

PEMBERTON VALLEY LODGE PUBLIC COVID-19 SAFETY PLAN

Detailing Enhanced Hotel Cleaning Standards
and WorkSafe BC Compliant Policies



1.0 Overview

1.1 Purpose

This document is to provide guidelines to ensure continued safe operations of our property during the Covid-19 pandemic.

1.2 WorkSafe BC Directives

WorkSafe BC, in accordance with the order of the Provincial Health Officer, requires a written Covid-19 Safety Plan to be in place to ensure safe operation. We have made this plan available to our staff and will post it on our website for guests and visitors to our workplace. A copy will be available for review by a WorkSafe BC officer or health officer on request. This plan will allow us to communicate about potential exposure to COVID-19 in the workplace to workers. A system has been introduced whereby workers (including worker representatives) are able to inform management of concerns related to being exposed to COVID-19 in the workplace. We have identified specific tasks that concern workers as well as gathered input on appropriate control measures to keep workers safe. We want to educate our employees on their rights and help them understand their workplace health and safety responsibilities.

1.3 Recognize Hazards and Assess Risks

Within the tourism and hospitality industry there are many routine situations where staff will have contact with customers, coworkers and the physical environment itself. As these encounters could give rise to contact with Covid-19; we are adhering to current Public Health Orders, following public health advice and implementing best practices to keep our employees and guests safe. We have implemented Covid-19 related controls in our workplace, utilizing the recommended hierarchy of controls. Where possible we have eliminated or substituted work tasks, utilized engineering controls, implemented administrative controls to alter work practices to minimize exposure, and as a final form of protection we will provide appropriate personal protective equipment (PPE). Any worker utilizing PPE will be briefed on proper usage guidelines.

1.4 Exposure Control Plan

In an effort to minimize the risk of exposure to biological agents, such as COVID-19, we have developed and implemented written procedures to eliminate or minimize the risk of exposure. We have communicated these precautions to our employees, and supervisors are to undertake regular inspections of the workplace and remedy unsafe or harmful conditions without delay. With respect to potential COVID-19 exposures we have:

- Ensured that physical distancing is maintained wherever possible

- Reviewed work procedures to ensure appropriate distancing
- Identified potential means of transmission on surfaces and minimized worker contact with those surfaces
- Are informed of all public health orders, directions, and requirements, and have taken appropriate action in our workplace to prevent transmission of the virus.

1.5 Mental Health, Violence, Bullying and Harassment

A public health emergency, like the COVID-19 pandemic, can cause heightened stress, anxiety, fear and a lack of control. It can challenge individuals in different ways, impacting the workplace and home life, as they try to cope. People may not cope or behave as they typically would and this could lead to the manifestation of mental health concerns, escalating violence and bullying and harassment.

Bullying or harassment are not tolerated in our workplace. This hotel prohibits not only unlawful harassment, but also other unprofessional and discourteous behaviour.

Employees who believe they have been subjected to objectionable conduct should immediately tell the harasser to stop the unwanted behaviour and report it immediately to a manager.

1.6 Return to Work Occupational Health & Safety Training

Upon returning to work after a period of absence, all workers will receive refresher orientation training. This training includes the new arrangements or controls developed in response to the COVID-19 pandemic. We will explain essential health and safety information, such as worker rights and responsibilities, work rules, hazards and safe work procedures. We have provided information around specific COVID-19 procedures, including:

- Rules around physical distancing
- Hand washing
- Reporting COVID-19 symptoms
- General cleaning procedures
- Wearing of non-medical masks in public and shared spaces

2.0 General Operating Guidelines

2.1 General Practices

All employees, guests and visitors to our property must:

- Maintain good personal and environmental hygiene.
- Cover nose and mouth with tissue paper while sneezing or coughing and dispose of nasal and mouth discharge properly.
- Maintain physical distancing (at least 2 metres).

