



# Canadian Princess Lodge & Marina

## SOP 2020, COVID-19 Adapted

**Jun 20, 2020 Abstract** This document outlines essential standards of operation that the Canadian Princess Lodge & Marina implements to resume operations post the COVID-19 pandemic. This has been developed using the guidelines provided by BCCDC, HAC, WorkSafeBC, BCHA, BCICA, BLBCA, Lodge guidelines.

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# Canadian Princess Lodge & Marina - SOP 2020/ Post COVID-19 Pandemic

## 1. Introduction

This document provides a course of action and guidelines to ensure safe conduct, as Canadian Princess Lodge & Marina resumes operations after the COVID-19 pandemic.

### 1.2 General Information

#### 1.2.1 *How is COVID-19 spread?*

- 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.

#### 1.2.2 *What are the symptoms of COVID-19?*

- The symptoms of COVID-19 are similar to 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.

#### 1.2.3 *Who needs to self-isolate?*

Self-isolation means staying in place and avoiding situations where you could come in contact with others. People are required to self-isolate for many reasons. Hotel operators and staff may not know who in the facility is self-isolating or why. For all of these reasons, it is important to follow this guidance at all times, for all guests and staff

- Individuals may NOT self-isolate in a place where they will be in contact with vulnerable people, such as seniors and individuals with underlying health conditions.
- Isolated individuals may NOT use any common hotel areas or implements, including ice and vending machines.
- As of March 25, 2020, all persons arriving in Canada from abroad quarantine and self-monitor for symptoms for 14 days under the *Quarantine Act*.
- As of April 14, 2020, all international travellers returning to B.C. are required by law to self-isolate for 14 days and complete a self-isolation plan. Travellers who do not have a self-isolation plan, are not able to arrange adequate support, or do not have a location to self-isolate will be directed to provincial accommodation, which may include hotels.

#### 1.2.4 Testing

Testing for COVID-19 is recommended for anyone with cold, influenza or COVID-19-like symptoms, even mild ones. If an individual has no symptoms, they do not require a test. A health care provider may also decide whether a person requires testing. 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>

#### 1.2.5 General Precautions

- Stay at home if you are sick to avoid spreading illness to others.
- Practice diligent hand hygiene at all times.
  - Wash your hands regularly with plain soap and water for at least 20 seconds or use alcohol-based hand sanitizer with at least 60% alcohol content.

- Antibacterial soap is NOT required for COVID-19.
- Practice cough etiquette. Cough into your elbow or cover your mouth and nose with a disposable tissue when you sneeze. Immediately dispose of all used tissues in an appropriate waste bin and wash your hands right away.
- Maintain a physical distance of two meters from others at all times
- Do not touch your eyes, nose or mouth with unwashed hands.
- Do not share food, drinks, utensils, cigarettes, vaping devices, joints or bongs.

#### *1.2.6 Further Precautions*

- Signs are posted through the facilities to encourage hand hygiene among staff and guests
- Signs are posted throughout the facilities promoting physical distancing
- Staff has been instructed to avoid touching personal items of guests, such as luggage.
- Physical barriers have been installed in locations such as reception desks.
- Markers on the floor (2 meters apart) to support physical distancing have been installed in locations such as reception desks and high traffic areas.
- Guests are provided with single-use personal items (e.g., soaps, shampoos, sugar packets, creamers).
- Staff is instructed to use clean clothing that is specific for the workplace and only used while working. Team members are to change clothes before leaving the workplace and work clothing is to be placed in a bag and laundered after each shift.

#### *1.2.7 Supporting Guests in Self-Isolation*

- Guests in self-isolation will be advised not to use any common hotel areas, equipment or appliances, including ice and vending machines. Ice and vending machines will be closed if required.

- Support self-isolated guests to have food delivered to them.
  - Information on local grocery stores and restaurants offering delivery will be provided.
- Support to self-isolated guests to procure prescriptions and medications will be provided, including local pharmacies offering delivery.
- Asymptomatic self-isolated guests can leave the hotel to attend critical appointments
- Please note: Self-isolating guests who are also essential workers are subject to different guidance.

