

SUMMIT LODGE

Summit Lodge Whistler COVID-19 Safety Plan

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GENERAL INFORMATION

COVID-19

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 like other respiratory illnesses, including the flu and the common cold. These symptoms include fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue and loss of appetite. People infected with COVID-19 may experience little or no symptoms, with illness ranging from mild to severe. Some people are more vulnerable to developing severe illness or complications from COVID-19, including older people and those with chronic health conditions.

Self-Isolation

Self-isolation means staying in place and avoiding situations where employees or guests who are experiencing symptoms of COVID-19 could encounter others.

The hotel respectfully requests guests to not self-isolate and reserves the right to ask a guest or employee exhibiting symptoms of COVID-19 to leave the premises immediately.

If an employee is exhibiting any symptoms of COVID-19 they will be required to leave work immediately and self-isolate in their home for at least 14 days to ensure they do not transmit to other employees or guests.

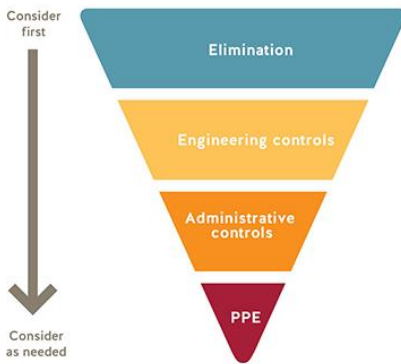
For more information about self-isolation for COVID-19, please see: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/self-isolation>

Testing

Testing for COVID-19 is recommended for any guest or employee with cold, influenza or COVID-19-like symptoms, even mild ones. The BC-COVID-19 Self-Assessment Tool can be used to determine if further assessment is needed: <https://bc.thrive.health/>

Learn more here: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/testing>

WORKSAFE BC PROTOCOL LEVELS



Elimination (1st level): Policies and procedures are implemented to keep people at a safe physical distance from one another. Number of people in the workplace at any one time is limited, and protocols are implemented to keep workers at least 2 metres from other workers, customers, and members of the public.

Engineer Controls (2nd level): When physical distancing can't be maintained, protection is used to separate people.

Administrative Controls (3rd level): Rules and guidelines, such as cleaning protocols, supply and equipment use and directional signage are implemented.

Personal Protective Equipment (4th level): If the first three levels of protection aren't enough to control the risk, the use of [non-medical masks](#) and other PPE such as gloves will be used and ensure workers are [using masks appropriately](#).

AREAS OF RISK AND ASSIGNED PROTOCOLS

Occupancy Levels – Elimination (1st level)

The lobby area is limited to 16 people at a time allowing for a two metre distance to be maintained at all times. Washrooms in the lobby are limited to 2 people at a time. Behind front desk is limited to 3 employees at a time. Our back-office area is limited to 6 people at a time. The kitchen is limited to 3 people at a time.

Physical Distancing – Elimination (1st level) + Engineering Controls (2nd level) + PPE (4th level)

Guests will be kept distanced at least 2m from employees and other guests during all interactions including check in. Social distancing stickers will be prominently displayed in all common areas to assist in guest adherence to allow at least 2m space between themselves and employees or other guests.

Front desk employees will remain behind a plexiglass barrier when interacting with guests.

Guests and employees are required to wear masks in all common areas of the hotel. In the lobby area, guests may remove their masks enjoy food or drinks if they remain in their bubble and are two meters away from other guests. This does not include guests having meals in the lobby area. We suggest returning to your room or using one of the outdoor tables around the village.

We recognize that some guests and employees may be mask except for the following reasons:

- People with health conditions or with physical, cognitive or mental impairments who cannot wear one
- People who cannot remove a mask on their own
- Children under the age of 12
- People who need to remove their masks to communicate due to a hearing impairment

Sanitization – Administrative Controls (3rd level)

Sanitization of all surfaces that a guest would contact will take place on a regular basis in accordance with provincial health guidelines. Specific measures related to housekeeping are detailed in the next section.

