

## COVID-19 Safety Plan

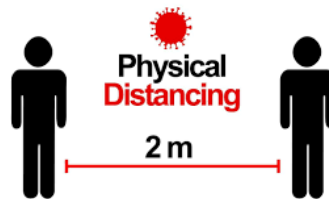
This COVID-19 Safety Plan is our business' step-by-step response to increased awareness around, and our enhanced protocols for, the health and safety for our staff and our customers.

Our business is committing to following all the steps outlined in each of the 6 areas mandated by WorkSafe BC and the official Public Health Order. Our plan includes outlining our physical changes, our increased protocols and our required usage of PPE. We also outline the training we will be providing for our staff to ensure that the processes are followed.

Our goal with this plan is to create a workplace that is aware and responsive to the new protocols and physical changes to our workplace as a result of COVID-19. Through our enhanced awareness, we aim to help the Provincial Ministry of health to reduce the risk of person-to-person transmission.

<b>OUR PLAN IS CURRENT AS OF:</b>	May 26 <sup>th</sup> , 2021.
<b>OUR CONTACT FOR COVID-19 RELATED CONCERNS IS:</b>	Krissy Barker
<b>YOU CAN REACH OUR COVID-19 CONTACT BY EMAIL</b>	execteam@fraserriverlodge.com
<b>AT:</b>	
<b>OUR CONTACT FOR HEALTH &amp; SAFETY CONCERNS IS:</b>	Melissa Robinson
<b>YOU CAN REACH OUR HEALTH &amp; SAFETY CONTACT</b>	housekeeping@fraserriverlodge.com
<b>AT:</b>	

### Standard Protocols:



We have posted at the entrance to our business sign that show:

- our current occupancy limit;
- our core hygiene practices for both staff and guests;
- Non-medical mask is REQUIRED by law in all common areas of the Lodge.
- the core public facing elements of our COVID-19 Safety Plan;
- our restriction from entering the premises for any visitors or staff with symptoms of COVID-19.

#### Hand Washing:

- We have installed hand-washing signage at sinks in washrooms, in the kitchen and staff room.
- We have provided hand sanitizing stations for guests and staff upon entering through the front door.

#### Physical Distancing:

We are installing barriers and partitions in the following locations to protect both our guests and staff members:

- Hall Bar
- Lounge Bar
- Front office

All our barriers and partitions are fixed in place and do not pose a risk to our staff members or guests. These have been introduced for safety precautions when physical distancing of 2 metres cannot be maintained. Our barriers are included in our cleaning protocol and are thoroughly disinfected every 30 minutes.

**PPE:**

We have provided all staff members with the correct personal protective equipment to ensure both our guests and our staff members safety.

Masks have been provided to all staff and are used in any group setting.

## **Our commitment to our guests:**

**Our staffing protocols have changed as follows:**

- We require staff to declare that they will not come to work if they have had symptoms of COVID-19 in the 10 days prior to their shift. Should staff experience symptoms of COVID-19, they are required to contact Public Health at 8-1-1 and self-isolate if required.
- We have also required staff to refrain from coming to work if they have had close exposure to a person currently diagnosed with COVID-19.
- Staff must sign in when they arrive and declare that they meet all the requirements for the daily health check.
- Anyone who is returning to our workplace after travelling must have self-isolated for 14 days while monitoring for symptoms before they can work in our business.
- All staff must wash their hands upon arrival at work at the beginning of each shift and upon return from any breaks.
- We have posted a Health Resource document to orient our staff to COVID-19 and any related health, bullying and mental health resources.
- We are actively monitoring our social media and our guest feedback online and in person to ensure that we are not experiencing any backlash or negative engagement with customers and managing difficult situations accordingly to assist our staff through this difficult transition.

**Ongoing training:**

In our business, we have provided restart training and continue to make changes to the training materials for all of our staff members to ensure that any changing regulations are enforced, and to respond to any concerns being brought forward by staff or guests.

