

The logo features a stylized blue leaf or flower icon inside a circle on the left. To its right, the word "HEARTLAND" is written in a large, bold, blue sans-serif font. Below "HEARTLAND", the words "COVID-19" and "Protocol Commitment" are stacked in a smaller, bold, blue sans-serif font.

HEARTLAND COVID-19 Protocol Commitment

The health and safety of our guests and staff is our #1 priority. In light of the COVID-19 pandemic, we think it is important that you understand our efforts to manage the health and safety of everyone coming to Heartland so you can make an informed choice. Heartland is focused on taking all reasonable measures to prevent the spread of COVID-19 on our campus.

We have strengthened our standard cleaning procedures, while adding increased frequency measures for things such as sanitizing common touch points, dining room, and recreation equipment. Additionally, we have installed virus killing ionization units throughout our campus to help mitigate potential spread while on site.

This situation continues to change daily, and as such, we will adapt and adjust our protocols and procedures as we follow the guidance provided by the CDC and our local health district, in our efforts to help keep our guests, staff, and families safe.

Ultimately, the choice for you or your child to attend an event at Heartland Conference Retreat Center is a personal one, and you are in control. If you are uncomfortable with the risks of COVID-19 in a camp setting, having to travel to our location, or having you or your child interact with our staff and other guests, we want you to make the choice that is comfortable for you and your family.

1. It's a Team Effort!

Heartland Conference Retreat Center has been working closely with our local health officials, State government and following the guidelines of the CDC. Our Heartland staff, group event leaders and medical personnel (when available) will work closely to monitor and support the health of our guests and staff. Our team continues to stay informed and review our health protocols to ensure we are providing the best possible care.

2. Space to Move

Overall occupancy levels of Heartland have been decreased to provide more space for social distancing, in compliance with Governor DeWine's health guidelines.

To allow the opportunity for more space in all areas of daily interaction, we will be implementing necessary measures such as smaller activity groups and decreasing occupancy in group gatherings when possible.

Special gathering and seating arrangements have been created to allow teams/cohorts to gather and sit together in a group, while allowing distance from other teams/cohorts for groups wishing to do so.

3. Activity Enhancements

Our activities and programs are being adjusted to keep them in compliance with our many policies and protocols, by increasing sanitation and hygiene protocols and, when possible, decreasing occupancy levels.

Campers/attendees may participate in all activities, dining and recreation with their team/cohort. The number of activity sessions may increase to allow for a decreased occupancy level at each area.

4. Let's Check the Temp

Heartland Conference Retreat Center encourages group leaders to utilize infrared thermometers to scan every incoming guest for fever. If a guest is found to have an elevated temperature, they are sensitively and lovingly guided to our health office (when available) or sent home for further evaluation.

5. Lowering Health Risk

ALL participants – group leaders and campers – are encouraged to monitor their health and potential exposure prior to their arrival to Heartland Conference Retreat Center. We know that you want the best for you and/or your child, and we want everyone to have the best experience possible at Heartland. We will be partnering with families and staff to identify anyone who has had relevant exposure, symptoms, a fever or illness within 72 hours of their stay to contact their group leader to evaluate the best options for everyone's health and safety. We will not allow anyone to remain at Heartland who is identified as posing a health risk to our guests and staff. We are partnering with all attendees and families of attendees to help keep our guests safe.

6. Medical Team

If not provided by Heartland (see contract), each event group may be asked to bring certified health care providers who are constantly monitoring the health of guests and acting quickly to identify, contain, and treat any issues or illnesses that may appear.

7. Rapid Response

In the event that an illness – including COVID-19 – presents at Heartland Conference Retreat Center, our protocol is structured to Isolate, Confirm, Respond, and Remove the impacted camper, attendee or leader. We will be communicating closely with parents and handle any case with love and care. Any camper/attendee, leader or staff that exhibits symptoms of possible COVID-19 (cough, shortness of breath/difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, loss of taste or smell, diarrhea, fever greater than or equal to 100.0 degrees Fahrenheit, known contact with a person who is lab confirmed to have COVID-19) will be isolated following quarantine protocols and must leave Heartland within 8 hours.

8. Follow Up Response

In the event a camper or staff member leaves the camp as a result of exhibiting COVID-19 symptoms, testing for COVID-19 must be completed and the results reported back to Heartland Conference Retreat Center. Any notice of lab confirmed positive cases will be communicated to all guests/parents/guardians in the same team/cohort as the guest for identifying exposure risks (a.k.a. contact tracing). Parent/Guardian may choose to pick up the child or leave them at camp. In the same manner, any guest who shows symptoms within 14 days of attending camp at Heartland should notify the camp of any lab confirmed positive test results as quickly as possible.

