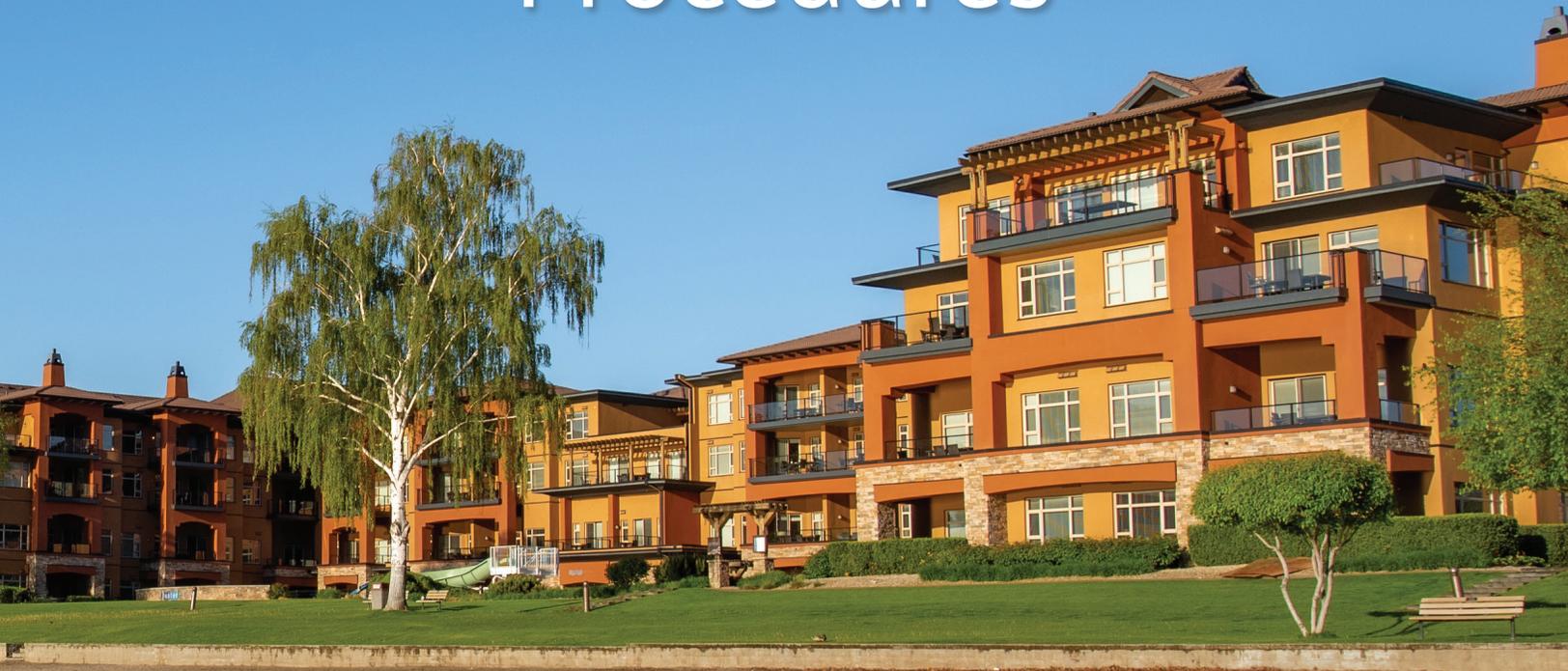


Health & Safety Procedures



To reduce the impact of COVID-19 outbreak conditions we have created the following document containing policies, procedures, and guidelines for Watermark Beach Resort with direction from the BCCDC (British Columbia Centre for Disease Control), WorkSafeBC, the Provincial Health Officer and the respective orders set forth.



FRONT DESK & RESERVATIONS

All employees have been thoroughly trained on the following practices:

PHYSICAL DISTANCING

Guests are reminded with floor decals and signage displayed throughout the Resort to respect physical distancing by keeping at least 6 feet from other groups, guests, and employees. The front desk has been equipped with plexi-glass to allow for employee and guest interaction in a safe way. Steps have been taken to limit 'touch points' while checking-in and checking-out. Whenever possible, employees are to keep an appropriate distance from each other, conduct work from their dedicated work station, and work within the same teams.

HEALTH CONCERNS

Our employees have been given clear instructions and training on how to respond swiftly to all presumed cases of COVID-19. Employees are instructed to stay home if they do not feel well and are to contact a manager if they notice a co-worker or guest displaying or complaining of COVID-19 symptoms such as a cough, fever, shortness of breath, chills, muscle pain, headache, sore throat or other known symptoms. Employees or guests exhibiting any symptoms of COVID-19 are instructed to immediately notify their manager (employees), or remain in the guestroom and call the front desk by dialing '0' (guests). If we are alerted of a presumptive case, we will work closely with Interior Health and provide appropriate protocols. Guests who are traveling from out of country are required by law to self-isolate and follow strict isolation guidelines under the Quarantine Act.

