



Motel Closure **EMERGENCY** Response Plan

A collaborative effort from partners in Taney and Stone Co. Missouri to address displacement and temporary homelessness caused by motel closures in the Branson, MO area.

Community Version

**Motel Closure Emergency Response Plan
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Motel Closure Emergency Response Plan

A collaborative effort by Taney and Stone County partners to address displacement and temporary homelessness caused by motel closures in the Branson, MO area.

Executive Summary

Taney and Stone County nonprofits, the Taney County Health Department, the City of Branson, Branson police officers, churches, local property managers, restaurants, local foundations and concerned area residents have formed a coalition to address hardships placed on those living in extended stay motels in the event of a motel closing.

Creating this response plan was discussed as the initial goal of the OMC Cares housing work group. OMC Cares has worked to build this effort by reaching out to various entities and by becoming educated on how various government regulations work by consulting the Branson Police Department, the Taney County Health Department, and the Licensing Department at the City of Branson . That effort, combined with the motel closure that occurred on October 4, 2021, helped the community see the need to seriously address this issue. Many additional partners have joined to offer various help and services as it pertains to their area of expertise and has resulted in the collaborative effort we now have today. Since the first meeting held on September 28th, 2021, the entire response team has met three additional times to discuss our collaborative efforts and the response team coordinator has consulted with many partners individually on multiple occasions. There have also been smaller committee meetings to ensure organizations providing the same services (such as intake and follow-up care) are doing so in a coordinated and consistent manner. OMC Cares continues to work to bring more partners in as they are made aware of needs and available resources.

On October 4th, 2021, The Stratford House Inn was shut down due to health and safety concerns. This resulted in immediate loss of shelter for around 50-60 people. Communication to notify the community that help was needed came first from the Taney County Health Department, calling non-profits to let them know that the motel must close, but that many people may need help. After OMC Cares and House of Hope were notified, both agencies began calling other area non-profits to ask for help and also other local extended stay motels and area shelters in Stone, Taney, Christian, and Greene Counties to assess possible housing solutions. Other local nonprofits such as CORE (Communities of Recovery Experience), CAM (Christian Action Ministries), Elevate Branson, The Salvation Army, various other community partners, and the Herschend Family Foundation were contacted, and all jumped in to help where they could. Help included having intakes completed for each family, help with finding placement for each family, assistance with packing, moving and unloading at new locations, and assistance with funding needed for new locations. Christian Action

Ministries, CORE, and Elevate Branson also provided box trucks, vans and trailers to assist with moving. Most families went to another extended stay motel, but a few families were able to be relocated with other local family members. Thirty-three adults and 14 children were assisted. There were other individuals and families that did not require assistance.

Follow-up with families was completed by House of Hope since they were the agency completing all intakes and wanted to ensure continuity of care. They were able to help identify and address any additional needs for families. House of Hope reported on services given to families during and after relocation as follows:

- Distribution of financial assistance to individuals relocated such as help with deposits.
- Provided continued care after the relocation occurred.
- Identified and coordinated with partners the individual, couple, or family was currently working with to ensure their needs were met and safety was maintained.
- Coached households on determining what community resources were appropriate to meet their needs.
- Assisted with the completion of referrals to area resources that were better suited to fit their needs.
- Provided access to laundry facilities, shower facilities, and hygiene products as needed.

Ozark Mountain Country Cares also followed up with a local pest control business to address pest concerns at new locations where some families had been relocated. Though this was extremely unfortunate, this event helped us better understand how to prepare for probable future closures and gain more participation in the work group as more of the community became aware of how vulnerable families were that became displaced when the motel they lived in closed unexpectedly.

Purpose of the Plan

The purpose of this plan is to outline collective action that will take place by the response team when a motel closure occurs, households are displaced, and possibly facing temporary or extended homelessness. The plan includes the history and actions taken of the response team thus far to inform the reader, specific actions that will be taken by the response team in the event of future closures, contact information of the response team members (in partner version), and other information helpful to those anticipating or responding to a motel closure.

There will also be an addendum section to supply additional information to those reading the plan to help provide education and clarity regarding the inspection process for the City of Branson, written by the Taney County Health Department.

