

YELLOW POINT LODGE LTD

COVID 19 POLICIES AND PROCEDURES

Updated March 23, 2022

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. Changes to meal service and guest accommodation will be made in response to guidance from WorksafeBC and the BC CDC in conjunction with operational requirements.
2. Access to the YPL property for visitors who are not registered guests remains tightly limited. When members of the general public are identified on property they must be directed to check in at the front desk where BC Vaccine Passport information may be assessed. Use of the lodge facilities must be limited to registered guests so any visitors will be limited to briefly view the area around the main lodge building and directed to exit the property. Under normal circumstances YPL would extend hospitality to visitors but it is not possible during this period.
3. No meals-only service is available as all seating capacity will be occupied by registered guests.
4. Guests may not be permitted to enter staff operational areas such as the front desk, the kitchen, the maintenance shop, the downstairs washrooms and the rumpus room.
5. Each staff person is to use a face mask whenever they are in close proximity of a guest, another staff person or when they are inside the Lodge or cabins. Staff may choose to supply their own mask or use a YPL supplied masks which can be acquired in the rumpus room during their daily health check.

Pre-shift Guidance to Staff

1. Prior to beginning work, all staff are to proceed to the Rumpus Room to:
 - a. Check and record their temperature on the sign in sheet
 - b. Confirm they have not experienced any COVID symptoms or been in contact with others that have experienced symptoms
 - c. Sign in on the timesheet
 - d. Put on a face mask which is to be worn at all times while in the main lodge building, while in close proximity to colleagues or guests, or when inside any of the independent cabins. The only exception to this requirement is while a staff member is eating.
2. If a staff member has any symptoms, they are to report them to their supervisor, Richard Hill or Tom Skomorowski immediately before entering the lodge or 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 (e.g. heavy snoring or smoke inhalation resulting in a sore throat)
 - b. A COVID rapid test may be administered in order to confirm if the staff person has COVID or another illness.
 - c. If the staff person is directed to leave the property, they may also be directed to go for COVID-19 testing.
 - d. The staff person tests positive for COVID they are required to stay off property and follow the COVID isolation protocol (5 days for vaccinated individuals / 10 days for unvaccinated)
3. 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. For tasks where exposure risk is elevated, supplies of PPE (disposable suits, heavy respirators, heavy gauge rubber gloves, face shields) can be found in the Housekeeping area.

End-of-Shift Guidance to Staff

1. At the completion of each shift, staff are to return to the rumpus room to
 - a. Return any YPL cloth face masks they have so the masks can be laundered
 - b. Sign out on the timesheet
2. If a staff person is experiencing any symptoms during or at the end of their shift, they are directed to contact their supervisor, Richard Hill or Tom Skomorowski in order to get directions on how to proceed.

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

1. Occupancy in the main lounge is limited by the furniture placed in the room and has been placed to support compliance with social distancing guidelines. Additional furniture may not be moved into the lounge and the existing furniture may not be rearranged.
2. Self-serve coffee and tea service is available in the lounge. Guests are directed to sanitize their hands using the materials provided prior to handling any the the beverage service items. The amount of service materials will be limited and refreshed regularly in order to limit the potential for contamination. Dining room and housekeeping staff have been instructed to sanitize the

station, the pots and any other items on a regular and ongoing basis. A bell has been placed on the table at the Dining Room entry for guests to request assistance should they have a special request or need a replenishment of coffee service items.

3. The van service will be unavailable for the foreseeable future.

Initial Contact

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-19 questionnaire regarding symptoms, contacts and travel.

- a. If a guest elects not to come at this initial contact, the guest will be given the choice of sending a replacement guest, “pay to keep” or a permanent cancellation.
- b. Guests are to be informed of the revised check-in time frames and the revised policies regarding meal service and use of the property.

