

Sparkling Hill Resort

COVID-19 Response Plan

June 7, 2020

Overview

The purpose of this document is to outline the procedural changes that will be implemented at Sparkling Hill Resort upon reopening on June 15th, 2020, in response to the COVID-19 situation. These changes are intended to protect the health and safety of our guests and team members, while simultaneously complying with all directives from the BC Provincial Health Officer and the BC Centre for Disease Control. The COVID-19 crisis continues to evolve, as do public health best practices, and the management team at Sparkling Hill will continue to monitor current advice from health and industry experts. Therefore this plan will be amended as updates occur.

We look forward to welcoming you to Sparkling Hill!

Front Office

Arrivals

- During peak check-in times, guests will be greeted by a Valet on the road prior to entering the valet circle. The team member will be wearing a mask and gloves and ensuring a 6ft distance is maintained while speaking to guests in their vehicle. They will confirm if the guest has a reservation so we know to direct them either to the valet circle or Day Guest parking.
- A Front Office team member will be positioned outside the front doors from 1:00 – 5:00 PM, also wearing a mask and gloves. Guests will be asked to sanitize their hands before they enter, using sanitizer located on a high-top table. Sanitizer will also be available inside the vestibule for guests to use outside these hours.
- If there are too many people in the lobby, guests will be asked to remain outside, where bottled water will be available on a high-top table. This will be appropriately spaced apart so it is easy to only touch one. The area under the awning will be roped off with stanchions and left empty of vehicles to accommodate this, with stickers to indicate distancing if a lineup forms.

- A sign is displayed on the outer glass at the entrance to advise anyone entering that their temperature will be read. Once guests enter the lobby, their temperature will be read by an automatic thermal camera. If a temperature 38C or above is read by the camera, an alarm will sound in the office area behind Front Desk and a visual indicator will light up visible to the Front Desk Agents standing at the pods.
- If the alarm is triggered, a manager or supervisor will be immediately notified. The manager will approach the guest and recommend that they step outside to rest in their vehicle and hydrate, offering bottled water, for 20-30 minutes. They may then re-enter to confirm whether the high temperature was the result of exertion or is actually a fever. If the temperature remains 38C or above we will recheck with a handheld digital thermometer to be sure. ***If a fever is confirmed, the guest will be asked to leave, including the rest of their party who may have been travelling with, or otherwise exposed to, the individual with a fever.***
- Guests will enter the line which will be roped off with stanchions and have vinyl distancing stickers on the floor.
- The left and right pods will be for check in's, and all three pods will have a Plexiglass screen. Guests will be asked to place their ID and credit card on the pod so a Front Desk agent does not need to touch it. If a debit transaction is required, the TD pin pads will be sanitized between each use.
- We will accept cash, and Front Desk Agents will have gloves available for cash handling.
- Guests will be advised of anything different to expect during their stay as well as the usual check-in information. This will include new procedures for breakfast and social distancing policies in the KurSpa amenities.
- Guests will complete the registration card on a tablet using a stylus, which will be sanitized between each use. This will also include a COVID questionnaire that will be signed off on for members of each party. This will verify critical questions such as "have you travelled internationally in the last 14 days", "do you have any of the following symptoms", etc.
- Guests will be offered the option of valet or self-parking.

- The middle pod acts as a valet station. Guests will be provided the tag to place on their own keys, and will then be asked to leave it on the valet station when the vehicle is ready to be parked. There will be visible sanitizing equipment so valets can wipe down each set of keys before parking.
- Valet team members will sanitize keys, put on gloves, park the vehicle, hang the keys, discard the gloves, and repeat for each vehicle they park. They will wear masks while they do so, and should not touch any other surface until they have removed their gloves.
- Luggage service is available only available if guests have mobility issues.

Departures

- The Express Checkout station will be placed close to the lobby elevators, operated by a member of the management team. As guests exit the elevator, they will be asked to use the digital express checkout if they have not done so already, or can provide the signed paper copy of their folio which would have been slipped under the door if there was no email address on file. If this is not an option they will be directed into the line for Front Desk assistance.
- If the line is too full (it should accommodate roughly 20 guests, so this should not be an issue majority of the time), guests will be directed to Fireside Lounge to wait. A second team member will be there directing guests when they are able to enter the line, as well as monitoring the Barrique & Java elevator. Both this person and the Express Checkout manager will watch the lobby stairs to provide direction to any of those guests coming down. Stickers for social distancing are placed on the floor in this area, and furniture has been arranged appropriately to maintain a 6 meter distance.
- Keys of vehicles that have been brought up to the valet circle will be kept at the Express Checkout station so they can easily be provided to guests as they depart.

