

# COVID-19 Safety Plan

## *Whistler Vacation Club & Elevate Vacations*

Whistler Vacation Club (WVC) and Elevate Vacations are committed to providing a safe and healthy workplace for all our workers and guests in all our properties; Twin Peaks, North Star, Cascade Lodge, Lake Placid Lodge, Alpenglow, Powders Edge, and Snowbird.

To ensure we have a safe and healthy workplace, we have developed the following COVID-19 Safety Plan in response to the COVID-19 pandemic. Managers and workers are all responsible for implementing this plan. Our goal is to minimise the potential for transmission of COVID-19 in our properties.

This COVID-19 Safety Plan includes and describes how WVC & Elevate Vacations will focus on the following practices to prevent spread and contamination of COVID-19.

1. Infection prevention measures;
2. Prompt identification and isolation of sick persons;
3. Engineering and administrative controls for social distancing;
4. Cleaning, disinfecting, decontamination and ventilation;
5. Protection and controls for Check-in, Check-out and any other contact with guests;
6. Communications and instructions for customers.
7. Communications and training necessary to implement the plan

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## Current risk

### Front Desk

- Contact with guest during check-in and check-out; Taking payment, checking ID, having them sign paperwork, possibly storing bags
- Contact with post/mail delivery or other outside parties (ski/snowboard rental, food delivery, pest solutions etc.)
- Work in communal space where people come and go
- Usage of communal desk space with team; computer, mouse, keyboard, phone, pens, printer, chair, unit keys and keys for front desk & public bathrooms / pool area, calculator, stapler, paperclips (re-used for check-in paperwork), filing cabinets, payment terminals, folders with cheat-sheets/ information, After hours paperwork provided for security, iPad for music and Bluetooth speaker
- Visits to guests that have trouble with their fireplace, TV, Wi-Fi or other appliances in the unit, who are suspected of smoking, who have missed their check-out time.
- Eating lunch/snacks etc. in the front desk area so as to not leave the desk unoccupied.

### Housekeeping

- Working from one space with communal use of cleaning products, trolleys, laundry carts etc.
- Contact with Laundry of guests
- Cleaning various spaces occupied by guests
- Contact with high touch services during cleaning process – Cleaning carts, elevator
- Mid-stay clean
- Providing guests with extra toiletries or requested items like TP, garbage bags, linens etc
- Providing a rollaway bed or baby pack-and-play

### Maintenance

- Contact with various spaces occupied by guest
- Will need to enter spaces for emergency / occurrences where things need to be fixed right away
- Contact with other contractors; i.e. plumbers etc.
- Movement between different properties which allow for contact with outside public
- Shared tools and equipment for the team

- Sometimes rent equipment

### **Guests / Guest Areas**

- Check-in process in lobby area where people might congregate waiting to check-in or check-out, store bags or are waiting for their time to travel (public transport, taxi)
- Contact with high touch surfaces in the public areas of the property; elevator, doors between spaces, door unit, garbage area, bike storage, garage, laundry area.
- keys for entry to units
- Water dispenser
- Guest umbrella's, Ski locks & boot warmers, Toboggan sleds
- Discount vouchers
- Games and toys, puzzles and DVD's for guests to use
- Blankets and pillows in lobby
- Shared communal BBQ's (LP, Snowbird, TP)
- Luggage trolleys
- Key entry point for garage

### **High touch areas**

- Elevator buttons in- and outside of elevator, Door handles in public areas of the property (hallways, garage, garbage area, public bathroom), light switch in public bathroom, luggage trolleys, Key entry point for garage or units

## Measures to reduce the risk of transmission

### **Maintaining physical distance**

- Social distancing of six feet will be implemented and maintained between workers, customers and visitors in the workplace through the following engineering and administrative controls: staggered shifts where possible, working in fixed, small teams of the same people when teamwork is required; and provide signage, markings and instructions for employees, visitors and customers about social distancing.
- Physical workplace changes; have set floor signs for guests to maintain physical distancing when they are waiting in the lobby and have doors open to prevent touch and promote a direct flow to destination.
- Time of work; all departments start and finish before the chance of high volume of guests coming in and out of the property (Check-in or check-out time, mountain opening and closure beginning and end of day) or, the departments use an entry or exit which is not used by guests.
- Have a Plexiglas barrier at the front desk to guard front desk staff and guest
- Occupancy limits (Lobby area Twin Peaks, elevators, washrooms, laundry area, garbage area, bike/ski storage). Provide signage advising against use by different parties or overloading elevators.
- Interactions will be safely conducted during drop-off, pickup, delivery of mail or other deliveries by keeping distance and providing a space near the front desk where these can be put down.
- Have signage to advise against gathering in groups in common areas and confined areas, including elevators.
- Front desk computers will be assigned to specific front desk agents and all commonly used equipment will be sanitised twice a day or immediately after usage with guests. (Printer, phones, pens, computer equipment etc.
- Riding in or sharing of vehicles, designated vehicles will be cleaned daily, or will only be used by the same person.
- Workers will be provided with recommended protective supplies, such as masks, gloves, disinfectant, face-shields for workers and instruction about when and how they should be worn.
- No in-room visits by any department when a guest has checked into a unit, no early check-ins or late check-outs to prevent extra run-ins with guests.
- Maintain a distance of 2 metres (6 feet) between workers and others wherever possible, by revising work schedules, organizing work tasks, and employing the use of dollies or other aids for work tasks that would typically be done by more than one person.
- Ensure pods of workers who work together exclusively to minimize the risk of broad transmission throughout the workplace.

