



**Crystal Cove**

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BEACH RESORT

## **COVID-19 Protocols & Procedures**

Updated May 3, 2021



## INTRODUCTION

This document provides interim guidance for preventing the transmission of COVID-19 to Crystal Cove Beach Resort employees and guests.

To limit the spread of COVID-19, the Provincial Health Officer has issued Orders that impact the hospitality industry. These Orders outline conditions and provide specific direction regarding the services provided at Crystal Cove Beach Resort. This document will outline new measures put into place across all departments and will be revised as needed based on provincial and district direction.

This document applies to all employees. This document is fluid and will be updated as we progress in our reopening of Crystal Cove Beach Resort.

## GENERAL INFORMATION

**At all times you must maintain a physical distance of two metres from others including guests, and other employees.**

COVID-19 is spread through large liquid droplets when a person infected with COVID-19 coughs or sneezes. The virus in these droplets can enter through the eyes, nose or mouth of another person if they are in close contact with the person who coughed or sneezed. COVID-19 is not transmitted through particles in the air and is not something that can enter the body through the skin.

The symptoms of COVID-19 are similar to other respiratory illnesses, including the flu and the common cold. These symptoms include cough, sneezing, fever, sore throat and difficulty breathing. People infected with COVID-19 may experience little or no symptoms, with illness ranging from mild to severe.

People who are contacts of a confirmed COVID-19 case, meaning they have been or could have been exposed to the virus, but do not have symptoms, are required to self-isolate. Self-isolation means staying home and avoiding situations where you could come in contact with others. Isolated individuals may NOT use any common areas or implements, including ice or pop machines, shared laundry facilities.

You must stay at home and self quarantine for 14 days if you are sick to avoid spreading illness to others.

Practice diligent hand hygiene at all times by washing with plain soap and water for at least 20 seconds.

Practice cough etiquette by coughing into your elbow or covering your mouth and nose with a disposable tissue when you sneeze. Immediately dispose of used tissues and wash your hands.

Do not touch your eyes, nose or mouth with unwashed hands. Do not share food, drinks, utensils, cigarettes, vaping devices, joints or bongs.



## **CURRENT CLOSURES ON SITE & GUEST INFO**

Based on our property layout and current measures we have in place we can open to maximum capacity. We will be following specific instruction WorkSafe BC regarding our capacity allowance for cabins, glampers and the RV Park.

The office will be staffed from 8:00 a.m. – 10:00 p.m. daily. The office now has plexiglass shields in place. Only two guests at a time are allowed in the office. Movies and games have been removed as we cannot properly sanitize. Retail items are out of reach on display and can be purchased by request only.

The office has implemented a contactless check-in and check-out process for all existing reservations.

We have purchased a Clorox Total 360 Electrostatic Sprayer CLX110 for Frontrunner use on all touch points within each rental unit prior to staff entering.

A dedicated Showerhouse Attendant will sanitize both sides of the showerhouse three times daily.

Hot tubs are acceptable for guests to use if they are a private hot tub and they will need to be tested daily. Rainforest tubs will be accessible for one unit at a time. Pacific Spa saunas are acceptable for use as well.

Additional signage regarding physical distancing etc has been posted throughout the property in multiple key locations to maximise visibility for guests and visitors on site.

Security sweeps continue daily throughout the night.

All guests will receive a Guest COVID-19 Code of Conduct document for them to adhere to while in our community and on our property. Keeping in mind we cannot police all guests; we must do our best to remain kind and supportive if we do need to remind guests of appropriate conduct during this time.



## **GUEST COVID-19 CODE OF CONDUCT (SAMPLE)**

You and your party agree to obey this Code of Conduct while at Crystal Cove Beach Resort.

**GROUPS:** Each group in an RV site, Glamper or Cabin must be from one household unit. Additionally, each household group must maintain 2 metres social distancing from other household groups. No gatherings of more than six people in a unit are allowed at any time.

**HOUSEHOLD:** Households are defined as those people that live in one home and have maintained social distancing during the COVID-19 outbreak.

**HAND WASHING:** Wash your hands for at least 20 seconds in warm water and soap every time you enter and exit your unit.

**SOCIAL DISTANCING:** You and your party must always maintain 2 metres of separation from anyone else at Crystal Cove Beach Resort, while on the beaches and while in town.

**BE KIND AND SUPPORTIVE:** Be kind and supportive, remember we are all in this together!

**SELF-ISOLATION:** There may be people at the Resort that are self-isolating. It is imperative that they not come into contact with anyone at the Resort. These guests will display a sign on their unit supplied by CCBR indicating they are self-isolating.

**QUARANTINE:** There may be some guests that are required to self-quarantine for 14 days pursuant to the Quarantine Act. These guests will display a sign on their unit indicating they are in quarantine and must not come into contact with anyone at the Resort.

**PARENTAL SUPERVISION OF CHILDREN:** Parents must ensure that their children maintain 2 metres of separation at all times from other children/people from other parties during your stay.

