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QAAAOUT LODGE & SPA AT TALKING ROCK GOLF RESORT

# COVID – 19 SAFETY PLAN

Policy and procedure manual

August 23rd, 2021

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## Introduction

We are in very interesting times as we continue to navigate our business operations in the wake of the COVID – 19 Pandemic. This safety plan has been established to inform our entire team of our policies and procedures that have been established to ensure our guests safety for the foreseeable future but most importantly, that each team member feels safe when coming to work. Please review these policies and use them as a tool so that we can continue to offer our guests and team with the most unique, authentic, and unforgettable experiences for work and play.

## Mission Statement

The mission statement for the Quaaout Lodge and Talking Rock Golf Course is very simple:

### **“KNUCWENTWECW” (Can-ough-ken-twa)**

This is a Secwepemc word that means “helping one another”. Whether it is directed towards our guests, staff, each other, or the community; this one word greatly embodies many of the ideals we embody in our daily operations.

## Vision Statement

To be Canada’s #1 Indigenous Resort, by proudly connecting the world to the Shuswap experience through culture, play, relaxation, and indulgence.

## Understanding the Risk

The SARS-COV-2 virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, and from touching a contaminated surface before touching the face. Higher risk situations require adequate protocols to address the risk.

- The risk of person-to-person transmission is increased the closer you come to other people, the amount of time you spend near them, and the number of people you come near.
- The risk of surface transmission is increased when many people contact same surface, and when those contacts happen in short intervals of time.

## Joint Occupational Health & Safety Committee

The Joint Occupational Health & Safety Committee is made up of employee and management members from all Resort departments. Current committee membership is posted on the Occupational Health & Safety information board in the staff rooms. Key responsibilities of this committee include risk assessment, mitigation, and incident investigation.

If you have workplace health or safety concerns, you are encouraged to bring these concerns first to your department supervisor or manager. Our leadership team is here to ensure you have a safe work experience and are your first line of support for training and protection. The Joint Occupational Health & Safety Committee is another resource to address your safety concerns. You can speak to a committee member directly, or for non-

urgent items there is a “Good Catch” suggestion box in the Quaaout Lodge staff room where you can submit comments that are reviewed monthly by the committee.

## Right to Refuse Unsafe Work

Workers in B.C. have the right to refuse work if they believe it presents an undue hazard. An undue hazard is an “unwarranted, inappropriate, excessive, or disproportionate” risk, above and beyond the potential exposure a general member of the public would face through regular, day-to-day activity. In these circumstances, the worker should follow some specific steps within their workplace to resolve the issue. The worker should report any undue hazard to their employer for investigation and the employers would then need to consider the refusal on a case-by-case basis, depending on the situation. If the matter is not resolved, the worker and the supervisor or employer must contact WorkSafeBC and a prevention officer will then investigate and take steps to find a workable solution for all involved.

If entering the workplace, workers should:

- Comply with the employer’s instructions around minimizing exposure to COVID-19.
- Wash their hands frequently, and/or use hand sanitizer.
- Take steps to minimize exposure to COVID-19 while away from work.

## Protecting Mental Health

Team Members in the workplace may also be affected by the anxiety and uncertainty created by the COVID-19 outbreak. It is important to remember that mental health is just as important as physical health, and to take measures to support mental well-being. Please visit [www.worksafebc.com](http://www.worksafebc.com) and have a look at the Mental health resources if you have any questions. Please also feel safe to discuss any concerns you may have with your Department Head, The General Manager or any member of the safety committee you feel comfortable with.

## Return to Work Health & Safety Training

All team members returning to work will receive a refresher training orientation to cover.

- New arrangements and controls that have been developed in response to COVID-19.
- Essential Health and Safety Information such as workers’ rights and responsibilities, work rules, hazards, and safe work procedures
- Information around specific COVID-19 Protocols including: Rules around physical distancing, Hand washing, Reporting COVID-19 symptoms and General Cleaning Procedures

## General Resort Operational and Employee Policies

These policies are designed for all resort employees to follow to ensure optimal safety of guests and our team.

- Practice good personal and environmental hygiene
- Ensure proper ventilation.
- Ensure proper function of washroom facilities, drains and pipes.