- Implement measures to ensure workers can maintain a distance of two metres when serving or working with or near members of the public where physical distance cannot be maintained like hallways. Use of non-medical masks and gloves, plus instruction to give way to guests moving through the property.

## **Cleaning and hygiene**

- Provide adequate hand-washing facilities or sanitary stations on site for all workers and guests. Located near high visited and touched areas like public washrooms, front desk, elevators, luggage carts, garage, laundry or garbage facilities. These are visible and easily accessed.
- Develop policies around when workers must wash their hands, including upon arriving for work, before and after breaks, after handling cash or other materials provided by guests like credit cards or pieces of ID, before and after handling common tools and equipment.
- Workers and guests are being instructed to avoid touching their face, in particular their mouth, nose and eyes, with their hands. Additionally, they are advised to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing and they should dispose of tissues in provided trash receptacles and wash or sanitize their hands immediately afterward. Respiratory etiquette will be demonstrated and supported by making tissues and trash bins readily available throughout all properties.
- Train staff on routine cleaning and sanitizing procedures for high touch surfaces, as well as appropriate laundry and linen handling procedures.
- Ensure daily cleaning and disinfection of all common areas and surfaces.
- Ensure high touch surfaces are cleaned twice daily. This includes door knobs and handles, telephones, elevator panels and buttons, light switches, tables, chairs and work surfaces in staff rooms, desktops, washrooms, point of sale devices.
- Empty and clean garbage cans in public areas regularly; twice daily, morning and evening.

### [Extra points of attention per department:](#)

#### **Housekeeping**

- Light switches, door handles, appliances, laundry area, remote control for digital appliances, buttons on appliances (DVD player, TV) fireplace switch, handle shower door, handles of closets and cupboards, dishwasher, Pullout tab for pull out sofa, reading material in-suite (folder with information about property), laminated notices, telephones in unit, balcony doors, wall

mounted hair dryer in bathroom, spare pillows or blankets, bathrobes, pool towels in unit, curtain closures, bench storage for extra bedding and / or pillows, uniforms worn by staff.

### **Front desk**

- Desk area, payment terminal, pens, village maps, paperwork check-in, keys of units.

### **Maintenance**

- Anything in areas used by guests, tools used for plumbing, uniforms worn by staff.

## Changes and added improvements:

### Lobby, public areas +

- Hand sanitizer dispensers for Twin Peaks
  - Housekeeping room
  - Maintenance room
  - Elevator Lobby in the Parking Garage
  - Entryway in Lobby
  - Each floor - elevator lobby
  - Front Desk
  - Public bathrooms (near water fountain)
- Hand sanitizer dispenser in housekeeping room - Cascade, Lake Placid, Alpenglöw, Snowbird
- Luggage carts – have a disinfectant wipes dispenser attached to each luggage cart
- Parkade keypad – provide signage that it is not sanitized and please use disinfectant before entering code
- Bike storage keypad - provide signage that it is not sanitized and please use disinfectant before entering code
- Garbage room - provide signage that it is not sanitized and please use disinfectant before entering code
- Public pools, gyms and hot tubs - Provide guests with the rules for social distancing and usage to provide spread of COVID-19 that are set by the property.

### Signage

- Elevator - "Please maintain social distance. Usage of max 2 persons, unless from the same party/family. If in use, wait until the person(s) have exited the elevator before entering the vestibule area."
- Stairwell - directing guests to use the stairwell instead of waiting for the elevator.
- Lobby Signs "Maintain Social Distancing. Only one person per party should enter the lobby to check-in."
- Floor signs -> 3 spaces for Lobby queue (1 interior, 2 exterior)
- Signs near keypads (Parkade, garbage, laundry) - "Please be aware that this keypad is not sanitized, please use disinfectant before and after entering your code."



