



May 19, 2020

Secretary Halsey Beshears
Department of Business and Professional Regulation
2601 Blair Stone Road
Tallahassee, FL 32399

Dear Secretary Beshears:

On behalf of Lake County's vacation rental industry, a Vacation Rental Safety Plan is attached for consideration in authorizing the re-opening of vacation rentals in Lake County as soon as possible.

Lake County's tourism industry is a critical component of our local and regional economies, and the industry is comprised of a variety of established businesses – including vacation rentals – that cater to overnight guests visiting the area for leisure and business. Those guests have a direct and significant impact on so many other businesses that are the fabric of our economy.

The attached Plan was prepared with input and guidance from a cross section of vacation rental owners and companies, and local and national vacation rental organizations. The plan recognizes the importance of taking meaningful steps to protect prospective renters, assists in restoring valuable businesses in our community, helps to restore consumer confidence, and addresses the concerns that Governor DeSantis has expressed about ensuring that the potential to spread COVID-19 is minimized in Florida.

If you or your staff should have any questions or need any additional information, please contact Brandon Matulka, Executive Director of Lake County's Agency for Economic Prosperity, at brmatulka@lakecountyfl.gov or (352) 742-3926.

Thank you for your consideration.

Sincerely,

Jeff Cole
Lake County Manager

Attachment

COUNTY MANAGER'S OFFICE
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LAKE COUNTY, FLORIDA

Vacation Rental Safety Plan





SHORT-TERM RENTALS & A SAFER LAKE COUNTY

To allow short-term vacation rental reservations in Lake County, the following plan will be implemented to take reservations and check-ins immediately after approval of the Florida Department of Business and Professional Regulation. This plan will be reviewed each week and updated as necessary.

VACATION RENTAL 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 the Orders.

STAFFING STANDARDS AND GUIDELINES

Vacation Rental Management Companies and Owners shall always strive to adhere to the following guidelines. All staff members will be required to train on and adhere to the minimum standards established by this plan.

PHYSICAL DISTANCING

As recommended by the Centers for Disease Control and Prevention (CDC) social distancing guidelines, guests shall be advised to practice physical distancing by remaining at least six feet away from other groups of people not traveling with them, including any area where guests or employees queue. Such areas shall be clearly marked for appropriate physical distancing, and, where possible, one-way guest flow with marked entrances and exits established. When applicable, lobby furniture and other public seating areas will be reconfigured to promote social distancing.



Lake Louisa State Park, Clermont

GUEST SAFETY/HEALTH

- [CDC resources](#) must be provided to all guests staying on property. These resources are available in multiple languages on the CDC website.
- Employees or contractors working in short-term rentals will be provided CDC-related safety guidance to avoid the transmission of the virus and provide further protection for employees and guests.
- Lodging providers should share written [CDC sanitation guidance and resources](#) to all guests staying in their units.
- Direct guest contact with property owners or managers shall be minimized through the use of remote check-in and check-out procedures.
- Property owners and managers should provide information on any state or local COVID-19 orders or guidance in place during guest stays.
- [CDC guidance](#) must be provided to guests traveling with pets and service/assistance animals if the property is pet friendly.

EMPLOYEE SAFETY/ HYGIENE

- At a minimum, vacation rentals shall follow [CDC guidelines for employers and businesses](#), including requiring employees to self-isolate for the required amount of time, as defined by the CDC, from the onset of symptoms and be symptom-free for at least three days without medication before returning to work.
- Employees exhibiting symptoms of COVID-19 shall remain or return home. While at work, employees who notice a coworker or guest exhibiting symptoms of COVID-19 shall immediately contact a manager.
- Individual hand sanitizers will be provided to employees for their assigned work areas and for staff members who move throughout the property and/or community.
- Masks and gloves shall be worn by all employees who interact with the public unless a physical barrier, such as a Plexiglas barrier, is present and separates the staff member from the guest.
- Appropriate cleaning supplies will be provided to clean work areas and stations.
- Lodging providers shall supply all employees and contractors with [CDC-related safety guidance](#) while operating in the short-term rental industry units to reduce transmission of the virus and provide further protection for employees and guests.

