWN TO KILL  
GERMS INCLUDING  
CORONAVIRUS**



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**FOR YOUR  
SAFETY,  
THIS SPACE IS  
CURRENTLY  
CLOSED**