Our goal for our training implementation is to ensure that our staff are safe in our workplace. Each staff member has agreed to our health check, and this is our personal front-line defence against Covid-19 in our workplace. Our current training initiative covers:

- Physical distancing measures;
- New sanitation and cleaning processes;
- Sanitation and cleaning product instructions and sitting time;
- Daily cleaning and deep cleaning checklists.
- Instructions and training on current PPE measures in place.
- Crowd control to keep the flow of traffic amongst guests.

Prior to our re-opening, we thoroughly cleaned all beverage service lines, pantries, counters, service and cooking areas, inside and outside tables and chairs that have not been in use.

Our staff have a designated person to speak to, identified on the cover page of this document, who they can ask Covid-19 related questions to.

## **Protocols for operations:**

**Our enhanced Front of house protocols are:**

- Servers will:
  - o Have a dedicated place at every table from which to serve.
  - o Will stand back at least 3 feet from the table when speaking to guests and approach the table only for service of food and beverage.



**FRASER RIVER LODGE**

*Luxury Wilderness Resort*

- Leave drinks or food at the front of the table and let the guests grab them after the server has stood back.
- Hold plates underneath with the thumb on the rim.
- Use the cup handle to place cups on tables.
- Use the stem to carry wine glasses.
- Grip utensils by the handle and don't let handles touch the food.
- Keep hands off the bowl of a spoon or prongs of a fork.
- We will create signage to clearly separate entering and exiting.
- We will place 2 m markers for physical distanced standing for counter service.
- We will place 2 m markers on the floor outside washrooms.
- Whenever possible, we will open windows, guest doors or roll-up doors to allow fresh air into our space while limiting the use of standing fans.
- For water service, staff will provide water in a bottle or jug at the table and allow guests to pour their own water. For coffee service, staff will not touch cups when refilling.

**Our enhanced Back of house protocols are:**

- Employees should wear distinct kitchen uniforms and/or work clothes. No street clothing to be worn in the kitchen.
- We will limit the number of people who aren't cooks and chefs entering the kitchen area. This includes deliveries, service technicians and sales people. For any deliveries that would normally enter the kitchen, we will create a staging area for deliveries outside of the kitchen. Where possible, we will unbox items before bringing them into the kitchen. Our receiving/delivery log will include date, time, company.
- We will set 30-minute timers to remind all food handlers to wash their hands for best practices.
- Use of gloves:
  - Gloves recommended for cold food preparation and cold plating.
  - Gloves mandatory when handling deliveries and receiving raw food product and must be changed frequently or after each task.
- Kitchen and prep areas are wiped down in 30-minute intervals with approved sanitizer. This will include all fridge and door handles and faucet handles in the kitchen.
- Our chefs and cooks will not regularly share knives, utensils or service tools. If shared, they will be cleaned/sanitized between users.
- In the dishwashing area, all employees will wear gloves and masks and/or face shields.
- The dishwashing area will be accessed via the bussing station and then down the elevator to a separate kitchen.
- All kitchen sinks will have hand-washing instructions.
- Our cook and chef teams will observe social distancing whenever possible, i.e. when in the walk-in fridges/freezers, dry storage area, during staff meetings, staff meals, receiving orders, large prep jobs, etc.
- In the kitchen, we will install directional signs for high traffic areas to keep a steady flow of people going in one area and coming out the other.
- Our team members working in an open kitchen will wear non-medical grade masks.

**Our enhanced Cleaning, sanitizing and disinfecting protocols:**

We have selected Health Canada approved methods to clean and disinfect surfaces for all common areas within and around our business.

The cleaning equipment we are using is as follows:

<b>TO DISINFECT KITCHENS:</b>	Bleach water 10:1
<b>TO DISINFECT TABLES</b>	Oasis 299 heavy duty bathroom cleaner and degreaser.
<b>TO DISINFECT WASHROOMS:</b>	Oasis 299 heavy duty bathroom cleaner and degreaser.
<b>TO DISINFECT POS &amp; COMPUTER EQUIPMENT:</b>	Oasis 200 heavy duty bathroom cleaner and degreaser.