- Keep hands clean and wash hands properly:
 - before touching eyes, nose and mouth if there is a need to do so
 - after handling objects soiled by respiratory or other body secretions
 - after touching high contact surfaces or equipment, such as stairwell handrails, elevator control panels or door handles.
- People with symptoms of cold, cough or fever should self-isolate and contact their doctor if symptoms persist.
- People returning from outside the province/country should follow public health guidelines after the trip.
- Wear a non-medical mask in public and shared spaces

2.2 Employee Policies

Employees Must:

- Practice physical distancing by working at least 2 metres apart from co-workers whenever possible
- Continue to follow all other safe work procedures. If it is unsafe to work, talk to a supervisor or worker representative (Health & Safety Officer).
- Stay home if they are sick or might be sick. Use the BC Ministry of Health website for self-assessment: <https://bc.thrive.health/covid19/en> or call 811
- Avoid touching their face
- Wash their hands at the start of their shift, before eating or drinking, after touching shared items, after using the washroom, after handling cash or credit/debit cards, after touching common items, after each delivery (if contact was made) and at the end of their shift.
- Wear a non-medical mask in public and shared spaces

2.2.1 Workplace Wellness/Sick Leave Policy

It is our responsibility to ensure that workers do not come to work if they are displaying symptoms of COVID-19. This includes workers who fall into the below categories:

- Anyone with COVID-19-like symptoms such as a fever, chills, cough, loss of sense of smell or taste, nausea, vomiting or diarrhea must self-isolate at home and call 811 for guidance.
- Workers who have travelled internationally. In these cases, they must remain away from the workplace for at least 14 days.
- Workers who live in the same household as a confirmed or clinical COVID-19 case who is self isolating.

If workers report having COVID-19-like symptoms while at work:

- They will be sent home to recover for the prescribed self-isolation period.
- We will immediately clean and disinfect their workstation and any areas or tools that they were using as part of their job.
- Follow any directions from public health regarding detailed cleaning, temporary closure and trace contacting.

These policies have been communicated to our managers, supervisors, and workers and we have a process for communicating with workers who may fall into one of the categories of those who should not come to work.

We have clear policies that address the following:

- Expectations from employees when they report to work (e.g. washing hands, undergoing wellness assessment)
- What employees do when they feel sick (e.g. reporting procedures)

2.2.2 Zero Tolerance/Progressive Discipline Policy

Employees are required to follow all health and safety rules in the workplace. For employees who are observed to not be following these rules, we will use discipline, which includes verbal and written warnings, and in extreme cases, termination. We have a progressive discipline policy detailed in our Human Resources Policy Manual and all employees are familiar with it.

2.3 Customer Policies

Our messaging to our guests and visitors to our establishment is clearly displayed at the entrance to our facility and further detailed in a pre-arrival email and leaflet provided to all hotel guests.

- If you have underlying medical conditions, it is recommended that you not visit our facility
- Anyone displaying symptoms of COVID-19, which primarily displays as a persistent cough, will not be permitted on the premises. If you are sick, please stay home
- If you have travelled outside Canada, you are not permitted on our premises until you have self isolated for a minimum of 14 days
- If you are displaying symptoms of COVID-19 or live in a household where someone is showing symptoms of COVID-19, please stay home
- Physical distancing is always required (minimum of 2 metres)
- Failure to observe physical distancing risks the closure of the facility, and as such, you will be asked to leave the premises
- Washrooms on the premises are disinfected frequently; hand sanitizers are located at the entrance to the hotel lobby
- Masks must be worn in all public spaces of the hotel

2.4 Physical Distancing

2.4.1 Physical Distancing for Employees

The most considerate thing our workers can do for their co-workers and customers is to keep a distance of two metres between themselves and the people they work with. The following polices and procedures have been enacted to ensure that physical distance between workers is maintained.

- Revised work schedules for some staff to limit the number of workers on site at a given time.
- Posting occupancy limits on elevators and other small spaces.
- Limiting the number of workers at one time in break locations.
- Reducing in-person meetings and holding our morning operations meeting with Room Attendants in a larger space.
- Maintaining an up-to-date list of employees at the workplace.
- Posting signage to remind workers to maintain their distance when interacting.
- Re-arranging work tasks in such a way that workers are not required to work in proximity to one another.