HYGIENE

Hand sanitizer stations are available throughout the Resort (front of house and back of house) for guests and employees. Hand washing, sneezing, and coughing etiquette signage has been placed throughout the Resort. Mandatory face mask signs are visible at each entry from the exterior to interior of our buildings and at each venue. Employees are required to perform handwashing at regular intervals throughout their shift, as well as sanitizing hands after any interaction with guests or other employees using shared equipment.

EMPLOYEE RESPONSIBILITIES COVID-19 PROTOCOLS & PROCEDURES

Our employees are vital for an effective health, sanitization and safety program. All employees have been thoroughly trained on the following:

COVID-19 TRAINING

All employees receive mandatory training on cleaning, sanitizing, and safety protocols including, but not limited to; proper hygiene, physical distancing, sanitizing and disinfecting, COVID-19 symptom awareness.

COVID-19 SCREENING

All employees are required to sign a 'health check declaration' stating they agree not to come to work if they have COVID-19 symptoms, have been in contact with someone with COVID-19, or have travelled and are currently subject to quarantine. All employees will be screened prior to the start of each shift with a 'self-awareness check'. Employees who indicate any COVID-19 related symptoms will be required to go home immediately, call the Health link at 8-1-1, and follow the health authorities protocols and procedures. The employee is not permitted on the property until their health provider has instructed them that it is safe to do so.

CLEANING PRODUCTS & PROTOCOLS COVID-19 PROTOCOLS & PROCEDURES

The Resort uses cleaning products with a DIN (drug identification number) that meet or exceed the CDC guidelines and meet the criteria for use against SARS-Cov-2, the virus that causes COVID-19, and are 99.9% effective against other surface bacteria and viruses. We have heightened sanitizing attention and frequency to common areas and high touch point areas throughout the Resort and in guestrooms. A revised and heightened cleaning plan with procedures and protocols has been created and included with the employee training.

PUBLIC SPACES & COMMON AREAS

An emphasis has been put on disinfecting and sanitizing frequent high touch point and surface areas including, but not limited to; lobby doors, front-desk counters and materials, luggage carts, elevators and elevator buttons, public washrooms, ATM's, vending machines, ice machines, lobby seating areas, tables, and garbage cans are emptied and cleaned more frequently.

STAFF BACK OF HOUSE AREAS

Frequency of cleaning and sanitizing in back of house in high employee traffic areas are heightened including; employee entrances, staff elevators, lockers, employee restrooms, loading docks, and offices.

SHARED EQUIPMENT

Each employee is designated a workstation to reduce the need for shared equipment. If there is a need to share any equipment, the items will be disinfected before and after use. This includes, but is not limited to, phones, radios, other communication devices, cleaning equipment, keys, and all other direct contact items used throughout the Resort and by multiple employees.

GUESTROOMS

Industry leading cleaning and sanitizing protocols are adhered to by the Housekeeping Department with heightened attention to high-touch items. All paper product that is not essential for health and safety guidance has been removed in addition to bed runners and throw pillows. Face masks are required by employees at all times when in an indoor public space or interacting with guests.

All room attendants are required to wear proper PPE to ensure the safety of everyone. An adequate supply of linens, toiletries and other amenities will be available in the room upon check-in. If the guest wishes to dispose of their garbage, the bag is sealed and left outside the guests' room by the guest after notifying the front desk for pick up.



RESTAURANT

All employees have been thoroughly trained on the following practices:

PHYSICAL DISTANCING

Customers and employees are advised throughout the restaurant with floor decals and signage to practice physical distancing by keeping at least 6 feet from other groups, guests, and employees. Plexiglass or other barriers are present where adequate physical distancing is more challenging.

Whenever possible, employees are to keep appropriate distance and work within the same teams. Table seating is adjusted to a maximum of 6 people from the same party. Tables are placed a minimum of 6 feet from each other to allow for social distancing and server paths. Reduced occupancy capacities are posted at the restaurant entrance and take into account all person's present, including staff, at one time.

Guests are seated by a hostess in a waiting area spaced appropriately. Bar counter service is currently unavailable.

LIMITING TOUCH POINTS / SAFE HANDLING

Dedicated cleaning and bussing staff are scheduled during all operating hours, who follow a detailed cleaning schedule to ensure all high touch point areas receive attention. The addition of these positions also helps mitigate the amount of times service staff are required to touch dirty items. Leftovers are now to be packed by the guest, and beverage refills are completed by filling the glass while it remains on the table whenever possible.

