

# **Sparkling Hill Resort**

## **COVID-19 Response Plan**

***August 21<sup>st</sup>, 2021***

## Overview

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 COVID-19 transmission. 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 (PHO) under the Public Health Act in a Provincial State of Emergency.

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 at Sparkling Hill will continue to take steps to plan, prepare, and protect against infectious disease outbreaks.

We look forward to welcoming you to Sparkling Hill!

## Front Office

- ***Masks are mandatory for all guests within the resort as per provincial directives effective August 21<sup>st</sup>, 2021.***
- The Front Office team will be supervising arrival and departure line ups to be sure proper social distancing and mask etiquette is being maintained by our guests at all times.
- Breaks for the Front Office will be taken in the Valet room to avoid needing to use the staff lunch room.

### *Arrivals*

- Guests will have the option of valet parking or self-parking.
- During peak check-in times, with appropriate staffing levels, guests will be greeted by a Valet on the road prior to entering the valet circle.
- They will confirm if the guest has a reservation so we know to direct them either to the valet circle or Day Guest parking.
- The team member will be wearing personal protective equipment (PPE) such as a mask and gloves, and will ensure proper social distance is maintained while speaking to the guests in their vehicle.
- Valet team members will 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.
  - Keys in our possession will be sanitized daily as an added precaution.
- Sparkling Hill has hand sanitizing stations available to workers as they change their gloves between vehicles.
- Magazines and brochures in the lobby area have been removed.
- A sign is displayed on the outer glass at the entrance to advise anyone entering that their temperature will be read, and that masks are mandatory in public spaces in the resort.
- 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.***
- Guests will enter the line which will be roped off with stanchions and have vinyl distancing stickers on the floor.
- All three pods have a Plexiglass barrier, and Front Desk counters must be wiped down after every use.
- 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 and will sanitize their hands after doing so.
- 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.
- If they have not done so in advance, 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 provided the tag to place on their own keys, and will then be asked to leave it on the Front Desk pod when the vehicle is ready to be parked.
- Luggage service is available only 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 when necessitated by the business level.
  - 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.
- Keys of vehicles that have been brought up to the valet circle will be kept at the Express Checkout station (if in use) 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.
- Temporarily water bottles will no longer be placed 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.

## **Housekeeping**

- Sparkling Hill has continuously ensured standards for cleaning and safety. During COVID-19, we have further enhanced our cleaning practices.

- 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 from surfaces will be used.
- Empty and clean garbage cans in public areas regularly.
- Masks are required to be worn during shift.
- Lunch breaks to be taken in three shifts to avoid overcrowding the staff lunch room.

### *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.
  - Extra items or linens can be delivered upon request. The team member will knock and allow the guests to take their items off of a tray. If the guest does not answer the door, 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.
- Supervisors will also wear masks and change gloves between each room they inspect.
- 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 Plexiglass barrier has been installed on all housekeeping carts to prevent contact while on floor.
- Dirty items only will be stored in the black laundry cart, this cannot to be used for any items that would enter a clean room such as chemical bottles, vacuum, mop, etc.

### *Laundry*

- Separate, labelled bins for clean and dirty laundry, all bins will be sanitized daily.
- Floor stickers placed in the laundry room to ensure social distancing while folding.
- Laundry attendants will wear masks and gloves when handling dirty linen.
- When possible, only one employee should operate an 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*

- The objective is to reduce the risk of the COVID-19 virus spreading through droplets when a person coughs or sneezes, and/or from touching a contaminated surface and then touching the face.
- Avoid sharing equipment such as pens, radios, computers, and cleaning supplies whenever possible. If equipment is shared, disinfect after each use.

- Increased sanitation and disinfection practices in place across the Resort, therefore staffing levels have been 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 throughout the 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.
  - 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

- Any tools, machinery, and equipment that employees come into contact with will be wiped down routinely.
- If entering guest room for a maintenance issue, the guest must vacate the room and masks and gloves must be worn.
- Maintenance team members will take their break in the shop area to avoid overcrowding the staff lunch room.