- Sanitization of all touched surfaces will take place after all front desk interactions including check-in, and check-out.
- High touch areas in common area zones will be sanitized on a regular basis by a designated staff member.
- Common area zones will be fogged with Vital Oxide twice per day.
- Hand sanitizer will be made available to employees and a sanitizing station is located at the entrance and elevator.
- All surfaces in the common areas are retiled for ease of sanitization.

Housekeeping – Elimination (1st level), Engineering Controls (2nd level), Administrative Controls (3rd level) and PPE (4th level)

The Summit Lodge Whistler is committed to the highest standards of cleanliness and safety for both guests and staff. To adhere with guidelines given by the provincial health officer the following measures will take place:

- There will be no stayover service offered at this time and no housekeepers are permitted to enter an occupied guest room unless specifically authorized by a manager.
- All rooms are fogged with Vital Oxide after every guest stay.
- All dishes and glasses from the room will be washed in the industrial sanitizer OR with Ecolab Multi-Quat sanitizer.
- Detailed cleaning procedures that ensure no cross contamination will take place on all checked-out rooms. (Appendix I)
- Staff will be designated to specific tasks and zones to minimize cross contamination when dealing with laundry, garbage, parking, ski rentals and sanitization tasks in common areas.
- Staff will be asked to avoid touching guests' personal belongings, including luggage. There will be no luggage storage available to guests.

Amenities – Elimination (1st level)

To ensure health and safety of all guests shared amenities in common spaces, soft furnishings, and certain items will be removed from The Summit Lodge Whistler.

Here are some of the items that will be removed from the rooms:

- All pens and paper products including stationary, magazines, and books
- Snack baskets
- Plants and unnecessary décor
- Toilet brushes

Items that will be removed, but are available upon request include:

- Extra towels
- Throw blankets, extra bedding, and extra pillows
- Tissue paper and paper towel

Food and Beverage – Elimination (1st level), Administrative (2nd level)

Elements is open to both hotel guests and the public.

No room service will be offered at this time.

The Drop (hotel café) is open to both hotel guests and the public.

COMMUNICATIONS + SIGNAGE

Signage will be posted in guest and employee facing areas to encourage hand hygiene, to avoid touching their face, to practice physical distancing (including spacing indicators) and coughing etiquette.

<http://www.bccdc.ca/health-professionals/clinical-resources/covid-19-care/signage-posters>

POLICIES AND TRAINING FOR EMPLOYEE HEALTH

Personal responsibility and self-monitoring

All employees will be required to follow Health Canada guidelines to ensure hands are washed thoroughly with soap and water regularly, and disinfection of all work surfaces and materials including computers, tablets and telephones takes place multiple times throughout the day. All staff must practice physical distancing to reduce the risk of getting sick. Avoid close contact (within 2 meters) when possible with other staff and guests. This includes employee breaks. The expectation will be these same precautions are carried out in each employees' respective homes.

Employees are advised to:

- Monitor their health daily and stay at home if they are sick to avoid spreading illness to others. If they have the onset of any respiratory illness, they are not to return to work for at least 10 days following fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue, and loss of appetite.
- If an employee starts to exhibit any symptoms of COVID-19, they must report this immediately to their supervisor and leave the hotel. If they use public transit to get to work, they will be driven home in a company vehicle with all windows open, as far from the driver as possible and both vehicle occupants must be wearing clean PPE.
- Practice diligent hand hygiene at all times.
- Practice cough etiquette immediately disposing of all used tissues in an appropriate waste bin and wash hands right away.
- Maintain a physical distance of two metres from others at all times.
- Do not touch eyes, nose, or mouth with unwashed hands.
- Do not share food, drinks, utensils, or smoking devices.

