



COVID-19 PROTOCOLS, POLICIES & PROCEDURES

INTRODUCTION

This document provides interim guidance for preventing the transmission of COVID-19 to Middle Beach Lodge employees and guests.

To limit the spread of COVID-19, the Provincial Health Officer has issued Orders that impact the hospitality industry. These Orders outline conditions and provide specific direction regarding the services provided at Middle Beach Lodge. This document will outline new measures put into place across all departments and will be revised as needed based on provincial and district direction.

This document applies to all employees. This document is fluid and will be updated as we progress in our reopening of Middle Beach Lodge. For the purposes of this policy, 'Lodge Community' includes: all current employees, contractors working on site who agree to submit to the processes under this policy, anyone residing on site, visitors and guests, and, anyone using Middle Beach Lodge facilities.

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 the flu and the common cold. These symptoms include cough, sneezing, fever, sore throat and difficulty breathing. People infected with COVID-19 may experience little or no symptoms, with illness ranging from mild to severe.

People who are contacts of a confirmed COVID-19 case, meaning they have been or could have been exposed to the virus, but do not have symptoms, are required to self-isolate. Self-isolation means staying home and avoiding situations where you could come in contact with others. Isolated individuals may NOT use any common areas or implements, including ice or pop machines, shared laundry facilities.

You must stay at home and self-quarantine for 10 days if you are sick to avoid spreading illness to others unless otherwise advised by a doctor.

Practice diligent hand hygiene at all times by washing with plain soap and water for at least 20 seconds or using alcohol based hand rub (60% alcohol content).

Practice cough etiquette by coughing into your elbow or covering your mouth and nose with a disposable tissue when you sneeze. Immediately dispose of used tissues and wash your hands.

At all times you must maintain a physical distance of two metres from others.

Do not touch your eyes, nose or mouth with unwashed hands. Do not share food, drinks, utensils, cigarettes, vaping devices, joints or bongs.

Help reduce your risk of illness by maintaining a healthy lifestyle including regular exercise, regular sleep schedule and adequate nutrition.

CURRENT CLOSURES ON SITE

Currently only Room 3 at MB1 is closed and being used as a break room for staff.

All departments will be operational with strict guidelines and limited hours depending on department. Through phase two our hours will gradually be increased until we have full resumed to full hours of operation.

The following buildings/guest facilities/guest amenities will remain closed; MB1 guest TV room, guest laundry, candy bar, conference room, and fitness facility.

STANDARD PROCEDURES FOR ALL DEPARTMENTS

Amidst the Covid-19 pandemic the Lodge Community Members are doing their part to comply with all Health Canada, BCCDC, Provincial and Regional Health Authority regulations and guidelines. The Lodge Community is also closely following the recommendations of WorkSafe BC in order to maintain a safe and disease free work environment. Our standard operating procedures will be updated as frequently as needed as the situation evolves.

WORKERS FEELING ILL

- Anyone with COVID-19 like symptoms such as: sore throat, fever, coughing or sneezing must self-isolate at home for a minimum of 10 days from onset symptoms, until their symptoms are completely resolved.
- Staff member is to seek medical advice.
- Disinfect all surfaces of any potential areas that the person has contacted – process to be managed.
- For call-ins, advise staff to stay home and seek medical advice (complete self-assessment, call local doctor if staff member has one, reach out to 811).
- A colleague is allowed to return to work upon completion of 10 days self-isolation or as recommended by a health professional.
- If quarantine is required a fully self-contained unit will be made available to worker.
- Digital thermometers will be purchased in order to monitor staff temperature. Temperature monitoring is by request only and results will be given verbally to be used for self-assessments. Staff temperatures will not be recorded.
- Workers should not come to work if:
 - They have traveled internationally. In these cases they must remain away from the workplace for at least 14 days and complete the recommended 14 day self-isolation period.
 - They live in the same household as a confirmed or clinical COVID-19 case where the infected party is self-isolating.

LODGE COMMUNITY MEMBER RESPONSIBILITIES

Any Lodge Community Member that is without COVID-19 like symptoms and is available to work will be required to adhere to the following protocols, policies and procedures:

1. COVID-19 Standard Operational Procedure Training:

- Prior to resuming or starting employment all staff must be trained according to our updated COVID-19 operating procedures.
- Training includes; overall Lodge operational training, hand washing protocols, glove protocols, mask protocols, physical distancing protocols, department specific guidelines and protocols, cleaning and disinfecting and proper chemical use.

