



## COVID 19 SAFETY PLAN

Revised Sept. 03,2020

### AHSR DEPARTMENTAL OPERATIONS PLAN

#### ALL EMPLOYEES

- If you are sick – YOU MUST STAY HOME
- Report to your supervisor or GM any employees or guests who appear sick
- Use of PPE may be either optional or mandatory (see Departmental Instructions)
- Use of your own mask is permitted **w/ the exception of housekeeping** (workplace appropriate designs)
- **Strictly adhere to your specific departmental plans**
- Keep work areas pristinely clean and disinfected
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water
- Cough or sneeze into a tissue or your arm sleeve
- Avoid touching your face
- Maintain physical distancing in designated break room (Staff Break Room)
- All other workplace policies in place prior to temporary closure apply

#### FRONT DESK

##### **Safety**

- Use of disposable mask (optional), unless not behind plexiglass (mandatory)
- Use of disposable gloves (optional)
- Protective eyewear (optional)
- Plexiglass sneeze guards
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

##### **Operations**

- Disinfect pens, keyboard, phone/headsets and chair armrests at the beginning and end of shift or when you leave/return from breaks
- Floor markings to keep guests away from the counter as well as ensure 2m distancing in areas where customer lines may form
- Debit machines accessible to guests with minimal employee interaction
- Disinfect debit machines after every use
- Sanitizer available for employees and guests

## **Workplace Signage**

- WorkSafe BC Poster “Cover Coughs...”
- WorkSafe BC Poster “Wash Hands...”
- *Physical Distancing* Poster

## **Public Facing Signage**

- “*Do not visit if you are sick...*” at each guest-facing work-station
- Provincial *Physical Distancing* Poster

## **HUMAN RESOURCES**

### **Safety**

- Disposable Mask (optional)
- Disposable Gloves (optional)
- Protective eyewear (optional)
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

### **Operations**

- All usual safety precautions

### **Workplace Signage**

- WorkSafe BC poster “*Cover coughs..*”
- WorkSafe BC poster “*Wash hands...*”

## **HOUSEKEEPING – Laundry**

### **Safety**

- Disposable mask when dirty laundry is present (mandatory), otherwise (optional)
- Disposable gloves when dirty laundry is present (mandatory), otherwise (optional)
- Protective eyeglasses (optional)
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

### **Operations**

- Carefully unroll soiled linens/terry
- Use disinfectant on all equipment, switches, buttons, door handles (inside and out)
- 1 housekeeping staff per laundry room

### **Workplace Signage**

- WorkSafe BC poster “*Cover coughs..*”
- WorkSafe BC poster “*Wash hands...*”
- Provincial *Physical distancing* poster

## **HOUSEKEEPING – Room Attendants**

### **Safety**

- Use of disposable mask (mandatory)
- Use of disposable gloves (mandatory)
- Protective eyewear (optional)
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water
- Housekeeping services will be limited to dropping off coffee and fresh towels upon request.
- Service only rooms that have been vacated for 24 hours where practicable

### **Operations**

- Disinfect outer door and lock-set before entering room
- Remove all waste/debris and bag and secure it
- ROLL soiled linens/terry carefully and place in a clear plastic bag
- Disinfect TV Remote, light switches, pens telephones and other high-contact surfaces
- Disinfect outer door and lock-set upon leaving room
- 1 housekeeper per room to strip, clean and sanitize

### **Workplace Signage**

- WorkSafe BC poster “*Cover coughs..*”
- WorkSafe BC poster “*Wash hands...*”
- Provincial *Physical distancing* poster

## **HOUSEKEEPING – Janitorial Attendant**

### **Safety**

- Disposable facemasks (mandatory)
- Disposable gloves (mandatory)
- Protective eyewear (optional)
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

### **Operations**

- Change mop water and used rags frequently
- Use disinfectant wipes on all door handles (inside and out), crash bars, elevator push pads, elevator railings, etc...
- Disinfect all public washrooms within the hotel
- No sorting bags and cans, tie bags and place on 4<sup>th</sup> floor

### **Workplace Signage**

- WorkSafe BC poster “*Cover coughs..*”
- WorkSafe BC poster “*Wash hands...*”
- Provincial *Physical distancing* poster

## **MAINTENANCE**

### **Safety**

- Disposable mask (optional) unless in an occupied guestroom (mandatory)
- Disposable gloves (optional) unless in an occupied guestroom (mandatory)
- Protective eyewear (optional) unless required by law (mandatory)
- Maintain physical guidelines (2m)
- Wash hands frequently with soap and water
- Halt non-urgent room maintenance issues while rooms occupied
- **Pump Room bathroom is off limit to non maintenance workers**

