



HEALTH AND SAFETY PLAN

January 10, 2022

This document provides guidelines to ensure safe operations during the COVID-19 pandemic for the safety of our employees and our guests. The contents of this plan are based upon information and guidelines provided by the British Columbia Center for Disease Control, Vancouver Coastal Health Authority and the various associated health departments, WorkSafeBC as well as the Hotel Association of Canada and the British Columbia Hotel Association.

As required by law, this plan is available on our website at www.tantaluslodge.com, at the Front Desk of the hotel and by request for anyone who would like a copy.

General Information:

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.

It is not transmitted through particles in the air and is not something that can enter the body through the skin.

Symptoms of COVID-19

The symptoms of COVID-19 are similar to other respiratory illnesses including the flu and common cold. COVID-19 symptoms can range from mild to severe. Sometimes people with COVID-19 have mild illness, but their symptoms may suddenly worsen in a few days. Research shows that some symptoms are more likely related to COVID-19 than others.

Key symptoms of COVID-19 include:

- 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

Go to an urgent care clinic or emergency department if you:

- find it hard to breathe
- have chest pain
- can't drink anything
- feel very sick
- feel confused

What to do if you have symptoms that may be COVID-19

- Use the B.C. [COVID-19 Self-Assessment Tool](#) to see if you need to be tested for COVID-19.
- See the BCCDC page on COVID-19 [Testing](#) for more information.
- Once you have been tested you should [self-isolate](#) while you wait for the test results.
- If your test is negative you should not return to work or school until you are feeling better.
- If you feel unwell and are unsure about your symptoms, contact your health care provider or call 8-1-1.

You should continue to seek care for other medical conditions as needed, even if it's not related to COVID-19.

Testing

We are updating information about when to get tested. In the meantime, to preserve testing capacity, sites may prioritize testing for the following groups:

- those at [risk of more severe disease](#)
- those who live or work in high-risk settings such as healthcare workers.
- If you have mild symptoms and are fully vaccinated, you do not need a test. Stay home and away from others for five days, and then you can go about your business as long as you're feeling better and you no longer have a fever or symptoms.
- If you do not have symptoms of COVID-19, you do not need a test.
- If you feel unwell and are unsure about your symptoms, contact your health care provider or call 8-1-1

You should continue to seek medical care if you feel you need it.

Physical Distancing:

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 through posted signage.
- Areas will be clearly marked for physical distancing.
- Reconfigure public seating areas (lobby) to promote physical distancing.
- When mask is worn, greet guests with a non-verbal signal such as a wave.
- Tone of voice ensure the guest feels calm, safe and reassured.
- Mandatory masks in indoor public and retail spaces by Public Health order.

Self-Isolation and Self-Monitoring

Information on self-isolation and self-monitoring for people who have been in contact with COVID-19 or who have symptoms or got tested for COVID-19.

Self-isolation

When you self-isolate, you stay home and keep away from others to help stop the spread of COVID-19. You should self-isolate if:

- You have symptoms of COVID-19.
- You are a close contact of someone with COVID-19 and you are not fully vaccinated.
- You have been asked to self-isolate by public health or because of recent travel.
- **Self-monitoring**
- When you self-monitor, you check yourself for symptoms of COVID-19. You must self-monitor if:
- You are a close contact of someone with COVID-19.
- You recently arrived in British Columbia from another country.

How to self-isolate

- Stay home in your own room or a dedicated area in the home.
- Do not go to work, school or other public places.
- Do not have visitors inside unless they are home health care providers.
- Have family, friends or a delivery service bring food, medication and other supplies to you.
- Avoid going outside of your home even while you wait for your test results.
- Continue to wash your hands often and cover your coughs and sneezes with a tissue or your elbow.
- While you are self-isolating, keep connected with friends or family virtually or over the phone

There are three scenarios in which you may need to self-isolate or self-monitor. Click on the scenario that matches your situation to see how long to self-isolate or self-monitor.

How Long?

Public health can help you decide how long you need to self-isolate based on your vaccination status, the dates you were vaccinated, and whether you have had COVID-19 in the past.

If you are fully vaccinated or have had a positive COVID-19 test in the last 3 months, you will not need to self-isolate unless advised differently by public health.

If you are unvaccinated or partially vaccinated, you may need to self-isolate for 10 days since you last had contact with a person with COVID-19.

General precautionary guidelines:

Stay at home if you are sick to avoid spreading illness to others.

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.

Practice cough etiquette. Cough into your elbow or cover your mouth and nose with a disposable tissue when you sneeze.

Always maintain a physical distance of two metres from others.

Do not touch your eyes, nose or mouth with unwashed hands.

Arrival process:

Guests with reservations will be advised upon arrival of the flow at check in via email or phone. Guests will be encouraged to only have one person come up to the front desk in their party to avoid over crowding and challenges with social distancing.