2. Hand Hygiene:

- Wash hands according to the BCCDC guidelines at the beginning of each shift and after any possible contamination.
- Use of World Health Organization Hand Sanitizer according to BCCDC guidelines.
- Proper hand washing posters located at all hand washing stations as well as in all guest and staff areas.
- World Health Organization hand sanitizer provided throughout all guest and staff areas of lodge.
- Extensive hand hygiene training provided to all staff during COVID-19 Standard Operational Procedure Training.

3. Gloves:

- Nitrile gloves are provided and recommended for all staff to use.
- All staff are required to wear gloves while dealing with potentially contaminated items and surfaces.
- Proper glove donning and removal posters are located throughout all staff areas on property.
- Staff are required to change gloves according to BCCDC glove changing procedures after any possible contamination.
- Extensive glove usage training is provided to all staff during the COVID-19 Standard Operational Procedure Training.

4. Masks:

- Reusable and disposable masks are available and recommended for all staff to use.
- All staff are required to wear a mask in situations where physical distancing is unattainable or where they are entering an occupied or recently occupied guest unit.
- Reusable masks are laundered daily.
- Proper mask donning and removal posters are located throughout all staff areas on property.
- Staff are required to wear mask according to BCCDC mask procedures.
- Extensive mask usage training is provided to all staff during the COVID-19 Standard Operational Procedure Training.

5. Physical Distancing:

- All Lodge Community Members are expected to maintain a physical distance of 2 meters (6 feet) from other individuals at all times while on property.
- Signage is located in both guest and staff areas as a friendly reminder to maintain physical distancing.
- All guest and staff areas have been designated a maximum occupancy limit to allow for physical distancing to be put in place.
- Floor markers have been placed at our coffee station, bar and reception areas to notify visitors of the 2 meter mark. Please ensure you are using these markers while on property to ensure your safety as well as the safety of our staff.
- Staff are required to maintain physical distancing while commuting to and from work and while on breaks.
- Plexiglas barriers have been installed at both reception desks as an additional safety measure. Guests are asked to utilize these barriers while interacting with our front desk staff.

6. General Hygiene:

- Staff are required to wear work specific clothing and launder it after each shift.
- Our management team is monitoring all staff and guests for potential COVID-19 like symptoms and will deal with each situation accordingly.
- Lodge Community Members are required to inform the management team immediately should they start experiencing any COVID-19 like symptoms.
- Avoid touching eyes, nose and mouth with unwashed hands or when wearing gloves.
- Cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue in the trash and wash your hands, or sneeze/cough into your elbow.
- Clean and disinfect frequently touched objects and workstation surfaces as per directions below.
- Stay informed. Information is changing frequently. Links to helpful websites can be found below.

7. Cleaning and Disinfecting:

- All guest and staff areas on property are to be cleaned and disinfected as frequently as possible and in accordance with the BCCDC and WorkSafe BC guidelines (a minimum of once every 4 hours).
- Extensive training on cleaning and disinfecting is provided to staff during the COVID-19 Standard Operational Procedure Training.
- Our disinfecting chemicals are:
 - I. Savall Disinfectant (DIN#0224087)
 - II. E23 Neutral Disinfectant (DIN#02392097)
 - III. Vital Oxide (DIN #02422654)
- Specific training and instruction on cleaning and disinfecting is provided to staff departmentally.

LODGE OPERATIONS AMIDST COVID-19

GUEST SERVICES

1. Lounges and Common Areas:

Our Headlands Lodge is currently open from 8:00am – 10:00pm daily with a maximum of 16 guests permitted at a time. Our Adult's Only Beach Lodge is currently open from 8:00am – 5:00pm (guest services available from 9:30am – 5pm) with a maximum occupancy limit of 14 guests permitted at a time. Masks are mandatory for guests when passing through each lodge. Additional sanitation measures have been put in place to ensure this is a clean and safe environment for anyone wanting to utilize this space during their stay. Hand sanitizer is located at all main lounge entry points and throughout the space, we ask that all visitors utilize this prior to entering the facility.

