



PoconoPromise

Safety. Reliability. Hospitality.



Families know the Pocono Mountains. Year over year, our pledge has been to provide a safe destination for everyone. That commitment is unwavering.



A natural extension of our commitment as a region to provide the best service and hospitality possible.

#PoconoPromise #PoconosTogether #PoconoProud



Background

The Pocono Mountains provides an escape to many seeking fresh air, fine dining and hospitality that is second to none. This is evident in the extra care taken by those who operate restaurants, accommodations, attractions, retail locations and more to ensure guests are not only comfortable, but safe and secure.

For years, businesses in the Poconos have committed to the safety and welfare of their customers. It remains the central focus of our proprietors during this reopening phase in the wake of COVID-19. It is a continued promise we all plan to keep and deliver upon under any circumstance.

The Pocono Promise Explained

The **Pocono Promise** is designed to provide clear recognition for the commitment made by businesses, large and small, to protect the health, safety and well-being of employees and customers.

When I see the Pocono Promise, I know the right steps are being taken to protect me, my family & my community.

This means all federal, state and local public health guidelines are being followed at any location with the **Pocono Promise** designation. Beginning with the process in which cash is handled to thoroughly cleaning surfaces for sanitization. Also, promoting proper hygiene by providing hand-sanitizer are but a few areas our businesses commit to following the proper guidance on. Our tourism organizations value their guests and place their health above all else. This ensures, we all can still enjoy those memorable experiences we are accustomed to throughout all four seasons in the Pocono Mountains.

Pocono People, Places And Professions Making A Promise

Restaurants | Breweries | Wineries | Distilleries
Accommodations | Hotels | Resorts | Bed & Breakfasts | Vacation Rentals | Inns and More
Attractions | Municipal, County, State & National Parks | Performance Venues
Shops | Professional Offices | Banks | Spas | Salons/Barbershops | Nonprofit Organizations



Complying With The Promise

1. The **Pocono Promise** is posted at the entrance with an explanation of the steps being taken to keep everyone safe. It is also featured on the business' website, social media accounts and other channels used to communicate with the public.
2. Regular staff training is mandatory. Initial and ongoing best practices are communicated to employees to ensure the safety of all individuals remains the priority.
3. Safe sanitation and cleaning practices are routinely performed and ensured by having a designated team member knowledgeable on every shift. Any high touch areas, such as buttons on elevators, phones, door hardware, etc., are cleaned to coincide with the frequency in which they are touched. Restrooms undergo extensive cleaning throughout the day. Public drinking fountains are closed off from use.
4. Health questionnaires are completed by employees before each shift.
5. Social distancing practices are adhered to by following occupancy and measures set by the state and local government. Facility capacity has been evaluated and is limited to maintain the best possible social distance between patrons. Seating/ furniture/fixtures as well as queues (indoor/outdoor) are arranged to ensure proper social distancing. Visual cues and physical barriers are utilized to show proper distancing.
6. The business has evaluated their cash handling process and implemented procedures to protect the employee and guest. Where possible, the following measures have been taken:
 - Implement touchless solutions for payment, check-in, identification, ticketing, pick-up and delivery
 - Encourage advance purchases via phone, online or through apps
 - Use physical barriers, such as plexiglass counter shields, between staff and guest at Point of Sale (POS)
7. Hand sanitizer or hand washing stations are available for guests and staff as they enter or exit the premises.
8. Universal masking and other personal protective equipment (PPE) are used by staff as required by state and federal health guidance. Reusable PPE is properly



sanitized before and after use when shared by employees. One-use PPE is properly disposed of.

9. Signs are put in highly visible locations to remind patrons of social distancing and other hygiene measures.

Further suggested guidelines specific by industry are available on the Pocono Mountains' website.

Promise To Stay Away When Sick

Employers are placing an extra emphasis on screening employees before each shift by asking questions to prevent illness from spreading in the workplace. It is recommended to check the temperatures of employees at the beginning of their shifts.

QUESTIONS—EMPLOYEES

- Have you traveled outside PA in the last two weeks?
- Are you experiencing fever? Cough? Other symptoms related to respiratory illness?
- Have you come in contact with anyone diagnosed with COVID-19?
- Have you been tested for COVID-19?

Employees showing symptoms will be immediately separated from other staff and guests and sent home.

A Promise Made Is A Promise Kept In The Pocono Mountains

The [Pocono Mountains Visitors Bureau](#) (PMVB) is working with local, county and state leaders as well as the public and the media to reassure everyone reopening the Poconos is done with the utmost safety precautions at our disposal.

Support is provided by the PMVB and its partners around the clock. As the situation evolves, the **Pocono Promise** will reflect the latest developments and guidance from the professional health community.



Industry Resources

The International Association of Amusement Parks and Attractions (IAAPA) has created [Reopening Guidance: Considerations for the Attractions Industry](#) which outlines principles and approaches to consider for reopening once it is appropriate.

Pennsylvania Amusement Parks and Attractions has created [“Safe Play” Reopening Guidelines](#).

U.S. Travel has created [Travel in the New Normal: Industry Guidance for Promoting the Health and Safety of All Travelers](#).

The World Waterpark Association has created an [Aquatic Facility & Waterpark Reopening Considerations](#) document.

As noted in the [Pennsylvania Restaurant Promise](#), the National Restaurant Association has created a COVID-19 Restaurant Response Kit, and continues to provide [ServSafe](#) training products like [Food Handler](#) and [Manager’s Certification](#).

[National Restaurant Association COVID-19 Restaurant Response](#)

[ServSafe Takeout & Delivery: COVID-19 Precautions](#) (in English & Spanish)

National Ski Areas Association (NSAA) has developed [“Ski Well, Be Well.”](#)

Disclaimer

The Pocono Mountains Visitors Bureau (PMVB) is a 501(c)(6) tourism promotion agency representing the tourism industry in Wayne, Pike, Monroe and Carbon counties. The PMVB makes no warranties with respect to the ultimate effectiveness of the **Pocono Promise** program and assumes no responsibility for assuring compliance by any business with such guidelines.

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