## 2. Employee & Guest Health

### 2.1 Pre-Arrival

- Guests will be advised on the protocols in advance of their arrival, this will be done through pre-arrival emails, website alerts and confirmation emails including the protocol regarding but not limited to changes in service, arrival flow and cleaning process
- Considerations will be taken for guests with special needs, upon requirements.
- Reservations teams are to be trained on protocol to share with guests at time of booking

### 2.2 Cleanliness Manager.

The cleanliness manager (Housekeeping Supervisor) is responsible for developing a cleanliness plan, implementing the plan, updating the plan, training employees and ensuring that guests' hygiene-related questions are immediately answerable. This individual will also ensure that your establishment remains in compliance with any legislation and is the point of contact for any health agency interactions.

Cleanliness Manager: Nicolas Ramos. 6057545082. Contact for further information about the cleanliness plan.

### 2.3 Cleanliness Plan.

This plan contains in detail the efforts being made at the Canadian Princess Lodge & Marina to assure guests that it is safe and clean. This plan addresses all steps being taken to sanitize or otherwise modify the hotel to minimize the chances of an outbreak or contagion event in the establishment. The plan should be updated regularly based on changing legislation information or events in and around the hotel, and other relevant

circumstances. Ensure that this plan is available to all staff and prospective guests to provide a sense of security so that they can feel comfortable in their choice to stay at the Canadian Princess Lodge. The cleanliness plan includes a course of action when a guest or worker is diagnosed with coronavirus or another infectious disease.

#### 2.4 Washing Hands & Hand Sanitizer

BC Center for Disease Control (BCCDC) guidelines are being implemented at the Canadian Princess Lodge & Marina and shall govern the duty of all hotel employees to engage in frequent hand washing and use of hand sanitizer. Washing hands with soap and water is the preferable method. In situations where soap/water is not available, alcohol-based sanitizer is recommended.

Hand sanitizer dispensers shall include no less than 60% alcohol content, where available, and touchless where possible. As available, dispensers shall be placed at key guest and employee entrances and contact areas. At a minimum, this will include lobby reception areas and employee entrances.

For Employees:

- Frequently wash hands and use hand sanitizer For Employers:
- Place sanitizing dispensers placed at key guest and employee entrances and contact areas

#### 2.5 Back of the House Signage

Signage shall be posted at a minimum in the employee break room and cafeteria, and other areas employees frequently enter or exit. Signage will remind employees of the proper way to wear, handle and dispose of masks, use gloves, wash hands, sneeze and to avoid touching their faces.

For Employers:

- Signage shall be posted in areas employees frequently enter or exit

#### 2.6 Employee & Guest Health Concerns

Staff will be required to immediately report any presumed cases of COVID-19 at the hotel property to the General Manager or other such designated individual. Reporting of presumed cases to the local health authority will be the responsibility of the General Manager or other designated individual. Employees exhibiting symptoms of COVID-19 shall remain or return home. While at work, employees who notice a coworker or guest exhibiting symptoms of COVID-19 shall immediately contact a manager. At a minimum, hotels shall follow BCCDC guidelines for employers and businesses, including instructing employees to self-isolate for the required amount of time, as defined by the BCCDC, from the onset of symptoms and be symptom-free for at least three days without medication. Well-being checks of all employees is recommended in areas of high infection rates.

For Employees:

- Employees exhibiting symptoms of COVID-19 or any illness shall remain or return home

For Employers:

- Employees exhibiting symptoms of COVID-19 or any illness shall remain or return home
- Employees exhibiting symptoms of COVID-19 shall be reported to local health officials

## 2.7 Case Notification

At minimum, suspected cases of COVID-19 shall be immediately reported to local health authorities in accordance with appropriate actions recommended by the BCCDC.

For Employers:

- Report employees exhibiting symptoms of COVID-19 to local health officials

## 2.8 Employee's Responsibilities

### 2.8.1 Hand Cleaning

All employees at the Canadian Princess Lodge shall follow BCCDC guidance regarding hand washing. Employees shall wash their hands for at least 20 seconds, or use sanitizer when a sink is not available, after any of the following activities: using the restroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (ID, cash, credit card, key card), taking a break, and before a shift and as needed throughout the shift. When possible, employees shall wear gloves for added protection and sanitation efforts. Proper hand hygiene, in accordance with BCCDC guidelines, should be followed prior to and after removing the gloves.