2. Check-in Procedures:

Contactless check-in is available upon request for all guests wishing to limit their staff contact while visiting. Contactless check-in can be pre-arranged with our guest service team the day before your scheduled arrival. Please contact our guest services department at your earliest convenience for more information. Regular check-in will occur in the reception area of the lodge your room is located at. Please ensure you are maintaining proper physical distancing during this process. We will be taking your Driver's License Number in place of a signature for confirmation of reservation details at the time of registration. Please do your best to stand behind the Plexiglas barriers that have been put in place. Check-in time will remain at 4pm. We ask that all guests have patience with our team as we ensure that your unit is fully cleaned and sanitized for your stay.

3. Housekeeping Service:

Daily cleaning services will not be available for the duration of your stay. Our housekeeping team will contact you daily between 11am and 3pm on your in-house phones to obtain a list of supplies you require for the day. Housekeeping will distribute all supplies in the afternoon. Towel changes will be available on the 3rd day of your stay. We ask that all guests place their garbage (and towels if applicable) outside their unit at 12pm daily for collection. If you are staying at our Beach Lodge we ask that you kindly inform your guest service agent if you require supplies for the day and housekeeping will deliver them to your door.

4. Bar Services:

Our Bar at the Headlands will be open from 2:00pm – 9:00pm daily. Our full bar menu will be available, please see the bar tender or front desk to order.

5. Breakfast and Coffee Bar:

Our self-serve coffee bar has been replaced with a full service coffee attendant. Complimentary coffee, tea and hot chocolate will be available daily from 7:00am – 5:00pm on evenings we are not offering dinner service and available 7:00am – 9:00pm on dinner evenings. Our Coffee Bar at the adults only Lodge at the Beach is available from 7:00am – 3:00pm daily. Our deluxe continental breakfast buffet has been reduced and converted to a full service take-out window along with the coffee bar. A selection of pastries (cinnamon buns, croissants, strudels, etc.) will be available from 8:00am – 5:00pm daily with additional breakfast items (hard boiled eggs, yogurt, oatmeal etc.) available from 7:00am -11:00am. Physical distancing markers have been placed on the floor to indicate where to stand while ordering from our breakfast/coffee bar. Our dining room is open throughout breakfast hours, with tables placed to allow for physical distancing and a maximum occupancy of 26 persons.

6. Dinner Service:

Dinner at the Headlands has been reinstated as a plated dinner service. Dining with us is by reservation only from Tuesday – Saturday with preference towards in house guests. A limited number of seating is available and reserving in advance is highly recommended. Historical menus are being honoured, however the buffet service has been eliminated. Please contact our guest service team to reserve your next meal with us. Guests are not permitted to walk to the bar to order a drink, they must wait for a server or front desk agent.

7. Checkout Procedures:

Checkout is any time before 11am the morning of your departure. All remaining charges on your account will be charged to the card given at check in the morning of your scheduled departure and an invoice will be emailed to you. In order to allow for proper sanitation of units we will not be permitting and late checkouts. Guests who fail to vacate their unit by checkout time will be charged as follows:

- Any guest still in their unit from 11am -12pm will be charged a \$50 fee/half hour.
- Any guest still in their unit after 12pm will be charged an additional night's room and tax.

8. Items Upon Request:

To eliminate single use item and water waste the following items will be available by request only prior to check in:

- Hide-A-Bed Sheets
- Fire Logs
- Decaf Coffee

INFORMATION ON CLEANING & DISINFECTING

Step by Step Unit Cleaning (Hands on training provided to all staff):

1. Enter unit wearing proper personal protection equipment.
2. Spray all soft surfaces with "Vitatech" solution.
3. Gather all linen and towels from unit including all untouched clean laundry.
4. Gather all single use items (leftover toilet paper, amenities, coffee packet, blue cloths etc....) place them in the garbage and seal the bag.
5. Place all dishes, dirty and clean into tote and saturate with Savall solution to sanitize.
6. Set all linen, garbage and recycling outside on unit balcony for collection.
7. Create detailed "stock list" for the Stock Runner to gather your supplies.
8. Clean entire unit to Middle Beach Lodge standard as outlined in the Housekeeping Department Manual using appropriate chemicals (E15, E13, Murphy's Oil, Soft Scrub, etc).
9. Ensure a fresh rag is used on each surface.
10. Ensure you change gloves between each room you clean and each possible contamination.
11. Supervisor on clean team to disinfect all high touch surfaces with E23 and prepare room for arriving guests and re-spray all pre-cleaned hard surfaces with Savall solution.
12. Stock Runner to bring all stock to deck outside of the unit – Housekeeper to stock unit fully and make bed.
13. Complete floor cleaning, set lights and heat appropriately.
14. Exit unit and lock door.
15. Notify front desk.

