From: Lisa Sumption, Oregon Parks and Recreation Department Director  
To: All state park visitors  
Re: Our COVID-19 response  
Date: March 13, 2020  

The Oregon Parks and Recreation Department is honored to serve you and provide special places for you to enjoy. An essential part of operating a park relates to the health and safety of our staff, volunteers, and visitors like you. I am writing to let you know that while the COVID-19 situation is still very fluid, your parks are currently open, and we are continuing to put our best foot forward by reviewing and updating our approach to management. Here are some of the things that we are doing:

- Refining our facility cleaning procedures to focus on high traffic areas and touch points.
- Staying in touch with state emergency managers so we’re current on available information and guidance.
- Following Governor Brown’s strategic measures to reduce risk of COVID-19 spreading.
- Working with our staff and volunteers to best serve visitors in this uncertain time. This may mean reduced service levels or closures in areas where we have fewer staff or volunteers available.

You are an important part of health and safety at our parks. Here is what you can personally do:

- Continue the hand washing and personal hygiene recommended by CDC.
- If you are sick with any ailment, please consider staying home, and if you do travel, keep your distance from other visitors and staff. At least six feet would be best.
- If you see a park facility that needs attention, let us know. We are cleaning as often as staffing allows, but have experienced increases in vandalism and theft in our restrooms.
- Understand that many different people use the recreation environment, and we try to make our spaces welcoming to all. Help us keep a stigma-free and compassionate environment by correcting misinformation and reporting any incidences of harassment involving prejudiced language or actions.

We have prepared a special web page with frequently asked questions. One of the most popular questions relates to cancellations. We understand that the current situation may force last-minute changes. To respond to this situation, we are modifying our policy now through May 12, 2020, to now include a refund for all site rental fees, even for cancellations that happen the same day as the reservation. We are unable to refund the $8 online reservation fee at this time.

If you have questions that are not found on the OPRD website, please reach out to park info by email at park.info@oregon.gov or call 1-800-551-6949, Monday-Friday, 8 a.m. – 5 p.m..

With regards,

Lisa Sumption, Director