9. Team/Cohort Groups

Campers/attendees may be grouped in teams/cohorts for cabin lodging and as they move through the daily camp program activities. Teams will participate in recreation, dining and worship services together. This team grouping will assist in limiting the number of people for individual guest interaction.

10. Resting Well and Healthy

Rested campers are healthy campers/attendees. While they are resting, bunks are being configured for Head to Toe arrangements to provide safe distancing. All campers in a cabin are part of a team/cohort and will remain together for all activities.

11. Streamlined Dining

Teams/Cohorts may dine together if desired, with additional meal times or dining space offered as needed to allow for a decreased occupancy in the dining room.

Food will be served by Heartland staff and all self-service areas eliminated. New plates and cups will be provided for any refill requests. Drink stations will be sanitized between shifts.

12. Let's Keep it Clean

Every room at Heartland Conference Retreat Center is rigorously cleaned after each group checks out. We take this opportunity to perform a deep and intensive cabin sanitizing protocol. Additionally, frequently touched surfaces in rooms are cleaned daily by group leaders and guests according to our disinfectant protocol. Bathrooms are sanitized, floors are mopped, and surfaces disinfected. Care and caution is to be used by group leaders to protect guests from exposure.

13. Hand Sanitation Protocol

At Heartland Retreat Center, we have alcohol-based hand sanitizer available where possible. Guests are encouraged to bring personal hand sanitizer. Leaders are encouraged to remind every camper to use hand sanitizer each time they enter and exit a building. Additionally, we have soap and water available for frequent hand washing. Our Heartland staff is trained and reminded daily on frequent handwashing and frequent use of hand sanitizer.

14. To Mask or Not to Mask

Many people are following the CDC recommendations and wearing cloth masks over the nose and mouth. Heartland staff and group event staff with close camper interaction will wear cloth masks for safety (unless deemed unsafe for specific jobs or activities). Campers and leaders are encouraged to make the choice that is best for them. Of course, if a state mandate is in place, wearing of masks by all Heartland staff and guests will be required.

15. Enhanced Security

Heartland Retreat Center will be monitored by Heartland staff. Non-program participants, outside guests and visitors will not be admitted into the camp. Our team will be equipped to validate essential access for vendors and individuals accessing our camp.

16. Come and Stay

After arriving for check in, all campers and staff are encouraged to remain on property for the duration of their event. No in and out access to prevent outside community exposure to campers.

17. Front of Mind

The best policies are those that are remembered. Therefore, we are posting signage and reminders throughout our camp and facilities to ensure that group leaders, guest, staff, and essential personnel are constantly reminded of our expectations.

18. Enhanced Travel Protocol

All methods of guest arrival (car, van, or bus) should include enhanced protocols including temperature checks, masks in transit, sanitation during travel, and limited exposure to the public. Non- attendees dropping off campers/attendees are asked to maintain distance and limit their exposure to all Heartland guests.

19. Partnering with our Volunteer Staff

Our volunteer staff will be provided additional guidelines and expectations to help them reduce their exposure to the public and potential COVID-19 exposure. Volunteers who will be interacting directly with campers in close proximity will wear face masks or covering over the nose and mouth.

20. Be Outside

Fresh air and sunshine are things we have plenty of here at Heartland. We believe that people of all ages in the outdoors can stay healthier and happier.

21. "Checking In"

Beyond daily staff and guest temperature checks, group leaders will constantly be monitoring guests and frequently asking the question "How are you feeling?". Of course, this is Heartland Retreat Center, so we will make it fun and friendly, but focused on health and safety!

22. Prayer

Heartland Retreat Center employs numerous layers of systems and protocols to ensure that our facilities, staff, and guests stay safe, clean, and healthy. However, the most important thing we do as an organization is spend countless hours praying in advance for every guest who enters our grounds. Our prayer is that they experience an unforgettable time building relationships, having fun, and growing in a healthy and safe environment.

23. As you go

Campers returning from an overnight camp should minimize in-person contact with any person 65 years of age or older, especially those with pre-existing health conditions, for a period of 14 days..

The CDC continues to maintain that COVID-19 generally presents with mild symptoms, and appears to occur more commonly in adults than children.

The primary guidance of the CDC continues to revolve around the following best practices:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

For more information visit:

www.cdc.gov

www.coronavirus.ohio.gov