

# YELLOW POINT LODGE LTD

## COVID 19 POLICIES AND PROCEDURES

Updated July 14, 2020

All staff is required to read this document and address any questions or concerns with your direct supervisor. If your questions or concerns are not addressed, further questions are to be directed to the following individuals:

Richard Hill, Proprietor  
Tom Skomorowski, Accountant

### **Property Wide Policies**

#### **General Operating Guidance**

1. In order to ensure that staff and guests are able to comply with social distancing guidelines from the BC CDC, YPL will limit the number of guests on the property to 44 during the initial reopening process. This number has been selected as a balance point between the need to be financially stable and being able to maintain the safety of staff and guests. As a result, guest accommodation is limited to rooms in the main lodge and the independent cabins which have private bathroom facilities. Independent cabins with common spaces (3 Oaks, Parsonage, Victoria) will be left vacant unless they are necessary to reach the guest number target of 44 as discussed in Front Desk Policies.
2. The limit of 44 guests will be reviewed once operations have been fine-tuned and management is confident that any difficulties have been addressed. Any changes will be made in conjunction with guidance from WorksafeBC and the BC CDC.
3. No visitors who are not registered guests can be permitted on the property during the reopening phase of operations. Members of the general public are asked to stay off property during this period.
4. No meals-only service is available as all seating capacity will be used by registered guests.
5. No guests from outside of British Columbia are permitted during the limited reopening. All guests from outside BC have the option of moving their booking to 2021.
6. For the duration of the limited opening guests may not be permitted to enter staff operational areas such as the front desk, the kitchen, the field washrooms and the rumpus room.
7. Each department will attempt to set up regular crews to minimize interaction between individual members of the staff. For example, weekday breakfast service will always be staffed by the same group of people, who will not be involved in weekend or evening meal service.
8. Each staff person is to use a face mask whenever they are in close proximity of a guest or when they are inside the Lodge or cabins. Staff may choose to supply their own mask or use a YPL supplied cloth mask which can be acquired in the rumpus room during their daily health check.

### Pre-shift Guidance to Staff

1. All staff may change out of street clothes into work clothes prior to entry to the main lodge. Changing clothes is optional but the field washrooms have been provided as a space to change and, if desired, to shower prior to beginning a work shift.
2. Hand sanitization prior to leaving the field washroom is required.
3. Prior to beginning work, all staff are to proceed to the Rumpus Room to:
  - a. Be checked and record their temperature
  - b. Confirm they have not experienced any COVID symptoms or been in contact with others that have experienced symptoms
  - c. Sign the timesheet
  - d. Put on a face mask
4. If a staff member has any symptoms they are to report them to their supervisor, Richard Hill or Tom Skomorowski immediately before commencing any work tasks:
  - a. The individual receiving the report will make a decision on whether the staff person is to leave the property or complete their shift based on:
    - i. Symptoms reported
    - ii. Any contributing circumstances (eg heavy snoring or smoke inhalation resulting in a sore throat)
  - b. If the staff person is directed to leave the property they will also be required to go for COVID-19 testing. Be advised that getting a COVID-19 test at the Nanaimo COVID-19 Assessment center (1665 Grant Avenue) requires a doctor referral.
  - c. The staff person will be required to stay off property until the test results are available.
5. Please enter the main lodge building using the rumpus room door rather than through the kitchen or other access point.
6. Nitrile gloves are provided for any staff members who are either in direct contact with the guests or are working in spaces available to the guests. For the staff, in general, the use of gloves is recommended but not required. However, there are some specific tasks where the use of gloves is mandatory as detailed in department policies. If staff elects to not use Nitrile gloves they are reminded to sanitize their hands more frequently.

### Staff Meals and Breaks

1. The Rumpus Room and the downstairs washrooms are reserved for use by the staff. If you need to use the facilities please either use these washrooms or go to the field washroom.
2. Staff meals will be available on the staff table. All non-kitchen staff is to access the table using the exterior door off of the rear stairwell. Meals are to be eaten either outside or using the seating and tables found in the Rumpus Room. Please limit the amount of time spent in the kitchen as much as possible.