- Cover nose and mouth with tissue paper when sneezing or coughing. Dispose of nasal mouth discharge properly.
- Maintain Physical distancing (At least 2 Meters)
- Face masks covering nose and mouth must be worn in all indoor common areas, and in situations where a safe distance of 2 meters cannot be maintained between 2 or more employees. Employees will be provided with non-medical cloth face masks for use in these situations.
- For employees with health issues that may be aggravated by the wearing of a cloth face mask, single use disposable face masks and face shields will be available. If you have health issues preventing the wearing of a face mask, please discuss this with your department manager.
- 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, elevator control panels or door handles
  - At the start of your shift
  - Before eating or drinking
  - After touching shared item
  - After handling cash or debit/credit cards
  - After a delivery
  - After your shift
  - Please remove all jewelry when washing hands
- Employees are recommended to change out of work clothes at end of shift and have work clothes laundered. If carrying personal work clothes home for laundering, use a single use bag or laundry cloth bag with your work clothes.
- People with symptoms of cold, cough or fever should self-isolate and contact their doctor if symptoms persist.
- Stay home if you are sick or feeling sick but please notify a supervisor.
- Health & Safety service procedures, guidelines, as approved by First Nations Health Authority (FNHA) and any subsequent FNHA directives shall be always followed.
- Some job functions have mandatory mask wearing requirement as indicated in this document. For job functions where mask wearing is not mandatory, employees are encouraged to wear a mask if they wish to do so.
- Non-essential transportation or business travel should be limited and on an exceptional basis only.
- Restrict travel between offices or work locations to critical business functions.
- Minimize the use of shared vehicles. If required, follow appropriate disinfection procedures before and after travel for vehicle surfaces such as the steering wheel, gear shift, and door handles.
- Where possible, communicate using telephone, text message, or other communication technology.

## Phones & Radios

Phones and radios are high-touch devices that are commonly held close to or touching the user's face. Due to the high risk for viral transmission represented in the use of these

devices, it is important to specifically outline the following precautions for all Resort employees.

- Handheld radios are to be assigned to single employees to use during each shift.
- Handheld radios are to be disinfected when assigned to an employee at start of shift and before returning to charger at end of shift, and any time a radio is exchanged mid-shift.
- Office phones should be cleaned and disinfected regularly regardless of use. At minimum phones must be disinfected at each shift change, but higher frequency is recommended.
- Office phones should be used by a single employee during a given shift or work period. Sharing phones during a shift is discouraged. Where sharing a phone cannot be avoided, disinfecting between employees is required. Depending on situation, this may mean disinfection after every call.
- Handheld radios and phones can be cleaned and disinfected using an approved disinfectant liquid applied to a clean cloth sufficient to leave all surfaces of the radio or phone wet after wiping for at least one minute or for recommended contact time specified for product used, whichever is longer.
- Personal cell phones should also be disinfected regularly.

## Workplace Wellness/Sick Leave

All team members must not come to work if showing symptoms of COVID-19. This includes:

- Anyone who has had symptoms of COVID-19 in the last 10 days. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
- Anyone directed by Public Health to self-isolate.
- Anyone who has arrived from outside of Canada or who has had contact with a confirmed COVID-19 case must **self-isolate for 14 days and monitor** for symptoms.
- Workers who live in a household with anyone who has had symptoms of COVID-19 in the last 10 days or anyone who has been directed by Public Health to self-isolate.

If workers report having COVID-19 symptoms, we will:

- Provide the worker with a mask, asked to wash hands, and isolate.
- Send the team member home to self-isolate for 10 days.
- Clean and disinfect all workstations and tools being used as part of their job.
- Follow any directions from health authorities regarding detailed cleaning, temporary closure, and trace contacting.
- Should you be required to stay home due to COVID-19 symptoms, your supervisor can guide you on steps to apply for EI Benefits during this time.

## Zero Tolerance/ Progressive Discipline

All team members are asked to adhere to the above policies to ensure a safe working environment for all. Failure to comply with the health and safety will result in the following discipline:

- 1<sup>st</sup> incident – Verbal Warning

- 2<sup>nd</sup> Incident – Written Warning
- 3<sup>rd</sup> Incident – Termination

## Staff Lunchrooms & Shared Spaces

These steps are intended to protect all team members from transmission of COVID-19 in these high traffic shared spaces. Adhering to these steps is critical to ensure the prevention of a widespread outbreak that could result in high absentee rates should viral transmission occur.

- In Company Vehicle where one or more passengers are transported, 2m physical distancing should be practiced. Where it is impossible to maintain 2m physical distancing all vehicle occupants are required to wear a non-medical mask.
- In Company Vehicle Follow appropriate disinfection procedures before and after travel for vehicle surfaces such as the steering wheel, gear shift, and door handles.
- Practice good personal and environmental hygiene
- Always maintain minimum 2m physical distancing.
- Staff Lunchroom
  - Quaaout Lodge staff lunchroom maximum occupancy 4 people.
  - Golf Maintenance staff lunchroom maximum occupancy of 4 people
  - Proper hand washing is mandatory before using any staff room facilities or appliances.
  - Use new single use cups provided when dispensing pop.
  - Coffee brewer and carafes to be thoroughly cleaned and disinfected daily, and high touch points disinfected regularly throughout the day.
  - Pop machine to be thoroughly cleaned and disinfected daily in accordance with supplier instructions.
  - Tables and chair backs & armrests to be disinfected after every use. All staff are responsible for completing this task immediately after using facilities.
  - All high-touch surfaces including doorknobs and handles, washrooms, sinks, faucets, countertops, fridge handles, microwaves, and TV remotes will be cleaned and disinfected twice daily.
- Staff may fill personal water bottles in staff lunchroom sinks or water cooler with due care to not allow water bottle to touch spout.
- Staff timeclock computer keyboard and mouse to be cleaned and disinfected twice daily at morning and mid-afternoon shift changes. Alcohol based hand sanitizer dispenser to be made available next to computer.
- Staff to wash hands or use hand sanitizer before and after using staff timeclock computer.
- Refrain from providing and consuming communal foods.
- Employees using the staff smoking shelter should stagger “smoke break” times to limit the number of people using the shelter at one time to no more than 2 people. Always maintain 2m physical distancing. Additional benches have been provided outside the shed to allow for physical distancing and a place to sit in a less confined space in open air.
- Front Office Administration area:

- Minimize visits to this area whenever possible. When it is necessary to enter this space, stay only long enough to complete required tasks.
- Before and after using the photocopier/scanner, disinfect hands using hand sanitizer provided.
- At every front desk shift change high touch points will be disinfected, including doorknobs & handles, photocopier/scanner, microwave, fridge handle.

## Office Spaces

Office spaces including desks, computer keyboards and mice, phones, and the like are high-touch surfaces that require regular disinfection. This is true of individual personal office spaces and shared office spaces and care should be taken to follow these regularly. For personal offices, these steps are to be followed daily. For shared workspaces, these steps are to be followed at each shift change.

- Computer keyboards and mice should be wiped down with a clean cloth soaked with approved disinfectant enough to leave the surface being disinfected for at least 1 minute.
- Phone keypads and receivers should be wiped down with a clean cloth soaked with approved disinfectant enough to leave the surface being disinfected for at least 1 minute.
- Desktop and edges should be wiped down with a clean cloth soaked with approved disinfectant enough to leave the surface being disinfected for at least 1 minute.
- Sharing of office equipment during shift should be avoided wherever possible.
- If more than one person is working in the same office space and cannot avoid sharing equipment, disinfection frequency will be increased to multiple times during shift.
- Sharing of office tools like pens, staplers, etc. is discouraged. Where it is not possible to avoid sharing, items should be disinfected between uses.
- No more than 2 people shall occupy any office space at the same time. Always maintain 2m physical distancing. Where 2m physical distancing cannot be maintained, face coverings must be worn.
- Minimize non-essential in-person interaction between workers and visitors (e.g., use of virtual meeting tools, email, or telephone).

## All Resort Areas – Cleaning Policies & Procedures

Your supervisor will provide guidance on routine cleaning and sanitizing procedures for high touch surfaces, as well as proper laundry and linen handling procedures.

- Ensure daily cleaning and disinfection of all common areas and surfaces.
- Ensure high touch areas are cleaned twice daily. This includes doorknobs and handles, telephones, elevator panels and buttons, light switches, tables, chairs and work surfaces in staff room, desktops, washrooms, point of sale devices and menus.
- Clean visibly dirty surfaces before disinfecting.
- Use clean cloths, paper towel or wipes to clean and disinfect surfaces.
  - Put cleaning and disinfectant solutions into clean buckets for use.

- To avoid contaminating cleaning solution, please avoid dipping a dirty towel into solution. Use a clean towel each time.
- If supplied cleaning solutions are not available, please use a bleach and water solution of 20ml of unscented bleach per 980ml of water. When using this solution, please allow to air dry naturally.
- Floors and walls should be kept clean and free of spills, dust, and debris.
- Empty and clean garbage cans regularly
- Items that cannot be cleaned easily will be removed.
- All current staff should always practice diligent hand hygiene.
- There will be no housekeeping service during a guest stay. Staff should not access a guest room while a guest is in house.
- Should guests need supplies, towels, and linens, we will deliver them to their room door and knock .
- Advise guests to leave garbage outside of their room door should they need to be disposed and cleaned.
- Entering occupied guest rooms should be avoided. In cases where a maintenance issue requires immediate attention requiring entry into and occupied room:
  - Guest must not be in the room.
  - Employee must follow hand washing protocol before entering guest room.
  - 2m physical distancing must be maintained.
  - employee must always wear a non-medical mask. Re-usable masks must be removed for laundering immediately after completion of task. Single use disposable masks must be disposed of immediately after completion of task.
  - Employee must follow hand washing protocol after leaving guest room.
- All guest rooms must be cleaned and disinfected after a guest stay.
- Please allow for 3 hours after guest leave before entering room to clean and disinfect.
- Complete a thorough cleaning and disinfection of all hard surfaces. Special attention should be given to frequently touched items such as toilets, sinks, faucets, doorknobs, light switches, telephones, remote controls, bar fridges and garbage cans.
- Take all linens and towels directly to laundry.
- Discard all items left in rooms by guests.
- Discard all single use items even if they seem unused and untouched. This includes but is not limited to, toilet paper, soap, shampoo, toothpaste, and sugar packets.
- Remove all reusable glassware and dishes from the room, including dishes that appear untouched or unused.
- Wear disposable gloves to remove garbage from guest rooms and common areas. Please dispose of gloves and wash hands after getting rid of garbage.
- Wear disposable gloves when handling dirty laundry and discard after each use. Wash hands immediately after gloves are removed.
- When wearing gloves to handle laundry, please remove them and wash hands before moving to another task .
- Clean and sanitize front loading area of washing machines regularly.