- Once guests have checked out, either Express Checkout or at a pod, they will be asked to step outside to wait for their vehicle. Adequate space will be kept open to allow for social distancing under the awning.
- Only the left and right pods will be used again for checkout to allow for the proper distance.
- “Dirty” key cards and pens will be kept separate and sanitized before reusing in a dedicated drawer behind Front Desk.
- We will decline to store luggage unless necessary, if at all possible guests should place it in their vehicle if it cannot be kept in the room. If we do need to do so, guests will need to tag the luggage themselves and the team will either need to wear gloves while handling or sanitize their hands before and after. No guests’ luggage should be stored touching another guests’ items.
- Temporarily stop placing water in guests’ vehicles upon departure.
- Luggage carts will be sanitized at the start of the morning, after check-out, at the start of the afternoon shift, and after check-in.
- Breaks for the Front Office will be taken in the Valet room to avoid needing to use the staff lunch room.

Housekeeping

Guest Rooms

- Only chemicals approved to properly sanitize and remove COVID-19 from surfaces will be used.
- Only one Room Attendant will clean each guest room.
- ***No stayover service will be provided for guests staying shorter than three nights. Any guests staying three nights or longer must not be in the room during the stayover.***
- Additional amenities will be placed in arrival rooms (ie bath crystals, hand soap, etc) for guests staying more than one night. Extra items or linens can be delivered upon request. The team member will knock and place items at

the door and wait for the guest to answer, but will not hand the items directly to guests. If the guest does not answer after waiting, a note will be slid under their door to call again to have the amenities delivered, as due to COVID we need to confirm they were not touched by any other guest in the hallway.

- Room Attendants will put on new gloves at the start of each room, and take all the cleaning items and amenities into the room at once with them in their caddy so they do not need to go back and touch the cart. Once the room is complete they will discard their gloves, sanitize their hands, and move on to the next room.
- Discard all single-use items, even if they appear unused.
- Disinfect all commonly touched surfaces such as amenity pumps, desk, phones, bedside table, TV remote etc.
- All glassware removed from each room and properly washed/sanitized in the glass washer between each use.
- Lunch breaks to be taken in three shifts to avoid overcrowding the staff lunch room.
- Masks required to be worn during shift.
- Plexiglass installed on housekeeping carts to prevent contact while on floor.
- Dirty items only will be stored in the black laundry cart, this cannot be used for any items that would enter a clean room such as chemical bottles, vacuum, mop, etc.
- Supervisors will also change gloves between each room they inspect.
- Staff should change into uniform upon arriving at the resort, not at home, and change out of their uniform prior to leaving at the end of the day.

Laundry

- Separate, labelled bins for clean and dirty laundry, all bins sanitized daily.
- Only certain team members allowed to handle dirty laundry, everyone else is to touch clean laundry only.
- Floor stickers placed in the laundry room to ensure social distancing while folding.

- All laundry attendants will wear gloves, those handling dirty items will also be required to wear masks.
- One employee per iron at a time.
- Sanitize front loading area of washing machines between each load.
- Lost and found items sanitized whenever possible before being logged and stored. Items that cannot be wiped down such as clothing must be kept in a sealed, clear plastic bag.

Common Area Cleaning

- Staffing levels increased in this area to ensure all tasks can be completed at appropriate timelines.
- The Resort Runner and Evening Cleaning Attendants will be given a schedule of surfaces to be sanitized once every two hours, the team member will write the exact time on a sheet. This will include washrooms, elevators, railings, door handles, etc. A sign-off sheet will be posted in each washroom so guests can see the last time it was sanitized.
- Runners/Evening Cleaners will work from separate carts and disinfect them at the end of each shift.
- Only one person to use the radio at a time, it will be disinfected before being handed off to someone else.

Maintenance

- If entering guest room for a maintenance issue, the guest must vacate the room and masks and gloves must be worn.
- Maintenance team members may wear masks and gloves while working in public spaces if they wish.
- Maintenance team members will take their break in the shop area to avoid overcrowding the staff lunch room.

Events

- Adjusted function room maximum capacities in place to ensure social distancing can be maintained in room setup.
- Modified catering menu offered to eliminate buffet items and butler style hors d'oeuvres. Attended hors d'oeuvres station available for receptions instead, and plated service for dinners only.
- Table service only for coffee, tea, and water, no self-serve stations.