Although prevention would be the first goal, this plan will first start as an emergency response, since there will likely be more closures in the near future and typically there will not be much advance notice given. However, plans are being made and partnerships formed to start a pilot project that will work to help families successfully transition from living in extended stays to more affordable, safer, and quality housing. Additionally, this plan may be expanded in the future to include other vulnerable populations in a housing crisis, such as an apartment complex or trailer park.

Review of the Plan

The Motel Closure Emergency Response Plan will be revised and updated as changes occur by the response team coordinator and will also be formally reviewed by the response team at a minimum of every six months. This is a living document and will also be revised as we expand on this plan or gain additional pertinent information. In the event of a motel closure, there will be a debriefing afterwards to help inform future handling of closures and changes may be made at that time based on the assessment of the response team.

Response Plan Team and Additional Community Partners

The Response Plan Team (listed in Appendix A) developed the Motel Closure Emergency Response Plan and will monitor its implementation, updating and improving the plan, as needed. The plan was written by Susan Flores from Ozark Mountain Country Cares with Kathryn Metzner from the Taney County Health Department contributing the inspection process from the City of Branson Lodging Establishment in appendix B. Additional community partners (not on the response team) will also be listed in Appendix A, as their involvement has been, and will continue to be crucial to the success of this project. Many of these additional partners provided needed funding, education, and important insights.

Funding

When the Strafford House Inn closed, the Herschend Family Foundation, House of Hope, and the Salvation Army provided funding for relocation, and Mr. Bug Killer donated pest control services. Since then, Elevate Branson was able to get approved for funding through the Skaggs Foundation to assist with relocation for future closings, and the Salvation Army will be able to access additional disaster relief funding through their organization. House of Hope also has additional funding dedicated to relocation services and Ozark Mountain Country Cares will also reach out to additional possible

fundings if the need arises. There are area churches and individuals that have expressed interest in helping on a case-by-case basis. Ozark Mountain Country Cares was also granted funding through the Skaggs Foundation to help with pest control services, and Harvest Evangelical Church in Branson, MO, approved additional funds to be used towards pest control. Each agency that has funding will provide their own oversight and ensure that they do proper and timely reporting to funders. Agencies can update the response team on funding as appropriate. Any future donations or funding received will be assessed at that time and also what oversight is needed. The response team has not officially prioritized funding for those in need, but families or individuals with small children, single parent households, and those with disabilities will likely be prioritized if funding is limited. For those that will be placed in another extended stay motel, it is likely that funding will assist with one week of housing, and intake organizations can reassess further needs on a case-by-case basis to possibly provide further assistance. The goal will be to help these families transition into more stable housing, if possible.

Response Preparation

Based on information from the City of Branson and the Taney County Health Department, there will typically not be more than 72 hours notice (possibly less) since the motel owner is given every opportunity by the City and Health Department to take care of the issue before the name and location is given out to the public. The Taney County Health Department has offered the use of their communication tool called Teletask as it is the most efficient way to alert everyone to move into “prepared mode.”

To learn more about the inspection process for the City of Branson Lodging Establishment, refer to Appendix B

Response preparation will look as follows:

- Teletask will send a text, automated message, and an email to those signed up. As soon as the Taney County Health Department is made aware of an expected closure, a message will be sent out with pertinent information, such as location and date of closure, to all the response team.
- The response team coordinator will also set an emergency housing meeting to occur as soon as possible to review roles, responsibilities, and to discuss details known of the anticipated closure. The response team will also discuss if any changes have occurred regarding available resources at the time of closure or if any response team members may be unavailable.
- The response team coordinator and intake agencies will also start to gather information regarding available rooms (and owners' level of cooperation) at other

extended stays, or other housing that may be available at that time, so that there may be a smoother transition the day of the closure.

- The Salvation Army will coordinate with motels that they have worked with since they use a voucher system.
- Intake agencies (House of Hope, Elevate Branson and the Salvation Army) and the response team coordinator will work with the motel owners/management of the motel(s) to be closed in order to gain permission to access private property.

