



Bon Secours

Retreat & Conference Center

Welcome to Bon Secours!

Staying Safe at Your Conference or Retreat

Welcome to the Bon Secours Retreat & Conference Center! Your health is our utmost priority and concern. Our team is committed to protecting the wellbeing of our guests and staff by providing a comfortable and safe environment for everyone who visits. We are advancing our current best practices and making sure our teams take extra precautions in order to deliver a fulfilling and enjoyable experience during your visit.

What You Can Expect

Our Center is committed to providing every guest with the peace of mind to relax and enjoy their time with us. You will be welcomed by staff who have been fully trained on the importance of upholding the highest level of sanitation standards and the sensitivity of the current circumstance which we are in.

Our team has diligently implemented safety precautions recommended by the CDC and in accordance with state, county and Archdiocese of Baltimore guidelines. Staff members reporting for work are symptom free. If they know that they have been exposed to COVID-19, they have quarantined at home for the proper time before reporting to work too. Even so, it is impossible to eliminate all risk of exposure to infections disease. If you have specific questions or concerns that are not addressed in the materials provided, please email info@RCCBonSecours.com or call (410) 442-3120.

Here are a few things that you may notice is a little different during your visit right now:

- No-contact temperature checks will be administered by our staff upon entrance to the building.
- The entrance to our Center is limited to the main front doors only at this time. You may leave the building using any exit door within the Center though.
- At this time, the 3rd floor is not open to guests to ensure the safety of our retired sisters who reside on the west wing of that floor.

Cleanliness:

- Our Housekeeping Staff has been trained with new protocols and will deep clean all areas of the Center regularly, using updated disinfecting standards and sanitizing supplies as recommended by the CDC.
- Our Housekeeping Staff will be working diligently to clean all high-touch surfaces many times daily.
- Every lodging room will have a deep clean when guests check out. Prior to check-in, our housekeeping management will be double checking lodging room cleanliness and will need to approve the room before it is marked as ready.
- Restrooms will be cleaned many times throughout each day. Because of this, it may be necessary to use an alternate restroom during cleanings. The number of guests in each restroom will be limited as well.
- Hand sanitizing stations are located throughout the building.

Food Service:

- Our dining room tables and chairs have been set up in ways to social distance from other diners.

- Our Food Service team has been trained in new procedures regarding serving of food. All food will now be served by employees from the buffet tables. Staff will wear appropriate personal protection equipment, including gloves for serving.
- Staff members will also be removing all dishes from the dining tables so you will no longer be taking your own dishes to the bus pans.

Bookstore:

- Due to the small size of our bookstore, only two guests will be permitted to enter at a time. Thank you for your patience during high traffic shopping times. We ask that you wait outside the entrance and social distance from other guests who are waiting.
- The bookstore will be disinfected prior to opening each day and then high-touch area will also be regularly cleaned throughout hours of operation.

Chapel:

- We will be following all worship procedures provided by the Archdiocese of Baltimore.
 - As of this writing, the Chapel is closed, and we hope to have it available soon. Thank you for your patience. Once it is available, the instructions below (subject to modification) will be in effect:
 - Pews will be marked off so that social distancing can be upheld between visitors.
 - Hymnals will not be used and the Holy Water font will be off limits.
 - Please follow directional instructions for communion.
 - The Chapel will be cleaned and sanitized after each service.

Our Expectations

To ensure the safety of everyone, it will take the cooperation of everyone. We kindly ask that you support our safety standards by doing the following during your visit.

- **We expect that all guests entering our Center are healthy. If you have fever, cough, respiratory illness, shortness of breath or think you have been exposed to the Coronavirus, please postpone your visit until you have been symptom free for 14 days.**
- **Outdoors:** please maintain social distancing guidelines. Although it is not necessary to wear a mask when you're outdoors, if you come into contact with someone please put your mask on to converse. Also, [it is mandatory](#) that you put your mask on before you enter the building.
- **Indoors:** [It is required](#) that you wear your mask when you are in all common areas and meeting rooms. Please maintain social distance from other guests and our staff as well.
- **Dining:** Wear your mask to get your food and while moving around the dining room. Our dining services staff, who are taking extra safety and cleanliness measures, will serve your food from the buffet area. Please sit in designated areas to adhere to social distancing guidelines. When you have finished your meal, please leave your dishes on the table so that our staff can clean properly.
- **Lodging:** Our housekeeping staff will clean and sanitize your room upon departure. Although in the past we have been able to enter lodging rooms during your stay to refresh the space, this is not permitted at this time. Please note that there are extra towels available in the cabinets at the end of each hallway if you need them.
- **Guests who refuse to comply with our standards will be asked to leave. This is to ensure the safety of everyone and we hope to never have to ask to do this.**

Please note these precautions are subject to change, based on health recommendations. The Welcome Center is always staffed. Please let our staff members know if there is anything that you need. Enjoy your stay!