- Provide hand sanitizer stations throughout the resort for both guests & employees to use frequently.
- A bleach and water solution of 20ml of unscented bleach per 980ml of water will be used to disinfect all staff common areas at end of shift. These include washrooms and lunch areas (tables, chairs, microwave, refrigerator, ect. As well as doorknobs, phones, computer keyboards & mice, and any other high frequency touch points.

## General Guest Health & Safety Procedures

- All guests are encouraged to pay via contactless (tap) card. The payment terminals will be disinfected frequently throughout the day. If anybody pays with cash, employees will disinfect their hands immediately after handling.
- Tap limits have been raised to \$250 for all machines.
- If not tap, machines will be disinfected after each use.
- Please refrain from using cash if at all possible.
- Guest will need to provide us with their name email address & telephone number. These will be retained for any contact tracing purposes.
- All guests will need to fill out our COVID-19 Acknowledgement Form stating they have no symptoms, have not been out of the country and are compliant with all our health and safety procedures.
- No person shall enter the resort if they:
  - Have had symptoms of COVID-19 in the last 10 days. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
  - Have been directed by Public Health to self-isolate.
  - Has arrived from outside of Canada or has had contact with a confirmed COVID-19 case within the last 14 days.

## Food and Liquor Service

In alignment with recommendations from industry associations BC Restaurant & Food Services Association (BCRFA), and Alliance of Beverage Licensees (AbleBC) all food & beverage service staff must wear face coverings. Employees will be provided with non-medical cloth face masks for use in these situations.

For employees with health issues that may be aggravated by the wearing of a cloth face mask, single use disposable face masks and face shields will be available. If you have health issues preventing the wearing of a face mask, please discuss this with your department manager.

### Take-out and Room-Service

- Room service & take-out will be available for in house guests.
- Guest coming to pick-up take-out orders will need to wait at the hostess stand to pick-up their order
- Guests waiting to pick up orders are required to comply with 2m physical distancing rule.

- Please ensure special measures signage is posted at entrance points outlining physical distancing, hand hygiene, cough and sneeze etiquette and not entering if feeling unwell.
- Use markers to showcase pick up and waiting spots for guests.
- When serving in room dining, please leave food at the guest's door. Encourage guest to charge to their room or come down to pay in advance of food delivery.
- Please remove all chairs and tables from the waiting area
- Regularly clean and disinfect hand contact points, merchant terminals and service counters.
- Please use hand sanitizer or protective gloves if handling a guest credit/debit card
- Provide hand sanitizer at prominent spots for guests and staff.
- Provide single use containers for take-out foods. Customers may not use their own containers.
- All alcohol sold with takeout must be consumed off the premises.

### General Policies

- Jack Sam's Dining Room Maximum Occupancy Load is 63 guests
- No groups or events involving more than 50 people will be permitted in accordance with order from the BC Public Health Officer.
- Plated service only. Self-Serve Buffets including Brunch Buffet will be discontinued until further notice.
- Reservations are mandatory.
- Maximum allowable table size is 6 guests.
- For in-house hotel guests without advance dining reservations, we will accommodate with first available table.
- Name and contact information for at least one person at each table must be recorded in the OpenTable reservation system including:
  - First and Last Names
  - Phone number
  - Mailing address
  - Email address
- Seating has been set up to allow for physical distancing of 2m between groups . Please do not move tables or allow for more that 6 people at a table – no exceptions.
- Customer entrance and exit routes and washroom route are marked on the floor. Please ensure guests follow proper routing.
- Alcohol based hand sanitizer shall be provided at each entrance of the dining areas for guest use. All guests entering the dining area shall be required to apply sanitizer on entry.
- Alcohol based hand sanitizer shall be provided at each server computer station, to be used before and after use of shared tools including but not limited to the computers, Moneris terminals, staplers, and other items.
- Please do not offer lobby snacks or common water for drinking.

- During busy periods, one or more staff members will be assigned to direct guest traffic to always maintain a minimum of 2m physical distancing.
- Guests must be assigned to a table and shown to their seats. Guests must remain seated except to use a self-serve station, use washroom facilities, or leave the premises. There must be two meters between the backs of the seats of patrons seated at adjacent tables or booths, even if members of the same party are seated at adjacent tables or booths, unless the adjacent tables or booths are separated by physical barriers. “Table-hopping” is not permitted.
- Alcohol may only be served to patrons who are seated.

### Table Service

- Only single use menus compostable menus will be used.
- There shall be no bottles for ketchup, sugar, salt, vinegar etc. Supply guests with single use packets or individual servings in ramekins
- There shall be no table décors such as candles, flowers, etc.
- Water should be pre-poured at the bar and delivered to the guest, or self-serve pitchers or bottles of water may be provided to the table.
- Single use water bottles should be disposed of after guest departs. Pitchers are to be cleaned and sanitized before re-use.
- Avoid touching coffee cups when refilling.
- Please ensure that all dinnerware is sanitized immediately following use, even if they do not appear to have been used by guest.
- One end of each table will have no chair. This end will be the single point for table service.
- Serving staff will deliver food and drink to this end for guests to pass down the table.
- Bussing to remove plates and glasses during service will be done from the designated service end of the table only.
- Where single-point table service is not feasible, serving staff will wear protective masks.
- If guests ask to take unfinished food with them, provide packaging and let the guest put the food into the container.
- When the guests have departed, all items shall be removed from the table to be cleaned and sanitized regardless of whether they have been used or not.
- Tops, sides, and underside of tables and chair backs will be cleaned and sanitized between seatings.