The aim is to do everything possible to limit in-person interactions, while finding new and more protective ways to operate within the physical infrastructure of the workplace. Everyone in the workplace must adhere to the following:

- Do not come to work if you are sick
- Report to work with mindset to abide by physical distancing processes
- Continue to follow all existing safe work procedures in the workplace
- Wash and sanitize hands regularly, cough/sneeze into upper sleeve or elbow (not your hands)
- Avoid physical contact with others
- If you notice that another employee is not abiding by the physical distancing policy, you must report it to a supervisor
- All employees are responsible for adhering to increased sanitation and disinfection practices across the establishment
- Wear a non-medical mask in all public and shared spaces

2.4.3 Physical Distancing for Customers

We have implemented physical distancing to reduce opportunities for interactions among groups that would have prolonged close contact. Ways in which we have achieved physical distancing among customers include the following:

- Installed a physical barrier and plexiglass at our Front Desk to prevent encroachment

- Posting occupancy limits for our elevator, Steam Room, and Fitness Studio
- Limiting use of our outdoor hot tub to guests from the same party

2.5 Sanitation & Hygiene

2.5.1 Hand Hygiene

Respiratory viruses like coronavirus disease (COVID-19) spread when mucus or droplets containing the virus get into your body through your eyes, nose or throat. Most often, this happens through your hands. Hands are also one of the most common ways that the virus spreads from one person to the next. During a global pandemic, one of the cheapest, easiest, and most important ways to prevent the spread of a virus is to wash your hands frequently with soap and water.

2.5.2 Personal Protective Equipment

Personal Protective Equipment (PPE) is specialized clothing or equipment worn by an employee for protection against infectious materials. It should serve as a last resort that should not replace any other risk control and infection control measures. However, enough stock of PPE is kept ensuring its provision to protect employees from exposure to infectious agents in the workplace.

We are in compliance with the provincial mask mandate and have provided our staff with non-medical cloth masks. We have determined our public and shared spaces within the hotel and have developed mask wearing guidelines for each department.

2.5.3 Environmental Hygiene & Decontamination

Current evidence suggests that COVID-19 may remain viable for hours to days on surfaces made from a variety of different materials. The thorough cleaning of surfaces and structures, followed by disinfection, is therefore a best practice measure for prevention of COVID-19. We continue to work with our local health departments to ensure appropriate local protocols and guidelines, such as updated/additional guidance for cleaning and disinfection, are followed.

3.0 Food & Liquor Service Protocols

3.1 Takeout Service/Food Collection

We are currently offering dine in or delivery service exclusively to our hotel guests. The guest can order and be delivered food from a limited menu. If Room Service is desired, this transaction can be completely contactless and ensure physical distancing between employees and guests.

Standard health and safety practices continue to apply to food service establishments, as outlined by Vancouver Coastal Health and Food Safe BC. These are to be supplemented by the following:

- Continuing to ensure frequent and proper handwashing by staff, as well as proper sneeze and cough etiquette.
- Making available an alcohol-based hand sanitizer at prominent locations for guests and staff to use.
- Ensuring staff and customers with COVID-19 symptoms, i.e. sore throat, fever, sneezing, coughing, or gastrointestinal symptoms, i.e. nausea, vomiting, diarrhea, stay away from the premises.
- All alcohol sold with takeout food and beverage in a food primary establishment such as ours must be consumed in the guest's room.
- Masks are to be worn by staff serving any food or beverage and by guests dining in our Café YPS or lounge area. Guests are permitted to remove their masks to eat and drink.

We have communicated the additional sanitation controls below to our staff and will monitor them:

- Enhanced our premises' sanitation plan and schedule, reviewed with all employees for input and will assign cleaning duties accordingly.
- Ensuring safe transactions: team members accepting payments with credit cards, and debit cards must wash their hands frequently (or use hand sanitizer) and are reminded to not touch their face.
- Merchant terminals must be wiped down after every use.
- Service counters must be wiped down after every use.
- Clean and disinfect highly touched surfaces at least twice a day and when visibly dirty (e.g., doorknobs, light switches, cupboard handles, grab bars, handrails, tables, 'phones, bathrooms, keyboards etc.).