However, it will be noted that in the event of fire, natural disaster, or unforeseen major health and safety issue, it may be decided by the City of Branson or the Taney County Health Department that it is not safe for renters or visitors, and volunteers may not be granted access. Immediate evacuation may be necessary. Additionally, the property manager could decide not to grant access. In that event, intake agencies will have to wait until the day of closing to complete intakes OR may have to complete them off-site at their own respective agencies.

- If intake agencies and the response team coordinator are granted access to the property, intakes will begin as soon as possible to gather information regarding household size and needs in order to begin the process of transitioning out of the motel that is being closed.
- If pest control issues are present, the intake agencies and response team coordinator will try to follow the Taney County Health Department guidelines by coordinating with local laundry facilities in order to coordinate use for families to thoroughly wash and dry clothing that may be contaminated.
- The response team coordinator will also reach out to area churches that have agreed to help provide large trash bags as the health department has encouraged use of trash bags instead of boxes to help lessen the likelihood of pests being transferred to other properties.
- Pest control services will also be contacted by response team coordinator as Mr. Bug Killer has agreed to be on stand-by as much as possible, depending on the need at that time.

Response Team Plan Roles and Responsibilities – Day of Closure

Communication

The Taney County Health Department will have already sent out a text, automated message, and email using their communication tool, Teletask. Another message will be sent out the morning of the closure to inform response team members and other key partners. The response team coordinator will send out an email to the response team

and will also fill in gaps in communication as needed. On the day of closure, the response team coordinator will be responsible for coordinating:

- Communication between lead agencies
- Pest Control Services
- Food for volunteers and displaced families/individuals
- Police presence
- Animal Control
- Media inquiries
- Updates to/from the Health Department and the City of Branson

Marietta Hagan has offered to assist in the area of communication. She has a vast network of connections with area agencies, foundations, businesses and churches and will also be able to offer assistance with various forms of communication if the need arises. The response team coordinator will reach out to Marietta for help with communication tasks, as needed.

Media Coordination

Media inquiries should be referred to the response team coordinator. City or Health Department officials will refer reporters to their own spokespersons when commenting about a motel's code violations or health and safety concerns. Media questions about specific programs or services will be referred to partner agencies as appropriate.

Floater

Carla Perry has offered to be a floater and fill needs where they arise. Carla has extensive experience working with displaced individuals and also those dealing with trauma and extreme life stressors. Her assistance could range from offering emotional support to adults and children, helping with packing, loading and unloading and possibly assistance with various communication tasks that the intake agencies or the response plan coordinator may need help with. Other floaters may be added in the future as the need arises.

Intake, Placement and Follow-Up Agencies

House of Hope, The Salvation Army, and Elevate Branson have all agreed to complete intakes as needed. Each agency plans to go in teams of 2-3 in order to effectively complete intakes, coordinate placement, offer emotional support, and follow-up with families after relocation.

- Tracy Banks and Alex Sprinkle from House of Hope will be the lead coordinators in this area as they developed an effective system during the last closure.

- The response team coordinator will communicate with the lead agency as needed.
- Each agency will use their own intake forms and releases will be signed by the families as needed.

Intake agencies have met to compare intake forms to make sure information gathered will be similar across agencies, so that when information is entered into Unite Us, Charity Tracker, and the HMIS Systems, there is continuity.

- Each agency will also do their own follow-up with families to ensure continuity of care. *This will be further detailed in the follow-up portion of this plan.*
- Agencies will assess during intake how much the families or individuals are able to contribute towards relocation costs.
- Elevate Branson has been awarded funding from the Skaggs Foundation to help with relocation and The Salvation Army has additional funding available for disaster relief. House of Hope can coordinate with Elevate Branson as the need arises for assistance with funding.
- The Salvation Army has specific motels they work with and will coordinate with those for placement.
- House of Hope and Elevate Branson will decide which motels each will coordinate with based on previous discovery of available rooms/housing in the days/hours leading up to the closure.
- The lead intake agency will communicate to the response team coordinator if calls need to be made to Taney County Animal Control to help with pets that may need to be surrendered, transported or if crates are needed.
- The lead agency will also communicate with the response team coordinator so that pest control services can be sent to the correct locations.
- The lead agency will utilize text messaging first to communicate where pest control and animal control services are needed to be as efficient as possible. *No personal information will be given over text.*
- Intake agencies will communicate further assistance needed to the response team coordinator after relocation. As needs arise, the response team coordinator will work with partners to find them the help they need.