### Cleaning & Hygiene

- Prepare and use sanitizers according to given instructions.
- Avoid all food contact surfaces when using disinfectants.
- All service areas to be cleaned and disinfected:
  - At the end of breakfast service
  - At the end of lunch service
  - At the end of dinner service

## Events (Meetings, Banquets, etc.)

### General

- During an event, guests who leave the premises, or the area of the premises in which an event is being held, must not be replaced by other patrons.
- An event may only be hosted between 5:30 A.M. and 11:00 P.M., and no more than two events may be hosted in one day on the same premises or in an area of the premises.
- If two events are hosted in one day on the same premises or in an area of the premises, there must be at least one hour between events during which there are no patrons present on the premises to permit cleaning and sanitizing, and the premises or area of the premises must be cleaned and sanitized once no patrons are present and before patrons are permitted to enter the premises or area of the premises for the second event.
- All events must end no later than 11:00 PM
- After an event, and before the premises or the area of the premises may be re-opened for regular business, the premises or the area of the premises must be closed for at least one hour and cleaned and sanitized.
- Dance floors are not permitted.
- Singing, Karaoke, or dancing are not permitted.
- If background music is provided by a live performer or performers, or a disc jockey, a physical barrier must be installed between the performer(s) or disc jockey and the guests which blocks the transmission of droplets produced by the performers or disc jockey, and there must be at least a 3-meter separation between performers and guests.
- For meetings, a minimum distance of 2 meters between seats is required.
- For banquet events, each table may have a maximum of 6 seats (no exceptions). There must be two meters between the backs of the seats of patrons seated at adjacent tables, even if members of the same party are seated at adjacent tables, unless the adjacent tables are separated by physical barriers, and seating must be set up to allow for physical distancing of 2m between table groups – no exceptions.
- Customer entrance and exit routes and washroom route are marked on the floor and/or by clear signage. Please ensure guests follow proper routing.
- Alcohol based hand sanitizer shall be provided at each entrance of the event areas for guest use. All guests entering the event area shall be required to apply sanitizer on entry.
- Alcohol based hand sanitizer shall be provided at each server station and event bar, to be used before and after use of shared tools including but not limited to the computers, Moneris terminals, staplers, and other items.
- One or more staff members will be assigned to direct guest traffic to always maintain a minimum of 2m physical distancing.

### Table Service

- Only single use menus compostable menus will be used.
- There shall be no table décors such as candles, flowers, etc.

- Water should be provided in self-serve pitchers or bottles of water may be provided to each table, or for each seat for meetings.
- Single use water bottles should be disposed of after guest departs. Pitchers are to be cleaned and sanitized before re-use.
- Avoid touching coffee cups when refilling.
- When the guests have departed, all items shall be removed from the table to be cleaned and sanitized regardless of whether they have been used or not.
- All linens must be removed for laundering at the end of each event. For multi-day events linens must be removed daily for laundering.
- Tops, sides, and underside of tables and chair backs will be cleaned and sanitized between seating's.

### **Kitchen/Back of House**

- Only essential staff members will be permitted in the kitchen.
- Routinely clean and sanitize appliance knobs, control panels on ovens, server paging control panel, and handles on drawers and refrigeration units.
- Authorized cleaning products should be used, following the manufacturer's instructions regarding dilution and contact time.
- Ensure frequent washing of utensils through dishwasher or using the three-sink process (Wash, Rinse, Sanitize)
- Increase frequency of cleaning and sanitizing of food contact surfaces and high touch areas.
- Regularly clean and disinfect carts used for transporting food and picking up dirty dishes. After each use, and at least daily.
- Ingredient containers routinely handled by multiple people are to be included in cleaning and disinfection protocol.

### **Operations**

- Chefs and cooks should use personal tools and avoid use of shared tools wherever possible.
- Kitchen appliances such as mixers, slicers, etc. should be operated by one person at a time. Operator should wash hands before and after use. Appliance to be cleaned and sanitized between uses.
- Follow safe food practices, such as protecting foods from contamination, minimizing direct handling of food and preventing cross-contamination of foods.
- Discard any foods that may have been contaminated from coughs or sneezes.
- Manually scrape off food from plates prior to beginning dishwashing. Minimize the use of sprayers to remove food and residue.
- Dishwashing temperatures must be monitored in a log, per your Food Safety Plan
- Before touching or removing dishes from dishwasher, proper handwashing protocol must be followed. When busy, dishwashing duties should be divided with one person pre-washing and loading dishwasher and the other removing sanitized dishes from dishwasher and putting dishes away.

