Honor’s Haven Retreat & Conference Center has been working diligently to modify the hotel accommodations to directly reflect the requirements of local, state, and CDC guidelines related to concerns around the COVID-19 pandemic. We have enhanced our social distancing guidelines throughout the hotel, increased the standards of cleanliness with frequent sanitation throughout all public areas, and engaged wellness screenings at the front gate for all guests and staff.

Our top priority at Honor’s Haven is and always has been the safety and well-being of our delightful guests and dedicated employees. Below, you will find an update to our operational changes to control the hotel environment and prevent the spread of the virus. By providing proper PPE (personal protective equipment) and training for our staff, we will continue to provide the exceptional service to our guests.

* Honor’s Haven Retreat & Conference will reopen in June, 2020. Specific date will be announced soon.
* Procedures will be updated continuously according to the future changes in CDC and local government guidelines.

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Wellness Screenings

The hotel will be stopping all guests and employees at the gate upon arrival. All visitors will be asked the following medical screening questions and guests will need to sign that they have answered these questions fully and truthfully to gain access to the property.

1. Within the last 14 days, have you experienced new symptoms including: fever of 100.4 degrees or greater, cough or shortness of breath, diarrhea, vomiting, muscle aches, or loss of taste and/or smell?
2. Have you or someone you have been in close contact with been confirmed to have COVID-19 within the last 14 days?
3. Have you been in close contact with an individual or exhibited any combination of the above symptoms without explanation within the last 14 days?
4. Have you been out of the country within the last 14 days?

If you anticipate answering in the affirmative (or “yes”) to any of the screening questions, please do not travel to Honor’s Haven Retreat & Conference Center at this time.

Should any guest arrive and answer in the affirmative to any of the three questions, that individual and everyone traveling in the same vehicle with that individual will not be permitted onto Honor’s Haven property, and will not be able to stay in the hotel, for the safety of our guests and employees. We will not coordinate alternate accommodations for guests who are denied access to Honor’s Haven due to answering these screening questions in the affirmative.

Honor’s Haven Security at the gate will be using non-contact thermometers on all arriving guests to confirm temperatures. The same wellness screening questions and temperature check procedures will be required for every employee before being permitted onto Honor’s Haven property.
Health & Safety Equipment

Honor’s Haven housekeeping staff has always been and continues to be dedicated to the cleanliness of all areas throughout the hotel. We are proud to enact the following modifications to our cleaning regimen.

- All cleaning products have been upgraded to hospital grade products that are appropriate for fighting COVID-19.
- Disinfectant wipes are provided as amenities for all guests in each guest room.
- Each guest room is being properly ventilated after being vacated. The hotel requires a 24-hour vacancy between each check-out and check-in for each individual guest room.
- Electrostatic sprayers are being incorporated into routine housekeeping cleaning procedures.
- Guest room amenities are being packaged and delivered to the guest room doors without contact to the guest.

Property Management

- Hand sanitizer stations are being installed throughout the property.
- Acrylic barriers are being installed at each reception desk and cashier station.
- Proper signage has been added to public restrooms, lobby areas, meeting rooms, concession areas, and elevators.
- All furniture has been rearranged and/or removed in public areas to prevent close contact between guests and employees.

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Food & Beverage Safety

Currently, the main dining room is closed. The dining room plans to reopen as restaurant and hotel services are permitted in our region. Upon reopening, the hotel is implementing the following protocols for all food & beverage services:

- All managers in the dining room, kitchen, café, and bar must be ServSafe Certified.
- Managers will provide food safety training to all staff with enhanced sanitation guidelines regarding hygiene and disinfecting practices.
- Buffet services are being completely renovated with the installation of new buffet lines that have built-in breath guards on each section.
- Disposable gloves will be provided at each station for guests and staff to utilize to handle each utensil. Heated plate dispensers are being added to the buffet setup to only allow guests to remove one plate at a time.
- Masks are required in the dining room at all times by all guests and employees. Masks may only be removed when eating.
- Only every other guest table will be utilized in the dining room. A maximum of 4 guests are permitted to be seated at large tables at opposite sides of the tables.
- Social distancing markers are to be placed throughout the dining room to allow proper distancing at each buffet line and maître d' station.

Honor’s Haven Employee PPE, Training, & Information

Honor’s Haven continues to be dedicated to developing proper protocols and procedures for all employees to enjoy a healthy workplace. In addition to ensuring temperatures at the gate upon arrival to each shift, employees are provided with proper face masks and gloves to use as appropriate within CDC guidelines. Employee areas have been rearranged to accommodate proper social distancing among both office spaces and break areas. Hand sanitizer and wipes have been provided to each employee for general use, and proper signage has been posted throughout the hotel to remind employees of guidelines. Schedules have been adjusted to accommodate CDC recommendations to protect other employees in alternating shifts. Web-cams are being added to all office employee work stations to avoid in-person meetings between departments.

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