

The Lodges at Gettysburg Improves COVID-19 Health and Safety for Lodging and Events

About The Lodges at Gettysburg

The Lodges at Gettysburg is a specialty lodging located on 63-acres in Gettysburg, Pennsylvania. With 45 rooms, the Leadership & Freedom Conference Center with 6,500 square feet of meeting and banquet space, and the Gloryridge Tavern, The Lodges at Gettysburg provides a unique venue for meetings, family vacations, weddings and group getaways.

Situation

The COVID-19 pandemic brought the lodging, meeting, and wedding business at The Lodges at Gettysburg to a screeching halt. The state of Pennsylvania shut down The Lodges at Gettysburg and other lodging and restaurant operators for a month until COVID-19 infections were brought under control. After a month, restrictions began to ease and the hospital opened to a new reality where health and safety were major concerns for potential guests and travelers.

"We were in foreign territory," said Denise M. Schultz, General Manager of The Lodges at Gettysburg. "We have a small staff and when it came to COVID-19 regulations, I had to try to follow guidance coming from all directions and watch to see what others were doing. It was very confusing but I did the best I could." To improve safety, Denise and her staff modified their facility and updated many of their operating procedures. They deep cleaned the entire property, cancelled daily housekeeping and their breakfast buffet, installed plexiglass barriers, increased cleaning activity, and mandated masks for the staff.



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Denise M. Schultz
General Manager, The Lodges at Gettysburg

"I was doing the best I could to keep my staff and guests safe, but when we reopened, people were still very hesitant," said Denise. "I was concerned that it might not be enough to bring back the corporate meetings and weddings that are the most important aspects of our business. I not only needed to find a way to bring them safely back, I also needed to give them the sense of security they could confidently return to our facility."

Solution

The Lodges at Gettysburg enlisted the help of Fusion Cell's COVID-19 health and safety consultants. According to Denise, "I needed to know that I was doing everything possible for my workforce and guests. I thought I had done a good job with the initial safety improvements, but I knew I needed to do more for larger groups and I wasn't sure how to proceed. I really needed experts to validate our COVID policies and procedures. Fusion Cell's health and safety consultants are current and former military specialists who have quite a deal of experience planning for pandemics—the experience I desperately needed."

Results

After Fusion Cell completed their COVID Risk Assessment, Denise reported, "Fusion Cell reviewed every part of our operation from top to bottom, from our operating procedures and policies to the technical details of HVAC systems, and chemical cleaners we were using. Plus, they worked with our local and state authorities to make sure we were following the correct guidelines and standards."

"Fusion Cell provided validation and the reassurance when I was taking the right steps and they gave me thoughtful and practical recommendations on where we should change our procedures and policies to make them more cost effective and better. Even when I was doing something wrong they didn't scold me, they communicated the information on a layman's level so I could understand and take action. They were just a true pleasure to work with."



"The best part of working with Fusion Cell was their depth of knowledge. They were so well rounded in their knowledge and so efficient. They were experts in everything from HVAC HEPA filters to cleaning protocols and they were able to stay current with all the changing guidelines. They provided a wealth of information that was super valuable to us. To be able to get all the expert help we needed from one partner, a true one stop shop, was really excellent."

"Fusion Cell helped us create the safest facility possible. Their significant contributions have allowed us to improve safety for our staff and guests and have improved all aspects of our business, including the bar, restaurant, lodgings, conference center, and wedding facilities. As a GM, I learned a tremendous amount and found the information and assistance invaluable. Their help is helping us prove to our guests that we have done everything possible to ensure their safety."

About Fusion Cell

Fusion Cell provides expert advice to help businesses, schools, and other organizations develop workplace health and safety plans that reduce the risks of COVID-19.

To learn more, visit: fusioncell.com