HYGIENE

Hand sanitizer stations are available front of house and back of house for guests and employees. Hand washing, sneezing, and coughing etiquette signage has been placed throughout the restaurant. Employees are required to perform proper handwashing before and after breaks, after touching or cleaning tables, and any surfaces that may have been contaminated, after sneezing, coughing or nose blowing, after touching face or hair, after using the restroom, after touching personal phones, and after using shared equipment.

HEALTH CONCERNS

Our employees have been given clear instructions and training on how to respond swiftly to all presumed cases of COVID-19 in the establishment. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a co-worker or customer displaying or complaining of a cough, fever, shortness of breath, chills, muscle pain, headache, sore throat or other known symptoms.

HEALTH CONCERNS (CONT.)

Employees exhibiting any symptoms of COVID-19 are instructed to immediately notify their manager. Guest must immediately return to their hotel room and dial '0' or return home and call the local health line.

If we are alerted of a presumptive case, we will work closely with Interior Health and provide appropriate protocols. Anyone who is returning from traveling out of country is required under the Quarantine Act to self-isolate and follow strict isolation guidelines.

STAGES OF CONTROL

We are compliant with the following stages of control required by WorkSafeBC. In the case an employee is in direct potential contamination, the levels of protection are followed in descending order. Currently, all staff must wear a mask while on duty. Guests must also wear a mask unless seated at their table, unable to put on the mask themselves, or under the age of 2.

TABLE SERVICE

We have removed caddies, marketing materials, centerpieces, etc. between customers. Any reusable items that may have been brought to the table must be discarded, cleaned or sanitized before a new seating.

EMPLOYEE RESPONSIBILITIES COVID-19 PROTOCOLS & PROCEDURES

Our employees are vital for an effective health, sanitization and safety program. Employees have been thoroughly trained on the following:

COVID-19 TRAINING

All employees receive mandatory training on cleaning, sanitizing, and safety protocols including, but not limited to, proper hygiene, proper PPE usage, physical distancing, sanitizing and disinfecting, COVID-19 symptom awareness and protocols for themselves and customers.

COVID-19 SCREENING

All employees are required to sign a onetime 'health check declaration' stating they agree not to come to work if they have COVID-19 symptoms, have been in contact with someone with COVID-19, or have travelled and are currently subject to quarantine. All employees will be screened prior to the start of each shift with a 'self-awareness check'. Employees who indicate any COVID-19 related symptoms will be required to go home immediately, call the Healthlink at 8-1-1, and follow the health authority's protocols and procedures. The employee is not permitted on the property until their health provider has instructed them that it is safe to do so.

CLEANING PRODUCTS & PROTOCOLS COVID-19 PROTOCOLS & PROCEDURES

The restaurants use cleaning products with a DIN (drug identification number) that meet or exceed the CDC guidelines and meet the criteria for use against SARS-Cov-2, the virus that causes COVID-19, and are 99.9% effective against other surface bacteria and viruses. We have heightened sanitizing attention and frequency to high touch point areas and revised our cleanliness plan.

STAFF BACK OF HOUSE AREAS

Frequency of cleaning and sanitizing in back of house in high employee traffic areas are heightened including; employee entrances, staff elevators, lockers, employee restrooms, loading docks, and offices.

SHARED EQUIPMENT

Shared tools and equipment will be disinfected before, during and after each shift or anytime another employee uses the equipment. This includes phones, radios, other communication devices, cleaning equipment, kitchen tools, keys, and all other direct contact items used in the restaurant and by multiple employees.



HOUSEKEEPING

All employees have been thoroughly trained on the following practices:

PHYSICAL DISTANCING

Guests are reminded with floor decals and signage displayed throughout the Resort to respect physical distancing by keeping at least 6 feet from other groups, guests, and employees. Whenever possible, employees are to keep an appropriate distance from each other and work within the same teams.

HYGIENE

Hand sanitizer stations are available throughout the Resort (front of house and back of house) for guests and employees. Hand washing, sneezing, and coughing etiquette signage has been placed throughout the Resort. Mandatory face mask signs are visible at each indoor entry, back-of-house, and at each venue. Employees are required to perform handwashing at regular intervals throughout their shift, as well as sanitizing hands after any interaction with guests or other employees using shared equipment. Staff have strict uniform storing and cleaning policies including how and when to safely change.

PPE (PERSONAL PROTECTIVE EQUIPMENT)

Housekeeping and janitorial staff are provided with face masks and gloves. All employees are provided our policies, including informative posters, on how and when to change PPE safely. Face masks are required in all indoor spaces as per the PHO order.

