



SPIRIT BEAR
LODGE

Covid-19 Safety Plan

Overview

This safety plan is to provide guidelines to ensure continued safe operations of Spirit Bear Lodge during the Covid-19 pandemic.

WorkSafe BC, in accordance with the order of the Provincial Health Officer, requires a written Covid-19 Safety Plan to be in place to ensure safe operations. We have made this plan available to our staff and will post it on our website for guests and visitors. A copy will be available for review by a WorkSafe BC officer or health officer on request. This plan will allow us to communicate about potential exposure to COVID-19 in the workplace to workers. A system has been introduced whereby workers (including worker representatives) are able to inform management of concerns related to being exposed to COVID-19 in the workplace. We have identified specific tasks that concern workers as well as gathered input on appropriate control measures to keep workers safe. We want to educate our employees on their rights and help them understand their workplace health and safety responsibilities.

At Spirit Bear Lodge there are many routine situations where staff will have contact with customers, coworkers and the physical environment itself. As these encounters could give rise to contact with Covid-19; we are adhering to current Public Health Orders, following public health advice and implementing best practices to keep our employees and guests safe. We have implemented Covid-19 related controls in our workplace, utilizing the recommended hierarchy of controls. Where possible we have eliminated or substituted work tasks, utilized engineering controls, implemented administrative controls to alter work practices to minimize exposure, and as a final form of protection we will provide appropriate personal protective equipment (PPE). Any worker utilizing PPE will be briefed on proper usage guidelines.

In an effort to minimize the risk of exposure to COVID-19, we have developed and implemented written procedures to eliminate or minimize the risk of exposure. We have communicated these precautions to our employees, and managers are to undertake regular inspections of the workplace and remedy unsafe or harmful conditions without delay. With respect to potential COVID-19 exposures we have:

- Ensured that physical distancing is maintained wherever possible
- Reviewed work procedures to ensure appropriate distancing
- Identified potential means of transmission on surfaces and minimized worker contact with those surfaces
- Are informed of all public health orders, directions, and requirements, and have taken appropriate action in our workplace to prevent transmission of the virus.

Upon returning to work after a period of absence, all workers will receive refresher orientation training. This training includes the new arrangements or controls developed in response to the COVID-19 pandemic. We will explain essential health and safety information, such as worker rights and responsibilities, work rules, hazards and safe work procedures. We have provided information around specific COVID-19 procedures, including:

- Rules around physical distancing
- Hand washing
- Reporting COVID-19 symptoms
- General cleaning procedures

General Operating Guidelines

General Practices

All employees, guests and visitors to our property must:

- Maintain good personal hygiene.
- Cover nose and mouth with tissue paper while sneezing or coughing.
- Maintain physical distancing (at least 2 metres).
- Keep hands clean and wash hands properly:
 - Before touching eyes, nose and mouth if there is a need to do so
 - After touching high contact surfaces or equipment, such as stairwell handrails or door handles.
- People with symptoms of cold, cough or fever should self-isolate and contact their doctor if symptoms persist.

It is the responsibility of the General and Assistant Manager for ensuring that this plan is fully implemented.

Employee Policies

Employees Must:

- Practice physical distancing by working at least 2 metres apart from co-workers whenever possible
- All staff are required to sign in daily and confirm that they have done a daily health check before entering the premise.

Keep our workplace safe from COVID-19

Please do not enter this workplace if you:

- Have travelled outside of Canada within the last 14 days
- Have been identified by Public Health as a close contact of someone with COVID-19
- Have been told to isolate by Public Health
- Are displaying any of the following new or worsening symptoms:

- Fever or chills
- Cough
- Loss of sense of smell or taste
- Difficulty breathing
- Sore throat
- Loss of appetite
- Extreme fatigue or tiredness
- Headache
- Body aches
- Nausea or vomiting
- Diarrhea

If you are displaying symptoms consistent with COVID-19, refer to HealthLink BC at 811.

