



St. Johns County Board of County Commissioners

Office of the County Administrator
Hunter S. Conrad, County Administrator

May 19, 2020

Secretary Halsey Beshears
Dept. of Business and Professional Regulations
2601 Blair Stone Rd.
Tallahassee, FL 32399-1027

Dear Secretary Beshears,

Thank you for the opportunity to submit St. Johns County's plan for the safe reopening of short-term vacation rentals. As you are aware, one of the primary drivers of our local economy is the tourism industry, in which short-term vacation rentals play a significant role.

We respectfully request your approval for the reopening of short-term vacation rentals in St. Johns County. Attached is a comprehensive safety plan to ensure the reopening is fashioned in a manner that is consistent with the Governor's approach of being "Smart.Safe.Step by Step." By approving this reopening plan, you will contribute significantly to the economic recovery of St. Johns County.

Enclosed is the "St. Johns County Plan for Opening Short-Term Vacation Rentals" for your consideration and approval. We look forward to working with you on this matter, and many others, as we emerge from this pandemic. I am available to discuss this request further and will provide any additional information you may need to approve our request. Thank you again for your time, leadership, and support shown to the citizens of St. Johns County.

Sincerely,

A handwritten signature in blue ink that reads "Hunter S. Conrad".

Hunter S. Conrad
County Administrator

cc: Board of County Commissioners
Patrick F. McCormack, County Attorney



St. Johns County Plan for Opening Short-Term Vacation Rentals

May 19, 2020

St. Johns County's Plan for Opening Short-Term Vacation Rentals is in compliance with DBPR guidelines, Governor's Executive orders, CDC guidance and other pertinent laws and regulations.

Reservations

- Vacation rental reservations, from areas identified by Governor DeSantis as high risk, through Executive Orders, must be for periods longer than the quarantine period established in that Order. Guests occupying those vacation rentals must adhere to the quarantine restrictions or be subject to established criminal and civil penalties.
- Vacation rental reservations and stays will be allowed from all U.S states with the COVID-19 case rate less than 500 cases/100k residents as of May 18, 2020.
- Maintain 24 hours minimum between guest check-ins to allow for effective cleaning and disinfecting of the rental unit.

Communication

Vacation rental companies or owners must:

- Provide guests with pre-arrival communications to include copies of pertinent executive orders (State and County), CDC resources, CDC guidance and safety plans
- Provide guests upon check-in additional copies of pertinent executive orders (State and County) and safety plans
- Display materials on-site within the vacation rental unit outlining those in-effect orders and safety measures
- Post signage in all units detailing cleaning and sanitation procedures.
- Use mobile platforms for customer service and communication with guests when possible, including the acceptance of payments by mobile or electronic methods.
- Remote check-in and check-out should be made available when possible to cut down on face-to-face interactions.
- Employees or contractors working in short-term rentals will be provided CDC related safety guidance to alleviate the transmission of the virus and to provide further protection for employees and guests.

Staffing Standards and Guidelines

Short-term rental hosts shall adhere to the following guidelines:

- **Social Distancing**
 - o Advise staff to maintain a safe distance (at least 6 feet) with each other and guests and not to gather in groups of larger than 10 people.

- o Stagger arrival times to prevent congregating.
 - o Limit access to break areas and look for areas where staff can spread out for breaks.
- **Masks, gloves and other personal protection equipment**
 - o Masks and gloves should be worn by all employees who interact with the public, unless a physical barrier separates the staff member from the guest is present. Appropriate cleaning supplies will be provided to clean their work areas and stations.
- **Wellness Checks**
 - o All staff members should receive a wellness check upon arrival to work. The wellness check, at a minimum, will consist of a temperature check.
 - o Staff members who have a temperature of 100.4 degrees or higher will not be permitted to work.
- **Hygiene**
 - o Wash/sanitize hands frequently especially after touching frequently used items or surfaces.
 - o Employees should avoid touching their face.
 - o Sneeze or cough into a tissue or inside elbow and throw the tissue away immediately.
 - o Disinfect employee work areas frequently throughout a shift and before/after a shift if it is a shared space.
 - o Individual hand sanitizers will be provided to employees for their assigned work area and for staff members who move through the property and/or community.
- **Staff Education**
 - o All staff members will be educated on and adhere to the minimum standards established by this plan.

Disinfection and Sanitization

- Surfaces should be cleaned and then disinfected.
- Cleaning personnel and vacation rental staff should dispose of gloves and use hand sanitizer before entering their vehicle.
- Cleaning personnel and vacation rental staff should follow CDC handwashing guidelines throughout the day.
- All cleaning personnel and vacation rental staff should wear splash goggles that protect their eyes from air and/or liquid.

Products, Cleaning Agents, and Equipment

- Cleaning personnel and vacation rental staff should use cleaning products in line with the EPA's list of products with "Emerging Viral Pathogens AND Human Coronavirus

claims for use against SARS-CoV-2.”

- Disinfecting procedures should allow for required dwell time to kill the viruses and microbes.
- Disinfectant products should be used on all major and frequently touched surfaces.

Cleaning and Inspections

- Extra time must be allowed for enhanced cleaning procedures to take place.
- Guests should be asked to turn on all ceiling fans and/or HVAC fans when leaving to facilitate air circulation.
- Remote check-ins should be made available when possible to cut down on face-to-face interactions.

Common Areas - Lobbies, Pool Decks, Elevators, etc

- Lobby areas should be monitored, and appropriate signage displayed, to ensure social distancing protocols are adhered to.
- Lobby areas should be monitored and disinfected throughout the day.
- Hand Sanitizer should be provided in all common areas, including lobbies, pool decks and elevators and in kitchens and primary entrances to individual rental units.
- Common use elevators should be disinfected throughout the day.
- Pool furniture should be spaced to encourage social distancing (6ft apart)
- Pool furniture should be disinfected between each use or stay if pool limited to an individual listing unit.

Soft Surfaces and Upholstery

- A pressurized pump sprayer should be used to distribute a sanitizing product across all soft surfaces.
- Dirty linens and bedding should be handled and sanitized in such a way as to safeguard cleaning staff and prevent the spread of viruses and germs. (See VRMA/VRHP recommendations.)
- Linens and bedding should be professionally laundered for proper cleaning.
- Cleaning personnel and vacation rental staff should remove gloves, use hand sanitizer and put on fresh gloves after handling dirty linens.
- Blankets/comforters should be removed for laundering and replaced with a freshly washed item, or covered with a freshly washed duvet cover as an alternative.

Trash Removal

- For both inside and outside trash gathering, gloves and masks should be worn at all times.

- Disinfectant should be used on the trash barrel, and a fresh liner or bag should be used inside the barrel or bin.

Maintenance

- All guests should vacate property before maintenance staff enters.
- Technicians should wear gloves and masks at all times, and dispose of those properly after exiting. Staff entering a property less than 18 hours after guests have vacated should wear splash goggles.

Owner and Guest Policies

- Extra throw blankets, decorative pillows or other soft objects should be put away until further notice.