

# **Sparkling Hill Resort**

## **Communicable Disease Prevention Plan**

***July 4<sup>th</sup>, 2021***

## Overview

As of July 1<sup>st</sup>, 2021 the Province of British Columbia went into Phase 3 of the restart plan and the state of emergency was lifted, meaning that our COVID-19 Response Plan has been replaced with a Communicable Disease Prevention Plan. The purpose of this document is to outline the policies, guidelines, and procedures that have been implemented at Sparkling Hill Resort to reduce the risk of communicable disease while still retaining aspects of our COVID-19 Response Plan for additional safety.

Additional resources used to find the most up to date and best practice information to combat COVID-19 at Sparkling Hill Resort include:

- British Columbia Centre for Disease Control
- Government of British Columbia
- Interior Health Authority
- WorkSafe BC
- Canadian Centre for Occupational Health and Safety
- Public Health Agency of Canada

The COVID-19 pandemic continues to evolve and information about COVID-19 continues to change, therefore this Plan will be amended as updates occur.

A few preventative measures everyone can take to stay healthy and prevent the spread of COVID-19 include:

- Frequent hand washing
- Practicing physical and social distancing is required whenever possible (minimum of 2 meters)
- Wearing a mask
- Staying home if feeling unwell

The Management team and our Joint Health and Safety Committee representatives, will continue to take steps to plan, prepare, and protect against infectious disease outbreaks.

We look forward to welcoming you to Sparkling Hill!

## Resort-Wide Preventative Measures

- Physical distancing and personal hygiene measures are encouraged throughout the resort. Team members and guests are advised to avoid close contact with others, especially if they are showing any sort of symptoms.
- Hand sanitizer is available throughout the resort in all guest facing areas to make it easier for team members and guests
- Maintenance will perform daily checks on the building ventilation systems to ensure they are properly functioning. If something is not properly functioning it will be brought to managements attention immediately to be actioned.
- A delivery log has been implemented for the loading bay and back office area.
  - The driver must sign their name, date, time, number of packages, and the vendor name for each delivery.
  - Hand sanitizer is available beside the log for driver use.
- The Front Office team will sanitize the log (i.e. clipboard, pen) by the front door twice daily and the Maintenance team will do so for the log at the loading bay.
- All touch points are wiped down with disinfectant regularly such as door knobs, elevator buttons, light switches, windows, stairs, handrails, cupboard handles, grab bars, tables, bathroom surfaces, phones, desks, keyboards etc. Only chemicals approved to properly sanitize and remove COVID-19 and other viruses from surfaces will be used.
- Once guests enter the lobby, their temperature will be read by an automatic thermal camera.

- If a temperature of 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 Agent(s) standing at their pods.
- If the alarm is triggered, a manager or supervisor will be immediately notified.
- The manager will approach the guest and check if the alarm was a false positive by using the handheld thermometer.
- If not, we will 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.***

### *Masks*

As per provincial guidelines masks are recommended but not required for all who are not yet fully vaccinated. A person is considered fully vaccinated 14 days after their second dose has been administered.

- **Masks will be worn by all team members who are guest-facing and not behind some sort of barrier, such as a Plexiglas screen.**
- Mask wearing is encouraged and recommended to all team members especially if they are not fully vaccinated.
- Cloth masks are provided as a uniform item, two per person for any team members who require or desire them.
- Disposable masks are also available for guests or team members upon request.

### *Common Area Cleaning*

- Increased sanitation and disinfection practices in place across the Resort.
- The Resort Runner and Evening Cleaning Attendants will be given a schedule of surfaces to be sanitized several times per day.
  - 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.

### *Hygiene and Physical Distancing*

- If possible, cover your nose and mouth with tissue paper while sneezing, coughing, or blowing your nose and throw it away immediately, otherwise, cough or sneeze into your elbow rather than your hand - wash your hands or sanitize right away.
- Hands are one of the most common ways that bacteria and viruses spread from one person to another. One of the most important ways to prevent the spread of COVID-19 and other communicable diseases is to wash your hands frequently with soap and water and sanitize whenever possible. Supplies for hand washing as well as hand sanitizer is available for use by guests and team members throughout the Resort.
- Handwashing/hygiene signage is posted in all staff areas.
- Avoid touching your face, avoid physical contact with others and keep a safe distance whenever possible.
- Elevators are limited to 4 guests at a time, or one party.
- We encourage our team members to social distance whenever possible.