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- Continue to follow all other safe work procedures. If it is unsafe to work, talk to a manager.
- Stay home if they are sick or might be sick. Use the BC Ministry of Health for self assessment: <https://bc.thrive.health/covid19/en>
- Avoid touching their face
- Wash their hands at the start of their shift, before eating or drinking, after touching shared items, after using the washroom, after handling cash or credit/debit cards, after touching common items, after each delivery (if contact was made) and at the end of their shift.

- Follow proper mask wearing procedures as outlined in the following.

Help prevent the spread of COVID-19: How to use a mask

1 Wash your hands with soap and water for at least 20 seconds before touching the mask. If you don't have soap and water, use an alcohol-based hand sanitizer.

2 Inspect the mask to ensure it's not damaged.

3 Turn the mask so the coloured side is facing outward.

4 Put the mask over your face and if there is a metallic strip, press it to fit the bridge of your nose.

5 Put the loops around each of your ears, or tie the top and bottom straps.

6 Make sure your mouth and nose are covered and there are no gaps. Expand the mask by pulling the bottom of it under your chin.

7 Press the metallic strip again so it moulds to the shape of your nose, and wash your hands again.

8 Don't touch the mask while you're wearing it. If you do, wash your hands.

9 Don't wear the mask if it gets wet or dirty. Don't reuse the mask. Follow correct procedure for removing the mask.

Removing the mask

1 Wash your hands with soap and water or use an alcohol-based hand sanitizer.

2 Lean forward to remove your mask. Touch only the ear loops or ties, not the front of the mask.

3 Dispose of the mask safely.

4 Wash your hands. If required, follow the procedure for putting on a new mask.

Note: Graphics adapted from BC Centre for Disease Control (BC Ministry of Health), "How to wear a face mask."

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Workplace Wellness/Sick Leave Policy

It is our responsibility to ensure that workers do not come to work if they are displaying symptoms of COVID-19. This includes workers who fall into the below categories:

- Anyone with COVID-19-like symptoms such as a sore throat, fever, sneezing, or coughing must self-isolate at home for a minimum of 10 days from onset of symptoms, or until their symptoms are completely resolved.
- Workers who have travelled internationally. In these cases, they must remain away from the workplace for at least 14 days.
- Workers who live in the same household as a confirmed or clinical COVID-19 case who is self isolating.

If workers report having COVID-19-like symptoms while at work:

- They will be sent home to recover for the prescribed self-isolation period.
- Clean and disinfect their workstation and any areas or tools that they were using as part of their job.
- Follow any directions from public health regarding detailed cleaning, temporary closure and trace contacting in the event of testing positive for Covid-19.

If a worker test positive for Covid-19 they will need to do the following before returning to work:

- Receive a negative Covid-19 test result.

These policies have been communicated to our managers and workers and we have a process for communicating with workers who may fall into one of the categories of those who should not come to work.

We have clear policies that address the following:

- Expectations from employees when they report to work (e.g. washing hands, undergoing wellness assessment)
- What employees do when they feel sick (e.g. reporting procedures)

Guest Policies

Our messaging to our guests and visitors to our establishment is clearly displayed on our website.

- If guests have underlying medical conditions, it is recommended that they not visit our facility
- Anyone displaying symptoms of COVID-19, is asked to stay home and not participate in activities.
- If guests travelled outside Canada, they are not permitted on our premises until they have self isolated for a minimum of 14 days.
- If guests are displaying symptoms of COVID-19 or live in a household where someone is showing symptoms of COVID-19, please stay home
- Physical distancing is required at all times (minimum of 2 metres)
- Failure to observe physical distancing risks the closure of the facility, and therefore anyone refusing to do so will be asked to leave the premises
- Washrooms on the premises are disinfected frequently; hand sanitizers are located at the entrance to the lodge and washrooms.
- Should a guest display symptoms of Covid-19 while at the lodge they will be quarantined to their room and we will contact the nursing station and ask for a covid test for the guest.
- If contact tracing is required to notify guests who may have come in contact with Covid 19, we would use the booking information provided to us to contact these individuals.

