



**SHERIDAN LAKE RESORT LTD**

## **COVID-19 Protocols & Procedures**

**Phase One (June 2020)**



## INTRODUCTION

This document provides interim guidance for preventing the transmission of COVID-19 to Sheridan Lake Resort employees and guests.

To limit the spread of COVID-19, the Provincial Health Officer has issued Orders that impact the hospitality industry. These Orders outline conditions and provide specific direction regarding the services provided at Sheridan Lake Resort. This document will outline new measures put into place across all departments and will be revised as needed based on provincial and district direction.

This document applies to all employees. This document is fluid and will be updated as we progress in our reopening of Sheridan Lake Resort.

## GENERAL INFORMATION

**At all times you must maintain a physical distance of two metres from others including guests, other employees and dogs.**

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 similar to other respiratory illnesses, including the flu and the common cold. These symptoms include cough, sneezing, fever, sore throat and difficulty breathing. People infected with COVID-19 may experience little or no symptoms, with illness ranging from mild to severe.

People who are contacts of a confirmed COVID-19 case, meaning they have been or could have been exposed to the virus, but do not have symptoms, are required to self-isolate. Self-isolation means staying home and avoiding situations where you could come in contact with others. Isolated individuals may NOT use any common areas or implements, including ice, office or store access.

You must stay at home and self quarantine for 14 days if you are sick to avoid spreading illness to others.

Practice diligent hand hygiene at all times by washing with plain soap and water for at least 20 seconds.

Practice cough etiquette by coughing into your elbow or covering your mouth and nose with a disposable tissue when you sneeze. Immediately dispose of used tissues and wash your hands.

Do not touch your eyes, nose or mouth with unwashed hands. Do not share food, drinks, utensils, cigarettes, vaping devices, joints or bongs.



## **CURRENT CLOSURES ON SITE & GUEST INFO**

Based on our property layout and current measures we have in place; we will open to maximum capacity. We will be following specific instructions from governing bodies regarding our reopening date. Projected opening date is June 1 2020.

The office will be staffed from 8 AM to 5:00 PM daily. The office now has plexiglass shields in place. Social distancing must be adhered to in the office. Games, playground, washrooms and shower house will all remain closed until we hire sufficient staff to clean them regularly.

The office will make available a contactless check-in and check-out process for all existing reservations but guests may also check in at the office, adhering to the 2 meter distancing rules. All drop in guests must report to office for registration.

Any RV guests booked MUST be self-sufficient with water and bathroom facilities in their unit. Tenting will not be allowed until/unless we are able to re-open our washroom and shower facilities safely.

Additional signage regarding social distancing etc will be posted throughout the property for guests and visitors on site.

All guests will receive a Guest COVID-19 Code of Conduct document for them to adhere to while in our community and on our property. Keeping in mind we cannot police all guests; we must do our best to remain kind and supportive if we do need to remind guests of appropriate conduct during this time.



## **GUEST COVID-19 CODE OF CONDUCT**

### *Code of Conduct*

You and your party agree to obey this Code of Conduct while at Sheridan Lake Resort

### *Group*

Each group in an RV site or Cabin must be from one household unit.

### *Households*

Households are defined as those people that live in one home and have maintained social distancing during the Covid-19 outbreak.

### *Hand Washing*

Wash hands for at least 20 seconds in warm water and soap every time you enter or exit your unit.

### *Social Distancing*

You and your party must always maintain 2-metre (6 feet) separation from anyone else at the Resort, while on the beaches and in town.

### *Be Kind and Supportive*

Be kind and supportive – Remember we are all in this together!

### *Self-Isolation*

There maybe people at the resort that are self-isolating. It is imperative that they not come into contact with anyone at the Resort. These guests will display a sign on their unit or RV supplied by us indicating they are self-quarantining.

### *Quarantine*

There may be some guests that are required to self-quarantine for 14 days pursuant to the Quarantine Act. These guests will display a sign on their unit or RV indicating that they are in quarantine and must not come into contact with anyone at the Resort.

### *Groups*

Households groups must maintain 2-metre (6 feet) social distancing from other Household groups. No gatherings of more than 6 people in a unit are allowed at any time.

### *Parental Supervision of Children*

Parents must ensure that their children always maintain a 2-metre (6 feet) separation from other children/people from other parties during your stay.

