



## SAFETY PLAN

The purpose of this plan is to ensure that the risk of transmission of COVID-19 at this workplace is minimized.

Within the tourism and hospitality industry, there are many routine situations where staff have contact with customers, coworkers and the physical environment itself (surfaces, doors, equipment etc.). These encounters could give rise to contact with COVID-19, if not controlled adequately.

We have modified and eliminated work tasks in order to reduce contact with others. We had installed physical barriers (plexiglass), posted signs and continue to verbally promote physical distancing and hand hygiene. Enhanced cleaning protocols. Personal Protective equipment is also available to all employees.

This plan is part of training received by all employees joining our team or returning to work after a period of absence.

### General Information

COVID-19 is spread through large liquid droplets when a person infected with COVID-19 coughs or sneezes. The virus in these droplets can enter through the eyes, nose or mouth of another person if they are in close contact with the person who coughed or sneezed.

COVID-19 is not transmitted through particles in the air and is not something that can enter the body through the skin.

The symptoms of COVID-19 are similar to other respiratory illnesses, including flu and common cold. These symptoms include fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue and loss of appetite.

People infected with COVID-19 may experience little or no symptoms, with illness ranging from mild to severe.

Some people are more vulnerable to developing severe illness or complications from COVID-19, including older people and those with chronic health conditions.



## General precautions

All employees should:

Stay at home if they are sick to avoid spreading illness to others.

Practice diligent hand hygiene at all times (Wash hands regularly with plain soap and water for at least 20 seconds or use alcohol-based hand sanitizer with at least 60% alcohol content).

Practice cough etiquette: Cough into the elbow or cover mouth and nose with a disposable tissue when sneeze. Immediately dispose of all used tissues in an appropriate waste bin and wash hands right away.

Always maintain physical distance of two metres from others.

Not touch their eyes, nose or mouth with unwashed hands.

Not share food, drinks, utensils, cigarettes, vaping devices, joints or bongs.

Avoid touching personal items of guests.

## Employee & Guest Health

In advance of the guest's arrival we advise them on the hotel protocols: pre-arrival emails, confirmation emails to include the hotel protocol, changes in service, arrival flow and cleaning processes.

Signage is posted in areas where employees frequently enter or exit. Signage reminds employees of the proper way to wear, handle and dispose masks, use gloves, wash hands, sneeze and to avoid touching their faces. These will also be found in guest's areas.

If not wearing protective gloves, all employees should wash their hands frequently for at least 20 seconds with soap and water. In situations where soap/water is not available, alcohol-based sanitizer is recommended. Hand sanitizer dispensers include no less than 60% alcohol content. Dispensers are placed at key guest and employee entrances and contact areas (lobby reception areas and employee entrances).

Employees should wash their hands after any of the following activities: using the restroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (ID, cash, credit card, key), taking a break, and before a shift and as needed throughout the shift. When possible, employees wear gloves for added protection and sanitation efforts. Proper hand hygiene, in accordance with BCCDC guidelines, are followed prior to and after removing the gloves.



PPE is available to any employee upon request.

Guests are advised to practice physical distancing by standing at least six feet away from other groups of people not travelling with them, there are marks in place for appropriate physical distancing.

Lobby furniture and public seating areas were reconfigured to promote social distancing.

Staff are required to immediately report any presumed cases of COVID-19 at the hotel property to the General Manager or Human resources department. Reporting of presumed cases to the local health authority is the responsibility of the General Manager or Human resources staff. Employees exhibiting symptoms of COVID-19 shall remain or return home. While at work, employees who notice a co-worker or guest exhibiting symptoms of COVID-19 shall immediately contact a manager.

### Guests and staff interaction

Guests are advised on the hotel protocols. They receive an email with the information and a reminder is provided at check in.

### **Front desk**

Front Desk agents practice social distancing. Contact-less check-in and pre-group arrivals and contactless payment processes are encouraged, and when not available, employees should minimize contact with guests as much as possible.

We have removed common water coolers and lobby snacks; coffee in the lobby has being discontinued.

### **Housekeeping**

Housekeeping staff doesn't enter a guest room during a stay unless specifically requested or approved by the guest or to comply with safety protocols: guest can't be in the room; staff wears gloves and face mask.

Housekeeping staff practice diligent hand hygiene at all times during their shift.

Guests are provided with single-use personal items (e.g., soaps, shampoos, sugar packets, creamers). To reduce waste when guests exit the premises, we are limiting the quantities of items provided to them.

We do not provide housekeeping service during guest's stay.

We ensure that an adequate supply of clean towels, toilet paper, hand soap and shampoo is available prior to guests entering their room.



We provide fresh linens, toiletries and cleaning supplies upon guest requests during their stay. Guest are invited to pick them up from Front Desk.

Guest are advised to leave waste bags shut outside their door for collection.