### 2.8.2 COVID-19 Training

All employees at the Canadian Princess Lodge with frequent guest contact (including Housekeeping, Food & Beverage, public areas, Hotel Operations, Security, Valet/Door/Bell Services, and Maintenance/ Engineering) will receive COVID-19 safety and facility sanitation protocols guidance and training consistent with the BCCDC recommendations.

### 2.8.3 Personal Protective Equipment

BCCDC recommendations along with federal and local government regulations shall

dictate appropriate personal protective equipment (PPE) to be worn by employees. PPE, along with appropriate training for use and disposal, will be made available to any employee upon request. Mask, gloves and uniforms

## 2.9 Cleaning Protocols

Cleaning products and protocols include disinfectants indicated by PHAC as being proven effective against viruses, bacteria and other airborne and blood-borne pathogens.

### 2.9.1 General Cleaning Measures

- Train staff on routine cleaning and sanitizing procedures for high touch surfaces, as well as appropriate laundry and linen handling procedures.

The entirety of the rooms will be sanitized, including walls and fixtures, as well as high contact points such as light switches, door knobs, faucets, shower, floors, surfaces, and any other deemed necessary by management.

- Daily cleaning and disinfection of all common areas and surfaces.  
High touch surfaces are cleaned often. This includes door knobs and handles, telephones, light switches, tables, chairs and work surfaces in staff rooms, desktops, washrooms, point of sale devices and menus.
- Clean visibly dirty surfaces before disinfecting, unless stated otherwise on the product instructions. Cleaning refers to the removal of visible dirt, grime and impurities. Cleaning does not kill germs but helps remove them from the surface. Use clean cloths, paper towels or wipes to clean and disinfect surfaces.
- Use a clean cloth as much as you need, Never use the same cloth for 2 different rooms or areas. Change the cloths as much as needed.
- Use a disinfectant that has a Drug Identification Number (DIN). Follow the instructions on the product label for dilution, contact time and safe use.
- Floors and walls should be kept visibly clean and free of spills, dust and debris.
- Empty and clean garbage cans in public areas regularly.
- Items that cannot be easily cleaned and disinfected should be removed (e.g., toys, sculptures).

### 2.9.2 Housekeeping During a Guest's Stay

- Housekeeping staff must practice diligent hand hygiene at all times during their shift.

Wash hands before and after cleaning a room and every time after removing gloves.

- Canadian Princess Lodge & Marina will NOT provide housekeeping service within guest rooms during their stay.
- An adequate supply of clean towels, toilet paper, hand soap and shampoo will be available prior to guests entering their room. If not, the guest may request additional items by delivery, to be left outside the guest room door.
- Fresh linens, toiletries and cleaning supplies will be placed outside the door of guest rooms. Provide these items at a frequency that maintains good hygiene.
- Provide a linen or plastic bag for the guest to place their dirty linens in, and a plastic bag for their other waste.
  - Advise guests to tie laundry and waste bags shut and leave them outside their door for collection.

### *2.9.3 Housekeeping After a Guest's Stay*

- All guest rooms must be fully cleaned and disinfected after every use.
- Staff will NOT enter guest rooms until authorized.
- To allow for adequate air exchange within rooms, staff should wait three (3) hours after a guest has left the room before entering for housekeeping.
- 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.
  - Proper hand hygiene must be performed after removing gloves.
- Staff should use the standard Personal Protective Equipment required for the regular hazards encountered through their normal course of work (e.g., handling chemicals).
- All work procedures were reviewed to minimize all opportunities for staff contact with splashes and spraying.
- Use clean cloths, paper towels or wipes to clean and disinfect surfaces.
- Use a disinfectant that has a Drug Identification Number (DIN). Follow the instructions on the product label for dilution, contact time and safe use.