## COVID Protocol per department

### Housekeeping

- All guest rooms must be fully cleaned and disinfected after every use.
  - Ensure staff do NOT enter guest rooms until authorized.
  - To allow for adequate air exchange within rooms, staff should wait three 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.
- Gloves are used; a new pair is used for each guest room. Hands are sanitized after removing gloves.
- Staff will 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).
- Staff will use clean cloths, paper towels or wipes to clean and disinfect surfaces and change these for every unit. Carry cleaning and disinfectant solutions into clean caddy. Immediately discard paper towels and disposable wipes after use.
- Each housekeeper has their own assigned caddy which is disinfected at the end of each day.
- Use a disinfectant that has a Drug Identification Number (DIN).
- 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.
- Steam clean fabric items that cannot be laundered (e.g., plush chairs and drapes) with a steam cleaner which reaches a minimum temperature of 71°C.
- Discard all items or garbage left in the room by guests.
- Reusable utilities (Tea, coffee, sugar, shampoo bottles, soaps etc.)
  - Put all provided utilities in the kitchen in separate containers which are sealed with tape to know if they need to be replaced or are untouched.
  - Replace all utilities in the bathroom with every stay and clean the ones taken out that are unopened.
  - Discard all of the utilities that appear to have been used or opened
- Take out all extra bedding, blankets or towels even if they appear unused.

- Clean all reusable glassware and dishes from the room, including all dishes that appear untouched or unused.
- Vacuums: Only use vacuum cleaners equipped with exhaust filters, preferably HEPA filters, for carpeted areas.
- Provide a general sanitizer spray bottle in the kitchen cupboard
- Provide a bottle of hand sanitizer or hand soap in the kitchen, provide hand soap in the bathroom(s)
- Leave fresh linens, toiletries and cleaning supplies outside the door of guest rooms if extras are requested.
- Ensure that an adequate supply of clean towels, toilet paper, plain hand soap and shampoo is available prior to guests entering their room.
- Provide guests with enough garbage bags, and give instructions on where to dispose of the waste before check-out.
- No housekeeping service will be provided within guest rooms during their stay. For mid-stay cleans, guests are provided with clean linen and utilities, plus bags for dirty linen and garbage etc. which can be placed outside of the room for collection.
- At checkout, all vents and louvers should be wiped down and cleaned with a disinfectant.

## **Waste Management**

- Wherever possible, 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.

## **Laundry**

- Wear disposable gloves and facemask when handling dirty laundry and discard the gloves after each unit. Sanitize 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. Sanitize 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 the designated laundry bin without sorting. Do not overfill the bins and make sure to close them after each load of laundry is added.
- Clean and sanitize the front loading area of washing machines in the units with extra care.

## Front desk

- Ask guests to clean out the fridge or cupboards of any food, and take out the trash, put any dishes in the dishwasher before check-out.
- Sanitize hands after each contact with guests or guest belongings.
- Ask guests to sanitize their hands before having them touch any paperwork, pens or payment terminals.
- Have a Plexiglas barrier to protect guests and staff from droplets
- Provide guests with clearly marked spots to wait to maintain physical distancing
- Offer contactless check-in, including phone or email check in/check out when feasible, to reduce lobby population and front desk queue.
- When contactless check-in is not feasible, employees should minimize contact as much as possible by providing guests with options to do payments and pre-authorization (deposit), as well as signing paperwork before arrival to minimize exposure.
- Clean high touch Front desk areas every morning and evening, and clean immediately after contact with guests.
- Provide hand sanitizer and tissues for guests to use.
- Sanitize keys and keep and give them out in envelopes, when keys are returned sanitize them again before hanging them back in the key-cupboard.
- If no contact is required, advise guests to check out by calling the front desk and dropping off their unit keys in the key box at the entrance of the lobby in Twin Peaks.
- Have the guests / owners sign a form saying that they are not sick or have been sick in the past 14 days before arrival.

## Twin Peaks

Doors & high touch areas in Twin Peaks – Will be cleaned every two hours by a houseman, and sanitization stations are provided near doors that are high touch areas (lobby doors or elevator). A final and extensive clean is done by the houseman at the end of the day.

- Games, puzzles, DVD's, toys, brochures and magazine racks, complimentary umbrellas and other loose objects in the lobby are removed to prevent touch points and gathering.
- Washrooms – Take out towels and only provide single use paper towels + provide antibacterial gel next to the door of the washroom.
- Have the doors in the lobby or public areas propped open, or have a system installed that they open automatically

## Maintenance

- All guest rooms must be fully cleaned and disinfected after every use before maintenance goes in, unless it is an emergency and the situation cannot wait.
- Should an owner or guest request a houseman or maintenance manager to attend a matter in the unit while in-house, they will be requested to leave the unit when the staff member arrives, during the review of the issue and potential fix. Owners and guests can wait in the lobby downstairs and return to the unit once the matter has been addressed.
- Emergency fixes are the only reason for maintenance to visit units with guests in them.
- When entering units that are occupied or contact with outside parties is expected. Wear disposable gloves and discard after each use. Sanitize hands immediately after gloves are removed.
- Ensure staff do NOT enter guest rooms until authorized.
- To allow for adequate air exchange within rooms, staff should wait three hours after a guest has left the room before entering.
- Tools used on drains and stuff need to be disinfected after every use
- When contact with outside parties is expected. Wear protective face wear.
- Staff 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).
- Any products or waste that come out of the units which cannot be sanitised before reusing, must be discarded.