Guest Check-In

1. Guest arrival on begins at 3:00 pm. Early arrival is not possible due to requirements to complete the sanitation process and physical maintenance of the property.
2. Prior to entry into the main lodge building it is requested that all guests put on a face mask. Wearing a mask is voluntary but appreciated. This request includes moving through the lobby, the lounge, the dining room and the hallways of the lodge. If guests do not have a face mask they can be purchased at the front desk.
3. In addition to the regular check-in process:
 - a. Until May 8, 2022 the guests will required to present picture identification along with a copy of their BC vaccine passports to confirm their vaccine status. If the guest is not a BC resident equivalent documentation must be provided. Either:
 - i. The vaccine passport provided by the health authority of their province of residence or,
 - ii. A copy of their ArriveCAN app if they are a resident of a foreign country.
 - b. Once the guest’s vaccine status has been confirmed, the VAX OK stamp will be applied to their check-in folio, on the centre, top. If the guest’s vaccine status cannot be confirmed, they will be directed to leave the property and their reservation will be cancelled.
 - c. Front desk staff will confirm all address and contact information to ensure the lodge has multiple points of contact for each guest. This includes the collection of guest email addresses when they are available.
 - d. 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.
 - e. Anyone presenting illness symptoms is to be questioned regarding the symptoms and Front Desk staff may require a temperature check to be completed. If the temperature check or answers to questions indicates the guest is ill, the guest is to be directed to leave the property immediately. Any questions or temperature check results 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.

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. 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 and bill payment 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.

Lounge Policies

All seating has been placed to assist with compliance with social distancing guidelines and cannot be moved for any purpose. If guests wish to play games or socialize in groups larger than 4, they are to be directed to use a table in the dining room. If this is done, the table must be sanitized prior to the next meal seating.

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 6 smaller tables in the lounge:
 - a. Each of the smaller tables in the lounge may be used by either 2 or 4 guests based on the number of chairs provided. If guests want to be seated in larger groups, they are to be moved into the dining room and seated there.
 - b. Each of the round tables in the dining room will be shared by up to 10 individuals
 - c. Each of the rectangular tables in the dining room has a capacity of 6.
3. Water glasses may be initially filled prior to table delivery. Any beverage refills must be completed without direct contact or by the guest. Once a water or coffee carafe is handled by a guest it is not to be handled by the server.
4. Single serving condiments are to be supplied for the guests to handle themselves
5. Used table items are to be left on the table and cannot be removed until the entire table is to be cleared. If dishes have been cleared from a table but the table itself has not been sanitized, a warning tent card is to be placed on the table to keep guests from seating themselves at the table prior to final cleaning.
6. 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.
7. 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.
8. Consider the following factors for timing of dish clearing and table sanitation:
 - a. Dish clearance should not begin while food is still being served. If guests arrive more than 30 minutes after the beginning of a meal service they will not be seated and

served. A notice to this effect will be posted in the lobby. Be polite but firm regarding the time limits.

- b. If fewer than eight (8) guests remain in the dining room or at the lounge tables to socialize or have delayed beginning their meal, clear the dishes from the empty tables while staying as far from the remaining guests as possible
- c. If all of the unoccupied tables have been cleared and guests remain at one or more tables to socialize, approach the remaining guests and ask to remove any used dishes so that dishwashing process can be completed.
- d. If all dishes have been removed and all unoccupied tables and chairs have been sanitized you may request the remaining guest relocate to the lounge chairs and couches in order to complete the sanitation process for all tables and chairs

Kitchen COVID Policies

Supplies Delivery

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.

Workflow

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 has been discussed by the kitchen staff and defined by verbal agreement.
- b. Movement into or through another work zone should be minimized.

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 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
 - 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.
- 3. Cabin cleaning at guest change over
 - a. 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.
 - b. All materials available for use by the guest are to be removed from the accommodation unit:
 - i. Towels and facecloths –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 Victoria cabin 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.
 - c. Initial cleaning of the floor to be done using a vacuum equipped with a HEPA filter.
 - d. 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.
 - e. 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.
 - f. Once cleaning steps are completed the bathroom linen, bed coverings and consumables are supplied to the unit.
 - g. 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 are not to enter cabins during a guest stay except to address emergency issues such as water leaks or plugged toilets.

Cabin maintenance

1. 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.
2. 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 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.

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.

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. 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 impossible to maintain social distance from the guest.

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.

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.