### End-of-Shift Guidance to Staff

1. At the completion of each shift, staff are to return to the rumpus room to
  - a. Confirm they are not experiencing any symptoms
  - b. Return any YPL face masks they have so the masks can be laundered
  - c. Sign out on the timesheet.

2. It is recommended that staff change out of work clothes prior to leaving the property and that work clothes be transported off the property in a container. The field washrooms are available to staff should they wish to shower prior to leaving the property.
3. It is recommended that work clothes must be laundered between shifts.

#### First Aid Events

1. Any events which require first aid treatment will continue to be directed to the front desk in order to ensure rapid response to any injuries on the property.
2. In addition to normal response procedures, YPL has implemented the following policies to address COVID 19 concerns:
  - a. Two members of the staff will respond to each first aid event; one to interact with the person that has been injured and a second to manage the first aid kit and reduce the possibility of the kit being contaminated.
  - b. First aid kits will be augmented with additional sterile gloves and disposable gowns to ensure it is possible to interact with the injured person without the need to subsequently change clothing before returning to other duties.

#### **Front Desk Policies**

#### Closed Facilities

1. The hot tub, sauna and fitness facility are closed for the duration of the limited reopening.
2. The downstairs washrooms, the Rumpus Room and the field bathrooms are reserved for use by staff.
3. The field cabins, rustic beach cabins, cabins with common spaces (3 Oaks, Parsonage and Victoria) and the barracks are closed for the duration of the limited reopening.
4. Access to the ice machine, pop machine and guest fridge will be restricted to staff for the duration of the limited reopening.
5. Use of the main lounge will be limited to no more than 32 guests at any given time. The furniture available for use is limited and has been placed to comply with social distancing guidelines.

Additional furniture may not be moved into the lounge and the existing furniture may not be rearranged. Seating in the lounge consists of:

- a. 10 individual chairs
  - b. 5 couches
  - c. 2 corner benches next to the fireplace
  - d. 4 meal tables with 2 chairs each
  - e. Couches and the corner benches may only be used by a single party at any time; either an individual or a couple who are staying in a single accommodation.
6. Access to the tea and coffee service will be limited to staff. Guests desiring beverage service are directed to make a request to a staff member.
  7. The van service will be unavailable for the first 30 days of limited operation. This may be extended based on experience and guidance from the BC CDC.

#### Guest count limitations

1. During the reopening phase of operations, the number of guests on property will be limited to 44 in order to stay well within the 50-person limit in place from BC CDC for an event and to permit meal service without installation of a large number of barriers between tables.
2. For the period of limited reopening, each cabin and lodge room will be limited to 2 guests.
3. If all of the independent cabins and the regular lodge rooms are fully occupied, the property will be fully occupied within the 44 guest limitation. In these circumstances, the Attic and Penthouse will remain vacant.
4. If one or more of the independent cabins and regular lodge rooms have a single occupant, additional accommodation units will be activated to reach the capacity limit using the following preferred hierarchy:
  - a. Penthouse and or Attic
  - b. 3 Oaks 1
  - c. 3 Oaks 3
  - d. Parsonage 1

#### Initial Contact

1. All guests are to be contacted 2 weeks prior to their scheduled arrival to ensure they will be coming and to administer an initial COVID questionnaire regarding symptoms, contacts and travel.
  - a. If a guest elects not to come at this initial contact, they have the option to move their reservation to 2021 or permanently cancel their reservation and have their deposit returned.
  - b. If the guest later calls to cancel, the reservation may be moved to 2021 without further action if we are able to fill the resulting vacancy. If we are unable to backfill the vacancy the guest will be given the choice of “pay to keep” or a permanent cancellation with the surrender of their deposit.
  - c. If the guest does not arrive as scheduled their reservation will be permanently cancelled and their deposit will be kept.
  - d. Guests are to be informed of the revised check-in time frames and the revised policies regarding meal service and use of the property.
2. Any cabins or rooms made available by guests electing to not come to the Lodge this year are to be made available:
  - a. To guests who normally occupy accommodations that are closed due to the limited reopening (e.g. rustic or field cabins, barracks).
  - b. To existing members of the guest base that have expressed a general interest in visiting the property during the timeframe.
  - c. By posting it to the vacancy webpage as a one-year opening.