Health Screening

The Summit Lodge ensures that every worker performs a daily health check before entering the workplace. Health checks are mandatory self-assessments conducted by workers and includes confirming with their employer, using the COVID-19 Workplace Screening tool provided by Tourism Whistler, that they have reviewed the complete list of entry requirements and that none of the prohibited criteria apply to them.

PPE at work

Housemen and housekeepers will be required to wear a mask and gloves while at work. Housekeepers' PPE will be replaced after cleaning each room. Housekeepers will always have a bottle of sanitizer in their possession. A uniform that is provided will be worn while at work. The uniform is required to be cleaned before wearing to work each day and should not be worn for anything but work purposes.

Front desk agents are behind a plexiglass barrier when interacting with guests. They are required to wear a mask when entering and exiting spaces outside of the barrier. A mask is required behind the barrier, if they cannot maintain a two metre space between themselves and their colleague.

Where physical distancing and barriers are not possible or cannot be consistently applied, masks are required. Masks are required for workers that are interacting in close proximity to other workers or members of the public.

Physical distancing and equipment

To ensure physical distancing and to lower the risk of contamination from department to department the housekeeping office will be moved. All non-essential staff will work from home and those that work in the hotel will no longer share computers or desk space. When equipment is to be shared with another staff member sanitization of all surfaces of the equipment will take place.

If an employee has fallen ill and is suspected or confirmed to have COVID-19 an immediate cleaning and disinfection of all areas where that person has worked will take place.

Designated staff

Staff will be assigned to certain physical areas and tasks to ensure that physical distancing is adhered to and there is less risk of cross contamination.

COMMUNICATIONS PLANS AND TRAINING

- Before returning to work all employees will be trained on policies and procedures in line with the new COVID-19 safety standards.
- All employees will be required to sign an agreement where in they positively confirm they have been trained on the new policies and procedures and understand the policy of staying home when sick and returning home as soon as they develop any COVID-related symptoms at work.
- Posters will be placed in the workplace, bathrooms and back office regarding hygiene practices, occupancy limits and that anyone exhibiting COVID-19 symptoms (including guests) is not to enter the hotel.
- Supervisors will be trained on monitoring workers/workplace regarding procedures.

MONITORING AND UPDATING PLANS

The Summit Lodge Whistler will follow all guidelines and recommendations for safe operation as communicated by Worksafe British Columbia and provincial health bodies.

- As business progresses, procedures will be constantly assessed to identify what is working and what is not, so procedures can be adjusted accordingly for the optimal safety of all employees and guests.
- A specific manager has been assigned to address health and safety concerns and to train all employees on the procedures.
- Safety issues will be addressed with the Health and Safety Manager and the committee. Any employee can raise safety concerns to the Health and Safety Manager or a member of the committee.

ASSESSING AND ADDRESSING RISKS

The Summit Lodge Whistler is responsible for the health and safety of all employees. This COVID-19 Safety Plan will be posted and communicated. All employees will be trained on new guidelines and procedures, so the content of the plan is well understood and practiced.

- The training manual for new employees will contain all new guidelines and procedures for COVID-19 safety.
- Staff that have new roles will be trained and a plan will be designed.
- Training plans are in place for new equipment including PPE, processes, and products.

