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COVID-19 Safety Plan for Hotel Guests and Park Place Lodge Staff

Park Place Lodge has assessed the risks and hazards of the workplace and is actively working to reduce these risks. As per Work Safe BC, we have developed a COVID-19 Safety Plan. These policies and procedures have been implemented to reduce the risk of COVID-19 transmission for all workers and hotel guests. These practices have been advised by our local governments, Work Safe BC, Center for Disease Control and the Ministry of Health, and we will be consistently updating our safety precautions as the situation develops.

After reviewing the science behind COVID-19 and studying the risks and hazards of transmission, we have made the following changes in our hotel operation.

Hotel Operations

- As of November 1st, all guests are encouraged to wear masks when entering the hotel, common areas and when unable to meet two metre physical distancing between other guests and hotel staff
- We have a list of COVID-19 symptoms (supplied by The Public Health Agency of Canada) which is posted at the front desk. Any guests showing symptoms, or travelling from outside of Canada with the past 10-14 days, will not be permitted to stay or use hotel facilities. Any areas the guest may have come into contact with will be thoroughly disinfected.
- If the guest has experienced symptoms during their stay, the room will be appropriately quarantined and cleaned using the recommended 'Center for Disease Control' guidelines
- If a colleague witnesses COVID-19 like symptoms from a guest, we will ensure that the guest is told to seek medical advice and follow necessary precautions. Any areas that the guest may have come in to contact with will be thoroughly sanitized. The guest's hotel room will complete a 72 hour quarantine period prior to housekeeping or any other staff member entering.
- High surface touch areas have been assessed and cleaning duties and checklists have been adapted to ensure regular sanitization of these surfaces. These include communal door handles, guest room keys, entrance doors, stairwell railings, elevator buttons, light switches and stationary
- Hand sanitizing station and tissue boxes are available at the front desk
- 2 meter social distancing signs are positioned throughout the hotel
- Elevators have a maximum capacity of 1 person at all time unless guests are travelling in the same 'bubble'. Signage is posted on each floor and inside the elevator as a reminder
- Tissues are available near coffee urns as well as signage to request that all guests use a tissue to press the button. Front desk agents are regularly sanitizing the buttons between guest usage
- A plexiglass screen has been installed along the front desk to act as a transmission barrier. This screen is sanitized regularly
- Our credit card machines are being sanitized between usage and when able, manual pre authorizations are completed by staff to reduce transmission risks.

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- Contactless check-ins & check-outs are available to limit guest interactions with staff. A basket is positioned at the front desk for guests to drop their keys. Guest Services are encouraging emailed receipts.
- Guest amenities and linens are readily available to guests at the front desk. An empty laundry bin has been placed at the office door for no contact passing between staff and guest
- Guests are encouraged to drop off dirty linens/personal laundry to the front desk in a plastic bag. Staff are encouraged to wash their hands before and after coming into contact with any guest laundry. A trained laundry colleague will ensure the laundry is handled and washed appropriately.
- At check in, guests are provided with an information sheet detailing protocols and procedures to encourage safe practices.
- Occupancy limits are established in all communal washrooms. All washrooms are unisex to allow maximum access to our guests
- Hotel has provided maximum ventilation throughout the common areas to improve air circulation.
- Luggage carts and vending machines are sanitized regularly
- Signage provided by the Public Health Agency of Canada showing proper hand washing procedures are located at all hand washing stations in the hotel
- In room dining will be delivered to the room using a trolley or tray and stand. All payments must be made at the front desk, using the credit card on file. No payments will be taken at time of delivery to limit contact between staff and guest. The server will knock on the guest door so they are aware their food has arrived.
- Room service trays and trollies are to be left outside of guests' rooms when finished. A member of our front desk team will collect all trays and trollies and deliver to our dishwasher for thorough cleaning and sanitizing. Staff must wash their hands immediately after

Spa and Fitness Facilities

Pool and Hot Tub

- Reservations for the pool & hot tub are encouraged and monitored by the front desk team. We have allowed for thirty minute time slots for guests. Guests must be in the same 'bubble' to allow physical distancing.
- 2-meter physical distancing and 'non-congregating guidelines' are in effect
- Chemical testing is completed twice daily to ensure correct and safe chemical levels as per national guidelines
- The gate to both pool and hot tub is always closed so no unreserved guests are able to gain access. This also allows us to control our reservation system in place
- Our front desk agents will provide each guest with a pool towel to limit number on display in pool area
- Guests are encouraged to read the guidelines for spa usage, which are posted by the entrance to both the pool and hot tub
- Enhanced cleaning duties are being carried out and include sanitizing of handrails, power buttons, laundry bins, furniture, and regular disinfecting of the doors
- Guests must adhere to personal hygiene etiquette including-
 - Guests are encouraged to shower before entering the pool. A shower is available in the lobby sauna room if required
 - Hand sanitizer is readily available near the entrance to the pool if required. Washrooms are available in the lobby for guests to wash their hands regularly