### **Operations**

- All usual safety precautions apply
- Disinfect hand contact areas of trolley's, carts, Pallet Jack's, etc. after every use

### **Workplace Signage**

- WorkSafe BC poster "*Cover coughs..*"
- WorkSafe BC poster "*Wash hands...*"
- Provincial *Physical distancing* poster

## **RESORT VEHICLES**

### **Safety**

- Disposable mask (optional)
- Disposable gloves (optional)
- Protective eyewear (optional)
- Maximum one (1) person inside a vehicle at any given time
- Wash hands frequently with soap and water

### **Operations**

- Disinfect door handles (in/out), steering wheel and shift lever BEFORE and AFTER every use
- Disinfect any other buttons/switches used after you are done with the vehicle

## **MANAGER ON DUTY/POOL PATROL/FIRST-AID/ADMIN.**

### **Safety**

- Disposable mask (optional) unless rendering first aid (mandatory)
- Disposable gloves (optional)
- Maintain physical distancing (2m) where possible
- Wash hands frequently with soap and water

### **Operations**

- Disinfect office keyboard, phone and chair armrest at beginning and end of shift
- Disinfect all First-Aid equipment/ supplies after every use
- Primary focus will be on the resort pools for control and security purposes

- Ensure physical distancing in reception lines and all public areas (except pools, that will be a guests' sole responsibility)
- Ensure all departments are following safety and sanitation guidelines

### **Workplace Signage**

- WorkSafe BC poster "*Cover coughs..*"
- WorkSafe BC poster "*Wash hands...*"

## **RESORT POOLS - PUBLIC POOL TEMPORARILY CLOSED**

### *MAIN POOL*

- **Maximum 50 persons**

### *CAVES & COLD PLUNGE*

- **Maximum 15 persons**

### **Safety**

- Disposable mask (optional) unless in change rooms/washrooms (mandatory)
- Disposable gloves (optional) unless in change rooms/washrooms (mandatory)
- Protective eyeglasses (optional)
- Maintain physical distancing (2m)
- Wash hands frequently with soap and water

### **Operations**

- Maximum 75 persons inside the Pool & Cave Pools/Deck
- Disinfect keyboard, phone/headsets and chair armrests at beginning and end of shift or when you leave/return from breaks
- Floor markings to keep guests away from the counter and 2m apart in areas where customer lines may form
- Debit machines accessible to guests with minimal employee interaction
- Disinfect debit machines after every use
- Disinfect pens and First-Aid equipment/supplies after every use
- Sanitizer bottles are available for employees and guests
- Change mop water and used rags frequently
- Disinfect public/family washrooms when no janitorial attendant available

### **Workplace Signage**

- WorkSafe BC Poster "*Cover Coughs...*"
- WorkSafe BC Poster "*Wash Hands...*"
- *Physical Distancing* Poster

### **Public Facing Signage**

- "*Do not visit if you are sick...*" at each guest-facing work-station
- Provincial *Physical Distancing* Poster

## **GIFT SHOP/RETAIL STORE**

### **Safety**

- Disposable mask (optional) unless not behind plexiglass (mandatory)
- Disposable gloves (optional)
- Protective eyewear (optional)
- Plexiglass sneeze guards
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

### **Operations**

- Disinfect keyboard, phone/headsets and chair arms at beginning and end of shift or when you leave/return from breaks
- Floor markings to keep guests away from the counter and 2m apart in areas where customer lines may form
- Debit machines accessible to guests with minimal employee interaction
- Disinfect debit machines after every use
- Disinfect counters and POS machine frequently
- Sanitizer bottles available for employees and guests

### **Workplace Signage**

- WorkSafe BC Poster “Cover Coughs...”
- WorkSafe BC Poster “Wash Hands...”
- *Physical Distancing* Poster

### **Public Facing Signage**

- “*Do not visit if you are sick...*” at each guest-facing work-station
- Provincial *Physical Distancing* Poster

## **PUBLIC AREA SIGNAGE**

### ***All Exterior Entry Doors***

- “*Do not visit if you are sick...*”
- Provincial *Physical Distancing* Poster
- Information on accessing Resort’s Safety Plan

### ***All Elevators (outside)***

- Outside every landing “*2 People or One Family..*”

### ***All Elevators (inside)***

- Inside every car “*consider using knuckle...wash hands after use*”

### ***Pool Entrances***

- Maximum pool capacity chart on main Resort Entry doors and well as Pool Entry doors
- “Do not visit if you are sick...” on all doors

