

TO: Ferncliff Staff & Volunteers

Ferncliff's primary responsibility is the health and safety of our staff, volunteers, campers and guests. Ferncliff has always been known as a safe place and our dedicated staff works tirelessly to uphold and improve on that reputation. We recognize there is currently uncertainty around the Covid-19 virus and its spread, and we want to clearly communicate how we are addressing the current situation.

While it is important to remain calm during this time, it is equally important to be as prepared as possible in order to respond to the unique challenges and opportunities this situation may present to our organization. Our intent in this communication is to provide resources for accurate information in order to clearly communicate Ferncliff's policies and practices. Our hope is this communication process will diminish concerns related to the current health risk situation as it relates to Ferncliff while preparing you for questions you may be asked. As we move forward, if you have a question or need more information you are encouraged to discuss this with your supervisor.

We will work with one another, our community leaders and health care professionals as we consider the best way to serve our constituents. We will keep our attention directed to the health and safety of those who come to Ferncliff while also continuing our mission of making a positive difference in the world by opening eyes, minds and hearts to God's transforming love.

Our housekeeping team has a long-standing relationship with industry representatives to insure appropriate cleaning supplies are used to kill harmful bacteria, including the Coronavirus. Our team has put a process in place to strengthen efforts related to cleaning door knobs, faucets and other frequently touched surfaces. In addition, we encourage all staff members to help in this effort by using disinfecting wipes to clean work spaces and surfaces you regularly contact throughout your work day; please don't forget your phones, cell phones and keyboards. We are taking a more proactive approach to making soap, hand sanitizer and disinfectant wipes available throughout Ferncliff. We believe this extra step will provide an extra layer of germ prevention for both guest and staff.

In addition, you are asked to wash your hands regularly. Staff and volunteers must wash hands upon arrival to work and after any breaks. The CDC has confirmed the best defense against infectious diseases, like the Coronavirus, is to wash your hands thoroughly and regularly and avoid touching your face. We also encourage you to alter your traditional greetings. Instead of a hand shake, hug or high five modify your greetings to use a verbal greeting or another form of greeting that does not require touching hands or faces.

If you are sick, or think you may be sick, please stay home. If you are able to work remotely please make arrangements with your supervisor to do so until you are symptom free.

In relation to retreat guests, field trips and mission teams: Please remember to continue to thank them for their continued support of Ferncliff. When guests or visitors raise questions related to cleaning please share our efforts. If you feel your answers are not providing a level of comfort for the guest or visitor, please alert your supervisor.

While we are not encouraging or recommending our guest groups cancel their planned retreats and events at this time, we will be more flexible with our cancellation policy. For those groups scheduled between now and May 1, 2020; if they are concerned about the Coronavirus and would like to reschedule they may do so by rescheduling within this calendar year, without penalty.

As with our retreat and conference guests, we will share communications with our camper and nature school families.

For those campers who have already registered for camp we will share our infectious disease policy and hyperlink the policy on our frequently asked question page. In addition, a message will be sent to all registered campers outlining our practices related to the current situation. The message will include the following:

1) As an American Camping Association accredited camp and an Arkansas Department of Health services licensed childcare provider, Ferncliff is required to meet hundreds of guidelines related to best practices including many related to the health and safety of children in our care. This includes our infectious disease guidelines that address both the care for the sick individual and the safety and protection of others. This policy was written with and approved by a licensed health care provider and has been reviewed and updated to address the current Covid-19 situation.

2) Ferncliff camp programs have a licensed nurse onsite 24 hours a day attending to and monitoring the health of our campers and staff.

3) Our nurse oversees a health screening with each camper that attends our programs.

4) Ferncliff campers spend a majority of their day outdoors in the fresh air.

5) Our staff are trained in strategies to help campers avoid exposure to harmful germs, and encourage good hygiene including regular hand washing.

Nature Preschool and Afterschool Programs:

1) The nature preschool and after school programs will continue to follow all best practice guidelines, set forth by our childcare licensing unit, to prevent the spread of communicable disease.

2) As always, the children in our care, will be monitored by their teachers and the program director for any sign of a contagious illness. If ill, they will be separated from the group until picked up by caregiver.

- 3) Children and caregivers will be asked to sanitize their hands before entering our preschool or after school buildings.
- 4) Alongside our housekeeping staff, program staff will sanitize frequently touched surfaces daily, with department of health approved cleaning products.
- 5) Families will be asked to keep sick children home, and to look for symptoms such as dry cough, fever, headaches.
- 6) Families will be asked to notify us of travel plans and could be asked to remain home for 14 days depending on where they traveled.
- 7) We will be notifying the health department of excessive absences of children and staff due to illness.
- 8) Programs will continue to spend the majority of their day outside, in the fresh air.

Resources & Additional Information Points:

<https://www.cdc.gov/> Center for Disease Control  
<https://www.healthy.arkansas.gov/> Arkansas Department of Health  
<https://www.who.int/> World Health Organization

*From the CDC and EPA:*

**Cleaning** *removes* germs and dirt from surfaces. You can use soap and water to clean surfaces. This doesn't always kill germs, but removing them lowers their numbers. It's suggested to clean surfaces before you disinfect them.

**Disinfecting** *kills* germs on surfaces. Disinfectant chemicals are stronger than soap but do not necessarily clean visibly dirty surfaces or remove germs. Killing germs lowers the risk of infection. To properly disinfect, products need to remain on a surface for a specific amount of time -- usually 3 to 5 minutes.

**Sanitizing** *also kills* germs, but disinfecting kill more of them. Some products are capable of doing both, but disinfecting requires a bit more work. Still, sanitizers effectively lower the risk of infection.