*****Agencies will also ensure to add a Parental Authorization Form and Transportation Waiver to their intake packets if children are to be watched or transported during a closure. Elevate Branson has Parental Authorization Forms and Transportation Waiver forms. The Salvation Army has their own Transportation Waiver form. See care of children below for more details.*****

Childcare

Cathy Brown is the Kid's Director for Elevate Branson and has offered to lead efforts to help oversee, comfort, and play with the children in the event of a closure. Cathy has over 30 years of experience working with children in various capacities and has experience, insight, and knowledge in areas such as; children with disabilities, mental health issues, and family/trauma issues. She also currently works with many children who are living in extended stay motels and regularly transports them as well through her job at Elevate Branson. Natalie Snider from Restoration Connection has also offered to help and has vast experience working with children who face challenging issues in their household, such as trauma and substance abuse. She is also very familiar with situations many children face who live in extended stay motels and the instability it can cause, especially in the event of a closure.

Cathy and Natalie will work with the intake team to ensure parents sign the **Parental Authorization Form and Transportation Waiver Form** as needed so that permission is given from parents in writing to help care for their children during a very hectic time. Cathy will have extra forms available as needed.

Packing and Moving

Patrick Stewart with Boys & Girls Club is the co-chair along with Susan Flores of OMC Cares of this housing work group. He has offered to lead the group that will be assisting with packing and moving.

- CAM and Elevate Branson have committed to providing box trucks, a driver, and assistance with loading and unloading items to the box trucks. Available volunteers from each agency will depend on who is available at the time of the closure.
- Patrick will coordinate with Kevin Huddleston from CAM and Bryan Stallings from Elevate Branson to assess availability of volunteers from each agency for the day of the closure.
- Matt Pinkley from OACAC has also volunteered to help with moving and will be contacted by Patrick.
- CORE was very instrumental in offering both volunteers to help load, move and unload and also brought a box truck and truck/trailer during the closure at The Stratford House Inn. They have communicated that they will support again if they are able during the next closure, but it will depend greatly on obligations they already have at that time. Patrick Stewart will contact Kevin Hunt to assess their level of availability at the time of the next closure.
- Other possible volunteers and trailers may come from Beniah and Natalie Snider from Restoration Connection and possibly other trailers/trucks from church members who have voiced their desire to help. Patrick will coordinate with

Natalie to assess the number of trucks/trailers available as soon as the day of the closure is shared. Also, Natalie will assign another volunteer to be primary contact, based on who will be available, if she is busy assisting children. Patrick will refer to that contact when coordinating help.

- The Church of Jesus Christ of Latter-Day Saints has also expressed a desire to help in this area to help provide both movers and possibly trucks and trailers. Patrick Stewart will coordinate with Kevin Perkins, Bishop at the church located in Branson, to assess their level of availability the day of shutdown for volunteers to help with moving and also possible trucks or trailers, if needed.
- The Branson West Church of Jesus Christ of Latter-Day Saints has also expressed their desire to help. Patrick Stewart will reach out to Dean Richter, Branson West Ward Elders Quorum President and Kim McMurray, Relief Society President, to assess possible numbers of movers available and trucks/trailers (if needed).

Please don't take passengers, animals, or their personal belongings inside vehicles. Elevate Branson and The Salvation Army can transport people using their vans. Trailers and box trucks will be used to move personal items. Any animals not being transported by Animal Control need to be in carriers.

Food for Volunteers and Displaced Families/Individuals

There are local restaurants that have volunteered to help provide food in the event of a motel closure. The restaurants that have shown interest will be listed in Appendix A. The response team coordinator will reach out to restaurants in advance to assess availability and resources at that time. Some restaurants that have offered to help are local and close during the “off season” from January to March. Their availability may be limited depending on the time of year. Additionally, The Salvation Army has reported the availability of a food truck that can be utilized for disaster relief. It will have to be driven down from Springfield and The Salvation Army will work with the response team coordinator to assess how the truck could best be utilized.