### **Public Restrooms & Change Rooms**

- BC Ministry of Health *Hand Hygiene* poster

## **RESTAURANT – KITCHEN**

### **Safety**

- Disposable mask (optional)
- Disposable gloves (optional)
- Protective eyeglasses (optional)
- Maintain physical distancing guidelines (2m) where possible
- Wash hands frequently with soap and water

### **Operations**

- Increase space between kitchen employees wherever possible
- Ensure ware washing temperatures/chemical dilutions are strictly maintained
- Enhance cleaning and disinfecting for high contact areas regularly and at end of shifts for all shared spaces (freezer doors, oven handles, knobs)
- Establish a system to eliminate or minimize sharing of communal equipment and small tools. Any equipment shared should be cleaned and disinfected between uses.
- As much as possible, cooks and chefs should use their own high-use tools such as knives

### **Workplace Signage**

- WorkSafe BC Poster “Cover Coughs...”
- WorkSafe BC Poster “Wash Hands...”
- Provincial *Physical Distancing* Poster

## **RESTAURANT – FRONT OF HOUSE**

### **Safety**

- Disposable mask (mandatory)
- Disposable gloves (optional)
- Protective eyeglasses (optional)
- Plexiglass sneeze guard for host stand and between booths
- Maintain physical distancing guidelines (2m) where possible
- Wash hands frequently with soap and water
- No more than six (6) at any one group table
- Reduce capacity to adhere to Provincial Guidelines if applicable

### **Operations**

- NO buffet’s until further notice
- Debit machines accessible to guests with minimal employee interaction
- Disinfect debit machines after every use
- Tables are only set after the guests have been seated... no advance setting
- Pour all liquids directly into glasses...do not touch the glass or mug

- Remove one chair if applicable to ensure servers have an entrance/exit point to each table without needing to squeeze between guests
- Remove salt/pepper shakers, sauce dispensers, candles, and other tabletop items. Provide if requested and replace with thoroughly cleaned and sanitized ones. Consider single use options
- Use digital menu boards instead of traditional menu. If this is not possible consider single use disposable menus
- Do not fill reusable cups/thermoses until further notice
- Disinfect counters, POS, tables and chairs frequently
- Floor markings to keep guests away from the counter and 2m apart in areas where customer lines may form
- Sanitizer bottles available for employees and guests

### **Workplace Signage**

- WorkSafe BC Poster “Cover Coughs...”
- WorkSafe BC Poster “Wash Hands...”
- Provincial *Physical Distancing* Poster

### **Public Facing Signage**

- “Do not visit if you are sick...” at each guest-facing work-station
- Provincial *Physical Distancing* Poster

## **NASOOKIN ROOM- Banquets**

### **Safety**

- Disposable masks (mandatory)
- Disposable gloves (optional)
- Protective eyewear (optional)
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

### **Operations**

- NO buffet’s & No groups >50
- No more than six (6) at any one group table
- ROLL soiled linens and place in a clear plastic bag
- Disinfect phones, POS, table legs, light switches, door handles (inside and outside), crash bars, push pads, etc. after every function

### **Workplace Signage**

- WorkSafe BC Poster “Cover Coughs...”
- WorkSafe BC Poster “Wash Hands...”
- Provincial *Physical Distancing* Poster

### **Public Facing Signage**

- “Do not visit if you are sick...” at each guest-facing work-station
- Provincial *Physical Distancing* Poster



## **SPIRIT WATER SPA**

### **Safety**

- Disposable mask (optional) unless in a treatment room (mandatory)
- Disposable gloves (optional)
- Protective eyewear (optional)
- Maintain physical distancing guidelines (2m) where possible
- Wash hands frequently with soap and water, at minimum after and before every massage

### **Operations**

- Heightened cleaning of treatment equipment, utensils, bottles, counters, containers, etc.
- Disinfect phone, chair armrests at the beginning and end of shift

### **Workplace Signage**

- WorkSafe BC Poster “Cover Coughs...”
- WorkSafe BC Poster “Wash Hands...”
- Provincial *Physical Distancing* Poster

### **Public Facing Signage**

- “Do not visit if you are sick...” at each guest-facing work-station
- Provincial *Physical Distancing* Poster

## **INFORMATION TECHNOLOGY (IT)**

### **Safety**

- Disposable mask (optional) unless in a guest room (mandatory)
- Disposable gloves (optional) unless in a guest room (mandatory)
- Protective eyewear (optional)
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

### **Operations**

- Disinfect keyboards, phone/headsets and chair arms at the beginning and end of shift or when you leave/return from breaks
- Disinfect any IT equipment worked on that a guest may have access to (i.e. TV monitors, telephones, etc.)