Sales & Marketing

- Pre-stay and confirmation details will be updated to inform guests of COVID changes, such as thermal camera, changes to procedures in the spa amenities and breakfast, S&S closed, as well as a link to our full COVID response plan.
- Full response plan document available on the website, as an email attachment, or in person at Front Desk, as well as in staff areas.
- Posters will be placed outside each elevator asking to only have guests from one party in the elevator at a time. Posters will be displayed inside the elevator reminding guests of policies related to COVID-19 during their stay.

KurSpa

Treatments

- Masks to be worn during all services, practitioners may wear optional gloves and full face shields during services. The option of having the practitioner wear gloves and/or a face shield will be offered at the beginning of each treatment.
- Treatment rooms will be fully sanitized after each service using approved sanitizer.

- Plexiglass shields have been placed on manicure tables, which have been arranged to achieve proper distancing.
- Plush face cradle covers are removed from treatment beds as these cannot be wiped down.
- If a guest appears symptomatic, the practitioner must refuse to proceed with the treatment. No cancellation fees will be charged in this case.
- Guests will be asked to sanitize their hands prior to lying down for treatment.

Reception

- Printed spa menus are single-use only.
- Spa treatment confirmation email is adjusted to include new policies surrounding COVID-19, such as practitioners wearing PPE, sanitization of treatment rooms, and that treatment will be refused if the guest appears symptomatic.
- Guests will be presented a tablet to complete the spa intake form which will be sanitized between each use.
- Sanitizer available at Reception, entrance to pools, Steams & Saunas, Tea Room, Serenity Room, and Fitness Studio.
- Seating removed from Spa Reception to ensure distancing can be achieved.
- Vinyl floor stickers in place to indicate where to wait for receptionist to be available.
- Plexiglass shields installed at Reception desks and Beauty desk.
- Adjusted maximums for each fitness class to ensure guests can be spaced far enough apart, mats to be set out in advance and sanitized after each class by instructor.
- Any “tester” samples removed, ie moisturizer. Testers or single use samples available from La Biothetique at Spa Reception instead.

Amenities / Other

- ***The Steams & Saunas will remain temporarily closed for the time being.***
- Three team members allowed in the spa break room at once.
- Breaks to be staggered on the spa schedule to prevent overcrowding of the staff lunch room. Team members will be encouraged to use the Spa breakroom if the staff lunch room is too full.
- ***A Spa Attendant will be placed at the entrance to pools with a counter to ensure the area does not exceed 50 guests at any time.***
- Spa team members will follow a checklist for surfaces to be wiped down every two hours and signed off on, including door handles, counters, change rooms, fitness equipment, etc.
- Some lounge chairs removed from pool deck and placed in small groups to ensure appropriate distancing.
- Eliminate fruit in Tea Room temporarily.
- Bottled water available at Spa Reception instead of infused water stations, signs are placed at usual water station locations to advise this.
- Recycling bins have been placed beside garbage cans so guests can dispose of plastic bottles in an eco-friendly way.
- Single use amenities will be available at Spa Reception for use in locker rooms.
- Hair dryers removed from locker rooms, guests can request this at Spa Reception so they can be sanitized between uses.
- Dirty laundry bins are designated and labelled, as well as sanitized daily.
- Sanitize locker key tags between each use.

Food & Beverage

Breakfast

- The breakfast buffet will be temporarily eliminated and replaced with an a la carte menu.
- The self-serve coffee station has been removed, to go coffee and tea will be served at the table upon request for guests to take with them.
- ***Maximum seating will be 50% of original capacity (Original capacity 190 seats, adjusted capacity 95 guests).***
- Reservations implemented for breakfast to ensure capacity can be comfortably maintained, walk-in guests will be seated as able or can make a reservation for a later time in the morning.
- Breakfast will open at 6:30 AM to allow for additional reservations slots.
- Tables to be spaced at least 6ft apart.
- Plexiglass partition placed at host stand as well as hand sanitizer.
- Salt, pepper, and table tent menus have been removed from tables. A new pitcher for milk or cream will be served for each new guest.
- When guests are seated, they will be presented with a small plate with fruit and pastries as a welcome. They are then welcome to order one of the a la carte items with their server. Specialty coffee or add-on's will be at an extra charge.
- Printed a la carte menus have been laminated so they can be sanitized between each guest.
- The front of house team will be split into a “dirty” and “clean” team. The dirty team will do all of the clearing so that they are the only ones to handle dishes that have been touched by a guest. The clean team will do everything else (seat guests, take orders, serve coffee/tea, reset tables once cleared, etc).
- Vinyl stickers have been placed on the carpet leading to the host stand to ensure social distancing if a lineup forms.