- If commercial or household cleaning products are not readily available, you can prepare a bleach and water solution with 20 ml of unscented household bleach per 980 ml of water. When using the bleach and water solution, allow the surface to air dry naturally. Make a fresh bleach solution each day. For more information, please see: [http://www.bccdc.ca/Health-Info-Site/Documents/CleaningDisinfecting\\_PublicSettings.pdf](http://www.bccdc.ca/Health-Info-Site/Documents/CleaningDisinfecting_PublicSettings.pdf)
- 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, telephones, remote controls, bar fridges 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, toothpaste and sugar packets.
- Remove all reusable glassware and dishes from the room, including all dishes that appear untouched or unused. Take all items directly to the kitchen area for dishwashing.
- For carpets:
  - Vacuums: Only use vacuum cleaners equipped with HEPA filters, for carpeted areas.
  - Steam Cleaners: Carpets can be cleaned using a steam cleaner which reaches a minimum temperature of 71°C, unless the floor coverings are not heat tolerant.

#### *2.9.4 Waste Management*

- 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.
- 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

#### *2.9.5 Public Spaces and Communal Areas*

Cleaning and disinfecting shall be frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces including, but not limited to, front desk check-in counters, bell desks, door handles, public bathrooms vending machines, ice machines, room keys and locks, stair handrails, and all sitting areas

- Clean and disinfect hard non-porous surfaces multiple times per day
- Use only sanitized or sealed keys/key cards
- Card drop box at reception has been placed
- Key/key card will be disinfected upon return.
- Signage with COVID-19 safety recommendations will be posted in high traffic areas.
  - Physical Distancing Expectations
  - Elevators posters
  - Stair and/or Escalator protocol
  - Proper handwashing

### 2.9.6 Maintenance

As with Housekeeping, non-urgent in- room maintenance issues should be halted until a room is no longer occupied and has been cleaned according to post-occupancy standards. If an instance arises where maintenance must be performed immediately in an occupied room, there are protocols in place to ensure the safety of both the staff and guest. The maintenance should only be performed by a trained, designated staff person adhering to prescribed safety procedures.

- Halt non-urgent room maintenance issues
- If maintenance must be performed, proper protocols should be in place. Guests will need to leave the room for at least 5 hours, the room will ventilate for 3 hours, and will be done by one person with the proper PPE where all the necessary precautions and arrangements will be in place before entering the room. This action will be supervised closely by the cleanliness manager and will not take place until authorized by management.

### 2.9.7 Laundry

Linens, towels and laundry shall be washed in accordance with CDC, including washing items as appropriate in accordance with the manufacturer's instructions. Where possible, launder items using the warmest permissible water setting for the items and dry items completely. Dirty linen shall be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

- Wear disposable gloves when handling dirty laundry and discard after each use. Wash hands immediately after 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 manufacturer's guidance.

- 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.

#### *2.9.8 Shared Equipment*

- Shared tools and equipment shall be disinfected after each shift or transfer to a new employee.
- Clean and disinfect all high touch areas in accordance with BC CDC guidelines

#### *2.9.9 Room Recovery Protocol*

In the event of a presumptive case of COVID-19 the affected guest room shall be removed from service and quarantined. The guest room shall not be returned to service until undergoing an enhanced cleaning and disinfecting utilizing disinfectants indicated by BCCDC as being proven effective against viruses, bacteria and other pathogens.

- In the event of a presumptive case of COVID-19 the affected guest room shall be removed from service and quarantined
- The guest room shall not be re- turned to service until undergoing an enhanced cleaning and disinfecting.

### 2.10 Physical Distancing

#### *2.10.1 Physical Distancing & Queuing*

As recommended by the BCCDC's social distancing guidelines, guests shall be advised to practice physical distancing by standing at least six feet away from other groups of people not travelling with them, including any area where guests or employees' queue. Such areas shall be clearly marked for appropriate physical distancing, and where possible, encourage one-way guest flow with marked entrances and exits.

- Guests advised to practice physical distancing
- Areas clearly marked for physical distancing
- Encourage one-way guest flow with marked entrances and exits
- Reconfigure public seating areas to promote physical distancing

- When a mask is worn, greet guests with a non-verbal signal such as, hand on heart (without touching uniform). Tone of voice ensures the guest feels calm, safe and reassured.

### *2.10.2 Guest Rooms*

In anticipation of individual concerns of guests, housekeeping shall not enter a guest room during a stay unless specifically requested, or approved, by the guest and management, or to comply with established safety protocols. Housekeeping shall maintain the practice of cleaning rooms thoroughly following check-out.