Information for Guests:

- All food orders must be placed by telephone (for contactless service).
- Takeout menu is available at the Front Desk or can be emailed upon request.

- Posting charges to the guest's folio is preferred.
- If payment is required at the time of collection, only credit and debit card will be accepted.
- Customers with COVID-19 symptoms, i.e. cough, fever, chills, fatigue, loss of sense of smell or taste, or gastrointestinal symptoms, i.e. nausea, vomiting, diarrhea, must stay away from the premises and not order take-out food.
- Use the available hand sanitizer while on the premises, if required.
- Respect physical distancing rules.

3.2 Dine in Service

We have resumed our dine-in service as permitted by the Provincial Health Order from the date of May 19, 2020. We have made the required changes to our dining service area to comply with this Order. These changes include:

- Rearranging seating to ensure physical distance guidelines and maximum occupancy restrictions are observed.
- Ensure adequate spacing between customers while in line for service or check out in accordance with the applicable provincial requirements (at least 2 metres).
- Continuing to use approved sanitizers and disinfectants for their designed purposes.
- Removing bottles of ketchup, sugar, vinegar, salt, pepper, etc. and replace with one-time use or single serving containers of these products to minimize commonly touched surfaces.
- Wash, rinse, and sanitize food contact surfaces dishware, utensils, food preparation surfaces, and beverage equipment after use.
- Frequently disinfecting surfaces repeatedly touched by employees or customers, such as doorknobs, equipment handles, condiments, check-out counters etc.
- Frequently clean and disinfect floors, counters and other facility access areas, such as bathrooms, using authorized disinfectants.
- Prepare and use sanitizers according to label instructions.
- Masks are to be worn by staff serving any food or beverage and by guests dining in our Café YPS or lounge area. Guests are permitted to remove their masks to eat and drink.

3.3 Kitchen & Back of House Procedures

We will operate with minimal staff to allow enough space for physical distancing. Our employees will clean all frequently touched surfaces in the workplace, such as workstations, countertops, doorknobs and equipment. Employees are to practice proper hygiene including frequent hand washing, and proper cough and sneeze etiquette (into elbows rather than hands). Authorized cleaning products will be used, following the manufacturer's instructions regarding dilution and contact time.

Twice daily cleaning and disinfection frequency of high traffic areas and hand contact points will be performed, to reduce the risk of spreading COVID-19. Cleaning responsibilities will be assigned, and Management will ensure that the level of cleaning meets the requirements set out in the cleaning schedule. We will communicate our physical distancing and personal hygiene measures to any delivery personnel or vendors who come to the premises. We have assigned safe drop off areas and will communicate any special protocols to delivery companies, staggering deliveries where possible. External packaging (boxes, crates etc.) will not be allowed inside the kitchen. Only essential staff members will be permitted within the kitchen, to reduce possible contamination and to allow physical distancing measures to be upheld.

4.0 Housekeeping and Laundry Specifications

4.1 Laundry

Linens, towels and laundry shall be washed in accordance with BCCDC guidelines, including washing items as appropriate in accordance with the manufacturer's instructions. Items will be laundered using the warmest possible water setting. Dirty linen will be kept separate from clean linen at all times. All laundry collection bins will be sanitized daily. Enhanced cleaning and sanitization procedures are in place to ensure our employee and guest safety.

4.2 Housekeeping/Room Attendants

Our enhanced cleaning and sanitization protocols require our Room Attendants pay particular attention to all high-touch, hard non-porous items in our guest suites. We are not currently providing daily housekeeping service. For our extended stay guests, we will provide a linen change and cleaning service. This service will only be performed if the guest has vacated the suite. Room Attendants are not permitted to service any guest room with the guest in the suite.

4.3 Maintenance

Non-urgent in-room maintenance issues are to be addressed only in vacant, clean guest rooms. If an instance arises where maintenance must be performed immediately in an occupied room, the guest must vacate the room for the duration of the repair. If this is not possible, both the guest and maintenance staff will be offered the use of PPE.