Barrique & Java

- All bar seating removed.
- **Maximum seating will be 50% of original capacity (Original capacity 48 seats, adjusted capacity 24 guests).**
- Sanitizer available at entrance to Barrique & Java.
- Menus must be wiped down between each guest.
- Table tent menus and candles removed from tables.
- Hands must be washed or sanitized after clearing any dirty dishes/glassware from table.

Lunch/Dinner

- Separate “clean” and “dirty” team in place, same as at breakfast.
- Menus are wipeable and sanitized between each use.
- Debit or credit payments will be taken at the host stand only, rather than at the table.
- Plexiglass partition placed around the piano.
- Carts or trays fully wiped down when they are returned from IRD orders.
- Delivery fee temporarily waived for all IRD orders.
- In-Room Dining servers will not enter guest rooms to offer wine service etc. The IRD server will knock, provide the bill for a signature, and then the guest can take the cart or tray into their room. IRD servers will be wearing a mask and gloves when making deliveries.
- Polishing cloths to be washed after each use (can polish multiple clean glasses at once, but cannot set it down on counter and use again later for example).
- Glass pitchers of water will be placed on the table rather than servers manually refilling. Guests will also need to refill their own wine glass after the server pours the initial glass if they have purchased a bottle.

Gift Shop

- No more than three guests are allowed in the Gift Shop at once, signage to be posted at the door advising of this.
- PlexiGlass partition placed on the desk.
- TD debit machine sanitized between each use.
- Use of the change room for clothing items temporarily not allowed.
- Emphasize that absolutely no returns will be accepted at this time.
- Each Gift Shop team member will have an individual stylus to touch the screen of the point of sale system.

Resort

- Each department to have a hand washing timer, to be worn by a designated hand washing champion! This person will be assigned each shift by the department manager. When it goes off once an hour every team member must sanitize their hands.
- Cloth masks provided as part of uniform for everyone who requires one, 2 per person. Disposable masks will also be available for one-off situations/requests.
- A temperature check station has been placed at the employee entrance, to be operated from 7:00 AM to 5:00 PM. Every employee's temperature will be read and recorded on a spreadsheet with the time. Access will be restricted to this entrance only for all team members.
- If employees are scheduled to start before or after this time, they must enter through the front door to have their temperature read by the thermal camera. They will then proceed to the back office to fill in a sign-in sheet before proceeding to their shift to acknowledge that the alarm was not triggered. If the alarm does go off they must immediately leave the building without touching any surface. This procedure includes managers who park underground.
- Staff meeting (50 person maximum at a time) to be conducted prior to reopening to review procedures for all departments so everyone is aware of all

new procedures resort-wide, not just in their own area of work. Temperatures will be checked as employees arrive to this meeting.

- A document will be provided at this meeting for employees to sign acknowledging that they have not travelled internationally within the 14 days, have not come into contact with any individual with a positive or potentially positive case of COVID-19, and have not exhibited a list of symptoms (fever, chills, cough, shortness of breath, sore throat, painful swallowing, headache, fatigue, or loss of sense of smell). This document must be reviewed and signed prior to returning to work.
- No doctor's notes will be requested for sick calls temporarily, if an employee feels they have any COVID symptoms (listed above) they must stay home for 10 days and are encouraged to get tested immediately. If they have a test and it is negative they do not need to wait the 10 days, this is the only exception.
- Handwashing/hygiene signage posted in all staff areas.
- Sanitizer available in staff lunch room, some seating has been removed to allow for proper distancing. Limit maximum number of employees in the lunch room, and encourage staff to take their break in their department where possible (Spa, S&M, Maintenance, Front Office) to prevent overcrowding.
- A capacity of three people at a time will be required in the smoking hut, with a sign posted advising this. An additional staff smoking area has been made outside the smoking hut to accommodate two additional people.
- A delivery log has been implemented for the loading bay and back office area. The driver must sign name, date, time, number of packages, and the vendor name for each delivery. Hand sanitizer is available beside the log for the driver to use. The Front Office team will sanitize the log by the front door twice daily and Maintenance will do so for the one at the loading bay.
- Staff will not use a guest elevator unless necessary, and will never enter an elevator with a guest already in it. Two people will be allowed at once in the service elevator.