



Brown's Bay Resort

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Covid-19 Safety Plan Brown's Bay Resort

Introduction

This document provides interim guidelines for preventing the transmission of COVID-19 to Brown's Bay Resort employees and guests.

To limit the spread of COVID-19, the Provincial Health Officer has issued Orders that impact the hospitality industry. These Order outline conditions and provide specific direction regarding the services provided at Brown's Bay Resort. 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 through the reopening of Brown's Bay Resort.

General Information

Covid-19 is spread through 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 coughs or sneezes. 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 illness, including the flu and 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 all staff and guests' public spaces.

Practice diligent hand hygiene at all times by washing with soap and water for at least 20 seconds.

Controlling the risk of COVID-19 exposure

- Anyone with symptoms of COVID-19 to self-isolate at home for up to 14 days after onset of symptoms, as well as anyone advised by public health to self-isolate.
 - Monitor your symptoms daily, report respiratory illness and do not return to work for at least 10 days following the onset of fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue or loss of appetite.
 - Use the COVID-19 self-assessment tool at [BC COVID-19 Self- Assessment Tool](#) to help determine if further assessment or testing for COVID-19 is needed.
 - If an employee reports they are suspected or confirmed to have COVID-19 and have been at the workplace, clean and disinfect all areas where that person has worked.
 - If staff live in facility-provided housing, they will be moved to a designated isolation area.
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Safety Protocols all employees to reduce the risks

- Physical distancing protocol to be followed, between co-workers and all guests and visitors at Brown's Bay Resort, at least 2m (6ft.) physical distance is to be maintained at all times.
- If physical distancing is not possible either between co-workers, employees and guests or guests not residing in the household the mandatory mask policy is to be followed.
- To prevent crowding at (morning) staff meetings, Marina outdoor parking lot meeting location to be used until further notice.
- No shared golf carts/heavy machinery and vehicles unless living in the same household.
- Social-distancing measures to be followed during meetings and at other combined workspaces around the entire Resort Property.
- Practice cough etiquette. Cough into your elbow or cover your mouth and nose with a disposable tissue when you sneeze. Immediately dispose of the used tissue and wash your hands.
- All employees to carry some form of disinfectant at all times, practicing diligent hand hygiene and washing hands regularly with plain soap and water for at least 20 seconds.
- Do not touch your eyes, nose and mouth with unwashed hands.
- Do not share food, drinks, utensils, cigarettes and vaping devices, joints or bongs
- Additional signage regarding social distancing, hand washing, and Covid-19 symptoms and prevention are posted throughout the property in multiple key locations to maximize visibility for guests and visitors on site.
- Mandatory mask policy in all inside public spaces, offices and retail stores on the property.
- Occupancy limit of No More than 3 people inside offices at a time. Barriers installed at check-in /check-out desks at both offices, to keep customer and employees safe.
- Contactless guest Self Check-in and Check-out procedures in place at both the Marina and Accommodation Office.
- Occupancy limit of 1 person or same household (max of 6 persons) inside laundry facilities and Hot Tub room at a time (Hot Tub closed for the winter season, reopening April 2021)
- RV Park and Glamping Tents open and Seasonal Restaurant reopening beginning of June 2021.
- All shared tools and equipment to be disinfected before use by co-worker.

- All shared and public spaces to be cleaned and sanitized a minimum of twice daily, including bathroom/shower buildings, laundry facilities, Hot Tub room, regular sanitizing of office countertops, fuel nozzles, door handles, point of sale devices, computer keyboards, phones and light switches
- Public entry to Clubhouse and fitness Centre closed until further notice.
- No unregistered guests and visitors allowed inside any accommodations or public areas around the Resort Property.
- Registered guests can meet with up to 6 persons max, outside and only if social distancing of 2m (6ft) can be maintained at all time and hand sanitizer is readily available.
- No one is to meet with visitors inside any of the units and/or public spaces and can only enter a unit to use the bathroom facilities.
- Accommodations currently available for local and essential travel only and all accommodations limited to one household and a max of 6 persons per unit or max 8 persons for the Beach House. These guidelines will be followed until otherwise indicated by the Provincial Health Officer or other governing bodies.
- Clubhouse available for private gatherings and events only and in accordance with the Provincial Health Officers orders followed and documented in The Brown's Bay Resort Covid-19 Safety Plan Gatherings and Events fluid document.

