



HEALTH AND SAFETY PLAN

November 19, 2020



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.

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 like 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.

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.

One-way guest flow with marked entrances and exits and stairwells will be put in place to encourage social 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 of November 2020.

Self Isolation:

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.

Support self-isolated guests to have food delivered to them.

Support self-isolated guests to procure prescriptions and medications.

Asymptomatic self-isolated guests can leave the hotel to attend critical appointments.

Guests in isolation cannot receive housekeeping service.

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. <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/testing>

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.

The lobby floors will be marked with stickers and signage indicating the social distancing requirements of 2 meters apart.

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.

Guests that utilize a bell cart should be asked to return the cart directly to the front desk so it may be wiped down after use.

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.

Bell carts if used by guests should be wiped down after use.

Elevator and stairwell use:

Markers and signage will indicate the required distance between guests wanting to use the elevator. Elevator occupancy is limited to 1 person due to the elevator size or members of the same household.

Signage indicating location of stairwells will be clearly visible. The south stairwell will be used for UP only and the NORTH stairwell for down travel. Social distancing signs will be placed in the stairwells.

Guest rooms:

As the hotel does not anticipate running at full occupancy, guests should be pre blocked into rooms keeping them from other occupied guest rooms.

As housekeeping service cannot be provided by law 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.

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.

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. If possible, the following day would be preferred.

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.

If spot cleaning is required on a carpet, it should be cleaned using the steam cleaner with a minimum of 71-degree setting used.

Laundry:

Linens and towels must be bagged and transferred to the laundry room for processing. Linens being sent out for cleaning can be left in the bags and 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 closets 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 Ecolab 14 general cleaner. The chemicals should be sprayed into the rag to prevent splashing.

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.

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.

Temporary closures:

The meeting room, child's playground and sauna are temporarily closed due to social distancing or an ability to maintain a safe environment.

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