Physical Distancing for Employees

The simplest thing our workers can do for their co-workers and customers is to keep a distance of two metres between themselves and the people they work with. The following policies and procedures have been established to ensure that physical distance between workers is maintained.

- Revised work schedules for some staff to limit the number of workers on site at a given time.
- Posting occupancy limits on boats and lodge rooms.
- Reducing in-person meetings and holding operation meetings that need to be in person in a larger space or outdoors.
- Posting signage to remind workers to maintain their distance when interacting.
- Re-arranging work tasks in such a way that workers are not required to work in proximity to one another.

The aim is to do everything possible to limit in-person interactions, while finding new and more protective ways to operate within the physical infrastructure of the workplace. Everyone in the workplace must adhere to the following:

- Do not come to work if you are sick
- Report to work with mindset to abide by physical distancing processes
- Continue to follow all existing safe work procedures in the workplace
- Wash and sanitize hands regularly, cough/sneeze into upper sleeve or elbow (not your hands)
- Avoid physical contact with others
- If you notice that another employee is not abiding by the physical distancing policy, report it to a manager
- All employees are responsible for adhering to increased sanitation and disinfection practices

Physical Distancing for Guests

We have implemented physical distancing to reduce opportunities for interactions among groups that would have prolonged close contact. Ways in which we will achieve physical distancing among customers include the following:

- Scheduling staggered daily departure/arrival times to limit the number of people in one area of the lodge at a time.

- Posting occupancy limits for our equipment room and other communal spaces in the lodge

When guests are unable to physically distance themselves such as when on boats guests will be required to wear a mask.

Hand Hygiene

Respiratory viruses like coronavirus disease (COVID-19) spread when mucus or droplets containing the virus get into your body through your eyes, nose or throat. Most often, this happens through your hands. Hands are also one of the most common ways that the virus spreads from one person to the next. During a global pandemic, one of the cheapest, easiest, and most important ways to prevent the spread of a virus is to wash your hands frequently with soap and water.

Spirit Bear Lodge will have signage to remind both guests and staff alike to carry out proper and frequent hand hygiene throughout their days at Spirit Bear Lodge.

Personal Protective Equipment

Personal Protective Equipment (PPE) is specialized clothing or equipment worn by an employee for protection against infectious materials. It should serve as a last resort that should not replace any other risk control and infection control measures. However, enough stock of PPE is kept ensuring its provision to protect employees from exposure to infectious agents in the workplace.

Spirit Bear Lodge will have a supply of disposable masks and gloves on hand for guests and staff in the event that they do not have their own. Gloves will be specifically used by the housekeeping staff and upon request of any other staff or guests who would like them.

High Contact Surface Sanitation

Current evidence suggests that COVID-19 may remain viable for hours to days on surfaces made from a variety of different materials. The thorough cleaning of surfaces and structures, followed by disinfection, is therefore a best practice measure for prevention of COVID-19. We continue to work with our local health departments to ensure appropriate local protocols and guidelines, such as updated/additional guidance for cleaning and disinfection, are followed.

Spirit Bear Lodge has identified high contact surfaces and assigned a cleaning schedule to the housekeeping staff to adhere by.

Food Service Protocols

Standard health and safety practices continue to apply to food service establishments, as outlined by Vancouver Coastal Health and Food Safe BC. These are to be supplemented by the following:

- Continuing to ensure frequent and proper handwashing by staff, as well as proper sneeze and cough etiquette.
- Making available an alcohol-based hand sanitizer at prominent locations for guests and staff to use.
- Ensuring staff and customers with COVID-19 symptoms, i.e. sore throat, fever, sneezing, coughing, or gastrointestinal symptoms, i.e. nausea, vomiting, diarrhea, stay away from the premises.
- Masks to be worn during food preparation.

We have communicated the additional sanitation controls below to our staff and will monitor them:

- Enhanced sanitation plan and schedule, reviewed with all employees for input and will assign cleaning duties accordingly.
- Counters and tables must be wiped down after every use.
- Clean and disinfect highly touched surfaces at least twice a day and when visibly dirty (e.g., doorknobs, light switches, cupboard handles, grab bars, handrails, tables, 'phones, bathrooms, keyboards etc.).