Animal Control

Taney County Animal Control has offered to assist in the event that animals are displaced during a closure. Additionally, they offered to help supply crates if they have them available at that time. Intake agencies will communicate with the response team coordinator regarding the need to temporarily surrender animals or the need for crates to transport.

Transportation of Individuals, Children and Animals

The Salvation Army and Elevate Branson will have vans available to transport adults, children and small animals in crates. Any personal items will be transported using

trailers or box trucks. Transportation will be to the relocation site only. Please be sure that a **transportation waiver form** is signed by the parent for children being transported.

Pest Control

The response team coordinator has discussed this plan with two different pest control companies that have expressed their desire to be as available as possible to help when needed. Mr. Bug Killer did donate services during the previous closure, but since then, funding has been applied for and received from the Skaggs Foundation and a local church. Pest control services and funding sources contact information will be located in Appendix A for reference.

Police Presence

Depending on officer staffing and patrol calls at the time of the closure, an officer might be able to be on-site. If an officer is not available, any response team member can call 911, if needed. The response team coordinator will call the Branson Police Department when the closure occurs and will assess their availability at that time.

In Case of an Emergency

In the event of an emergency, such as a medical emergency or an individual becoming violent, 911 will be contacted immediately. The response team member that is witnessing the event should use their discretion and call 911 immediately.

Unavailability of Response Team Coordinator

In the event that the response team coordinator is unavailable due to illness or something else unforeseen, Patrick Stewart will work with Marietta Hagan, Carla Perry and Natalie Snider to help divide responsibilities. Contact information is listed in Appendix A (Partner Version) for all individuals.

Mandated Reporters

Many of those on the response team are mandated reporters. Although this would be such a difficult task given the already stressful circumstances, if child abuse or neglect is observed, it must be hotlined at 1-800-392-3738 or you can go online at <https://apps.dss.mo.gov/OnlineCanReporting/default.aspx>. If you need additional training, information or resources, you can visit [Children's Division | Missouri Department of Social Services \(mo.gov\)](#).

Follow-Up Care After Relocation

Follow-up with households that were assisted will mainly be managed by the intake agencies that have gathered the information and already have intakes filled out with each household. Each agency will follow-up with the households that they assisted the day of closure to ensure continuity of care. Agencies will utilize the Unite Us Platform and/or Charity Tracker to help connect households to additional resources and help ensure there is no duplication of services. Elevate Branson and The Salvation Army are HMIS (Homeless Management Information System) authorized sites and will enter their intakes into the HMIS system. House of Hope is working to also become authorized, and will also enter information into the HMIS system if they are authorized at that time. Agencies will communicate with the response team coordinator additional help that may be needed as this project relies heavily on the agencies completing intakes, finding placement, and also doing follow-up care.

The response team coordinator will schedule a meeting no more than two weeks after the closure to debrief. This time will be used to reflect on strengths and weaknesses of the plan and where there may be changes or additions needed. Observations from the response team during this time will help determine how future closings are handled.

The response team coordinator will complete a report on the incident no more than 30 days after the closure. This report will include actions taken the day of the closure, information that came from the debriefing meeting and also any revisions to the plan.

Appendix A

Response Plan Current Team Members and Community Partners:

Edd Akers, Ozark Mountain Country Cares

Susan Flores, Ozark Mountain Country Cares

Patrick Stewart, Boys and Girls Club of the Ozarks

Tracy Banks, House of Hope

Alex Sprinkle, House of Hope

Carla Perry, Uptown Cafe

Marietta Hagan, Cox Hospital

Natalie Snider, Restoration Connection

Kevin Huddleston, Christian Action Ministries

Hannah Witcher, Elevate Branson

Bryan Stallings, Elevate Branson

Cathy Brown, Elevate Branson

Matt Grindstaff, Elevate Branson

Lisa Roberson, The Salvation Army

Steve Roberson, The Salvation Army

Kathryn Metzner, Taney Co. Health Department, Branson location

Lisa Marshall, Taney Co. Health Department, Branson location

Laura Jahn, Taney Co. Health Department, Branson location

Matthew Henry, City of Branson Licensing Compliance Manager

Darold Donathan, City of Branson Police Department

Stanley Kauffman, City of Branson Police Department

Sherry Simpson, Taney County Animal Control

Scott McAdams, Preferred Properties of Branson

Matt Pinkley, OACAC

Debbie Uhrig, OACAC

Kevin Perkins, Church of Jesus Christ of Latter-Day Saints, Branson location

Kim McMurray, Church of Jesus Christ of Latter-Day Saints, Branson West Location

Dean Ritcher, Church of Jesus Christ of Latter-Day Saints, Branson West Location

Deandra Kelin, Uptown Cafe
Kevin Hutcheson, Chick-Fil-A
Mindy Honey, Skaggs Foundation
Herschend Family Foundation
Harvest Evangelical Free Church
Jeff Darst, Mr. Bug Killer

Authors:

Susan Flores, Ozark Mountain Country Cares
Kathryn Metzner, Taney County Health Department



Inspection Process for City of Branson Lodging Establishment by the Taney County Health Department

The following document is designed as an abridged overview to explain the regulatory requirements for hotels and motels within the city limits of Branson. Lodging establishments outside the city limits of Branson have differing requirements as outlined by their local government, however state requirements remain the same. This document is not comprehensive, but rather is designed for those that are unaffiliated with lodging facility operations to outline some of the key requirements for operating a lodging facility in Branson. For a complete list of requirements, please refer to the Missouri state statute titled, Governing Lodging Establishments, and to the City of Branson's Lodging Establishment Ordinances. Links to both documents are on the last page.

Lodging Establishment Inspection Process for Taney County Health Department

All hotels and motels (lodging establishments) in the state of Missouri are required to have a Lodging License from the Missouri Department of Health and Senior Services (MODHSS). One of the requirements to get a Lodging License is having a passing health inspection. In Taney County, the health inspection is issued along with a Taney County health permit. Branson lodging establishments receive their Taney County health permit after passing a health inspection, a building code inspection, and a fire code inspection.

Permitting

Lodging establishments that are open (or have been closed less than 18 months) can receive their health inspection directly from the TCHD while those that have been closed for longer, or that are a new establishment, must receive their health inspection from MODHSS. It is important to note that if part of a facility is unable to pass a health inspection, then the entire lodging establishment cannot pass because it is all part of the same business license. Only the City of Branson can grant an exemption for the partial operation of a lodging establishment.

The requirements for a permit are as follows:

1. They have an approved permit application on file, and they are currently on fees. Changes in ownership and newly constructed establishments require a new permit application.
2. They have passed all required local inspections: health code inspection, fire code inspection, and building code inspection.
3. All areas of the establishment are safe for employees and guests with no structural, fire, or safety issues.
4. All 3rd party inspections are current. 3rd party inspections assure things like elevators and fire suppression systems work properly and that water systems are protected from backflow.
5. All guest rooms are furnished, clean, and in good repair (no broken tiles, holes in the wall, torn carpet, water damage or stained carpet/furniture, etc).
6. If the establishment has permanent guests, documentation of weekly health, cleanliness, and safety inspections of all occupied rooms have been kept and are available for review (per City of Branson's Lodging Ordinance). Weekly inspections must be done by an employee of the establishment and cannot be self-reported by the guest.

Health Code Inspection

A yearly health code inspection includes all common areas; kitchens; employee, storage, and equipment areas; and 10% to 15% of all guest rooms. The following is a selection of items inspected by a TCHD health inspector:

1. The lodging establishment must be clean and sanitary without the need for repairs. This applies to all floors, walls, ceilings, drapery, appliances, furnishings (such as chairs and mattresses), and fixtures (such as sinks, outlet covers, or lights) in every room.
2. All common areas such as lobbies and hallways are clean and without needed for repairs.
3. Guest rooms are cleaned after each guest or every 7 days if the room is occupied by the same guest. This includes replacing linens and towels.

