



*An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the Centers for Disease Control and Prevention, senior citizens and guests with underlying medical conditions are especially vulnerable. By utilizing these shared spaces, you voluntarily assume all risks related to exposure to COVID-19.*

## **OPERATIONAL, CLEANING AND SAFETY PRACTICES DURING COVID-19**

### **OWNER/GUEST RESPONSIBILITIES**

IMI asks all occupants to maintain safe behavioral practices which include: social distancing in shared spaces, frequent hand washing, avoid touching eyes, nose & mouth, strongly consider wearing a cloth face covering when in public, covering mouth & nose when coughing or sneezing and staying home when feeling sick.

It is each owner's responsibility to give this guideline to any renter/family member/guest that will be occupying your unit.

### **IMI OFFICE**

The office will remain closed to foot traffic but owners/guests may schedule an appointment if needed. Meeting space will be sanitized prior to and after each appointment. Guests coming in for appointments must wear a face mask and IMI employees will wear one as well.

### **CHECK-INS**

All check-ins (after 3:30pm on Saturdays) will use the outdoor office lockbox. Occupants should remain in their cars until no one is at the lockbox to retrieve their package.

IMI will sanitize the lockbox prior to placing packages inside.

Any important updates will appear on signage next to the lock box.

All individuals who have symptoms of COVID-19 (cough, shortness of breath or difficulty breathing, fever, chills, muscle pain, sore throat, or new loss of taste or smell) should not check in. Any individuals who have tested positive for COVID-19, certifies they have completed a 14-day quarantine prior to checking in.

### **HOUSEKEEPING**

BQ's housekeeping vendor has committed to maintaining existing cleaning practices as well as following the cleaning and disinfection guidelines provided by the CDC which includes thoroughly cleaning and disinfecting bathrooms, kitchens and major touch points such as knobs, light switches, remotes, telephones, etc. Products used are EPA approved. We suggest that occupants take whatever additional measures they deem necessary to feel comfortable during their stay.

Bedspreads, blankets and mattress pads are not laundered between each occupant. You may bring your own if desired.

At this time only departure cleans will be provided. Mid-stay services will not be scheduled.

BQ's housekeeping vendor has committed to ensuring that their staff is well informed and trained on cleaning procedures based on the CDC recommendations and will provide protective gear for their staff to wear when appropriate.

The linen cleaning vendor has committed to laundering all linens and towels in accordance with CDC guidelines.

### **MAINTENANCE**

Maintenance staff will continue their day-to-day tasks that take place on the property and within vacant units. Maintenance staff will wear protective masks and gloves when entering a unit that has already been cleaned.

If work is required in an occupied unit, we ask that the occupant vacate the unit while the maintenance staff resolves the issue. Maintenance staff will wear protective gear when entering the unit.

All maintenance requests should be handled in the existing fashion utilizing the form provided in the check-in package and placing it in the onsite lockbox located in the pavilion pool area.

IMI commits to ensuring the proper cleaning of maintenance office space on property as well as the equipment being used.

### **POOL AREAS**

Per the CDC, there is no evidence that COVID-19 can be spread to humans through the water. Proper operation, maintenance and disinfection of pools should kill COVID-19.

SC DHEC declares that pools are safe as long as chemicals are maintained according to their required specifications.

Pool areas have a limited occupancy per DHEC of 32 for the pavilion pool and 28 for the large pool.

Pool furniture will be limited for the new reduced occupancy and organized to ensure social distancing.

Pool areas will be cleaned and disinfected three times a day, around morning, lunch time and in the evening prior to staff leaving.

Specific areas that will be cleaned include entry gate handles/rails, pool side tables & chairs, pavilion furniture (not including fabric seats) and pool entry rails.

Pool restrooms will be sanitized on the same schedule and will include door knobs, faucet handles and switches. Signs will be added to indicate proper hand washing technique.

The water fountain will be sanitized on the same schedule but we strongly discourage its use at this time and suggest bringing your own water.

The pavilion area will be open but social distancing must be practiced. The fabric furniture cannot be cleaned in the same manner as the pool furniture so please keep that in mind when choosing to utilize this area.

A sanitation station will be provided at both pools once they arrive as they are still on backorder. Please bring your own hand sanitizer to use.

IMI asks all occupants keep their health and the health of others in the forefront of their minds when utilizing common areas shared by all guests.

### **GRILLS / TENNIS COURT / BEACH GATE**

The common areas will be cleaned and disinfected (all handles/knobs) three times a day, around morning, lunch time and in the evening prior to staff leaving.

### **PLAYGROUND**

Guests should be aware that, as recommended by the CDC, this area will not be regularly disinfected but rather periodically spray cleaned.

### **GENERAL POINTS**

Suspected/Confirmed Exposure:

If a guest begins to show symptoms during their stay, they should immediately contact a health care provider (hospital, urgent care, pharmacy walk-in) or local health authority to determine how to get tested. IMI should be notified and guest should self-isolate and limit contact with staff and other guests if unable to return home.

Any guest testing positive for COVID-19 that has recently visited BQ should notify IMI immediately.

ALL QUESTIONS OR CONCERNS REGARDING THE ABOVE SHOULD BE ADDRESSED TO DEBBIE NEWTON, MANAGER OF IMI. FOR THE SAFETY OF YOU AND VENDORS/IMI STAFF, PLEASE REFRAIN FROM FACE TO FACE COMMUNICATION ON PROPERTY. VENDORS AND IMI STAFF HAVE BEEN INSTRUCTED TO NOT ENGAGE IN CONVERSATION REGARDING IMPLIMENTED PROCEDURES TO ENSURE ACCURACY OF THE COMMUNICATION AS WELL AS BEING ABLE TO ADDRESS ANY ISSUE IN A TIMELY MANNER.

### **IMPORTANT CONTACT INFORMATION**

The best form of communication is email:

debbienewton@imihhi.com  
mmhughes@imihhi.com  
lisa@imihhi.com

Office Phone	843-842-2201
Debbie Newton	Ext. 101 (To Make Appointments)
Michele Hughes	Ext. 102 (General Information/Owner & Guest Services)
Lisa Newton	Ext. 103 (Reservations/Maintenance/Housekeeping)
After Hours #'s	843-247-1949 or 843-247-1950