#### Guest Check-In

1. Guest check-in begins at 4:00 pm. EARLY ARRIVAL is not possible due to requirements to complete the sanitation process and the need to limit the number of people on the property.
2. Guests are to be supplied with a disinfected pen to use when completing all forms. Once they are finished the pen is to be set aside for disinfection prior to being used by staff or another guest.

3. In addition to the regular check-in process
  - a. Front desk staff will confirm all address and contact information to ensure the lodge has multiple points of contact for each guest. Starting with the current month YPL will begin collecting guest email addresses.
  - b. The check-in folio has been modified to include a confirmation that they have received the newsletter guidance, take responsibility to read it and to follow the guidelines in it.
  - c. anyone presenting illness symptoms is to be temperature tested. If the test indicates they are ill, the guest is to be directed to leave the property immediately. Any test will be documented on the check-in folio.
4. Guests will be presented with the newsletter outlining changes to meal service and use of the property including:
  - a. Those facilities that are closed or have limited access.
  - b. The change in check-out time and process
    - i. Guests will be directed to leave the accommodation doors and windows open at departure to assist with airflow changeover as part of the sanitation process.
    - ii. Guests will be requested to assist with room change by placing used towels and bed linens in a bag to be provided by housekeeping.
5. Front desk staff are unable to assist guests with their luggage and other staff may not be available to support guests in getting into their rooms.

#### Alcohol Beverage Service

1. No glassware will be available from the dining room or lounge requiring all guests to be supplied with glasses and mugs at point of sale.
2. Glassware that has been used should not be refilled by staff. Fresh glassware is to be used for every unit sold.
3. A glassware landing zone will be provided and identified in the lounge area for guests to return used glassware. It is not to be handled by Front Desk Staff unless they are wearing Nitrile Gloves.

#### Guest Check-Out

1. Guest check-out must occur by 11:00 am in order to commence cabin sanitation process. Delayed check-out is not possible.
2. Guests are encouraged to settle their bill using debit or credit cards.
3. Guests are to be supplied with a disinfected pen to use when completing all forms. Once they are finished the pen is to be set aside for disinfection prior to being used by staff or another guest.

#### Cleaning Protocols

1. Prior to use all pens being used by staff and guests, all pens must be wiped down using sanitizer/cleaner.
  - a. Clean pens will be held in a separate container in the office.
  - b. Once handled by a guest, each pen will be transferred to a separate container to be sanitized before being used again.
2. The credit/debit card machine must be sanitized between guests.

- a. As the unit is not moisture sealed it must be sanitized by a wipe down rather than by a fluid spray.
3. All sports equipment returned to the Front Desk is to be sprayed with sanitizer and wiped down prior to storage in the office area.

### **Lounge Policies**

1. During daylight operations, the Lounge will be overseen and coordinated by a Lounge Attendant. During the evening, the coordination of the Lounge will be addressed by the Night Desk.
2. Coordinating the Lounge will include:
  - a. Providing guests with tea or coffee service as requested. Guests must not handle coffee carafes, the tea supplies and the hot water tap as this may lead to contamination.
  - b. Ongoing sanitation of hard surfaces in the lounge area and clearing any used dishes or glassware left by the guests. Prior to any cleaning or clearing, the attendant is to put on Nitrile Gloves, which will be disposed of immediately after completing the cleaning/clearing.
  - c. Managing guest seating for meals and, where possible, informing the dining room and kitchen staff when all guests have been seated.
  - d. Ensuring guests maintain social distancing as much as possible. This includes ensuring that guests who are not sharing accommodation do not share a couch
3. All seating has been placed to assist with compliance with social distancing guidelines and cannot be moved.
4. Plush Lounge furniture will be sanitized twice a day by housekeeping staff or by the Lounge Attendant:
  - a. Hydrogen peroxide sanitizer will be applied using a spray bottle,
  - b. the sanitizer will be allowed to stand 5 minutes
  - c. the furniture will be vacuumed using the hand carpet cleaner unit to remove as much moisture as possible to expedite the drying process and minimize any damage to the furniture covering.