4. All safety devices (i.e., smoke alarms) in each room are tested weekly to make sure they work properly.
5. Mattresses and box springs are clean, stain-free, and in good repair.
6. Single use cups and utensils are individually wrapped.
7. Reusable glasses and utensils must be washed, rinsed, and sanitized for each new guest and must not be stored in the bathroom.
8. Coffee pots must be washed, rinsed, and sanitized for each new guest.
9. Individual ice buckets must be clean and free of damage. Ice buckets that are used without a liner must be washed, rinsed, and sanitized for each new guest.
10. Ice machines and ice scoops must be clean, operational, and free from damage.
11. Garbage and trash must be disposed of on a regular basis.
12. All bathrooms (including in employee-only areas) must have mechanical ventilation as to avoid mold and mildew.
13. All light sockets throughout the entire establishment (including employee-only areas) must have working light bulbs in place.

Permanent Guest Room Weekly Inspections

If a guest occupies the same room continuously for more than 7 days, the room must be inspected every 7 days by an employee or owner of the lodging establishment (per City of Branson's Lodging Ordinance). The inspection must also include the date, room number, and the name of the person doing the inspection. The following is a list of what is required to be inspected weekly by an employee:

1. Smoke detectors are hardwired and have a battery back-up.
2. There are no empty light sockets on any light fixture or lamps.
3. Light bulbs work and do not exceed the wattage rating for the fixture.
4. Ground Fault Circuit Interrupter (GFCI) outlets work properly.
5. No more than 2 six-foot extension cords are being used in the room unless approved by Code Enforcement and/or Branson Fire Department.

6. Fresh linens and towels have been provided for the guest.
7. There are no bare or exposed wires in the room.
8. Egress (the fire escape/evacuation route) is easy to reach without obstructions and is in good repair.
9. The closest evacuation route is posted on the entry door.
10. No garbage or excessive trash is present.
11. No pests or insects are present at the time of inspection.

Pest Control Requirements

All lodging establishments are required to have pest control measures in place, which includes eliminating areas where pests gather. Professional pest control services are required. Pest control measures cannot create a hazard to employees or guests.

What happens if a lodging establishment does not pass on the first inspection attempt?

Lodging establishments are given 30 days to correct and repair any items outlined as a code violation on their inspection report. It is up to the lodging establishment to notify TCHD when the violations have been fixed so a revisit inspection can be scheduled.

Reasons for a TCHD or MODHSS closure of a lodging establishment

A lodging establishment may be closed by the Taney County Health Department and/or the Missouri Department of Health and Senior Services for the following reasons:

1. Operating without a Lodging License or a Taney County health permit.
2. Health hazards to guests or employees such as:
 - a. Pest infestation, or
 - b. Severe unsanitary conditions.
3. Excessive life safety hazards may create a risk for closure by partner agencies:

- a. Risks associated with fire such as blocked/obstructed fire escape routes, broken or malfunctioning fire alarm and suppression systems, open flames, and unsafe wiring that creates a fire hazard.
- b. Unsafe or dangerous buildings, including structural damage or instability and unsafe escape routes.

Additional information of note:

- Lodging permits are valid from October 1st through September 30th of each year.
- TCHD inspections of lodging establishments begins in February.
- Additional health inspection types are required for lodging establishments with a pool or spa or that serves food.
- TCHD does the health inspections of hotels/motels on behalf of MODHSS and the City of Branson (within Branson's city limits) in accordance with that jurisdiction's laws and ordinances.
- Free TCHD Health Inspector consultations are available for every business type that requires a health inspection.
- Individuals that are staying in long term stay lodging establishments are defined as permanent guests, not residents, by local and state law.

Missouri Statute Governing Lodging Establishments:

<https://health.mo.gov/safety/lodging/pdf/lodgingmanual.pdf>

City of Branson's Lodging Establishment Ordinance:

https://www.taneycohealth.org/wp-content/uploads/2019/03/COB-Lodging-Code-2018_kc.pdf