

The Clear Creek Group

JACKSON HOLE



Above all, The Clear Creek Group is focused on the safety of its staff, homeowners, and its villa rental guests. As such, we made an early decision to take action in the fight against COVID-19 by implementing strict cleaning standards and protocols. Our desire is to provide a safe work environment for ourselves and a high degree of comfort and security for our clients, knowing each and every property is cleaned and sanitized to a high level. The Clear Creek Group will continue to refine and update its supplies and strategies as trusted local, state, and federal experts dictate.

The Clear Creek Group's protocols meet EPA standards and are derived from the Centers for Disease Control ("CDC") guidelines. Our cleaning products, such as "Gonzo Disinfectant," which is spotlighted for its ability to destroy COVID-19, are approved for use and are effective against viruses, bacteria, and other air and bloodborne pathogens.

The frequency, depth, and duration of cleaning and sanitizing have been increased substantially. Though already a part of our normal, pre-COVID-19 standard, we are giving particular attention to high-touch items such as television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring. Though not required, The Clear Creek Group has even increased the frequency of its homes' air filter replacement and HVAC system cleaning.

We are grateful for you and each member of The Clear Creek Group family, and we are committed to your safety. If you have additional questions, we would be glad to address any concerns you might have.

The Clear Creek Group's cleaning and disinfection protocols are based on CDC Guidelines. Staff follows strict protocols when working in both caretaking and villa rental homes, alike.

WHEN CLEANING

The Clear Creek Group has thoroughly trained each team member on CDC guidelines and the use of EPA-certified products. Proper steps are taken to ensure the safety of our staff, homeowners, and our villa rental guests.

For cleaning and disinfecting of community spaces, we ensure staff is trained on the appropriate use of cleaning and disinfecting chemicals.

- Housekeeping staff wears disposable gloves and masks for all tasks in the cleaning process, including handling trash.
- Gloves and masks are always removed carefully to avoid contamination of the wearer and the surrounding area.
- Housekeeping staff is required to wash hands often with soap and water for at least 20 seconds, and they have been instructed to wash immediately after removing gloves.
- The use of an alcohol-based hand sanitizer that contains at least 60% alcohol is required when soap and water are not available, and its use is encouraged in addition to hand washing.
- Surfaces are cleaned with soap and water, then with disinfectant.
- Though housekeeping always focuses on "High Touch" surfaces, The Clear Creek Group staff pays special attention to tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.

WHEN DISINFECTING

The Clear Creek Group uses only Recommend EPA-registered household disinfectants. Manufacturer's instructions are followed to ensure the safe and effective use of each product. Alcohol solutions containing at least 70% alcohol may also be used.

SOFT SURFACES

For soft surfaces such as carpeted floors, furniture, rugs, and drapes:

- We clean the surface using soap and water, or with cleaners appropriate for use on these surfaces.
- Staff launders items (if possible) according to the manufacturer's instructions, using the warmest appropriate water setting. Laundry is dried completely.
- Alternatively, we disinfect with an EPA-registered household disinfectant. Of course, our products meet EPA's criteria for use against COVID-19.

ELECTRONICS

For electronics such as tablets, touch screens, keyboards, remote controls, etc., we follow manufacturer's recommendations for cleaning and disinfecting. If no guidance is available, we use alcohol-based wipes or sprays containing at least 70% alcohol.

LAUNDRY

For clothing, towels, linens, and other items, we adhere to the following protocols:

- Items are laundered according to the manufacturer's instructions. We use the warmest appropriate water setting and dry items completely.
- Staff wears disposable gloves when handling dirty laundry.
- After handling dirty laundry, gloves are removed, and staff members are required to wash hands and replace their gloves.
- The Clear Creek Group staff cleans and disinfects clothes hampers according to the CDC's guidance for surfaces, as appropriate.

ADDITIONAL MEASURES

We have made a few additional changes, changes that provide peace of mind, so you and your family can relax and enjoy this beautiful, pristine valley we call home:

- Bulky, difficult to clean bedding is being replaced with lightweight bedding that can be easily cleaned and disinfected.
- Hot tubs will be cleaned and chemically balanced between each guest's stay.