### **Dining Room COVID Policies**

1. Meal seating will be managed by the Lounge Attendant to ensure that tables are filled efficiently while complying with social distancing guidelines.
2. Seating for meals consists of 7 round tables and 3 rectangular tables in the dining room and 4 smaller tables in the lounge:
  - a. Each of the smaller tables in the lounge may be used by guests from a single party; either a single guest or a couple staying in a single accommodation.
  - b. Each of the round tables in the dining room will be shared by two parties consisting of 2 to 4 individuals;
    - i. Two single guests,
    - ii. One single guest and a couple who are sharing accommodation,
    - iii. Or two couples.

- c. Each of the rectangular tables in the dining room has the same capacity as the round tables. However, the parties will be separated by a barrier in order to meet social distancing guidelines.
3. Each Table will be divided into 2 zones:
  - a. Landing zone where a server will deliver beverages, meals and any requested condiments
  - b. Guest zone
  - c. Any used dishes are to be gathered in the middle of the table to allow dining room staff to gather them after the guest have finished their meal and left the table.
4. Once guests have been seated, table servers will deliver cutlery and glassware to the landing zone as required by the guests. Once dishes are delivered to the table they must not be handled by the server.
5. Coffee cups or water glasses may be initially filled prior to table delivery. Any beverage refills must be completed without direct contact or by the guest using a carafe left in the landing zone. Once a carafe is handled by a guest it is not to be handled by the server.
6. Servers will take orders and place the written order sheets inside the kitchen door for collection by the kitchen staff. Servers are to minimize travel into, and out of, the kitchen.
7. Once the meal has been plated, it will be delivered by kitchen staff into the dining room for the servers to deliver to the guest table. Travel by the kitchen staff in the dining room is to be minimized.
8. Plated food is to be delivered to the landing zone rather than the guest's place setting.
9. Single serving condiments are to be supplied upon request and placed in the landing zone for the guests to handle themselves
10. Used table items are to be left in the clearing zone and cannot be removed until the entire table is to be cleared.
11. Once guests have completed their meals and have left the dining room, the table is to be completely cleared, preferably as part of a group of tables. Before commencing this process, the dining room staff is to put on kitchen aprons and Nitrile gloves or a single member of the dining room staff is to complete all the table clearing.
12. All items that had been placed on the table for meal service are to be considered contaminated and either taken to the kitchen for washing/sanitizing or disposed of.
13. After all table contents have been removed from the dining room, all tables and chairs are to be cleaned and sanitized using the guidelines provided by the cleaner manufacturer.

### **Kitchen COVID Policies**

#### **Supplies Delivery**

1. All food and material supplies delivered to the lodge must be left on the loading dock rather than brought inside by the transport staff. This is a significant departure from past practice and will involve a substantial increase in the staff time required to unload.
2. All delivered supplies should be sanitized as required and permitted by the associated packaging prior to being brought into the kitchen.
3. If staff wear gloves while sanitizing or moving kitchen supplies, the gloves should be removed/replaced as soon as the task is complete.

## Workflow

1. Kitchen staff will continue the existing practice of working within their assigned workspace and work to further limit their physical interaction during their shift.
  - a. Each work zone is marked by tape on the floor.
  - b. Movement into or through another work zone should be minimized.
2. During meal service the Dining Room servers will gather meal orders and deliver them to the kitchen door:
  - a. Kitchen staff will gather order slips and complete the plates as necessary.
  - b. The plates will be delivered to the dining room but not to the guest tables
3. The dish pit has been divided into two work zones by a drop curtain:
  - a. Dirty Zone – all used kitchen equipment and dishware are to be kept in the dirty zone;
    - i. Used dishware is only handled by Dining Room staff who are clearing tables or by the First Dishwasher.
    - ii. The First Dishwasher must always be gloved and wear an apron while handling used dishes.
    - iii. The First Dishwasher is responsible for prewash, loading the dishwasher trays and closing and activating the dishwasher. Use manual cleaning rather than the sprayer wherever possible.
    - iv. The First Dishwasher does not handle clean dishes unless they have changed their apron and gloves.
    - v. The First Dishwasher is responsible to monitor the dishwasher temperature and ensure it remains high enough to ensure sanitization of all dishes.
  - b. Clean Zone – after the dishwasher has run its cycle and the contents are clean, they are moved into the Clean zone.
    - i. The Second Dishwasher is responsible for opening the dishwasher, removing the tray and emptying the tray.
    - ii. The Second Dishwasher will proceed with drying, stacking and storing the clean dishes.
    - iii. Any kitchen equipment that cannot be stored without entering an active kitchen work zone is to be temporarily left as close to the work zone as possible without entering it.
    - iv. The volume of dishes stored in the dining room should be held to the minimum volume possible to avoid the need to reclean should a guest handle them.