### **Receiving Deliveries**

- Avoid in-person signatures when receiving deliveries where possible.

## Golf Course Operations

- Two riders per power cart is permitted at the discretion of the riders. We will accommodate requests for single-rider carts to maintain physical distancing upon guest request. All power cart fees are “per person” and will remain the same for single or double rider carts.
- All power carts will be thoroughly washed before any guest can ride.
- Flag sticks may remain in the hole. The cups will have a cap, a few inches below the surface so the ball does not fall all the way in the hole.
- All water stations will be removed from the golf course.
- Any food or drink served to customers must be handed as a finished product. This includes hot dogs, where our staff must put all condiments on.
- Kiosk food & beverage service procedures, guidelines, as approved by First Nations Health Authority (FNHA) and any subsequent FNHA directives shall be always followed.

## Hotel Maintenance

Hotel maintenance employees work in a wide range of situations and environments throughout the Resort. The following guidelines are intended to protect both employees and Resort guests.

- Maintenance employees should use personal tools and avoid use of shared tools wherever possible.
- Shared tools such as power saws, drills, ladders, etc. should be operated by one person at a time. Operator should wash hands before and after use. Tool to be cleaned and sanitized between uses.
- All maintenance shop common work areas including shop tables, chairs, and workbenches will be cleaned and sanitized regularly.
- Access to the hotel maintenance shop, tools, supplies, and equipment should be limited to hotel maintenance employees only. Any exception must be approved by Hotel Maintenance Manager.

## Spa

Le7Ke Spa operates according to strict cleaning and hygiene protocols and procedures which all continue to be in force. The following guidelines are intended to add enhanced protections for spa employees and guests with respect to COVID-19.

### General Policies

- Advance booking of appointments is mandatory.
- Appointment start and end times will be staggered to help maintain physical distancing.
- There will be longer breaks for technicians in between each visit to allow for adequate cleaning & disinfection time.
- Couples' appointments will not be offered at this time in order to reduce the number of people in one treatment room.

- When booking an appointment, the guest will be provided with a COVID-19 self-assessment survey tool. This assessment must be completed before arriving for appointment.
- Guests will be required to sign off on a screening form upon arrival.
- Guests who do not meet the criteria of the survey and screening or are feeling any flu or cold-like symptoms will have appointment cancelled with opportunity to reschedule for a future date no less than 14 days in the future.
- All new guests will be required to complete a new client intake health form. Returning clients will be asked to review and update forms.
- Robes and slippers will be provided to each guest.
- Guests who arrive early for their appointment are asked to wait outside the spa until invited in by staff to ensure appropriate physical distancing.
- Guests are required to wash hands when entering and exiting the spa using the facilities provided. A sanitizing station is available in the spa.
  - Guests may bring their own water bottle for hydration. If guest does not bring own water, bottled water will be provided for the guest.

### Cleaning & Hygiene

- Proper laundering protocols to be followed for the handling and laundering of all spa linens.
- Magazines, pamphlets, tea & water dispensers will be removed.
- Proper hand washing at least:
  - At beginning and end of shift
  - Before and after every client
  - After handling money
  - After touching used towels, sheets, blankets, gowns tools, and equipment
  - After receiving delivery items

### Operations

- Spa practitioners will wear non-medical face masks.
- Employees will exchange masks between appointments, donning a clean new mask for each appointment.
- Guests are required to wear a mask during treatment when 2m physical distancing cannot be maintained. If the guest does not arrive with their own mask, a single-use disposable mask will be provided.
- Masks, gloves, and goggles may also be used by spa practitioners where needed to protect the practitioner and guest.
- In accordance with industry association recommendations (Beauty Council of Western Canada):
- In situations where a client cannot wear a mask such as facials spa technicians shall:
  - Wear and mask AND face shield
  - Limit talking/laughing to a minimum.
  - Have client keep a tissue in hand just in case they must cough or sneeze.

- Extractions will not be performed during facial treatments.
- For manicure & pedicure procedures spa technicians shall wear a face shield in addition to face mask.
- A maximum occupancy of one guest and one staff member per treatment room will be maintained.
- A maximum occupancy of 4 people (including staff members) permitted in the reception area. Masks must be worn by all when 2m physical distancing cannot be maintained.
- Product “sampler” bottles or jars will not be available. Sealed, single-use sample packets of some products may be available for guests for some products.
- Reduce the amount of retail products on shelves for easier cleaning.
- Minimize sharing of tools, equipment, and product. Provide each worker with their own set of tools if possible.
- Clean and sanitize tools and equipment between uses in accordance with spa standard operating procedures.
- Use single use items, such as single use make-up applicators if possible, and discard these after use.
- A plexiglass shield is installed at the reception desk and at all of our manicure tables to protect both guests and staff members.

## Pool & Hot Tub Facility

These guidelines for pool operations to prevent transmission of COVID-19 is based upon current knowledge and recommendations as provided by First Nations Health Authority and this guidance is subject to change as new data becomes available and new developments arise with the virus.