### **Workplace Signage**

- WorkSafe BC Poster “Cover Coughs...”
- WorkSafe BC Poster “Wash Hands...”
- Provincial *Physical Distancing* Poster

## **Guest & Visitor Commitment**

We are rightfully obligated to ensure your safety and security. The safety and security of our employees and staff at Ainsworth Hot Springs Resort is treated equally. It is impossible for us to be responsible for every guest and visitor's *internal health*. Every guest and visitor has a duty of care and human responsibility to ensure their own personal health and the health of those travelling with them.

- If you are sick, you should **not** stay at Ainsworth Hot Springs Resort. Please stay home, get well soon and plan a future visit – we will still be here.
- If you are staying in the Resort and you become unwell, you must seek medical advice/ evaluation immediately by calling **HealthLink BC** at **8-1-1** or visiting their website at <http://www.healthlinkbc.ca/about8-1-1>
- While the Resort does have trained first- aid attendants on duty for minor events, we are not physicians or nurses. Medical services can be found in Kaslo (15 minutes away) as well as Nelson (45 minutes away), and we are of course fully accessible for all incidents that require 9-1-1 related emergency services.
- We all share the responsibility for “social distancing” or “physical distancing”, here in British Columbia the recommended distance is two (2) metres (roughly 6 ½ feet).
- Children must be supervised at all times; please keep children close by.
- No pets allowed in the Resort. Pets are required to be on a leash anywhere on Resort property.
- We will be strongly suggesting groups and individuals maintain safe distances, however, we are not going to physically force people apart. Every one of us must keep our distance for the health and safety of ourselves and others.

In addition to our already strict standards of cleanliness and sanitation, the following is a snapshot of some of the enhanced procedures and processes we have implemented:

- We are continuously disinfecting hand contact areas such as door handles, light switches, elevator buttons, telephones, TV remotes, drawer and closet handles, clothes hangers and every key card turned in from departed guests.
- Hand sanitizer will be made available in many areas of the Resort for use by employees and guests. Sporadic procurement challenges do remain; we cannot guarantee availability of such sanitizer products so it is advisable to bring a personal supply, should you so desire.
- Plastic bag liners are placed in each guestroom receptacle to confine used tissues, wipes and other debris for the health, safety and wellness of our employees and guests

- Restaurant tables will only be set once guests are seated, and no communal buffets at this time
- No daily housekeeping service
- We endeavor to leave cleaned and disinfected guestrooms vacant for 24 hours.
- Transparent plastic shields (aka “sneeze guards”) are installed at all pay-counters, reception desk, restaurant, gift shop
- All employees have access to personal protective equipment (ie. Disposable gloves, masks, etc.) and many positions are in fact mandated to wear them at all times – room attendants, laundry attendants, food servers, kitchen/food preparation and public- area cleaning staff to name a few. While it will not be mandatory for every employee to wear PPE at all times, it will be required for all employees to wear masks and gloves when working in guest rooms.
- Temporarily removed from guestrooms: note pads/pens, in-room directory, all publications and other non- essential hand contact items.
- Credit card and debit machines will be disinfected after every use.

### **What’s open/closed**

So long as we can safely accommodate our guests and service their needs – and demand for our services and facilities exist – we intend to operate as safely and cautiously as possible, albeit at a reduced capacity

### **Ktunaxa Grill**

Our amazing team of culinary and serving professionals look forward to being of service to you. Due to the uncertainty of demand, it is possible that some of the following hours of operations may need to be adjusted slightly on a day-to day basis; updated information will be posted within the resort for our guests and visitors.

Open – 5 days a week from 11am - 8:30 pm

### **Guest Accommodations**

Main Resort Guestrooms – **36**

Yaqan Nukiy Suites – **14**

### **Ainsworth Hot Springs Pools**

Main Pool: **Maximum persons - 50**

Cave Pool: **Maximum persons - 15**

### **Spirit Water Spa**

Our spa remains closed until further notice. We are awaiting solid guidance from the Province to determine the safest operating model.

## **Gift Shop/ Swimwear Boutique**

Our gift shop will remain closed until further notice.

Long before the global Covid-19 pandemic, the Ainsworth Hot Springs Resort strictly adhered to all of our statutory obligations and health orders from the province and regional district. In fact, we are visited frequently by health, safety, fire and other governmental and ministerial inspectors.

We continue to closely monitor the direction and recommendations provided to us from only accredited professional sources such as BC Ministry of Health, Health Canada, and the BC Hotel Association as well as the Hotel Association of Canada.

We wish you all the very best as we all collectively navigate through this “new normal”. We really appreciate your business. Thank you!