## Policies

### General

- Anyone who has had symptoms of COVID-19 in the last 10 days must self-isolate at home; symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat and new muscle aches or headache.
- Anyone who has arrived from outside of Canada, or who is a contact of a confirmed COVID-19 case, to self-isolate for 14 days and monitor for symptoms
- Guests who fall ill during their stay must inform the front desk of the situation. If guests are ill before check-in, advise them against traveling.
- Workers and guests can raise safety concerns by calling into the Front desk or filling out an online survey.
- If a guest reports that they are suspected or confirmed to have COVID-19 since or during their stay at one of the properties. Make sure to monitor all employees who have been in contact with the guest or have cleaned the unit after their departure for any signs. Make sure to disinfect and clean the unit extra thoroughly.
- 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
- All meetings will be done over the phone or virtual, or in person while maintaining safe social distance.
- Further Precautions • Post signs in your facility to encourage hand hygiene among all staff and guests: <http://www.bccdc.ca/health-professionals/clinical-resources/covid-19-care/signage-posters> • Post signs in your facility promoting physical distancing: [http://www.bccdc.ca/Health-ProfessionalsSite/Documents/COVID19\\_PhysicalDistancingPoster.pdf](http://www.bccdc.ca/Health-ProfessionalsSite/Documents/COVID19_PhysicalDistancingPoster.pdf)
- Install physical barriers (e.g., plexiglass sneeze guards) in locations such as reception desks.
- Install markers on the floor (2 metres apart) to support physical distancing in locations such as reception desks.
- Wherever possible, provide guests with single-use personal items (e.g., soaps, shampoos, sugar packets, creamers). To reduce waste when guests exit the premises, consider limiting the quantities of items provided to guests at any one time.
- 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->

InfoSite/Documents/CleaningDisinfecting\_PublicSettings.pdf • Floors and walls should be kept visibly clean and free of spills, dust and debris.

- Empty and clean garbage cans in public areas regularly; twice daily, morning and evening.
- Items that cannot be easily cleaned and disinfected should be removed (e.g., toys, sculptures).

### Staff Policies

- Staff will be required to immediately report any presumed cases of COVID-19 at the hotel property to the General Manager. Reporting of presumed cases to the local health authority will be the responsibility of the General Manager..
- Advise staff 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. \*As per COVID-19 Guidance to the Hotel Sector from the BC Ministry of Health.
- Workers who may start to feel ill while at work, should notify their immediate superior immediately and leave the workplace. They will need to wear a facemask at all times going home. Superior will need to check with the employee how they are getting home and make sure the method is safe for everyone involved.
- 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.
- Workers will work alone or in small, set teams to reduce the risk of transmission.
- 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.
- New staff will be asked to complete a health check form when they join the organization.
- 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.
- 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.
- Encourage staff to avoid touching personal items of guests, such as luggage.
- Staff should wear clean clothing that is specific to and only worn while on the job.

- Staff should change into a separate set of street clothes before leaving work.
- Work clothing should be placed in a bag and laundered after each shift.

#### Best Practices for guests in self-isolation

- Inform all departments of guest stay details and prevent them interacting with the guest by making sure the guest has enough amenities for the total duration of stay.
- Discuss with the guest expectations related to self-isolation and limiting interactions with other individuals. Provide the guest with the mobile phone number of the front desk to contact should they have questions or need assistance. Specifically, inform the guest that:
- If they start to feel ill, they should contact health authorities. They should also notify hotel leadership so that appropriate cleaning protocols may be implemented.
- If the guest chooses to remain at the hotel, the guest must stay in their room and not visit any public spaces including meeting rooms, fitness center, lobby or pool area. The guest should limit or avoid any outside visitors coming in and out of the guest room out of an abundance of caution for other customers and associates.
- As on-site food service is not offered, the front desk will provide the guest with information on local grocery stores and restaurants offering delivery.
- The guest must contact hotel management prior to checking out / departure from the hotel to provide an update on their condition.
- If there is an outbreak or if there is a suspicion of an outbreak the General Manager will notify the local Medical Health Officer.
  - 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 - Email: [gateway\\_office@viha.ca](mailto:gateway_office@viha.ca)
  - Northern Health - Communicable Disease Hub - Phone: 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)



Appendixes

COVID-19 Screening Tool

**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