Guest Covid-19 Code of Conduct

You and your party agree to obey this Code of Conduct while at Brown's Bay Resort

- **GROUPS:** Each group in an RV site, Glamping Tent or Cabin must be from one household unit. Additionally, each household group must maintain 2 metres social distancing from other household groups. No gatherings of **more** than ten people outside a unit are allowed at any time.
- **HOUSEHOLD:** Households are defined as those people that live in one home and have maintained social distancing during the COVID-19 outbreak.
- **HAND WASHING:** Wash your hands for at least 20 seconds in warm water and soap every time you enter and exit your unit or use the hand sanitizers readily available inside the units and all public spaces
- **SOCIAL DISTANCING:** You and your party must always maintain 2 metres of separation from anyone else at Brown's Bay Resort and surrounding areas.
- **BE KIND AND SUPPORTIVE:** Be kind and supportive, remember we are all in this together!
- **PARENTAL SUPERVISION OF CHILDREN:** Parents must ensure that their children maintain 2 metres of separation at all times from other children/people from other parties during your stay and supervision is required for children under the age of 12 years of age at all times around the Resort property and surrounding areas.
- **VISITORS:** no visitors are allowed inside any units occupied by our guests. Only registered visitors are allowed to meet with guests staying at the Resort, however no more than 6 people total per gathering in an outdoor setting where social distancing can be maintained at all times and hand sanitizer is readily available. This includes all RV sites, Glamping Tents and Cabins as well as any other public outdoor are around the Brown's Bay Resort Area.

General Housekeeping Duties

- Housekeeping staff must practice diligent hand hygiene at all times during their shift.
- All Housekeeping staff to use their own designated cleaning caddy and supplies.
- No shared golf carts and vehicles unless living in the same household.
- Physical distancing protocol to be followed, between co-workers and all guests and visitors at Brown's Bay Resort, at least 2m (6ft.) physical distance is to be maintained at all times.
- If physical distancing is not possible either between co-workers, employees and guests or guests not residing in the household the mandatory mask policy is to be followed.
- A twice daily clean and sanitize of all public spaces is required, including, but not limited to, bathroom/shower buildings, laundry facilities, Hot tub room, other public used areas on the Resorts property.
- Constant monitoring of full garbage containers and any areas that might need attention.
- Frequent disinfecting and sanitizing of high touch surfaces like railings, doorknobs, windows, laundry machines, Hot Tub surroundings, chairs, tables, benches playground equipment, garbage/recycling container lids, water faucets
- Prepping and cleaning all units for new guest arrivals following the day-to-day cleaning protocols
- Checking in with existing guest for any additional requirements or supplies needed, including but not limited to toiletries, towels, linens, garbage bags, laundry pods, coffee and coffee filters
- Keep up with unit laundry in the general housekeeping laundry facility and fold and organize as needed.
- Keep public in/outside areas tidy and arrange furniture accordingly. Move chairs back to original tables, straighten and rearrange benches and tables on RV sites and the tenting sites.
- Plant hanging baskets and prune any plants, flowers and bushes around the guest areas and units throughout the summer season
- Water all containers and hanging baskets in public areas around the entire Resort area, including the marina and restaurant area.
- Maintain and clean golf carts and cleaning cadies, refill cleaning supplies and make note when running low on stock.
- Trained employee to test water in the Hot Tub at start of shift and last thing in the evening during the 8-hour shift. Make adjustments and add or top up chemicals as test results imply, following the bottles labels and the laminated print out provided.
- Empty bathroom facility garbage in all public areas at end of shift and make sure all toilet paper and paper towel dispensers have ample supply.
- Hook-up Golf carts to chargers in designated areas at end of shift and/or before leaving the property.

Housekeeping During Guest's Stay

- Housekeeping staff must practice diligent hand hygiene at all times during their shift.
- All Housekeeping staff to use their own designated cleaning caddy and supplies.
- Do NOT provide housekeeping service within guest rooms during their stay.
- Ensure that an adequate supply of clean towels, toilet paper, plain hand soap and shampoo is available prior to guests entering their room.
- Leave sufficient fresh linens, toiletries and cleaning supplies inside all guest accommodations.
- Provide ample plastic bags for the guests to place their recyclables and other waste securely in these bags.
- Advise guests to tie waste and recyclable bags shut and leave them outside their front door for collection during their stay. To minimize the amount of time waste is sitting outside, advise guests on a time at which items should be put out for collection.
- Advise guests to leave garbage and recycling on the inside of the door before departing and the patio door open to allow for adequate air exchange within rooms before garbage collection and cleaning.
- In addition to all Brown's Bay Resorts housekeeping responsibilities, job duties, and day-to-day tasks a twice daily clean and sanitize of all public spaces is required, including, but not limited to, bathroom/shower buildings, laundry facilities, Hot tub room, other public used areas on the Resorts property.