### *Returning from Outings*

If you leave the property for any reason, everyone in the group must wash their hands with warm water and soap (or disinfectant) for at least 20 seconds. Please consider washing your grocery and beverage packaging followed by 20 seconds of handwashing.



#### *Ice & Wood Purchases*

Ice purchases available during office hours only.

The ice freezer will be locked, an office staff will get your ice and add it to your tab.

Wood bundles can be taken from the pile by the office door, please advise office staff the next morning of any wood you have taken and it will be added to your tab.

#### *Irregularities*

If you come across someone not maintaining the 2-metre (6 feet) social distancing requirement, please remember that they may be in one Household group. If someone infringes on your 2-metre (6 feet) distance, kindly remind them of the 2-metre (6 feet) rule. Please de-escalate any confrontational situations and if needed report the situation to the office by email or phone.

PLEASE READ BELOW NOTICE

### **NOTICE TO USERS OF THE RESORT FACILITIES**

#### **Assumption of Risk and WAIVER and Release of Claims**

PLEASE READ CAREFULLY - These conditions will affect your legal rights.

“**Activities**” shall mean, without limitation, all activities in any way associated with or related to water sports, recreational vehicle camping, hiking, fishing and any recreational activities offered by Sheridan Lake Resort, including training and instruction, as well as but not limited to use of play structures, picnic areas, fields, sports fields, beaches, lakes, man-made lakes, swimming pools, parks, trails, walking paths, roads, grounds and parking lots.

“**Property**” shall mean, without limitation, any premises, lands, buildings, facilities, play structures, fields, sports fields, beaches, lakes, man-made lakes, swimming pools, parks, trails, walking paths, roads, grounds and parking lots and equipment owned or leased by Sheridan Lake Resort.

“**Resort User**” shall mean all adults, children or wards in the registered party’s group.

In consideration of Sheridan Lake Resort allowing the **RESORT USER** onto its Property to use and enjoy the Property and to participate in Activities, the **RESORT USER** agrees as follows:

1. **The Resort User assumes and accepts, without limitation, all risks and dangers** associated with the **RESORT USER’S** use and enjoyment of the Property and participation in any of the Activities.
2. **The Resort User ASSUMES FULL RESPONSIBILITY** for understanding and following the rules and safe practices associated with the use and enjoyment of the Property, participation in any of the Activities, and for his or her own personal safety.
3. **The Resort User WAIVES ANY AND ALL CLAIMS** that he or she has or may have in the future against Sheridan Lake Resort and its parent, subsidiaries and affiliated entities and their respective directors, officers, employees, agents, volunteers, contractors and assigns arising from or connected, directly or indirectly, with the **RESORT USER’S** presence at, or use and enjoyment of the Property, and the **RESORT USER’S** presence at, or participation in, any of the Activities.
4. **The Resort user RELEASES** Sheridan Lake Resort from any and all liability for any loss, damage, physical injury, illness or expense that he or she may suffer or incur by reason of his or her presence at, or use and enjoyment of, the Property, and presence at, or participation in, any of the Activities, due to any cause whatsoever, **INCLUDING NEGLIGENCE, BREACH OF CONTRACT, OR BREACH OF ANY STATUTORY DUTY OF CARE, INCLUDING ANY DUTY OF CARE OWED UNDER ANY APPLICABLE OCCUPIERS’ LIABILITY LEGISLATION ON THE PART OF SHERIDAN LAKE RESORT OR OTHER PARTICIPANTS, OR ANYONE ELSE.**



## **SAFETY MEASURES FOR EMPLOYEES**

Current practices remain in place with several additional measures specific to each role added.

Please see each specific role's description (to follow) for detailed information on all tasks involved.

General guidelines that pertain to all back-end staff are as follows:

- Disposable gloves and a reusable, washable face mask have been provided for all staff to wear prior to entering an unclean rental unit. Safety glasses are available and optional.
- Disinfect the outside of the door and handle prior to entering followed by the inside.
- Staff are responsible for laundering their own face masks.
- Golf cart can be used by the housekeeping staff who are working together. At the end of your shift, disinfect all surfaces of the golf cart. If you must lend a cart to another employee, you must disinfect it first.
- Radios must be disinfected daily after your shift. Do not allow the radio to touch your face when speaking into it.



## HOUSEKEEPING

Duties include but are not limited to: maintaining the unit inventory, directing housekeeping staff, checking unit quality after it has been cleaned, preparing check-ins for the current day. Also assigns any extra duties that need to be completed in any rental units.