## **Housekeeping COVID Policies**

1. In addition to regular sanitation of common facilities, the housekeeping staff will be conduct four surface cleaning sweeps of common touch areas and surfaces per day. Each area will have a posted log sheet detailing when the areas were cleaned and by whom. These areas include but are not limited to:
  - a. Staff only areas including the Field Washrooms, downstairs washrooms in the lodge and the rumpus room.
  - b. Guest bathrooms in the main lodge building on the main floor
  - c. Open access area of the main lodge such as the lounge, entryway, stairwells, outside the front desk



2. Housekeeping will not provide in-cabin/room cleaning or replenishment of room materials during a guest stay.
  - a. If a guest requires any supplies or replacement towels, they are directed to make their request to the front desk prior to 11:00 am.
    - i. Where guests are requesting replacement towels or bed linen, they will be directed to leave to used items outside their accommodation door in the bag provided in the room at their arrival
  - b. Housekeeping will compile a list of all requests and act as needed.
    - i. Consumables such as toilet paper and cups will be deposited outside the door of the accommodation
    - ii. Used towels and bed linen will be taken away when replacements are supplied along with a replacement bag for use by the guest at the end of their stay.
3. Cabin cleaning at guest change over
  - a. Many items that have been in the accommodation units such as coffee makers, kettles and area rugs have been removed to simplify and expedite the cleaning/sanitization process.
  - b. Guests will be asked to leave the accommodation doors and windows open when they depart. At 11:00 am every morning a member of housekeeping will check all accommodations where guests are checking out to ensure the guests have departed and the cabin has been left open.
    - i. Staff is to use their discretion in encouraging guests to clear the accommodation units but due to time requirements for cleaning there is limited flexibility on departure times. Any disputes are to be reported to the front desk.
    - ii. If the doors and windows have not been left open in the accommodation, the staff person is to enter the unit to address the oversight. Any time spent in the unit is to be minimized and the staff person is to don gloves, mask and eye shield prior to entry.
  - c. BC CDC and WorksafeBC guidelines suggest 3 hours between guest departure and entry by staff for housekeeping based on air exchange rates in sealed hotel rooms. Open doors and windows on accommodation units will permit the air exchange to occur within minutes rather than hours but the staff is to wait at least one hour before entering the unit to begin the cleaning process.
  - d. All materials available for use by the guest are to be removed from the accommodation unit:
    - i. Towels and facecloths – if these items have not been placed in the bag provided to the guest, staff are to exercise care in handling any bathroom linen, particularly if damp, and bag it prior to removing it from the unit.
    - ii. Bed linen and bedding – sheets, pillows, quilts or duvets must be removed.
      1. Sheets are to be bagged for return to the laundry service.
      2. Pillows and other bed coverings will be collected and moved to the barracks for a minimum of 3 days of airing/storage prior to use by another guest.
    - iii. Any consumables such as disposable cups or toilet paper are to be fully removed and disposed of.

- e. Initial cleaning of the floor to be done using a vacuum equipped with a HEPA filter.
- f. Any curtains and plush furniture in the unit are to be hand sprayed with sanitizing cleaner and left from the time prescribed by the manufacturer. Any excess liquid on the furniture may be removed using the carpet spot cleaner.
- g. Any hard surfaces will receive a two-step cleaning process:
  - i. Initial application of disinfectant and wipe down following the guidelines of the cleaning agent manufacturer.
  - ii. The second wipe down with hot water to remove any cleaning agent residue.
- h. Once cleaning steps are completed the bathroom linen, bed coverings and consumables are supplied to the unit.
- i. The final stage is to mop clean the floors.