Housekeeping After Guest's Stay

- All guest rooms must be fully cleaned and disinfected after every use.
- Staff NOT to enter guest rooms until authorized, to allow for adequate air exchange within rooms, staff should wait until after a guest has left the room before entering for housekeeping without PPE, if housekeeping staff is required to enter while guests are present in any of the accommodations/rooms they are required to wear PPE (mask and/or gloves if touching anything)
- Cleaners must practice diligent hand hygiene before entering and after leaving each guest room. If gloves are used, ensure a new pair is used for each guest room or reusable gloves are disinfected between each use. Proper hand hygiene must be performed after removing gloves.
- Use clean cloths, paper towels or wipes to clean and disinfect surfaces.
- Put cleaning and disinfectant solutions into clean buckets for use.
- To avoid contaminating your cleaning solution, do NOT re-dip dirty cloths back into the cleaning solution. Use clean cloths each time. This may require using a larger number of cloths than normal. Immediately discard paper towels and disposable wipes after use.
- 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, remote controls, fridges, stoves, dishwasher, smaller kitchen appliances, BBQs and garbage cans.
- Remove all cloth items (e.g., sheets and towels). Take all dirty linens and towels directly to the laundry.
- Empty all garbage containers.
- Discard all items left in the room by guests.

- Discard all single-use items and remnants, even if they seem unused or untouched. This includes, but is not limited to, toilet paper, soap, shampoo, coffee/tea and sugar packets, water bottles.
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Waste Management

- Wherever possible, waste should be handled by a designated person or small, designated team.
 - Staff should wear disposable gloves to remove waste from guest rooms and common areas if within 3 hours of departure.
 - Ensure staff remove gloves and perform hand hygiene immediately after handling and disposing of waste.
 - A single, sturdy, leak-resistant garbage bag is sufficient for containing waste.
 - If a garbage bag is punctured or contaminated, it should be placed into a second bag.
 - All bags should be securely closed and immediately placed in the main disposal bin for the facility.
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Laundry

- When handling dirty laundry, wash or sanitize hands immediately after. If gloves are used for handling dirty laundry, dispose of gloves immediately and wash or sanitize once gloves are removed.
- If reusable gloves are worn, gloves should be dedicated for handling dirty laundry and should not be used for other purposes. Wash hands immediately after gloves are removed.
- Do NOT shake dirty laundry. This minimizes the possibility of dispersing the virus through the air.
- Place dirty laundry directly into a linen bag without sorting. Do not overfill bags.
- Clearly mark laundry bins as 'clean' or 'dirty'. Ensure dirty laundry only contacts dirty laundry bins, and clean laundry only contacts clean laundry bins.
- Clean and disinfect clothes hampers according to or consider using a liner that can be laundered.
- Clean and sanitize the front-loading area of washing machines frequently.
- Wash and dry items in accordance with the manufacturer's instructions. Use the warmest possible water settings. Dry all items thoroughly.
- Clean and disinfect Laundry facility frequently.

Occupational Health & Safety Policy

Brown's Bay Resort 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, Brown's Bay Resort is responsible for the health and safety of its workers.

Brown's Bay Resort 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.

Brown's Bay Resort through all levels of management, will cooperate with the Joint Occupational & Health & Safety Representative and workers to create a healthy and safe work environment cooperation should also be extended to others such as contactors, owners, officers and so on.

The workers of Brown's Bay Resort will require to support this organisation's health and safety initiative and to cooperate with the Joint 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 described by Brown's Bay Resort.

Brown's Bay Resort will, where possible, eliminate hazard 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.

Brown's Bay Resort recognizes 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 program.

Communicable Disease and/or illness Policy

The purpose of this policy is to provide direction to employees of Brown's Bay Resort in preparing for and responding to communicable diseases and illness that may threaten the safety of its employees and guests.

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

For the purpose of this policy 'Brown's Bay Resort' includes; all current employees, contractors working on site who agree to submit to the processes under this policy, anyone residing on site, visitors and guest, and anyone using Brown's Bay Resort facilities.

This policy applies to all members of the Bay Community.

Management will provide members of the Bay Community with the best information possible and adopt prudent public health and health care practices. Brown's Bay Resort will follow the medical advice and direction from the appropriate medical authorities (Regional Medical Health Officer, BC Centre of 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 of Brown's Bay Resort.

Brown's Bay Resort will reasonably accommodate individuals affected with the communicable disease or illness without putting other members of the Bay 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, Brown's Bay Resort will take all reasonable steps to protect the privacy of individuals who have a communicable disease or illness. In administering this policy, Brown's Bay Resort will not disclose the identity of any individual who has a communicable disease or illness, except as authorized or required by law. Brown's Bay Resort 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.

Brown's Bay Resort will keep informed of the recommendations on travel from Health Canada and educate and inform the Bay Community as needed.

Brown's Bay Resort will follow any applicable WorkSafe BC Requirements.