All guest rooms are fully cleaned and disinfected after checkout.

To allow for adequate air exchange within rooms, staff waits three (3) hours after a guest has left the room before entering for housekeeping.

Cleaners wash their hands before entering and after leaving each guest room. If gloves are used, a new pair is used for each guest room. Proper hand hygiene is performed after removing gloves.

They use clean cloths, paper towels or wipes to clean and disinfect surfaces. First step is to remove dirt with a damp clean cloth. Clean cloths are used each time. Paper towels and disposable wipes are disposed immediately after use.

After cleaning the surfaces, they use a disinfectant that has a Drug Identification Number (DIN).

Housekeeping staff completes a thorough cleaning and disinfection of all hard surfaces. Special attention is given to frequently touched items such as toilets, sinks, faucets, doorknobs, light switches, telephones, remote controls, bar fridges and garbage cans.

All cloth items are removed (e.g., sheets and towels) and taken directly to laundry.

All items left in the room by guests are discarded.

All single-use items and remnants are discarded as well (even if they seem unused or untouched). This includes, toilet paper, soap, sugar packets, coffee pods.

All reusable glassware and dishes from the room are taken directly to the kitchen area for dishwashing.

Staff wears disposable gloves to remove waste from guest rooms and common areas. Immediately after handling and disposing of waste and removing gloves, hands are washed. All bags are securely closed and immediately placed in the main disposal bin.

### **Common areas**

Hot tub, public washrooms and ski locker/bike storage are closed to prevent contact between guests and prevent incidental contact with another individual's gear, guests are encouraged to store and dry their gear in their own accommodation space.



## **Maintenance**

Non-urgent in-room maintenance issues is halted until a room is no longer occupied and has been cleaned according to post-occupancy standards. If maintenance must be performed, proper protocols are in place: guest must be out of the room and staff wears gloves and face mask.

Wipes are provided in company trucks for sanitizing high touch areas.

## **Laundry**

Housekeeping staff wears disposable gloves when handling dirty laundry and discard after each use. They wash hands immediately after gloves are removed.

Dirty laundry is placed directly into a linen bag.

Clothes hampers are cleaned and disinfected regularly.

Dirty laundry is washed and dried items in accordance with the manufacturer's instructions with the warmest possible water settings. All items are dried thoroughly.

## **Administrative office**

Administrative office: physical distancing is practised, frequent disinfecting with sanitizing products available for office supplies and high touch areas.

## **Homes**

We do not provide housekeeping service during guest's stay.

We ensure that an adequate supply of clean towels, toilet paper, hand soap, paper towels and cleaning products are available for guest use, prior to check in. We will provide extra supplies upon guest requests during their stay. Guest are invited to pick them up from Front Desk.

Kitchen equipment is reduced to essentials. All appliances are sanitized after check out. All dishes and cookware get washed after guest checkout.

Guest are advised to leave waste bags shut in the bins outside the main door for collection.

Homes are fully cleaned and disinfected after checkout. To allow for adequate air exchange, staff waits three (3) hours after a guest has vacated the house before entering for housekeeping.

Cleaners wash their hands before entering and after leaving each home. If gloves are used, a new pair is used for each house. Proper hand hygiene is performed after removing gloves.



They use clean cloths, paper towels or wipes to clean and disinfect surfaces. First step is to remove dirt with a damp clean cloth. Clean cloths are used each time. Paper towels and disposable wipes are disposed immediately after use.

After cleaning the surfaces, they use a disinfectant that has a Drug Identification Number (DIN).

Housekeeping staff completes a thorough cleaning and disinfection of all hard surfaces. Special attention is given to frequently touched items such as toilets, sinks, faucets, doorknobs, light switches, telephones, remote controls, garbage cans.

All cloth items are removed (e.g., sheets and towels), put in laundry bags and taken to laundry room (at the hotel) once finished cleaning the house.

### Cleaning Protocols

Cleaning and disinfecting is frequent (multiple times per day) for high touch surface in common areas and surfaces: front desk check-in counters, door handles, vending machines, room keys and locks, ATMs, stair handrails, seating areas. It gets done, at least, at the start of the morning shift (8am), after check out time (11am) and at the end of the PM shift (approx. 6pm).

Shared tools and equipment are cleaned after each guest used and at the start end of each shift: office supplies, credit card processing machine, telephone, keyboard, mouse, chair, desk, telephone.

Visibly dirty surfaces is cleaned before disinfecting. Staff uses clean cloths, paper towels or wipes to clean and disinfect surfaces. First step is to remove dirt with a damp clean cloth. Clean cloths are used each time. Paper towels and disposable wipes are disposed immediately after use.

After cleaning the surfaces, they use a disinfectant that has a Drug Identification Number (DIN).

Garbage cans in public areas are emptied and cleaned regularly, at least twice a day (after check out time and at the end of the pm shift).