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- We encourage footwear to be worn by all guests when walking from your room to the pool area and between the pool and hot tub
- Guests under no circumstances should spit or blow their nose in the water
- Guests showing symptoms of COVID-19 will not be permitted access
 - Everyone should use their elbow to sneeze or cough. Tissues are available at the entrance of the pool for your use. Used tissues must be discarded in the bin provided
 - Please remove perfumes, hair sprays, creams that can interfere with our pool chemicals
 - Anyone showing symptoms of COVID-19 will be safely removed from the pool area and possible contact areas disinfected

Fitness Room

- The fitness room has a maximum capacity of 2 persons. Time limits have been set to ensure availability to all hotel guests
- To gain access guests must see our front desk team. This will enable us to ensure maximum capacities are not exceeded
- 2-meter distancing and 'non-congregating' guidelines are in effect
- Front desk agents will provide guests with a personal cleaning rag and disinfectant. Guests must sanitize machines before and after use including power buttons, handrails, weights, seats, and all other surfaces guests may have come in to contact with
- Hand sanitizer is readily available inside the fitness room. There is a washroom inside the fitness room for guests to regularly wash their hands
- Guests will be asked to read all fitness room guidelines prior to entering. A list of procedures is posted on the entrance door
- Park Place Lodge have implemented enhanced cleaning protocols to include all common area light switches, door handles, and will complete more enhanced cleaning of machinery and other high touch surfaces
- Guests must follow correct personal hygiene guidelines including-
 - Guests should wash their hands regularly
 - Guests must wash their hands prior to workout.
 - Everyone should use their elbow to sneeze or cough. Tissues are readily available in the fitness room and must be discarded of in bin provided
 - Guests are not allowed access without footwear
 - Anyone showing symptoms of COVID-19 will not be allowed access

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Meeting Spaces and Events

- All events with more than 50 attendees are prohibited as per government guidelines
- Events will only take place between 5:30am and 11pm.
- Liquor cannot be served past 10pm as per the October public health order
- Event organisers are clearly told that function details and set up may be altered leading up to the event as government guidelines are updated
- Seating and table arrangements are organised to allow 2 meters between guests, to meet distancing guidelines if requested by the function organiser
- Seating capacities at dining tables have been reduced
- If tables are provided, there must not be more than 6 people per table
- Sanitizing stations are set up around the room, including at the entrance to the space
- Buffets and 'family style' dining are prohibited at this time
- Exit doors are clearly marked so that the entrance is kept clear for entry only
- Signage provided by BC Ministry of Health is posted throughout function spaces to encourage physical distancing
- Guests will be notified ahead of time of changes in service to ensure attendees are aware of new protocols. The changes in service will be assessed as government guidelines are updated
- We encourage entrance and exit doors are left open to increase air flow throughout the room
- Bottled water is readily available to guests. Water and coffee stations available if function organiser has requested
- Unnecessary coffee cups, water glasses and stationary will be removed prior to event start
- Table decorations, magazines and brochures are prohibited in event spaces. External organisers using function spaces will be encouraged to create blank set ups
- Washrooms are limited to 1 person maximum.
- The server for the function will take orders and deliver food and drinks from a 'service table'. This is a blank space allowing physical distancing between staff and guests. The guest must approach the service table if they require anything. All dirty plates/ glassware, the guests would like removed must be brought to this area and placed in the designated bus bin.
- Service staff must wear a mask when coming into the service area or when they are unable to meet physical distancing guidelines between other staff members or attendees
- Service staff have been encouraged to wash their hands after touching dirty plates, glassware, bills and credit card machine
- For functions requiring individual bills, tap payments are encouraged. Where possible, single tabs will be encouraged
- Condiments are served in single use packages and will not be pre-set on tables. Guests must approach the service table for all condiments
- After the event, all linen will be removed and washed using an appropriate heat setting
- Tables, chairs and all equipment must be thoroughly sanitized between events

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Housekeeping and Cleaning of Guest Rooms