At this time, pools have not been ordered to close by the Public Health Officer of British Columbia. Swimming and other water related activities are excellent ways to get the physical activity needed for a healthy life. The use of swimming pools is considered a low-risk activity if the pool is operated and properly maintained.

Currently there is no evidence that COVID-19 can be spread to humans through pool water. Proper operation, maintenance, and disinfection of pools and hot tub spas should inactivate the virus that causes COVID-19. Appropriate care should be taken both in and outside the pool to protect yourself and others.

### General Pool Policies

- The maximum facility occupancy is reduced to **12** people.
- The maximum pool bather load is reduced to **9** people.
- The maximum hot tub bather load is reduced to **3** people.
- The steam room will remain closed for the duration of the COVID-19 pandemic.
- All patrons must maintain physical distancing of at least 2m between one another. Exception is made for parents or guardians keeping within arm’s length of a child under their supervision.

- Single use cups will be provided for use with the water fountain, as well as a line waste basket to collect used cups. Signage will be posted asking patrons to use cups and do not drink directly from the fountain.

### Operations

- Pool water to be maintained according to normal water quality standard operating procedures.
- Front desk will monitor facility occupancy by observing security camera feed.
- Housekeeping and maintenance will monitor facility occupancy when doing regular cleaning and water quality checks.

### Aquacise Program

- Maximum aquacise class size is limited to **6** participants plus **1** instructor.
- Instructor must maintain and enforce physical distancing of at least 2m between each person.
- Use of pool noodles, water weights, and the like should be avoided where possible.
- Where pool noodles, water weights, and the like are used,
  - each item may be used by one participant only.
  - before class, all items will be thoroughly sprayed with a freshly dispensed Lotus Water solution
  - at end of use, all items must be washed with liquid soap and water, rinsed, and stored in a manner that allows for effective air drying.

### Fitness Room

The fitness room will remain a limited access area for guests and staff.

- Maximum occupancy of 3 people at any one time.
- All patrons must maintain physical distancing of at least 2m between one another.
- Ensure handwashing or sanitizing stations are available and easily accessible.
- Instruct customers to wash their hands before and after a workout and to use hand sanitizer when transitioning between pieces of equipment. Provide supplies for this throughout the facility.
- Ensure used tissues, disinfectant wipes, and safety equipment are properly disposed of in a lined waste bin that is emptied at least daily.
- Fitness equipment will be situated to provide the greatest available distancing between pieces.
- A stable disinfecting solution will be provided in 3 spray bottles, with a supply of clean cloths for guests to disinfect equipment before and after use. A lined basket will be provided to collect soiled cloths.
- Single use cups will be provided for use with the water fountain, as well as a line waste basket to collect used cups. Signage will be posted asking patrons to use cups and do not drink directly from the fountain.
- All pieces of equipment will be thoroughly disinfected daily.

## Indigenous Cultural Programs

We are pleased to be able to offer our indigenous cultural programs as a great way to experience learning and make cross-cultural connections while exercising safe physical distancing. The following protocols are in place to protect participants and employees alike.

### Booking Procedures

- Programs must be pre-booked to allow for proper preparation for safe and enjoyable experiences.
- Email us at [culture@quaaoutlodge.com](mailto:culture@quaaoutlodge.com) or call us 250-679-3090
- Due to the current reduced number of staff - please allow up to 48 hours for a reply to your email or phone message.
- Contactless payments are strongly encouraged. Please provide the culture department with the credit card you wish to pay with at booking, so we can process payment through our booking system. Cash is also accepted at this time.
- Following booking, participants will be provided with a COVID-19 self-assessment tool and will be required to complete a health survey and declaration form before participating in programs.
- For any participants who does not meet the criteria of the health survey or are feeling any flu-or cold like symptoms, we will have to cancel their program and reschedule for a later date.

### Cancellation Policy

- Participants will not be charged for any illness related cancelled programs.
- We will be cancelling at no charge, booked programs for any participant who exhibits signs of illness, fever or COVID-19 related symptoms at the time of their program.
- Please do not come into the resort to inform us you are unwell. Call 250-679-3090 or email [culture@quaaoutlodge.com](mailto:culture@quaaoutlodge.com)

### Enhanced Programming Safety Protocols

- If a participant requires the proximity help of the cultural interpreter, the participant and interpreter will both wear a mask and single-use gloves. Masks and gloves will be removed and disposed of gloves in accordance with WorksafeBC and BCCDC guidelines. If the interpreter is assisting multiple participants, gloves must be changed between assisting each guest.
- Workshop supplies will be prepared, and all tools will be cleaned and disinfected at least 72 hours in advance and quarantined in individually packaged kits.
- C7istkten (winter home) will only be used if less than 6 participants in a group.
- No food or drink will be permitted in the C7istkten (winter home) at this time except for individual water bottles.
- Storytelling and walking tours will be limited to a maximum of 6 participants,
- Workshops will be limited to a maximum of 10 participants.
- Smudge Ceremonies to be a maximum of 10 people per group
- Some programs will be limited to private groups only.