Items that cannot be easily cleaned and disinfected were removed from lobby and rooms. Some are provided upon guest request (such as coffee makers, kettles, alarm clocks, extra pillows).

A cleaning schedule is posted at Front Desk, to indicates the frequency of cleaning common places (door handles, counters, couch, ATM). This includes a cleaning log with date, time and cleaning person.



Keys that are returned by guests or found in vacant rooms are left a side for disinfection before reusing them.

ROOMS WITH KITCHEN: Kitchen equipment is reduced to essentials. All appliances are sanitized after check out. All dishes and cookware get washed after guest checkout.

### Room Recovery Protocol

In the event of a presumptive case of COVID-19 the affected guest room will be removed from service and quarantined. The guest room will not be returned to service until undergoing an enhanced cleaning and disinfecting utilizing disinfectants indicated by BCCDC as being proven effective against viruses, bacteria and other pathogens.

### Isolation protocol for guest/staff members

- If a staff member or guest **feels sick**:

**With the following symptoms** fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue and loss of appetite. They will be advised to monitor them daily. Staff members won't be able to return to work for at least 10 days following the onset of those symptoms.

They will be encouraged to use the COVID-19 self-assessment tool at <https://bc.thrive.health/covid19/en> to help determine if further assessment or testing for COVID-19 is needed.

Staff and guests can contact 8-1-1 if further health advice is required and 9-1-1 if it is an emergency.

If an employee reports they are suspected or confirmed to have COVID-19 and have been at the workplace, we will clean and disinfect all areas where that person has worked.

- If workers or guests who determine they **may have signs or symptoms of COVID-19** based on the self-assessment tool:

Must immediately report to the Coordinator, arrange for testing (call 8-1-1), and initiate isolation, while ensuring physical distancing of 2 meters. The person must be evacuated from the facility as soon as possible and should proceed directly to self-isolation.

- If a worker **tests positive**:

Will not be able to return to the facility until they are free of the COVID-19 virus. Any Team Members who work closely with the infected Team Member will also be removed from the



workplace for at least 14 days to ensure the infection does not spread further into the workplace. Close off, clean and disinfect their work area immediately and any surfaces that could have potentially been infected/touched.

### Isolation procedures

In case Staff and guests need to self isolate, they will stay in place and avoid situations where they could come in contact with others.

Isolated individuals should NOT use any common hotel areas or implements, including ice and vending machines.

Guests or staff who have been required to isolate should be evacuated as soon as possible to resume isolation at home or a designated location for 10 days from symptom onset. Until evacuation is done, they will be provided a separate room. Guest Services staff will support self isolated guests to have food and medication delivered to them. If guests do not have symptoms, they will be able leave the hotel to obtain groceries or medication.

They may return to regular activities if: At least 10 days have passed since the start of the symptoms, AND fever is gone without the use of fever-reducing medications (e.g. Tylenol, ibuprofen), AND are feeling better (e.g. improvement in cough, runny nose, sore throat, nausea, vomiting, diarrhea, fatigue). Coughing may persist for several weeks, so coughing alone does not require to continue to isolate. Sometimes people with COVID have mild illness, but their symptoms may suddenly worsen in a few days. If symptoms worsen or the affected person becomes short of breath, they should call the family physician or nurse practitioner for immediate medical attention. If regular care provider is unreachable, they should seek care in a COVID-19 Assessment and Treatment Centre, Urgent & Primary Care Centre (UPCC) or Emergency Department.

### **Vernon Urgent and Primary Care Centre**

**3105 28th Avenue**

**Vernon, BC V1T 8Y4**

**Phone: 250-541-1097**

We will notify the local Medical Health Officer if there is an outbreak or if there is a suspicion of an outbreak. An outbreak is when there are two or more cases of fever and/or respiratory symptoms (cough, sore throat, runny nose, and difficulty breathing).

Interior Health Authority Phone: (250) 851-7305 Email: [workcamps@interiorhealth.ca](mailto:workcamps@interiorhealth.ca)





Notes:

Individuals should NOT self-isolate in a place where they will be in contact with vulnerable people, such as seniors and individuals with underlying health conditions.

As of March 25, 2020, all persons arriving in Canada from abroad needs to self-quarantine and monitor for symptoms for 14 days under the Quarantine Act.

As of April 14, 2020, all international travellers returning to B.C. are required by law to self-isolate for 14 days and complete a self-isolation plan. Travellers who do not have a self-isolation plan, are not able to arrange adequate support, or do not have a location to self-isolate will be directed to provincial accommodation.

Products used for cleaning and sanitizing:

Peroxide Multi Surface Disinfectant and Cleaner DIN 02412314- Ecolab

Acid Bathroom Cleaner- Ecolab

High Performance Neutral Floor Cleaner- Ecolab