- All team members are encouraged to receive their COVID-19 vaccination and will receive 3 hours of paid time if they are scheduled to work during their vaccination appointment.

### *Temperature and Daily Health Checks*

- Employees are required to complete a daily self-assessment by reviewing a WorkSafe BC poster titled “How to Stop the Spread of COVID-19”. This poster outlines the symptoms of COVID-19 and warns to stay home away from your workplace if you feel unwell.
- Symptoms of COVID-19 may include:
  - Fever or chills
  - Persistent cough
  - Loss of sense of smell or taste
  - Difficulty breathing
  - Sore throat
  - Loss of appetite
  - Extreme fatigue or tiredness
  - Headache
  - Body aches
  - Nausea/vomiting
  - Diarrhea
- Employees will then be required to confirm none of the above applies to them before entering the building each day.
- The team member must not enter the workplace if they do not pass the health check. They must return home and use the [BC COVID-19 Self-Assessment Tool](#) or follow any Public Health advice they have been given.
- If possible, team members should get a COVID-19 test as the BC government is offering 3 paid sick days to ensure no one comes to work sick.

### *Common Areas and Break Rooms*

- Start times and break times have been staggered whenever possible to avoid large groups of employees.
- Designated additional rooms as break areas, with posted occupancy limits.
- Sanitizer is available in the staff lunch room, some seating has been removed to allow for proper distancing.
- Team members are encouraged to take their break in their department whenever possible (i.e. Spa, Sales & Marketing, Maintenance, Front Office) to prevent overcrowding.
- Do not move tables or chairs configured for physical distancing.
- Keep your food and drinks to yourself and bring your own dishware when possible.
- Sanitize surfaces before and after using this space.
- Follow proper hand hygiene before and after eating and before and after handling a mask.

### *Self-Isolation*

- No physician notes will be required for sick calls temporarily.
- Immediately inform your manager if you suspect you have COVID-19 or have come into contact with someone else who is suspected of having it, or if you are showing symptoms of communicable disease such as a cold or influenza.

- As per the British Columbia Centre for Disease Control:
  - If you are a close contact of a person with COVID-19, you need to self-isolate for 14 days since you last had contact with this person.
  - If you have tested negative for COVID-19 while you are self-isolating for 14 days, it is very important to complete your entire 14 day self-isolation period.
  - If you have symptoms of COVID-19 and are waiting to be tested, self-isolate right away and keep self-isolating at least until you get your result.
    - If your test is negative self-isolate until you feel better.
  - If you have taken a COVID-19 test and waiting for the results, self-isolate until you get your result.
    - If your test is positive, continue to self-isolate.
    - If your test is negative, self-isolate until you feel better.
- The BC Government is offering 3 paid sick days to ensure no sick team members come to the workplace and spread any diseases.

## Housekeeping

### *Guest Rooms*

- ***In accordance with public health advice, stayover service is not currently being offered. Amenities can be refreshed at any time throughout a guest's stay.***
  - Additional amenities will be placed in arrival rooms (i.e. bath crystals, hand soap, etc.) for guests staying more than one night.
- Discard all single-use items that cannot be sanitized, even if they appear unused.

- Disinfect all commonly touched surfaces such as amenity pumps, desk, phones, bedside table, TV remote, toilets, sinks, faucets, door knobs, light switches, telephones, bar fridges, garbage cans, etc.
- All glassware removed from each room and properly washed/sanitized in the glass washer between each use.
- A Plexiglas barrier has been installed on all housekeeping carts to prevent contact while on floor.
- It is recommended and encouraged for team members to continue wearing masks while cleaning guest rooms.

### *Laundry*

- Separate, labelled bins for clean and dirty laundry, all bins will be sanitized daily.
- Team members will sanitize or wash their hands between touching clean and used items.
- Sanitize front loading area of washing machines between each load.

### **KurSpa**

- 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.

- Fruit and self-serve tea stations have been removed from the Tea Room temporarily, however items are available upon request from one of our team members.

### *Treatments*

- Spa practitioners wear masks during treatments.
- Treatment rooms will be fully sanitized after each service using approved sanitizer.
- Plexiglas barriers have been placed on manicure tables, which have been arranged to achieve proper distancing.
- If a guest appears symptomatic, the practitioner must refuse to proceed with the treatment. No cancellation fees will be charged in this case.
- Guests are encouraged to sanitize their hands before laying down for their 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.
- Sanitizer available at Reception, entrance to pools, Steams & Saunas, Tea Room, Serenity Room, and Fitness Studio.
- Plexiglas barriers installed at all three Reception desks and the Beauty desk.