### **Bathrooms:**

Our bathrooms are cleaned every 30 minutes when guests are on site and the schedule has been posted in our cleaning logbook. All entry/exit and stall door handles, toilet seats, flush mechanisms, urinals and sinks will be thoroughly cleaned each time.

### **High touch locations:**

High frequency touch locations are cleaned every 30 minutes and the schedule has been posted in our cleaning logbook. All entry/exit, kitchen or service door handles, POS machines, service counters, bussing stations, service stations, debit terminals will be cleaned thoroughly each time.

### **Our enhanced cleaning schedule:**

- Reception desk and/or hostess station and/or service counters and front door handles are wiped down in 30-minute intervals with approved sanitizers.
- Between customers, tables, chairs, menus, tablets, coat hooks and any condiments that have been brought to the table must be cleaned or sanitized between parties.
- For counter service, POS machines will be sanitized between patrons who must touch the number pad.
- When staff switch positions, any shared equipment will be sanitized. This will include all repeated contact surfaces such as computer terminals, keyboards, POS machines.
- Staff should perform regular hand washing with soap and water for at least 20 seconds following the official hand-washing guidelines. Hand-washing will be done:
  - o Before and after breaks
  - o After touching or cleaning tables any surfaces that may be contaminated
  - o After sneezing, coughing or nose blowing
  - o After touching your face or hair
  - o After using the restroom
  - o After touching personal phones
  - o After using shared equipment such as computers, POS systems and debit terminals between different users
- All kitchen surfaces, equipment used and handles of all types will be sanitized at the end of shift following the product cleaning specs.

## **Special events/fine dining protocols:**

### **Special Events:**

- Receptions are allowed at this time with a COVID safety plan in place.
- Weddings can occur outside as of May 25, 2021 and can occur indoors effective June 15th tentatively.
- 

### **Fine dining:**

- Parties are limited to groups no more than 6 to a table and you will be asked to stay at your designated tables.
- You must wear a mask when not at your table.
- We will collect the first and last name of one of our guests per party and their phone number. Records will be kept per the Public Health Order for 1 month. This contact information will be used for the PHO or purpose of reservation.
- Customers are required to wait 2 meters distanced in all areas where queuing is required.

## **Our guest protocols:**

### **Before your arrival:**

We ask any guests displaying symptoms of Covid-19 to not enter the premises and risk the safety of other guests and our members of staff. As well as this, if you have been in the vicinity of someone displaying symptoms or has tested positive, please again refrain from entering the premises and endangering others until it is safe for you to do so.

We ensure that guests fill out their Covid self-declaration prior arriving on site and it must be done within 48 hours of arrival.

### **Upon your arrival and stay:**

We have provided a hand sanitizing station for guests and staff members upon your arrival at our front entrance for you to use immediately to clean your hands.



A non-medical face mask is required in all common areas of the Lodge. If you do not have one please get one in the front office.

Please follow all instruction sign posted throughout your stay, including to ensure you are 2 metres apart, washing your hands frequently and adhering to the current restrictions in place by the Public Health Order.

We understand and aware that some guests may not like the new protocols in place, we have designated staff members signed to address any questions and queries you may have during your stay.

## **We are committed to adapting and changing as required:**

Our supervisors are trained to monitor the workplace, engage with staff and ensure that COVID-19 policies and procedures are being followed and that any staff questions are being addressed in a timely manner. Issues that are brought forward that require input from our Joint Health and Safety Committee or advice from WorkSafe BC will be addressed accordingly.

**WorkSafe BC** can be contacted at 1.888.621.7233 for Health and Safety Questions.  
To report a concern, WorkSafe BC's confidential call line is 604.276.3000.

When issues are brought forward by our staff or our guests, and in the event of changes in the Public Health Order or WorkSafe BC recommendations, we are updating this document and changing the date on the cover page.

We have assigned a COVID-19 point person from our team and that person is also identified with contact information on the cover page.