



Sparkling Hill Resort

COVID-19 Response Plan
March 11th, 2022

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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, our Joint Health and Safety Committee representatives, and our Occupational Health Nurse 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

Guests are required to show their Vaccine Passport upon check in. As of October 24th, 2021 all guests are required to provide their proof of double-vaccination to stay at the Resort.*

*Please note that the only accepted proof of double-vaccination is a government provided QR code which will be scanned by the Front Desk Agent upon arrival to the resort.

Masks are optional for all guests & team members within the resort as per provincial directives effective March 11th, 2022.

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.
- 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 optional 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.**
- All three pods have a Plexiglass barrier, and Front Desk counters must be wiped down after every 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.
- 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.
- 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 when necessitated by the business level.
- “Dirty” key cards and pens will be kept separate and sanitized before reusing in a dedicated drawer behind Front Desk.
- 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.
- Staff should change into their uniform upon arriving at the resort, not at home, and change out of their uniform prior to leaving at the end of the day.
- 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.
- Only one Room Attendant will clean each guest room.
- 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.
- If someone is unable to wear gloves, they will sanitize their hands prior to entering the room and after completing the room. □ 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.
- Only certain team members allowed to handle dirty laundry, everyone else is to touch clean laundry only.
- Laundry attendants will be required to wear gloves when handling dirty linen.



- 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 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

- Any tools, machinery, and equipment that employees come into contact with will be wiped down routinely.
- Maintenance team members will take their break in the shop area to avoid overcrowding the staff lunch room.



EVENTS

All attendees must be fully vaccinated and provide proof in the form of a provincial or federal QR code, or approved international documentation.

- Sanitizer bottles will be placed on each table.
- Servers must sanitize or wash their hands with soap immediately after handling any “dirty” items that any guest may have touched.
- 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.
- Table service only for coffee, tea, and water, no self-serve stations.

SALES & MARKETING

- 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, 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.
- In addition, posters will be displayed inside the elevator reminding guests of policies related to COVID-19 during their stay.

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

- Guests can request their practitioner wear a mask 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.

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.
- The spa intake form will be provided to guests which will be sanitized between each use along with the pens provided.
- 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.
- Any "tester" samples removed, for example moisturizer. Testers or single use samples available from La Biosthetique at Spa Reception instead.

STEAMS & SAUNAS/POOLS

- Steams & saunas are open from 2:00PM until 10:00PM with no capacity limits or bookings required.
- 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.
- 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

- 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.

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.
- 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 Barriquer & 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 number 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 by a team member upon request.
- 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 Plexiglas barrier has been 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.

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.
- 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.
- Guests will be offered a sanitized portable room service table for in their room if they wish.
- 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).
- Laminated menus are wipeable and 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.

GERNI'S FARMHOUSE

- **This outlet is currently only open from 11am – 3pm daily.**
- Tables are spread out to allow as much social distancing as possible.
- Rooms can be rented by a group to prevent others from being close by.
- Menus have been printed and laminated so they can be sanitized between each guest.
- Hand sanitizer is available at every entrance.
- 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.
- Servers can refill water and wines at the tables but must sanitize or wash their hands with soap prior to pouring and immediately after pouring.
- Team members will sanitize or washed their hands with soap each time they have cleared “dirty” items which is anything that a guest may have 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

Guests are required to show their Vaccine Passport upon check in. As of October 24th, 2021 all guests are required to provide their proof of double-vaccination to stay at the Resort. *

*Please note that the only accepted proof of double-vaccination is a government provided QR code which will be scanned by the Front Desk Agent upon arrival to the resort.

- 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.
- If a guest develops any symptoms of COVID-19 during their stay at the resort it will need to be reported to management immediately and the guest(s) will kindly be asked to depart the resort as a precaution, regardless of vaccination status. This includes any person(s) that were sharing a room with the individual, or who would be considered a close contact. The definition of a close contact is:
 - People you live or share a room with.
 - People you had intimate contact with.
 - People outside of your household (e.g. at a social gathering) who:
 - you were face-to-face with for 15 minutes or more
 - while you were indoors, and
 - while you were not wearing a mask.
 - People who may have been exposed to saliva or other bodily fluids, such as people with whom you shared items like a drink, personal hygiene item, cigarette/vape, lipstick, or eating utensils, as well as people who may have been coughed or sneezed on.

MASK ETIQUETTE

Masks are optional for all guests and team members.

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.
- 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.

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 is found in each department and 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

- Designated additional rooms as break areas.
- 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.
- 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.
- If you are a close contact of a person with symptoms of COVID-19 you may be asked to self-isolate for 3 days to monitor for development of symptoms. If you are asked to self-isolate then follow these guidelines:
 - If the close contact tests negative and you have no symptoms then you are free to go back to normal activity.
 - If the close contact tests negative but you have symptoms, organize a test and self-isolate until you receive the results.
 - If the close contact tests positive then assume that you are positive, organize a test and self-isolate until you receive the results.
- 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 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 you are required to self-monitor but self-isolation is recommended until symptoms are gone, and if you are not then self-isolation is necessary.

- If your test is positive, continue to self-isolate, if your test is negative, self-isolate until you feel better.
- If you receive a positive COVID-19 test result you must follow the most current BCCDC and public health guidance.
- Any team members residing in staff accommodation will be required to follow self-isolation protocols.

**COVID-19 self-isolation to be followed as per BCCDC and public health guidance.

MANDATORY VACCINATION

All employees and contractors who come in contact with guests, must provide confirmation of their vaccination status by April 1st, 2022. After April 1st, 2022 all employees and contractors who come in contact with guests, must be **fully** vaccinated to continue to work.

1. Proof of COVID-19 vaccine status as per the following requirements:
 - a. If the individual has only received the first dose of a two-dose COVID-19 vaccination series approved by Health Canada, proof that the first dose was administered and, as soon as reasonably possible, proof of administration of the second dose; the employee will not be able to work after April 1st, 2022 until the second dose is received **or**
 - b. Proof of all required doses of a COVID-19 vaccine approved by Health Canada.

Employees and contractors who come in contact with guests, will be considered fully vaccinated after receiving the requisite number of doses of a COVID-19 vaccine. An employee or contractor who comes in contact with guests, will be considered partially vaccinated if they have received only one dose of a two-dose vaccine and will not be able to work after April 1st, 2022.