- Housekeeping shall not enter a guest room during a stay unless specifically requested or approved by the guest and/or management to comply with safety protocols

### *2.10.3 Front Desk*

Front desk agents shall practice social distancing including utilizing every other workstation to ensure separation between employees whenever applicable and possible. Contact-less check-in, when feasible, to reduce lobby population and front desk queue. In addition, contactless payment processes are implemented, and when not available, employees should minimize contact as much as possible.

- Conduct contactless check-in
- Utilize contactless payment processes
- Employees should minimize contact as much as possible
- Allow six feet of separation between groups of guests

## *2.11 Back of House operations*

### *2.11.1 Sick Staff*

Staff is advised to monitor their symptoms daily, report respiratory illness and not to 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 and loss of appetite. Advise staff to 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.

- Staff can contact 8-1-1 if further health advice is required and 9-1-1 if it is an emergency.
- Staff can learn more about how to manage their illness here:

<http://www.bccdc.ca/healthinfo/diseases-conditions/covid-19/about-covid-19/if-you-are-sick>

- 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, develop a plan with designated isolation areas for ill individuals.
- If staff need to be isolated, they should be provided a separate room and bathroom wherever possible and they should follow all self-isolation guidance:  
<http://www.bccdc.ca/healthinfo/diseases-conditions/covid-19/self-isolation>.
- 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.

#### *2.11.2 Human Resources*

- All staff working at the time of reopening will complete and sign a simple one time “health check” declaration form that states that they agree not to come to work if:
- They have any symptoms including flu like symptoms, fever, and shortness of breath; have been in contact with COVID-19; and/or have recently travelled and are currently subject to 14-day quarantine.
- Have an area to pick up forms or drop off forms separate from HR/managers office
- Online/e-mail form and communication between HR/manager and staff will be preferred and will be used at every possible time.
- Physical Distancing guidelines must be followed for all physical interactions between staff
- Ensure use of masks while interacting and maintaining distance
- Communicating new policies and implementing training topics/sessions for returning/new staff.

#### *2.11.3 Employee Communication*

- Signage throughout Back of House spaces reminding staff of Physical Distancing and other new standards
- Shift briefings are conducting virtually new health policies are reminded on a constant basis

- A province-wide medical resource list for staff that includes:
  - Telephone numbers and website addresses for key medical, mental health, and bullying resources; and approved sources for COVID-19 information.

#### *2.11.4 Clock-in/out*

- Hand sanitizer installed next to the time sheet for sanitizing before and after use.

#### *2.11.5 Employee Uniform*

- Uniform exchange daily
- Uniforms will go through proper cleaning processes, using approved chemicals and methods as listed in guidelines from BCCDC.
- Personal Protective Equipment required per the BCCDC guidelines will be provided to the staff.
- Ensure that staff are following Physical Distancing guidelines during uniform exchange

#### *2.11.6 Employee Changing Rooms*

- Mandate Physical Distancing between staff based on BCCDC guidelines
- Twice a day disinfection process.
- All non-essential items are to be removed non-essential items

#### *2.11.7 Employee Tools*

- Equipment such as telephones, payment terminals, common equipment, carts, keys, ID cards, etc. is to be sanitized before and after every use.

#### *2.11.8 Employee Dining/ Break room*

- Brakes are taken at different times to avoid break room crowding
- Disinfecting surfaces and touch points after every use.

#### *2.11.9 Receiving/Deliveries*

- All Items received by the hotel are to be disinfected upon arrival.

#### *2.11.10 3rd Party Process (Vendors, Contractors, Visitors)*

- Communicate to vendors, contractors, and visitors to the new prevention protocols

### 2.11.11 Employee Housing

- Frequent disinfecting through high traffic and common areas.
- No visitors and overnight guests
- None of the residents in an accommodation can be ill or meet a criterion that requires isolation requirements.
- Any employees that are ill or require isolation must be immediately moved into separate facilities, otherwise all employees in the residence would have to be placed in isolation.
- Employees are required to disinfect shared areas (kitchen and bathroom counters, handles and control switches etc.) after each use.
- Cleaning products will be readily available, monitored daily and restocked daily as required