- Any “tester” samples removed, for example moisturizer. Testers or single use samples available from La Biothetique at Spa Reception instead.

### *Stearns & Saunas / Swimming Pools / Kneipp Hydrotherapy*

- ***The Stearns & Saunas will remain temporarily closed for the time being.***
- ***A Spa Attendant will be placed at the entrance to the Aqua area with a counter to ensure the Indoor Pool area does not exceed 50 guests at any time.***
- Spa team members will follow a checklist for surfaces to be wiped down several times per day and signed off on, including door handles, counters, change rooms, fitness equipment, etc.
- Bottled water is available at Spa Reception, along with infused water upon request. 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.
- We recommend guests sanitize their hands before leaving the pool area or upon returning to their room.

### *Fitness and Movement Studios*

- Hand sanitizer is available at multiple locations in this area.
- Guests are encouraged to sanitize all frequently touched surfaces and equipment (i.e. cardio equipment, free weights, etc.) before and after use.

Sanitizer is available for guest use, and the equipment is also sanitized by the KurSpa team regularly.

- Floor decals have been placed in the Movement Studio to indicate where mats can be placed in order to encourage 2 meters apart.

## Food & Beverage

- Food handlers are washing their hands frequently, such as when starting work, after returning from a break, between different tasks, etc.
- Guests are recommended to wash their hands with soap and water or use hand sanitizer when approaching the restaurant to pick up any food.

### *Barrique & Java*

- All bar seating has been removed, and a Plexiglass barrier is placed at the bar area to separate where beverages are prepared.
- Laminated menus must be wiped down between each guest.
- Hands must be washed or sanitized after clearing any dirty dishes/glassware from the table.

### *PeakFine Restaurant: Breakfast*

- Guests are able to pick up their breakfast and beverages at the Host Stand for take-out if they wish.
- The breakfast buffet will be temporarily eliminated and replaced with an a la carte menu to help guests maintain good infection control and physical distancing.

- Plexiglass barriers have been placed between a large number of tables in PeakFine Restaurant in order to create protection between our guests.
- 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.
- Seating has been rearranged to try to ensure a comfortable distance is between tables.
- Reservations are offered between 6:30 – 8:30 AM for breakfast, afterwards guests are welcome to come at their leisure and will be seated on a first-come, first-serve basis.
- Breakfast will open at 6:30 AM to allow for additional reservations slots.
- A Plexiglass barrier has been placed at the 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.
- Team members will sanitize or wash their hands in between touching dirty and clean items.

### *PeakFine Restaurant: Dinner*

- Plexiglass barriers have been placed between a large number of tables in PeakFine Restaurant in order to create protection between our guests.
- A Plexiglass barrier has been placed at the host stand as well as hand sanitizer.
- Printed a la carte menus have been laminated so they can be sanitized between each guest.
- Team members will sanitize or wash their hands in between touching dirty and clean items.
- Guests are able to order room service (in guest room dining) for lunch and dinner from PeakFine Restaurant. Room Service (in guest room dining) will be available from 11am until 9pm daily. The room service (in guest room dining) menu is located in the Room Directory which is sanitized by Housekeeping with each check out service.
- Carts or trays and in-room service tables are fully wiped down when they are returned from room service (in guest room dining) orders.
- Room service (in guest room dining) servers will not enter guest rooms to offer wine service etc.
  - The room service server will knock, provide the bill for a signature, and then the guest can take the cart or tray into their room.
  - Room service servers will be wearing a mask and gloves when making deliveries.
  - Guests will be offered a sanitized portable room service table for in their room if they wish.

### *Outdoor Terrace: Light Fare*

- Tables have been positioned as far apart as possible.
- Menus have been printed and laminated so they can be sanitized between each guest.
- A Plexiglas partition has been placed in front of the host stand.
- Hand sanitizer is available by the host stand.
- Debit or credit payments will be taken at the host stand only, rather than at the table. TD Debit or credit payment machine will be sanitized between each use.
- 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.
- Team members will sanitize or wash their hands in between touching dirty and clean items.

### **Gift Shop**

- No more than three guests are allowed in the Gift Shop at once, signage is posted at the door advising of this.
- Plexiglas barrier placed on the desk.
- TD debit machine sanitized between each use.
- Changing room sanitized between each use.

Emphasize that absolutely no returns will be accepted.