## Events

- ***Organized indoor gatherings are limited to 50 people (e.g. weddings, funerals, seated events), and outdoor gatherings are limited to 100 people. A safe social distance must be maintained at all times.***
- ***Mask are mandatory unless drinking or eating.***
- ***Sanitary stations will be placed in each entrance and every guest will be asked to sanitize their hands upon entering a room.***
- ***Sanitizer bottles will be placed on each table.***

- ***Gloves will be worn by the servers and they must change them every time they handle plates, cutlery, glasses or other items that have already been handled.***
- ***Self-serve stations will not be available - Food and beverages will be handled and distributed by servers at all times.***
- Current PHO restrictions regarding events/gatherings are communicated to clients with appropriate options for rescheduling presented as appropriate.
- 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 lunches and dinners only.
- Table service only for coffee, tea, and water, no self-serve stations.

## **Sales & Marketing**

- Any Sales & Marketing Team members will be working from home when available.
- Pre-stay and confirmation details have been 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.
  - In addition, posters will be displayed inside the elevator reminding guests of policies related to COVID-19 during their stay, especially that mandatory masks required in public spaces.

## **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

### *Treatments*

- Masks to be worn during all services, practitioners may wear optional gloves and full face shields during services as well. 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 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 will be asked to sanitize their hands prior to lying down for treatment and guests must wear masks during their treatment.

### *Reception*

- Printed spa menus are single-use only.
- The spa intake form will be provided to guests which will be sanitized between each use along with the pens provided, or done electronically on a tablet.
- 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 barriers installed at all three Reception desks and the Beauty desk.

- Adjusted maximums for each fitness class to ensure guests can be spaced far enough apart. Stickers have been placed on the floor to indicate where mats should be placed.
- Any “tester” samples removed, for example moisturizer. Testers or single use samples available from La Biosthetique 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 pools with a counter to ensure each area does not exceed 50 guests at any time.***
- Guests are required to wear a mask when using the KurSpa’s Kneipp Hydrotherapy.
- Guests are not required to wear a mask while swimming, but we do ask that guests are respectfully maintaining social distancing between other guests at all times and wearing a masks when out of the pool.
- Spa team members will follow a checklist for surfaces to be wiped down regularly and signed off on
- Bottled water is 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.
- Locker key tags are sanitized between each use.
- We recommend guests sanitize their hands before leaving the pool area or upon returning to their room.

### *Fitness and Movement Studios*

- ***All high intensity fitness classes are suspended as of August 21<sup>st</sup>, 2021. Low intensity classes such as yoga or meditation are still available for groups with adjusted maximum number of guests.***
- ***The Movement Studio & Fitness Center will be limited to one guest or party at a time.***
- Hand sanitizer is available at multiple locations in this area.
- All frequently touched surfaces and equipment (i.e. cardio equipment, free weights, etc.) must be sanitized between guests, 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 remain 2 meters apart for same party members.

## **Food & Beverage**

- ***Food & Beverage staff will either sanitize or wash their hands after every time a dirty item has been handled. When staffing allows, the team will be split into a “clean” team to handle clean items only and a “dirty” team to handle used items only.***
- ***Food and beverages will be handled by servers at all times.***
- All dishes, cutlery, and glassware is washed between each use, the dishwashers use a combination of heat and chemical sanitization to effectively clean these items.

### ***Barrique & Java***

- All bar seating has been removed, and a Plexiglass barrier is placed at the bar area to separate where beverages are prepared.
- Hand sanitizer available at entrance to Barrique & Java.
- Laminated menus must be wiped down between each guest.
- Table tent menus and candles have been removed from tables.

- Hands must be washed or sanitized after clearing any dirty dishes/glassware from the table.

### *PeakFine Restaurant: Breakfast*

- Plexiglas barriers have been placed between a large numbers of tables in PeakFine Restaurant in order to create an additional layer of 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 and some tables have been removed to ensure that either each table is placed 2 meters apart ort here is a barrier in between.
- Reservations are offered between 6:30 AM– 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.
- A Plexiglas barrier has been placed at host stand as well as hand sanitizer.
- Vinyl stickers have been placed 2 meters apart on the carpet leading to the host stand to ensure adequate spacing between guests while in line to be seated.
- 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.
- There will be designated food handlers.
- If staffing and business levels allow, 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).

If the above is not possible during a given shift, team members will sanitize their hands after each time they have cleared “dirty” items, which would be something that a guest has already touched.