- Park Place Lodge has reviewed the 'Centre for Disease Control' and government health officials' cleaning and disinfecting guidelines for hotel rooms. Checklists have been updated and distributed accordingly and colleagues re-trained. Checklists and training will be updated as the situation develops
- Cleaning checklists demand the sanitizing of all potential touch surfaces including light switches, cables, remotes, curtain pull, window latches, TV buttons, phones, welcome guide books, door/ cupboard handles, irons, ironing boards.
- Housekeeping stay/ daily cleans are not encouraged. New linens, toiletries and supplies can be picked up from the front desk if required.
- Use of spray bottles that might aerosolize contaminants is prohibited, if they are completing the room clean less than 72 hours after previous guest checked out. Instead, housekeeping will use appropriately hot water and disinfectant solutions in buckets
- Dirty rags must not be put back in to cleaning solutions and must be separated for cleaning
- Staff are encouraged to wash hands before, after and between cleaning rooms
- Staff should not enter a guest room until the recommended 3 hours, after the previous guest has checked out. At this time, staff will open windows, allowing better air flow in to the room. The check out clean will be completed by housekeeping after a 24 hour vacancy period. The increase in air flow between hours 3 and 24 will reduce the risk of transmission.
- All arrival rooms are inspected by management prior to 4pm check in, to ensure cleaning standards have been met
- Un-used, single use guest toiletries are sanitized during check out cleans
- Gloves are available if appropriate and regular hand washing is encouraged for all those handling dirty and personal laundry. Laundry attendants have been trained
- Laundry is washed on the warmest appropriate setting
- The front loading area of machines are sanitized frequently and between laundry loads
- Laundry bins are sanitized after contact with dirty linens
- No food and beverage permitted in the laundry area
- Lunch breaks must be taken in the designated lunch area whilst adhering to the 2 meter physical distancing rule. Housekeeping room has been given a capacity of 3 persons
- All linens from second un-used beds and un-used towels to be washed, to ensure everything is washed that a guest may have come in to contact with
- Glassware, coffee cups, utensils are replaced during clean, even if they look like they have not been used
- Cleaning equipment mops, vacuums, cleaning sprays and carts are sanitized regularly
- Hand-sanitizers are available on each housekeeping cart
- Cleaning staff should immediately report breaches in 'Personal Protective Equipment' such as a tear in gloves or any other potential exposures to management.
- Housekeeping staff are encouraged to wash their uniform frequently. Spare uniforms have been made readily available

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Park Place Lodge Employees

- As of November 1st, a mandatory mask policy is in effect. All staff must wear a mask when entering the hotel, common areas, and when unable to meet two metre physical distancing between other guests and hotel staff. Particularly when they're in closed areas with limited air circulation.
- Staff are encouraged to not share their masks with other colleagues, to wash their mask regularly, and to wash their hands after touching their mask.
- Symptom signage (produced by the BC Ministry of Health) are posted in all staff areas. Staff are not permitted to come to work if they are experiencing COVID-19 symptoms. All staff are aware that when they clock in for their shift, they are confirming they are not experiencing any symptoms
- Clock in computers are being sanitized regularly and hand sanitizer placed next to it to reduce transmission between employees
- Staff members showing COVID-19 symptoms will be safely removed from the property. All areas the colleague may have come in contact with or touched will be thoroughly disinfected
- If a staff member is confirmed as having COVID-19, that colleague must consult a health care provider before returning to work
- If a staff member has come into contact with a positive covid-19 case, they are required to get a test and isolate until results have been confirmed
- When able, colleagues are scheduled so limited team members are working at one time and are being scheduled in 'teams' to limit staff interactions
- Capacity limits for staff areas are enforced and workspaces re-arranged to allow for 2 meter social distancing
- Signage, provided by the 'Center for Disease Control' and a Park Place Lodge company memo, is posted in all staff areas, detailing correct personal hygiene protocol. This includes covering sneezes and coughs with your elbow, washing hands with warm water and soap, avoiding touching your face and not sharing food or drink.
- Employees have been informed about their safety plan and have had the opportunity to be involved with decisions and improvements
- 'Personal Protective Equipment' is readily available for all colleagues, if required
- All team meetings will be held in a room with quality air flow and where individuals can seat 2 meters apart
- Staff will receive constant training on COVID-19 prevention as government guidelines are updated
- Colleagues are encouraged to minimize potential exposure to COVID-19 outside of the workplace
- Staff are encouraged to report working hazards to their manager
- Enhanced cleaning measures are being practiced and all common area communication devices, keyboards and stationary are sanitized regularly throughout shift. Disposable cloths are available for these cleaning duties
- Office/desk colleagues have enhanced cleaning duties between shifts to ensure shared work spaces are appropriately sanitized
- Staff are encouraged to wash their hands after use of personal phones.
- Signage provided by the Public Health Agency of Canada showing proper hand washing procedures are located at all hand washing stations in all staff areas
- Ventilation systems have been installed in enclosed areas to increase air flow
- It has been suggested that hand washing take place on the following occasions:
 - Before starting shift