### 2.11.12 Administrative Offices

- Physical Distancing plan implemented for office staff based on BCCDC guidelines
- Disinfected twice a day, early morning and at the end of the day.
- Sanitization products are provided for offices/desks

### 2.11.13 Engineering/Maintenance

- Based on the BCCDC guidelines ensure staff is wearing appropriate Personal Protective Equipment
- Daily sanitizing of tools and equipment.
- Review and follow guidelines set out by local regulations
  - <http://www.vch.ca/public-health/environmental-health-inspections>
  - <https://www.who.int/publications-detail/water-sanitation-hygiene-and-waste-management-for-covid-19> ○ Plumbing systems (IAPMO):  
<https://www.iapmo.org/media/23575/flushing-stagnant-plumbing-systems.pdf> ○ Pools (UK Pool Water Treatment Advisory Group):
  - <https://www.pwttag.org/guidance-on-temporary-pool-closure/> ○ Diagrammatic summary (CDC; second page):
  - <https://www.cdc.gov/legionella/downloads/hotel-owners-managers.pdf>
  - Worker safety (United Association):

<http://www.ua.org/media/183743/GuidelinesWorkerHealthPlumbingHVA>

- Mitigating COVID-19 transmission through wastewater plumbing (Lancet): [https://www.thelancet.com/journals/langlo/article/PIIS2214-109X\(20\)30112-1/fulltext](https://www.thelancet.com/journals/langlo/article/PIIS2214-109X(20)30112-1/fulltext)

#### *2.11.14 Emergency Planning/Security*

- Internal Emergency Evacuation plans have been updated according to the changes based on current BCCDC- Evacuation shall be done respecting social distancing measures and in an orderly manner. A new evacuation area has been determined in order to maintain social distancing protocols in place at all times. Staff members have been trained to indicate guests the proper evacuation procedures.

#### *2.11.15 Workplace First Aid:*

- Refer to WorkSafe BC standards for “Exposure Control Plan for Infection Diseases for Occupational First Aid Attendants”
  - <https://www.worksafebc.com/en/resources/health-safety/exposure-control-plans/exposure-control-plan-for-infectious-disease-for-occupational-first-aid-attendants?lang=en>

#### *2.11.16 Other Guidelines*

- Isolation protocols and process out of what has been already stated in this document are to be determined by management after the evaluation of the particular scenario.

### *2.12 Supporting Guests in Self-Isolation*

- Advise guests in self-isolation not to use any common hotel areas, equipment or appliances, including ice and vending machines. Close ice and vending machines if required.
- Support self-isolated guests to have food delivered to them.
  - Information on local grocery stores and restaurants offering delivery will be provided, and arrangement will be made to meet safe conditions.
- Support self-isolated guests to procure prescriptions and medications.
  - Will provide information on local pharmacies offering delivery. If not possible, arrangements will be made in order to provide the guests with the proper

support structure to obtain prescriptions and medications.

- Asymptomatic self-isolated guests can leave the hotel to attend critical appointments.
- Please note: Self-isolating guests who are also essential workers are subject to different guidance.

### *3. Covid-19 Symptoms*

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**. Additional symptoms may include muscle aches, fatigue, headache, loss of appetite, chills, runny nose, nausea and vomiting, diarrhea, loss of sense of smell or taste.

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.

#### *3.1 What to do when a guest has symptoms*

Workers or guests who determine they may have signs or symptoms of COVID-19 based on the [self- assessment tool](#), must immediately report to the Coordinator, arrange for testing (call 8-1-1), and initiate isolation, while ensuring physical distancing of 2 meters. The person must be evacuated from the facility as soon as possible and should proceed directly to self-isolation.

#### *3.2 What to do when a guest tests positive*

Any worker who tests positive will not be able to return to the facility until they are free of the COVID-19 virus.

Any Team Members who work closely with the infected Team Member will also be removed from the workplace for at least 14 days to ensure the infection does not spread further into the workplace.

Close off, clean and disinfect their work area immediately and any surfaces that could have potentially been infected/touched.