The supervisor will create a daily plan and assign monthly and annual deep cleaning extra tasks to back end staff as required. The supervisor is responsible for training new housekeepers and will continue to work with them on a daily basis to maintain our excellent standard of cleanliness. Supervisor will delegate laundry and bin-packing duties daily.

It is the responsibility of the supervisor to keep the supplies stocked throughout and at the end of each shift to ensure efficiency and to prepare for the following day.

When a unit is vacated, the housekeepers will don the appropriate PPE (mask, gloves, safety glasses). Always clean a cabin from the furthest bathroom then bedrooms, working your way to the front door. By doing so, you are not backtracking over clean areas and are making sure your supplies work their way to the front door.

### Kitchen:

- Stovetop burners will be checked to see if the foil burner savers need replacing, likewise the foil lining the bottom of the oven. If needed, oven cleaner will be sprayed, and the housekeeper assigned will be alerted to clean the oven as well.
- Clean fridge, stove, microwave, and coffee maker.
- Provide clean kitchen tea towel, dish cloth and scrubber.
- Wash all dishes, pots/pans, utensils, ice cube tray.
- Remove and replace any unused coffee filters
- Wash tables and chairs

### Bedroom:

- for each bed there will be a sanitary encasement and a fitted sheet. Each pullout couch will have a fitted sheet.
- Sanitize mattresses, curtains and sofas with approved germ killing spray.
- All dirty linen and towels must be kept separate from clean linen. Use baskets marked clean and dirty to do so.

### Bathroom:

- Bathroom: remove and replace any opened toilet paper, replace the bathmat with a clean one.
- Clean bathroom sinks, toilets, tubs/showers, mirrors
- Sanitize shower curtain or shower door

### All Areas:

- Prior to bringing in clean items, removed everything used by previous guests, garbage, linens, open toilet paper and unused coffee filters.



- Wash all touchable surfaces including light switches, thermostats, dressers, side tables, rails, racks, hangers, windowsills, windows, and cupboards.
- Sweep and wash floors.
- If necessary open windows to air out the unit.
- While in the unit, keep your eyes open for anything that may need fixing or replacing. If able to please go ahead and fix or change things but if not, call Maintenance for assistance.
- If the unit is in need of a few minor touch-ups housekeeping staff should take the time to do so or advise maintenance staff if needed. Once the unit has been cleared, call the office, and advise it is now ready for check-in.
- Once you have finished a unit, dispose of your used gloves, and use the back-end sink to wash your hands. Put on a new pair of gloves and replace face mask if needed.





## RV SITES

- All sites that are checking out must be vacated by 11 a.m. and prepared for arriving guests by 12 p.m., this is the check-in time for the RV Park.
- Each morning the office will prepare a list of check outs and moves.
- Use the appropriate PPE (mask, gloves, safety glasses) before you enter a site.
- When a site is vacant and ready to be cleaned start by using eco friendly sanitizing solution to spray down the power pedestal, water faucet and picnic table.
- Pick up anything that has been left behind in the site or in the firepit. Check the entire site and in the bushes at the sides and back. Look for bread bag ties, cigarette butts, cans, etc.
- If the fire is out and cooled down, remove all burnt wood and garbage. If the fire is cooling off or burning, douse it with water from the tap and make a note to come back and shovel it out. Remove any remaining firewood and take it to the firewood pile.
- Rake the site from front to back or side to side, taking care not to rake away the gravel.
- When all sites have been cleaned, advise the office. Advise any guests that have not vacated by 11:30 to do so in order to allow yourself enough time to clean prior to the next arrival.



## **OFFICE**

The office will be open from 8AM to 5PM daily during high season. Hours will change after the labor day weekend.

At the beginning and end of each day the office will be fully sanitised including cleaning of all work surfaces, phones, POS machines, plexiglass divider, ice chest, fish freezer, high touch shelving and all door handles.

The ice chest will remain locked to limit who is touching ice. The firewood bundles are at the office and are self serve, a sign is posted to advise guests of the price and to for them to notify the office what they have taken so it can be added to their tab.

Guests are allowed in the store if they maintain physical distance from other guests.



## **OCCUPATIONAL HEALTH & SAFETY POLICY**

Sheridan Lake Resort is committed to providing a healthy and safe work environment for its workers and preventing occupational illness and injury. To express that commitment, we issue the following policy update on occupational health and safety.