## **Maintenance Policies**

### **Cabin wood supplies**

1. External wood storage supplies will be replenished using long-standing timeframes and approaches.
2. Wood supplies inside the cabins may only be replenished in conjunction with housekeeping during a guest change over after a minimum of one hour with the doors and windows open to ensure full ventilation of the cabin and must wear a face mask while indoors. Maintenance staff is not to enter cabins during a guest stay.

### **Lounge and entry fireplaces**

Prior to entering the lodge to monitor the fireplaces, maintenance staff is to put on a face mask.

### **Cabin maintenance**

1. Prior to entry into a guest cabin, maintenance staff must put on a face mask.
2. Any routine cabin maintenance must be completed in conjunction with housekeeping during a guest change over. Where possible, the maintenance activities should be completed prior to housekeeping in order to ensure the cabin is cleaned after the work is complete.
3. If a cabin requires Emergency repairs Maintenance staff is to determine if actions can be taken without entering the cabin.
  - a. If entry is required, where possible, the guests are to leave the cabin permitting it to be aired out for an hour prior to staff entry.
  - b. Entering the cabin while it is still occupied by a guest is to be the last resort for cases where immediate remediation is required to preserve the cabin and maintain guest safety.
  - c. Maintenance staff is to report any close contact with guests required by emergency repairs to management or the front desk to ensure follow-up.

### **Recyclables**

1. Prior to handling any cans or bottles maintenance staff is required to put on nitrile gloves. These gloves are not to be removed until the entire task is complete.

2. Once recyclables have been collected and sorted the nitrile gloves are to be removed and disposed of.
3. Any equipment that was touched while the gloves were in used (e.g. vehicle steering wheels) must be sanitized prior to moving to another work task.

#### Garbage and recycling materials

1. As with recyclables maintenance staff must take precautions when handling any garbage or other materials around the property. Where the items may have been handled by guests, the staff is to treat the item as if it may be contaminated and take appropriate precautions such as putting on Nitrile gloves.
2. Items retrieved from staff only areas such as the kitchen/loading dock area generally do not require additional precautions but the staff is encouraged to be vigilant and act using their best judgement.

#### **Sports Equipment Policies**

##### Bicycles

1. Guests must still sign bicycles out from the front desk and complete the associated waiver forms. The use of helmets remains a requirement.
2. Between uses, helmets will be sanitized by front desk staff using the usual cleaning protocol.
3. Cleaning materials are provided at a station inside the Bicycle storage area and a sign has been posted to encourage guests to sanitize the equipment before and after use.
4. As part of the mid-day sanitation effort, maintenance staff will sanitize the common contact areas on each bicycle.

##### Kayaks

1. As with bicycles, guests must sign out the kayaks and complete the associated waiver form. Paddles and personal emergency kits are stored in the office and must be returned.
2. Between uses the paddles and personal emergency kits will be sanitized by front desk staff using hydrogen peroxide or chlorine bleach solutions. If an emergency kit has been opened and its contents handled by a guest, each item must be sanitized prior to the next use by a guest.
3. Guests are encouraged to use the cleaning materials provided in the bicycle storage area to sanitize any contact areas on the kayak before and after use.
4. If guests require assistance from staff to get the kayak into, or out of, the water the staff person is to wear a face mask even where it is possible to maintain social distance from the guest.
5. As part of the mid-day sanitation effort, maintenance staff will sanitize the common contact areas on each kayak.

##### Pool

1. The pool will be open and available for guest usage.
2. Safe practices while using the pool have been included in the guest handout. Staff is to monitor guests using the pool and remind the guest of the safe use guidelines as required.
3. As part of the mid-day sanitation effort, maintenance staff will sanitize all tables, chairs and other equipment on the pool deck.

## Tennis Court

1. Any lodge supplied tennis rackets, pickleball paddles and other tennis court equipment is to be signed out using the usual protocol.
2. When the equipment is returned to the office it must be sanitized using hydrogen peroxide or chlorine bleach solutions.