### 3.3 Isolation procedures

Lodges have a responsibility to provide safe isolation, monitoring and care for workers or guests that become ill, as well as to protect the workers and guests on site from transmission. If a worker or guest needs to be isolated, they should be provided a separate room (and bathroom wherever possible) and follow all self-isolation guidance: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/self-isolation> until they can be evacuated from the facility

You are required to isolate for a minimum of 10 days from the onset of any Covid-19 symptoms. You may return to your regular activities if:

*At least 10 days have passed since the start of your symptoms, AND your fever is gone without the use of fever-reducing medications (e.g. Tylenol, ibuprofen), AND you are feeling better (e.g. improvement in cough, runny nose, sore throat, nausea, vomiting, diarrhea, fatigue).*

Coughing may persist for several weeks, so coughing alone does not require you to continue to isolate. Sometimes people with COVID have mild illness, but their symptoms may suddenly worsen in a few days. If your symptoms worsen or you become short of breath, call your family physician or nurse practitioner for immediate medical attention. If you are unable to reach your regular care provider, seek care in a COVID-19 Assessment and Treatment Centre, Urgent & Primary Care Centre (UPCC) or Emergency Department.

### 3.4 Notifying the Health Authority of an Outbreak

Early detection of influenza-like-illness or gastrointestinal symptoms and laboratory testing of symptomatic employees will facilitate the immediate implementation of effective control measures. In addition, the early detection and immediate implementation of control measures are two of the most important factors in limiting the size and length of an outbreak.

An outbreak is when there are two or more cases of fever and/or respiratory symptoms (cough, sore throat, runny nose, and difficulty breathing).

You must notify the local Medical Health Officer if there is an outbreak or if there is a suspicion of an outbreak.

**Fraser Health Authority**

Phone: (604) 870-7903

**Email:**

[HPLand@fraserhealth.ca](mailto:HPLand@fraserhealth.ca)

**Interior Health Authority**

Phone: (250) 851-7305 Email:

[workcamps@interiorhealth.ca](mailto:workcamps@interiorhealth.ca)

**Island Health Authority**

Phone: (250) 519-3401

Fax: (250) 519-3402 Email:

[gateway\\_office@viha.ca](mailto:gateway_office@viha.ca)

**Northern Health - Communicable Disease Hub** Phone (during business hours):  
1-855-565- 2990 On-call Medical Health Officer after hours phone: 1-250-565-2000,  
press 7 and ask for the Medical Health Officer on call

**Vancouver Coastal Health Authority** Phone: (604) 675-3800 Manager on call Fax:  
(604) 736-8651 Email: [EHVC@vch.ca](mailto:EHVC@vch.ca)

#### 4. Field Activities

Canadian Princess Lodge & Marina offers various on-site field activities that are subject to change throughout the summer season. Please refer to updated list below:

- Hello Nature Adventure tours LTDA.: please refer to the company's COVID-19 policies here

## COVID-19 Screening Tool

Name (Print) \_\_\_\_\_ Department \_\_\_\_\_

In-Person Yes  No  Telephone call Yes  No

Date \_\_\_\_\_ Time \_\_\_\_\_

**If you or any members of your household have traveled outside of Canada (including the United States) within the past 14 days you are not permitted to enter the facility.**

Are you experiencing any of the following symptoms with unknown cause?

- Fever  yes  no
- Cough  yes  no
- Shortness of breath  yes  no
- Difficulty breathing  yes  no
- Chills  yes  no

Have you had contact with any person with these symptoms, or under investigation for COVID-19 in the last 14 days?  yes  no

### Office use only

In-person, the person being screened was:

- Unfit for work and sent home  yes  no
- Sent to/back to work  yes  no
- Advised to call 8-1-1 for guidance  yes  no

On the telephone, the person being screened was:

- Instructed to stay at home  yes  no
- Advised to call 8-1-1 for guidance  yes  no
- Advised they can come to work  yes  no

Comments:

Screening completed by:

\_\_\_\_\_

Print name

\_\_\_\_\_

Signature

\_\_\_\_\_

Position

## Appendix 3: Personal Protective Equipment

-  Recommended
-  Optional
-  Not required

Hazard Risk Factors	Cloth Face Covering /Non-Medical Mask	Respirator N95 or better (fit tested)	Gloves	Eye Protection: Glasses, Face Shield, Physical Barrier	Apron/Gown/ Disposable Coverall
					