As the employer, Sheridan Lake Resort is responsible for the health and safety of its workers.

Sheridan Lake Resort will make every effort to provide a healthy and safe work environment. We are dedicated to the objective of eliminating the possibility of injury and illness.

Supervisors will be trained and held responsible for ensuring that workers, under their supervision, follow this policy. They are accountable for ensuring that workers use safe work practices and receive training to protect their health and safety. Supervisors also have a general responsibility for ensuring the safety of equipment and facility.

Sheridan Lake Resort, through all levels of management, will cooperate with the Joint Occupational Health & Safety Committee and workers to create a healthy and safe work environment. Cooperation should also be extended to others such as contractors, owners, officers, and so on.

The workers of Sheridan Lake Resort will be required to support this organisation's health and safety initiative and to cooperate with the Joint Occupational Health & Safety Committee and with others exercising authority under the applicable laws.

It is the duty of each worker to report to the supervisor or manager, as soon as possible, any hazardous conditions, injury, accident, or illness related to the workplace. Also, workers must protect their health and safety by complying with applicable Acts and Regulations and following policies, procedures, rules, and, instructions as prescribed by Sheridan Lake Resort.

Sheridan Lake Resort will, where possible, eliminate hazards and, thus, the need for personal protective equipment. If that is not possible, and where there is a requirement, workers will be required to use safety equipment, clothing, devices, and materials for personal protection.

Sheridan Lake Resort recognises the worker's duty to identify hazards and supports and encourages workers to play an active role in identifying hazards and to offer suggestions or ideas to improve the health and safety program.



## **COMMUNICABLE DISEASE AND/OR ILLNESS POLICY**

The purpose of this policy is to provide direction to employees of Sheridan Lake Resort in preparing for and responding to communicable diseases and illnesses that may threaten the safety of its employees and guests.

For the purposes of this policy, 'communicable disease or illness' means an infectious disease or illness transmissible by an infected individual via direct or indirect means.

For the purposes of this policy, Sheridan Lake Resort includes: all current employees, contractors working on site who agree to submit to the processes under this policy, anyone residing on site, visitors and guests, and, anyone using Sheridan Lake Resort facilities.

This policy applies to all members of Sheridan Lake Resort.

Management will provide members of Sheridan Lake Resort with the best information possible and adopt prudent public health and health care practices. Sheridan Lake Resort will follow the medical advice and direction from the appropriate medical authorities (Regional Medical Health Officer, BC Centre for Disease Control, and, Health Canada).

Individuals who have or suspect they may have a communicable disease or illness are required to report their concerns to the local health professionals and senior management at Sheridan Lake Resort.

Sheridan Lake Resort will reasonably accommodate individuals affected with a communicable disease or illness without putting other members of Sheridan Lake Resort at unnecessary risk. This may include excusing an employee from their duties with the intent that they quarantine themselves for a given period of time.

Pursuant to the Freedom of Information and Protection of Privacy Act, Sheridan Lake Resort will take all reasonable steps to protect the privacy of individuals who have a communicable disease or illness. In administering this policy, Sheridan Lake Resort will not disclose the identity of any individual who has a communicable disease or illness, except as authorized or required by law. Sheridan Lake Resort may be required to disclose personal information if there is a risk of significant harm to the health or safety of the public or a group of people or if requested by the medical health officer or designate under the Public Health Act.

Sheridan Lake Resort will keep informed of the recommendations on travel from Health Canada and educate and inform Sheridan Lake Resort as needed.

Sheridan Lake Resort will follow any applicable WorkSafe BC requirements.



## **ACKNOWLEDGMENT OF UNDERSTANDING OF COVID-19 PROTOCOLS AND PROCEDURES**

I acknowledge that I have read and understand the Sheridan Lake Resort COVID-19 Protocols and Procedures document.

I acknowledge that I will adhere to the standards set forth in said document and will perform the tasks required to ensure the safety of all guests and employees at Sheridan Lake Resort while both on and off duty, on Sheridan Lake Resort property and in staff accommodation.

I acknowledge that I will not put myself or others at unnecessary risk by not following the guidelines set forth by the government of British Columbia and the BCCDC.

I understand Sheridan Lake Resort retains the right to change these policies at any time, without advance notice, as deemed appropriate.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Administration Manager Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date