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- Before and after breaks
- After touching, cleaning tables or any surfaces that may be contaminated
- After sneezing, coughing or nose blowing
- After touching your face or hair
- After using the restroom
- After touching personal phones
- After using shared equipment such as computers, POS systems and debit terminals between different users
- After touching cash

Kitchen and Food Areas

- We have limited the number of staff working in the kitchen at one time.
- Serving staff will not be able to enter the kitchen and safe zones have been created to pass food from kitchen to front of house staff members
- Access to garbage and fridges has been modified for all non-kitchen colleagues
- Staff will maintain physical distancing whilst working
- Regular hand washing is encouraged for all kitchen staff
- Enhanced cleaning duties and checklists have been implemented to ensure a clean working space at all times
- Personal protective equipment' is available to kitchen colleagues if they require or are unable to adhere to physical distancing guidelines
- Use of shared equipment will be kept to a minimum. If communal equipment is required, appropriate washing will take place between usages
- Signage, provided by the BC Ministry of Health, on correct hand washing procedure is posted near all kitchen hand washing stations
- Enhanced cleaning duties have been implemented and include high traffic touch surfaces (such as fridge handles and light switches) and equipment (oven and gas dials)
- Foods that may have been contaminated from coughs or sneezes will be discarded of immediately
- We have reviewed the dishwashing practices outlined by BC's Food Premises Regulation and updated our procedures accordingly
- All bins, used to transport dirty plates and glassware are being sanitized between usage
- The dishwashing area has been clearly organised and labelled to ensure clean and dirty glass/plate ware are stored separately
- As of November 1st, a mandatory mask policy is in effect. Kitchen staff must wear a mask when leaving their kitchen space and walking into common areas, and when unable to meet two metre physical distancing between other guests and hotel staff.
- Back door to kitchen to external areas of the hotel is left open to improve air circulation

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Food and Beverage Services

- As of November 1st, a mandatory mask policy is in effect. Food & beverage staff must wear a mask when working in close proximity of colleagues. They are also required to wear a mask when delivering food and during service. Food & Beverage staff have been encouraged to change their mask throughout their shift
- Occupancy has been reduced to ensure patrons are able to maintain a distance of 2 meters from other patrons
- No groups larger than 6 permitted in dining areas, even if they are travelling in the same group
- A service table with no chairs is positioned alongside tables. Staff will serve guests from these service tables. Guests will be instructed to pass their food and drinks amongst the group themselves
- Patrons must be seated in order to receive liquor service. They must remain seated unless using the washroom facilities
- Adequate staffing will be on shift to ensure that patrons remain seated and that patrons do not congregate in areas on the premises
- Tables are positioned to ensure the distance between the backs of the seats of patrons seated at adjacent tables is 2 meters
- Eliminator 42 Virucide and or other bacteria/ germ killing disinfectant is added to hot soapy water buckets for cleaning tables and chairs
- Plexiglass has been installed around the bar to create a transmission barrier between staff and diners
- Washrooms are limited to 1 person at any time. A swing arm is installed in the entrance to both washrooms to ensure it is easy for guests to signal when it is occupied. Signage is displayed to instruct guests on proper usage and capacities
- Directional arrows have been placed on the ground, encouraging a one way system between tables and to the bar, exit and washrooms. This will limit crowding.
- Main entry way is for entrance only. Guests must exit using only the side doors to reduce crowding in main entrance
- 2 meter distancing signs have been placed on the floor outside of The Pub. In the event of guests waiting for entry, the signs will ensure a safe distance between groups. Staff have been instructed to check guests are adhering to this policy and to act accordingly
- Hand sanitizer is available at the entrance, at the exit of washrooms, and at every table
- Guests are encouraged to have one tab per table and to complete contactless tap payments. In the event that the credit machine be used, it will be sanitized between usage
- All bar/ food products must be fresh and all expiry dates inspected
- Bottle opener is used when opening all drinks
- Mirrors are positioned in staff hallways to reduce the risk of close contact by bumping into each other. It has been stressed that staff must use the 'shout corner' procedure when walking around blind corners
- Staff are instructed to complete regular hand washing, using soap and water for at least 20 seconds. Signage provided by Public Health Agency has been posted at every hand washing station
- All live music has been cancelled until further notice
- Enhanced cleaning checklists are implemented and include an hourly clean of the following high touch surface areas:
 - ATM, gambling machines and ticket scanner
 - Pull tab unit