### *PeakFine Restaurant: Dinner*

- 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.
- When a guest calls to place a room service order,
- Carts or trays and in-room service tables are fully wiped down when they are returned from room service (in guest room dining) orders.
- Delivery fee is temporarily waived for all 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.
- Same procedure will be in place for “dirty” and “clean” items as previously mentioned in the *Breakfast* section.
- Laminated 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.
- 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.

### *Outdoor Terrace: Light Fare*

- Tables have been positioned to ensure they are 2 meters apart. If 2 meters is not attainable, then a plexiglass barrier has been placed between the tables.
- Menu's have been printed and laminated so they can be sanitized between each guest.
- A plexiglass 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.
- There are designated food handlers and beverages handlers.
- If staffing and business levels allow, 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).
- If the above is not possible during a given shift, team members will sanitize their hands after each time they have cleared "dirty" items, which would be something that a guest has already touched.

### **Gift Shop**

- No more than three guests are allowed in the Gift Shop at once, signage is posted at the door advising of this.
- Plexiglass barrier placed on the desk.
- TD debit machine sanitized between each use. Employees are to wash or sanitize their hands after handling cash, debit/credit cards, or other guest materials.

- Changing room sanitized between each use.
- 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

- ***As per public health orders effective August 21<sup>st</sup>, travel is not recommended into the Interior Health region unless for essential reasons. A list of what is considered “essential travel” can be found at:***  
***<https://www2.gov.bc.ca/gov/content/covid-19/travel/current>***
- 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.

## Mask Etiquette

- **Masks are mandatory for all team members during their shift.**
- **Masks are also mandatory for all guests while in public spaces at the resort such as elevators, hallways, lobbies, stairwells, KurSpa, etc.**
- The only exception to the above will be if a guest has a medical condition preventing them from wearing a face covering. An alternative such as a face shield will be offered in this case if the medical restriction permits.
- Cloth masks are provided as a uniform item, two per person. Team members are strongly encouraged to wash their mask with soap and hot water at the end of their shift.
- Disposable masks are also available for guests or team members upon request. These should be replaced after eating, if it becomes soiled, and/or at the end of each shift.
- Wear your mask correctly:
  - Wash or sanitize your hands before putting on your mask.
  - Put the mask over your nose and mouth and secure it under your chin.

- Fit the mask snugly against the sides of your face, slipping the loops over your ears.
- Make sure you can breathe easily.
- If you have to continually adjust your mask, it does not fit properly. You may need to replace your mask, or find a different type or brand.

### *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 right away.
- Hands are one of the most common ways that a virus spreads from one person to another. One of the most important ways to prevent the spread of COVID-19 is to wash your hands frequently with soap and water. 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.
- Each department is to have a hand washing timer that is to be worn by a designated hand washing champion!
  - This person(s) will be assigned for each shift by the Department Manager.
  - When the alarm goes off once every hour, each team member must wash or sanitize their hands.
  - Employees must also wash their hands at the start of their shift, before and after eating or drinking, after touching shared items, after using the washroom, after handling cash or debit/credit cards, after receiving a delivery (if contact was made), and at the end of their shift.
- Avoid touching your face.
- Avoid physical contact with others and keep a distance of two meters apart.
- Team members will not use a guest elevator unless necessary, and will never enter an elevator with a guest already in it.
- Only two people will be allowed at once in the service elevator.

## *Temperature and Daily Health Checks*

- Employees are required to perform a daily health check by reviewing the 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, and sign off on a record sheet acknowledging this.
- 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.
- 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.

## *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.
- Masks need to be worn and can only be removed while physically distanced outside or while eating or drinking.
- 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.
- A capacity of two 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.

## *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.
- 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 you are fully vaccinated: self-monitor for the remainder of the 14 days from exposure. If you are not vaccinated, you must self-isolate for 14 days from the exposure.
  - If you have taken a COVID-19 test and waiting for the results, self-isolate until you get your result. If you receive a negative test, the same rules apply regarding vaccination- if you are fully vaccinated then self-monitor, and if you are not then self-isolate.
    - If your test is positive, continue to self-isolate.
- If your test is negative, self-isolate until you feel better.