PROPERTY CLEANLINESS

All Department of Business and Professional Regulation (DBPR) sanitation guidelines must be followed: **61C-3.001 Sanitation and Safety Requirements of the transient lodging statutes** and Information for **Vacation Rentals Pursuant to Executive Order 20.123**. Additionally, the May 1, 2020, **COVID-19 guidelines** issued by the Vacation Rental Housekeeping Professionals (VRHP) and the Vacation Rental Management Association (VRMA) shall be adhered to and are included herein by reference. All lodging owners and managers shall review such procedures to ensure compliance.

- Cleaning personnel and vacation rental staff shall follow **CDC handwashing guidelines** while on premises and shall remove gloves, use hand sanitizer and put on fresh gloves after handling dirty linens.
- Elevators shall be disinfected throughout the day.
- Extra time must be allowed for enhanced cleaning procedures to take place between stays based upon the use of **CDC cleaning and sanitization procedures**.
- For both inside and outside trash gathering, gloves and masks shall be worn at all times.
- Hand Sanitizer shall be provided in all common areas, including lobbies, pool decks and elevators.
- Linens and bedding shall be professionally laundered for proper cleaning.
- Lobby areas shall be monitored and disinfected throughout the day.
- Pool furniture shall be disinfected between each use.
- Signage or other notices regarding the cleaning practices that are completed prior to guests' arrival shall be posted.

POOLS & BEACHES

Owner and management companies shall follow CDC Guidelines related to physical distancing seating and will establish at least 6 feet of separation between unrelated groups of guests.

HAND WASHING & HAND SANITIZER

CDC guidelines shall govern the duty of all employees to engage in frequent hand washing for the duration of at least 20 seconds and the use of hand sanitizer. Washing hands with soap and water is the preferable method. In situations where soap and water are not available, alcohol-based sanitizer is recommended. This should occur after any of the following activities: using the restroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (ie. identification, cash, credit cards, key cards, etc.), taking a break, before a shift, and as needed throughout a shift. When possible, employees shall wear gloves for added protection and sanitation. Proper hand hygiene, in accordance with CDC guidelines shall be followed prior to and after removing gloves.

Hand sanitizer dispensers shall include no less than 60 percent alcohol content, where available, and be touchless where possible. As available, dispensers shall be placed at key guest and employee entrances and contact areas. At a minimum, this will include lobby reception areas and employee entrances, but could also include any other reception areas, entire lobby areas, restaurant entrances, meeting spaces, elevator landings, pools, exercise areas and other public areas as applicable to the property.



Lakeside Inn, Mount Dora

PERSONAL PROTECTIVE EQUIPMENT (PPE)

CDC recommendations, along with federal and local government regulations, shall dictate appropriate PPE to be worn.

GUEST HEALTH CONCERNS

Responding swiftly and reporting to local health officials any presumed cases of COVID-19 at the property shall be a staff-wide requirement. Employees exhibiting symptoms of COVID-19 shall remain or return home. While at work, employees who notice a coworker or guest exhibiting symptoms of COVID-19 shall immediately contact a manager.

At a minimum, vacation rentals shall follow CDC guidelines for employers and businesses, including instructing employees to self-isolate for the required amount of time, as defined by the CDC, from the onset of symptoms and be symptom-free for at least three days without medication before returning to work.



Wooten Park, Tavares

CASE NOTIFICATION

Confirmed cases of COVID-19 shall be immediately reported to local health authorities in accordance with appropriate actions recommended by the CDC.

PHYSICAL DISTANCING & QUEUING

As recommended by the CDC's social distancing guidelines, guests shall be advised to practice physical distancing by remaining at least 6 feet away from other groups of people not traveling with them, including any area where guests or employees queue.

Such areas shall be clearly marked for appropriate physical distancing, and, where possible, one-way guest flow with marked entrances and exits shall be encouraged. When applicable, lobby furniture and other public seating areas will be reconfigured to promote social distancing.

R E O P E N L A K E . C O M