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- Door handles inside and out for the front entry, lobby entrance to Pub, patio door and side exit doors
 - Bathrooms including sterilize sink handles, paper towel and soap dispensers, toilet seats and flush handles, bathrooms locks and the swing arm on entrance to washrooms
 - POS screens and printers
 - Wooden rail up to raised seating sections
 - Cooler handles
- Enhanced cleaning checklists are implemented and include cleaning of the following after every use:
 - Tables and chairs
 - Service tables
 - Debit machines
 - Menus
 - Bar Surface
 - Service Trays
- Other than the hand washing procedures noted in our 'staff' section, The Pub staff are encouraged that hand washing take place on the following occasions:
 - Before pouring drinks, opening bottles/cans
 - After touching or cleaning tables and any surfaces that may be contaminated
 - After using shared equipment such as computers, POS systems and debit terminals between different users
 - After touching cash
 - After scanning customers' lotto tickets
- The public health order titled 'Gathering & Events' has been reviewed and all events taking place on pub premises will ensure correct protocols and policies are actioned
- Trivia events on Thursday have been capped at 50 attendees. Booking platforms have been capped to ensure this capacity is not exceeded. Tables are only allowed to be booked at a maximum of 6 to meet public health order.
- At the start of all events, attendees are made aware of public guidelines including: keeping seated at all times, prohibited intermingling between other tables, trivia resources are not to be shared between other tables

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Cold Beer and Wine Store

- As of November 1st, a mandatory mask policy is in effect. Beer & Wine store staff must wear a mask when working in close proximity of colleagues. They are also required to wear a mask on the floor and assisting guests
- We have limited the number of customers in the store to 4 persons at all times
- All customers are encouraged to limit their shopping to 5 minutes
- Plexiglass has been installed, which separates the customer from the staff on shift
- A sanitizer station is available at the front door for customers
- Opening and closing checklists have been adapted to include enhanced cleaning and sanitizing duties for high traffic areas and surface touching areas. This includes the front entrance, the till area, door handles and cooler doors.
- Staff are required to stock shelves in the morning before opening, rather than throughout their shift. This will reduce exposure from the previous day customers
- Symptom signage provided by the 'Center for Disease Control' is on display in both customer and staff areas
- A catalogue is on display on the stores' entrance windows. This is to encourage customers to browse product before entering
- If a customer is seen sneezing, coughing or showing indication of any other COVID symptom, they will be asked to leave the store. Any areas, product they may have come in to contact with will be thoroughly disinfected
- Contactless payment through the plexiglass is encouraged
- Moneris card machine is sanitized between guest usage
- Popular products have been moved to more accessible staff areas, so that it can be stocked throughout the day
- If breakages occur the store will be temporarily closed and staff will be required to wear 'Personal Protective Equipment' to clean the area
- Signs are posted throughout the store encouraging customers to only touch the products they intend to buy
- Staff must wash their hands if they come in to contact with a customer and after going out onto the floor to stock. Sanitizer is readily available to staff if they are unable to leave the store to access washroom immediately
- Staff are advised to wash their hands after touching personal phones and the store phone
- 48 hour quarantine has been implanted on all deliveries to reduce risk of transmission
- The door to the hotel is locked to prevent overcrowding in the store

Personal Protective Equipment

- Masks and gloves are readily available at Park Place lodge
- We have reviewed all information regarding safe use of masks and how to appropriately remove gloves
- Gloves are not encouraged as it is not an effective control barrier for COVID-19. Gloves could transfer the virus to other surfaces. As per Work Safe BC we encourage regular hand washing as the most effective in reducing the risk of transmission
- In the occasion that gloves are used, they must be discarded immediately and staff must wash their hands
- After use, face masks are placed in a hot, soap and water mix. They are left to soak and are washed in an appropriately warm temperature
- We understand the limitations of masks to protect the wearer from respiratory droplets.
- Park Place Lodge understands that masks should only be considered when other control measures cannot be implemented and they are unable to physically distance themselves from guests and or other colleagues