HEALTH CONCERNS

Our employees have been given clear instructions and training on how to respond swiftly to all presumed cases of COVID-19. Employees are instructed to stay home if they do not feel well and are to contact a manager if they notice a co-worker or guest displaying or complaining of COVID-19 symptoms such as a cough, fever, shortness of breath, chills, muscle pain, headache, sore throat or other known symptoms. Employees or guests exhibiting any symptoms of COVID-19 are instructed to immediately notify their manager (employees) or call the front desk by dialing '0' (guests) and are to remain in their room. If we are alerted of a presumptive case, we will work closely with Interi- or Health and provide appropriate protocols. Guests who are traveling from out of country are required by law to self-isolate and follow strict isolation guidelines under the Quarantine Act.

COVID-19 SCREENING

Employees are required to sign a one time 'health check declaration' stating they agree not to come to work if they have COVID-19 symptoms, have been in contact with someone with COVID-19, or have travelled and are currently subject to quarantine. All employees will be screened prior to the start of each shift with a 'self-awareness check'.

Employees who indicate any COVID-19 related symptoms will be required to go home immediately, call the Healthlink at 8-1-1, and follow the health authority's protocols and procedures. The employee is not permitted on the property until their health provider has instructed them that it is safe to do so.

PPE (PERSONAL PROTECTIVE EQUIPMENT)

Appropriate PPE equipment will be worn by employees based on their role and responsibilities and in adherence with the provincial health regulations and WorksafeBC. Training on the proper use and disposal of PPE is mandatory. Face masks must be worn at all times at indoor public spaces within the property as per PHO orders or when interacting in-person with guests.

CLEANING PRODUCTS & PROTOCOLS

The Resort uses cleaning products with a DIN (drug identification number) that meet or exceed the CDC guidelines and meet the criteria for use against SARS-Cov-2, the virus that causes COVID-19, and are 99.9% effective against other surface bacteria and viruses. We have heightened sanitizing attention and frequency to common areas and high touch point areas throughout the Resort and in guestrooms. A revised and heightened cleaning plan with procedures and protocols has been created and included with the employee training.

PUBLIC SPACES AND COMMON AREAS

An emphasis has been put on disinfecting and sanitizing frequent high touch point and surface areas including, but not limited to, lobby doors, front-desk counters and materials, luggage carts, elevators and elevator buttons, public washrooms, ATM's, vending machines, ice machines, lobby seating areas, tables, and garbage cans are emptied and cleaned more frequently. A detailed cleaning schedule is posted internally to ensure staff are tracking and cleaning when required. Face masks must be worn at all times at indoor public spaces within the property as per PHO orders or when interacting in-person with guests.

GUESTROOMS

Industry leading cleaning and sanitizing protocols are adhered to by the Housekeeping Department with heightened attention to high-touch items. All paper product that is not essential for health and safety guidance has been removed in addition to bed runners and throw pillows. Face masks are required by employees at all times when in an indoor public space or interacting with guests.

All room attendants are required to wear proper PPE to ensure the safety of everyone. An adequate supply of linens, toiletries and other amenities will be available in the room upon check-in. If the guest wishes to dispose of their garbage, the bag is sealed and left outside the guests' room by the guest after notifying the front desk for pick up.

LAUNDRY

All bed linen, towels and other laundry will continue to be washed at a temperature and with cleaning products in accordance with industry standards. After a guests' departure, dirty linens and laundry will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility. Laundry room filters are changed more frequently and housekeeping carts are disinfected regularly.



HOUSEKEEPING (CONT)

STAFF BACK OF HOUSE AREAS

Frequency of cleaning and sanitizing in back of house in high employee traffic areas are heightened including; employee entrances, staff elevators, lockers, employee restrooms, loading docks, and offices and are managed with a cleaning schedule.

SHARED EQUIPMENT

Shared tools and equipment will be disinfected before, during and after each shift or anytime another employee uses the equipment. This includes phones, radios, other communication devices, cleaning equipment, keys, and all other direct contact items used throughout the Resort and by multiple employees.

ROOM RECOVERY PROTOCOL

In the event of a presumptive case of COVID-19 the guest's room will be removed from service and quarantined until the case has been confirmed or cleared. The room will remain vacant for a minimum of 72 hours until being cleaned and sanitized.

FILTER AND HVAC CLEANING

Vacuums are equipped with HEPA filters and are replaced more frequently in addition to AC filter replacement and increased cleaning to the HVAC system.

This document has been updated as of December 18, 2020.



We are Here for You