Close Proximity to Co-Workers	 Optional – if not able to maintain physical distancing			 Optional – if not able to maintain physical distancing	
Close Proximity to Public	 Optional – if not able to maintain physical distancing			 Optional – if not able to maintain physical distancing	
Close Proximity to Potential Inmate Individual – Spitting/Coughing			 Optional		 Optional
Close Proximity to Sick Persons					
Caring for a Sick person					
Providing CPR/Procedure Producing Aerosolized Droplets on a Sick Person. <b>Non medical mask must be placed on patient.</b>					
Entering Private Residence	 Optional – if not able to maintain physical distancing, or upon resident request due to vulnerable person		 Optional – Hand Hygiene mandatory	 Optional – if not able to maintain physical distancing	 Optional
Cleaning Biohazard/ Splashing					
Cleaning Biohazard/ Non-splashing					

Handling Mail/ Packages/ Internal Paperwork	X	X	Optional – Hand Hygiene preferre d	X	X
Customer Service Counters	Optional – if not able to maintain physical distancin g or physical barriers are not in place	X	Optiona l if exchang ing docume nts/ other material s with custome rs	Optional – if not able to maintain physical distancing or physical barriers are not in place	X

## Appendix 2: Glove Donning and Removal

### Technique for donning and removing non-sterile examination gloves

When the hand hygiene indication occurs before a contact requiring glove use, perform hand hygiene by rubbing with an alcohol-based handrub or by washing with soap and water.

#### I. HOW TO DON GLOVES:



1. Take out a glove from its original box



2. Touch only a restricted surface of the glove corresponding to the wrist (at the top edge of the cuff)



3. Don the first glove



4. Take the second glove with the bare hand and touch only a restricted surface of glove corresponding to the wrist



5. To avoid touching the skin of the forearm with the gloved hand, turn the external surface of the glove to be donned on the folded fingers of the gloved hand, thus permitting to glove the second hand

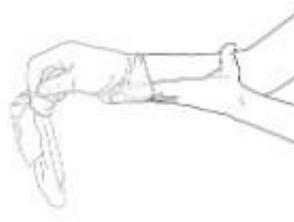


6. Once gloved, hands should not touch anything else that is not defined by indications and conditions for glove use

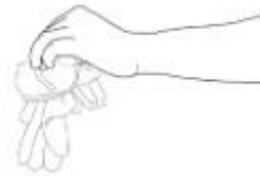
#### II. HOW TO REMOVE GLOVES:



1. Pinch one glove at the wrist level to remove it, without touching the skin of the forearm, and peel away from the hand, thus allowing the glove to turn inside out



2. Hold the removed glove in the gloved hand and slide the fingers of the ungloved hand inside between the glove and the wrist. Remove the second glove by rolling it down the hand and fold into the first glove



3. Discard the removed gloves

4. Then, perform hand hygiene by rubbing with an alcohol-based handrub or by washing with soap and water

Name: (Print)

Department:

In-Person:  Yes  No

Telephone call:  Yes  No

Date :

Time:

**If you or any members of your household have traveled outside of Canada (including the United States) within the past 14 days, you are not permitted to enter the facility.**

Are you experiencing any of the following symptoms with unknown cause?

- Fever: yes no
- Cough: yes no
- Shortness of breath: yes no
- Difficulty breathing: yes no
- Chills: yes no
- Have you had contact with any person with these symptoms, or under investigation for COVID-19 in the last 14 days? yes no

**Office use only:**

In-person, the person being screened was:

- Unfit for work and sent home yes no
- Sent to/back to work yes no
- Advised to call 8-1-1 for guidance yes no

On the telephone, the person being screened

# Take the Time to Wash Your Hands

## It's the most effective way to prevent the spread of germs

**Wet hands with running water.**

**Apply soap and scrub palms, backs of hands, wrists, between fingers and under nails.**

**Scrub for at least 20 seconds.**

**Rinse thoroughly under running water.**

**Dry hands with a single use towel.**

**Use the towel to turn off the faucet.**

**No soap and water? Use hand sanitizer.**

**Apply enough product on hands to cover all surfaces, and rub hands until they're dry.**

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Canadian Centre for Occupational Health and Safety