Appendix I

Housekeeping Room Checklist

1. Room is fogged using Vital Oxide.
2. Sanitize hands with sanitizer and correctly put on gloves with 2 fingers.
3. Sanitize outdoor door handle, open door using vegas door opener, sanitize inside handle.
4. If you see guest's key cards on the table, put them in a clear bag so the front desk can disinfect them.
5. Strip all linens in the bed this includes pillow protector, pillowcases, bedsheets. Remove towels. Make sure they are placed in a clear bag within the room. **DO NOT TAKE THEM TO THE HALLWAY WITHOUT HAVING THEM PLACED IN A BAG.** Do not shake laundry (minimizes possibility of dispersing virus through the air). Do not overfill bags.
 - a. Dispose garbage in a black bag.
 - b. Remove garbage. Discard single-used items even if they seemed untouched/unopened such as toilet paper, toothpaste, paper towel, sugar, coffee, etc. ¹
 - c. Take laundry and garbage out of room, put in separate black bin (not near cart)
6. Wash all the glassware and the kitchenware used or unused and sanitize either in the industrial sanitizer OR with Ecolab Multi-Quat sanitizer.
7. Clean and sanitize all surfaces in the room (not bathroom) using rags. Allow disinfectant to work on surfaces prior to wiping away.
 - a. All door handles (outside bathroom door, kitchenette balcony, drawers etc).
 - b. iPad, all surfaces, remote, lamps (including switch) etc.
8. Remove gloves correctly and dispose, sanitize hands and put new gloves on.
9. Get all the supplies to make beds and then make the beds. Make sure to put new pillow protectors.
10. Sanitize gloves or change gloves.
11. Get all supplies needed to clean the kitchen, and sanitize ALL surfaces potentially touched by guests. Allow disinfectant to work on surfaces prior to wiping.
12. Remove gloves correctly and dispose, sanitize hands and put new gloves on.
13. Get all supplies needed for bathroom and clean the bathroom.
 - a. Fresh towels and shower curtains - do not keep any towels from previous guest even if they have not been used.
 - b. Sanitize all areas including taps, pumps for body wash, hairdryer, faucet, handles, toilet roll holders, bins, etc.
14. Dust using microfibre cloths. Place the microfibre cloths in a bag. **DO NOT MIX WITH OTHER LAUNDRY.** This will be washed by the pm houseman. Change microfibre cloths after dusting a room.
15. Vacuum
16. Mop and change the mop head when entering a different room. Put the mop head with the microfibre cloths as they will be washed together in-house.

Stayover Request

- During housekeeping regular hours, do not provide housekeeping service while guests are in the room. Instead offer supplies that they may need.
- If guest insists on changing linens, ask them to do the following:

- Have a pen and paper handy to write down their requests. If they need more than 5 items, we can place them nicely in a clear plastic bag. Remove used gloves and wear new gloves when handling items.
- Advise guests to place their dirty linens in this bag and provide a black plastic bag for waste.
- Advise guests to tie laundry and waste bags and leave them outside their door for collection.
- Inquire a specific time when the bags can be collected to minimize the amount of time the dirty linen and waste are sitting in the hallways.

Housekeeping for Guest in Self-Isolation

Do not provide regular housekeeping service to rooms where individuals are/have been in isolation. Instead, offer fresh linens and other supplies and leave them outside the door.

- Advise guests to not use any common hotel areas, equipment, or appliances.
- Support guests by:
 - Offering food to be delivered in front of the room using a housekeeping cart. Also inquire a specific time when the food would like to be dropped off. Ensure they are using disposable cutleries.
 - It was suggested that if food service and delivery option are not available, asymptomatic guests in self isolation can leave to obtain groceries.
 - Provide information on local pharmacies offering delivery services.
 - Asymptomatic self-isolated guests can leave the hotel to attend critical appointments.

1. Once the guest has left an isolation room, put the room on OOO for 24 hours.
2. Prior to entering the room, make sure to use PPE.
3. Upon the guest's departure, the room needs to be sprayed with Vital Oxide. Do not strip the room, leave it until the next day.
4. After 24 hours, re-spray the room with Vital Oxide.
5. The linens should be bagged up in the clear bags and should not be placed in a common area but brought straight down to the bins in the parking to minimize exposure.
6. Wash / sanitize reusable dishes using commercial dishwasher.
7. Follow the 'Housekeeping Room Checklist' procedure above. Trash should not be placed in common trash gathering areas, but rather brought directly to the trash compactor.
8. Use a steamer to clean the carpet and sofa.

References:

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/employers-businesses/hotels-and-tourism>