

COVID-19 Guest Information

Dear Guests, Parents, and Campers,

In light of the quickly evolving COVID-19 crisis, we are taking immediate, strong steps to ensure the safety of all our guests and staff members.

1. **We are requiring all guest groups and parents to self-screen** their participants or campers prior to arrival. Anyone who has symptoms of the virus, has been in contact with anyone having or suspected of having the virus, or has travelled anywhere in Asia, Italy, Iran, or any other area that has had a break-out, in the 20 days prior to arrival, *must not* come to the Ranch. We will provide refunds for those to whom this applies.
2. **We are adding a layer of screening at our gate for the camps we run** to protect against those who have *not* self-screened. We will remind parents that if they or their campers have symptoms or recent travel (as above), they may not enter the camp property.
3. **We are adding extra cleaning to our regular routine**, which will include increased sanitization of common touch points in cabins, washrooms, and all meeting areas. We normally clean very carefully between groups, and we are bringing on extra help to ensure our enhanced standards can be fully implemented.
4. **We are increasing our reminders to guests of our strict dining protocol**. This includes washing hands carefully before meals, using hand sanitizer at the meals, avoiding touching food or faces in the buffet lines, eating with utensils instead of fingers, and so on.
5. **We are keeping up to date** on federal, provincial and municipal guidelines and recommendations and incorporating them into our operations. We are conducting thorough risk assessments and reviewing policies to ensure that we are well-prepared and capable of responding to the changing situations.

Please be aware that COVID-19 symptoms can take up to 14 days to appear and include fever, coughing, difficulty breathing and pneumonia (in severe cases).

As an organization dedicated to providing excellence for our guest groups and campers, we already do most, if not all, that is necessary to ensure the safety of our guests, knowing that bacteria and viruses can exist at *any* time. We recognize that this situation is fluid, and we will continue to take whatever extra steps are necessary to give our guests the best experience possible with the least risk.

Thank you for your understanding of the situation, and please do your part to help Timberline remain safe for all who come.

Sincerely,



Craig Douglas
Executive Director