We have made the required changes to our dining service area to comply with this Order. These changes include:

- Rearranging seating to ensure physical distance guidelines and maximum occupancy restrictions are observed.
- Ensure adequate spacing between customers while in line for service in accordance with the applicable provincial requirements (at least 2 metres).
- Continuing to use approved sanitizers and disinfectants for their designed purposes.
- Removing bottles of ketchup, sugar, vinegar, salt, pepper, etc. and replacing with one time use or single serving containers of these products to minimize commonly touched surfaces.
- Wash, rinse, and sanitize food contact surfaces dishware, utensils, food preparation surfaces, and beverage equipment after use.

- Frequently disinfecting surfaces repeatedly touched by employees or customers, such as doorknobs, equipment handles, condiments, etc.
- Frequently clean and disinfect floors, counters and other lodge areas, such as bathrooms, using authorized disinfectants.
- Prepare and use sanitizers according to label instructions.

Food Service Guest Information

- Wash hands and or use the available hand sanitizer prior to meal times.
- Respect physical distancing rules.
- Allow front of house staff member to plate your food

Housekeeping and Laundry

Housekeeping

Our enhanced cleaning and sanitization protocols require our Room Attendants pay particular attention to all high-touch, hard non-porous items in our guest suites. We are not currently providing daily housekeeping service. For our extended stay guests, we will provide a linen change and cleaning service. This service will only be performed if the guest has vacated the suite. Room Attendants are not permitted to service any guest room with the guest in the suite. Masks and gloves will be worn by housekeeping staff when cleaning the rooms.

Non-urgent in-room maintenance issues are to be addressed only in vacant, clean guest rooms. If an instance arises where maintenance must be performed immediately in an occupied room, the guest must vacate the room for the duration of the repair. If this is not possible, both the guest and maintenance staff will be offered the use of PPE.

Laundry

Linens, towels and laundry shall be washed in accordance with BCCDC guidelines, including washing items as appropriate in accordance with the manufacturer's instructions. Items will be laundered using the warmest possible water setting. Dirty linen will be kept separate from clean linen at all times. All laundry collection bins will be sanitized daily. Enhanced cleaning and sanitization procedures are in place to ensure our employee and guest safety.

Boat Transportation Policies

In accordance with Transportation Canada, Spirit Bear Lodge will put the following boat policies in place to ensure safe operations for guests and employees while on Spirit Bear Lodge crew boats:

- Vessels will reduce the maximum number of passengers that are carried on board by 50%

Or

- Implement alternative practices to reduce the risk of spreading COVID-19 among passengers on-board their vessels such as the following
 - All passengers will be required to wash or sanitize their hands prior to boarding the vessel.
 - All passengers will be required to wear a mask during the duration of their time on board the vessel.
 - All vessels will have posted signage advising passengers of questions they should consider prior to boarding, to confirm they are not showing signs of COVID-19 and that they are in possession of a face covering.

A crew member will read out the following to passengers prior to or on-board the vessel.

In order to manage the spread of COVID-19, the Government of Canada, along with the provinces and territories have put in place recommended practices.

Prior to boarding this vessel you may be requested to undergo a health check. This will involve answering a few simple questions to which you must answer truthfully.

During the voyage, you could be asked to wear a face covering that covers your mouth and nose when you are outside your vehicle and in situations where you cannot maintain two metres of physical separation. If you can't wear a mask due to medical reasons, you may be asked to provide a medical certificate to confirm your exemption from wearing one.

When arriving at your destination, you may be subject to further measures taken by the provincial or territorial government to prevent the spread of COVID-19.

As a reminder, no person should board a vessel when they are exhibiting COVID-19 symptoms. Should symptoms such as a fever, cough or difficulty breathing develop while on-board, please notify the vessel crew immediately.

Date Last Reviewed: February 26, 2021 - This document should be reviewed when provincial health and safety changes are made or every 6 months.