- Programs will be scheduled in such a way as to allow for cleaning and disinfection of programming spaces and materials between sessions.
- Display items that cannot be effectively disinfected will no longer be set out for display within guest reach. These items include but are not limited to skulls, pelts & hides, plant samples, drums, or rattles. These items may be shown to guests by a cultural interpreter wearing single use gloves in accordance with WorksafeBC guidelines.

### **Cleaning & Hygiene**

- Any item that cannot be effectively disinfected must be quarantined for a minimum of 72 hours between users (ie: porous or irregular materials such as hides, unsealed wood, skulls & bones, feathers, etc.)
- Except where indicated as mandatory for a specific situation, the wearing of non-medical masks is the discretion of each individual and will be respected.

### **Watersports Rentals**

Watersports are a great way to get out in nature and gain health benefits while maintaining physical distancing. These guidelines will ensure the protection of guests and employees handling and using our rental canoes, kayaks, and paddleboards.

- Boating emergency kits should only be opened in the case of an actual emergency.
- Guests are asked to provide their own CSA approved personal floatation devices (PFD) or lifejacket if possible. Rental PFDs are available however, supply may be limited due to COVID-19 cleaning protocol.
- All high-touch surfaces of canoes and kayaks will be cleaned and disinfected between each rental. These include, seats, gunwales, carrying toggles, and tie-down points.
- Stand-up paddleboards (SUP) will have all surfaces cleaned with soap and water between each rental. SUPs can be washed at the golf cart washing station. Extra attention to be paid to carrying handle and foam step pads.
- PFDs will be thoroughly immersed and washed with soap and water and hung to dry completely between each rental.
- Paddles will be cleaned and disinfected between each rental. SUP paddles will have the 2 sections separated and washed with soap and water and allowed to drain and dry between uses.
- The exterior of marine emergency kits will be cleaned and disinfected between each rental.
- All guests using watersports rentals must acknowledge that despite best practices to clean and disinfect rental items, due to the nature of the materials and construction of canoes, kayaks, SUPs, PFDs, and lifejackets it is not possible to be certain that these items have been completely disinfected and some small risk of viral infection exists.

## Lawn Games

Lawn games are a great way to get outside with close family and friends. These guidelines will ensure the protection of guests and employees handling and using our lawn games.

- All lawn game pieces, bags, cases, and boxes will be cleaned and disinfected between each rental.
- All guests using lawn games must acknowledge that despite best practices to clean and disinfect these items, due to the nature of the materials and construction of lawn game components it is not possible to be certain that these items have been completely disinfected and some small risk of viral infection exists.

## First Aid Attendants

During the COVID-19 pandemic, first aid attendants continue to provide treatment to workers and guests, as necessary. Because of the possibility of community infection, you may need to modify your standard protocols for first aid treatment to reduce the potential for transmission. First aid attendants must follow a situation assessment to ensure personal safety before engaging in the provision of first aid.

In addition to the standard procedures and precautions outlined in first aid training and certification programs, the following COVID-19 steps should be included in any response.

1. When you receive a call for first aid, if possible, gather the following information:
  - What are the circumstances surrounding the call for assistance?
  - Are critical interventions likely required? If so, call 9-1-1.
  - Are there any obvious signs of COVID-19? If so, send the patient home or to a hospital.
2. If no critical interventions are required, if possible and appropriate, interview the patient from a distance of at least 2m. Ask the following questions:
  - Is anyone sick or in self-isolation in your household?
  - Have you been in contact with anyone who has been sick?
3. When you arrive at the patient's location assess the situation:
  - Does the patient have a minor injury that the patient can self-treat while you provide direction and supplies?
  - If yes, direct the patient to self-treat per your OFA protocols.
4. If the patient cannot self-treat, don the appropriate level of personal protective equipment (PPE) for the situation. PPE could include the following items:
  - Face shield or surgical-type mask
  - Pocket mask
  - Gloves
  - Coveralls (disposable or washable)
  - Apron, lab coat, or other suitable protective covering
  - Glasses or goggles
  - Because the global supply of PPE is scarce, you may need to consider other options.
5. After treatment, sanitize all equipment with either soap and water or 70% isopropyl alcohol. Remove and wash any PPE that is not disposable, as well as any exposed

clothing. Wash your hands thoroughly. If critical interventions are required and there is no way of determining background information, don appropriate PPE and limit access to the patient to the number of people required to deal with critical intervention. It is important to limit the exposure of others.

## Additional COVID-19 Health & Safety Resources

- WorksafeBC: [www.worksafebc.com](http://www.worksafebc.com) or 1.888.627.SAFE
- British Columbia Centre for Disease Control: [www.bccdc.ca](http://www.bccdc.ca) or 1.888.268.4319
- BC Psychological Association : [www.psychologists.bc.ca](http://www.psychologists.bc.ca) or 1.855.527.0847
- First Nations Health Authority: <https://www.fnha.ca/>
- BC COVID-19 Self-Assessment Tool: <https://bc.thrive.health/>
- Healthlink BC: call 8-1-1