OCCUPATIONAL HEALTH & SAFETY POLICY

Middle Beach Lodge is committed to providing a healthy and safe work environment for its workers and preventing occupational illness and injury. To express that commitment, we issue the following policy update on occupational health and safety.

As the employer, Middle Beach Lodge is responsible for the health and safety of its workers.

Middle Beach Lodge will make every effort to provide a healthy and safe work environment. We are dedicated to the objective of eliminating the possibility of injury and illness.

Supervisors will be trained and held responsible for ensuring that workers, under their supervision, follow this policy. They are accountable for ensuring that workers use safe work practices and receive training to protect their health and safety. Supervisors also have a general responsibility for ensuring the safety of equipment and facility.

Middle Beach Lodge, through all levels of management, will cooperate with the Joint Occupational Health & Safety Committee and workers to create a healthy and safe work environment. Cooperation should also be extended to others such as contractors, owners, officers, and so on.

The workers of Middle Beach Lodge will be required to support this organisation's health and safety initiative and to cooperate with the Joint Occupational Health & Safety Committee and with others exercising authority under the applicable laws.

It is the duty of each worker to report to the supervisor or manager, as soon as possible, any hazardous conditions, injury, accident, or illness related to the workplace. Also, workers must protect their health and safety by complying with applicable Acts and Regulations and following policies, procedures, rules, and, instructions as prescribed by Middle Beach Lodge.

Middle Beach Lodge will, where possible, eliminate hazards and, thus, the need for personal protective equipment. If that is not possible, and where there is a requirement, workers will be required to use safety equipment, clothing, devices, and materials for personal protection.

Middle Beach Lodge recognises the worker's duty to identify hazards, and supports and encourages workers to play an active role in identifying hazards and to offer suggestions or ideas to improve the health and safety program.

Middle Beach Lodge encourages its workers to use online resources developed and recommended by WorkSafe BC and the BCCDC to ensure all staff are both mentally and physically healthy through the ongoing COVID-19 pandemic.

This policy has been developed in cooperation with the Joint Occupational Health & Safety Committee.

COMMUNICABLE DISEASE AND/OR ILLNESS POLICY

The purpose of this policy is to provide direction to employees of Middle Beach Lodge in preparing for and responding to communicable diseases and illnesses that may threaten the safety of its employees and guests.

For the purposes of this policy, 'communicable disease or illness' means an infectious disease or illness transmissible by an infected individual via direct or indirect means.

For the purposes of this policy, 'Lodge Community' includes: all current employees, contractors working on site who agree to submit to the processes under this policy, anyone residing on site, visitors and guests, and, anyone using Middle Beach Lodge facilities.

This policy applies to all members of the Lodge Community.

Management will provide members of the Lodge Community with the best information possible and adopt prudent public health and health care practices. Middle Beach Lodge will follow the medical advice and direction from the appropriate medical authorities (Regional Medical Health Officer, BC Centre for Disease Control, and, Health Canada).

Individuals who have or suspect they may have a communicable disease or illness are required to report their concerns to the local health professionals and senior management at Middle Beach Lodge.

Middle Beach Lodge will reasonably accommodate individuals affected with a communicable disease or illness without putting other members of the Lodge Community at unnecessary risk. This may include excusing an employee from their duties with the intent that they quarantine themselves for a given period of time.

Pursuant to the Freedom of Information and Protection of Privacy Act, Middle Beach Lodge will take all reasonable steps to protect the privacy of individuals who have a communicable disease or illness. In administering this policy, Middle Beach Lodge will not disclose the identity of any individual who has a communicable disease or illness, except as authorized or required by law. Middle Beach Lodge may be required to disclose personal information if there is a risk of significant harm to the health or safety of the public or a group of people or if requested by the medical health officer or designate under the Public Health Act.

Middle Beach Lodge will keep informed of the recommendations on travel from Health Canada and educate and inform the Lodge Community as needed.

Middle Beach Lodge will follow any applicable WorkSafe BC requirements.