Upon arrival at the hotel, there are multiple hand sanitizing station at the entrance of the hotel.

There are signs posted at the entrance of the hotel asking guests to NOT enter the property if they are displaying any of the symptoms of Covid-19.

A stanchion will direct guests to the appropriate area to line up at the front desk.

Plexi glass is installed at the front desk.

Items such as key cards, pens, pin pad etc. will be sanitized after every use.

Employees are not allowed to handle guest's luggage. Guests needing to store their bags can place them in the storage locker or leave them in their vehicle.

Employees should wear vinyl gloves if handing items to guests or sanitize their hands before and after passing to or accepting something from a guest.

If stepping out from behind the plexi glass, all employees must wear a mask.

All registered guests provide a phone number or email address in which we can get a hold of them if required.

Departure process:

Upon guest's departure, keys should be wiped down before being used again.

Guests should be encouraged to receive a final receipt via email.

Elevator use:

Signage is in place to encourage social distancing.

Increased cleaning and disinfecting in place.

Guest rooms:

As housekeeping service cannot be provided during a guest stay, depending upon the number of occupants in the room extra towels and amenities should be stocked in the guest's room.

If a guest enters a room and decides they would like a different room, the room in which they entered cannot be used until it is inspected and sanitized.

Meeting rooms:

Meetings may continue with 50% of the meeting rooms capacity, in our case 45-50 people maximum.

All meeting attendees must provide proof of vaccination and must be scanned.

Events such as parties, birthdays or celebratory events are not permitted.

Housekeeping:

Housekeeping staff must practice diligent hand hygiene at all times during their shift. See posted signs at all hand wash stations for proper handwashing procedures.

Do NOT provide housekeeping service within guest rooms during their stay.

Ensure that an adequate supply of clean towels, toilet paper, hand soap, shampoo and garbage bags are available prior to guests entering their room.

If requested, leave fresh linens, toiletries and cleaning supplies outside the door of guest rooms. Provide these items at a frequency that maintains good hygiene or as requested. Items should be bagged in a clean bag and hung on the guest's door.

Provide a linen or plastic bag for the guest to place their dirty linens in, and a plastic bag for their other waste.

To minimize the amount of time dirty linen and waste is sitting in hallways, advise guests on a time at which items should be put out for collection.

Ensure employees do NOT enter vacated guest rooms until authorized by housekeeping supervisor or manager.

Housekeepers must practice diligent hand hygiene before entering and after leaving each guest room. A new pair of gloves should be used for every guest room. Proper hand hygiene must be performed after removing gloves.

Housekeepers should use the standard Personal Protective Equipment (e.g., eye protection, mask) required for the regular hazards encountered through their normal course of work (e.g., handling chemicals) and to avoid splashing.

Use clean cloths, paper towels or wipes to clean and disinfect surfaces. Avoid the use of spray bottles or pressurized sprayers that might aerosolize contaminants.

Our cleaning chemicals are approved by health Canada for use and have a designated DIN drug Identification Number. Housekeepers must follow the instructions on proper use of these chemicals.

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., shower curtains, sheets and towels). Take all dirty linens and towels directly to the laundry.

Empty all garbage containers. Wipe down the garbage container.

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, and sugar packets.

ALL glassware, cutlery and dishes in the room must be washed in the dishwasher regardless of whether they were used or not.

Thoroughly vacuum the room with the HEPA filter vacuum.

Laundry:

Linens being sent out for cleaning can be placed in the linen carts for pick up.

Towels will continue to be washed onsite with the existing chemicals and warmest temperature settings.

Pool towels will be distributed at the front desk by employees wearing gloves.

Incoming clean laundry should be placed into the housekeeping closet and handled with clean gloves.

Public area cleaning:

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, elevators and elevator buttons, door handles, public bathrooms, vending machines, ice machines, room keys and locks, stair handrails, pool seating and surrounding areas.

Clean and disinfect hard non-porous surfaces multiple times per day using Peroxide Multi surface cleaner. The chemicals should be sprayed into the rag to prevent splashing.

All public areas shall be sprayed nightly with the Mist machine and Peroxide Multi surface cleaner.

A tracking sheet must be filled out daily recording time, date and person who cleaned the public areas.

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, the option of moving the guest can be offered. If the guest would like to stay in the room, the maintenance person should enter at a mutually agreeable time with the guest and conduct the repair, preferably with the guest not in the room. Depending upon the repair, housekeeping may be required to enter the room upon completion of the repair to re sanitize the area of the repair.

Shared Equipment:

Shared tools and equipment shall be disinfected after each shift or transfer to a new employee.

Pool facilities

Pool and hot tub facilities may operate as normal. Social distancing is encouraged.

If you have any questions or comments regarding this health and safety plan, please feel free to email us at info@tantaluslodge.com.