**VISITORS:** no visitors are allowed in any units on property at Crystal Cove Beach Resort. Each group in an RV site, Glamper or Cabin must be from one household unit.



## **SAFETY MEASURES FOR EMPLOYEES**

Current practices remain in place with several additional measures specific to each role added.

Please see each specific role's description (to follow) for detailed information on all tasks involved.

General guidelines that pertain to all staff are as follows:

- The bioclock has been moved to the back hallway by the back-office door. Prior to entering the building, use the hand sanitizer (in a growler outside) then touch the door handle. Clock in and exit the building. If you see through the window an employee is clocking in, you must wait outside, giving them a physical distance of 2 metres from when they exit.
- Disposable gloves and a reusable, washable face mask must be worn by all staff prior to entering an unclean rental unit. Safety glasses are available and optional.
- Disinfect the outside of the door and handle prior to entering followed by the inside.
- As needed, face masks can be put into the appropriate dirty laundry bin (marked and separate for masks only) and a fresh one taken. These will be washed every evening and ready for employees each morning.
- Golf carts cannot be shared as you cannot maintain physical distancing. At the end of your shift, disinfect all surfaces of the golf cart. If you must lend a cart to another employee, you must disinfect it first.
- Radios must be disinfected repeatedly throughout your shift. Do not allow the radio to touch your face when speaking into it.
- Any tools or equipment used must be fully sanitized prior to returning to their storage spot in either the garden sheds or Maintenance shop.
- When using the break room, you must maintain a physical distance of 2 metres at all times from co-workers. Any surface you touch must be sanitized after use; all dishes washed in hot soapy water. Do not share food unless it has been individually wrapped by the manufacturer.
- At all times attempt to refrain from entering the office building unless necessary. For handwashing purposes please use the sink located in the back-end laundry room.
- Guests who come into the office and coffee bar will have to leave their dogs outside. Please obtain permission from guests with dogs to touch the animal. After touching the dog, please wash your hands following the recommended handwashing techniques. If a staff member has a dog in the office, please make sure you wash your hands or sanitize after touching the dog.



## **CPG (Cabin Perfection Guarantee)/HOUSEKEEPING SUPERVISOR**

CPG stands for Cabin Perfection Guarantee. The CPG cart is equipped with extra inventory for the cabins that the cleaners do not carry (dishes, silverware, linens, Kleenex, salt, pepper, etc). CPG duties include but are not limited to: maintaining the unit inventory, directing housekeeping staff, checking unit quality after it has been cleaned, preparing check-ins for the current day. CPG monitors the time frames and assigns extra duties that need to be completed in all rental units.

Each day the CPG will check all unit check-ins. When doing so they will give the cabin a once-over, adjust temperature settings, turn on outside light and deliver any extra items requested by the guest. CPG will put welcome gifts (wine and chocolates) and pet items in units.

CPG will create a daily plan and assign monthly and annual deep cleaning extra tasks to back end staff as dictated by the CPG binder at the back end. New housekeepers will be assigned by CPG to work with other senior housekeepers for training purposes. CPG will delegate laundry and bin-packing duties daily.

It is the responsibility of the CPG to keep the cart stocked throughout and at the end of each shift to ensure efficiency and to prepare for the following day.

When a unit is vacated, two CPGs will don the appropriate PPE (mask, gloves, safety glasses) and enter to perform the following tasks (note one CPG will focus on washing all utensils and plates, pots, pans, bowls, glasses, ice cube trays in hot soapy water. Housekeeper will wash kettle, coffeemaker, oil lamp chimney):

- CPG will ensure there is a full paper towel roll in the holder on the counter and will top up the pump soap dispenser.
- Top up salt and pepper shakers
- Bedrooms: for each bed there will be one extra brown blanket. Each pullout couch will have a set of sheets, quilt and brown blanket folded and ready for use on a bedroom upper shelf in tamper proof sealed bags (no extra blanket upstairs in Rainforest cabins 30-36).
- Bathroom: ensure there is a full box of Kleenex and top up the pump soap dispenser, top up shampoo, conditioner and body lotion dispensers.
- If oven needs cleaning CPG will set Aqua Clean setting and advise housekeeper that it must be cleaned when the timer is done (cabins 1-24).
- Ovens in cabins 30-36 & 50-52 will be sprayed with Easy Off and CPG will advise housekeeper they must clean the oven.
- CPG will check and make sure there is a flashlight in the cabin, in 21-24 there will be two flashlights, one upstairs and one downstairs.
- While CPG is in the unit, keep your eyes open for anything that may need fixing or replacing. If able to please go ahead and fix or change things but if not, call Maintenance for assistance.



### **CPG continued**

- After a unit has been cleaned it is the responsibility of the CPG to check for perfection. Walk through and do a thorough check of the following areas:
  - Inside and outside of fridge and freezer
  - Inside and outside of microwave and oven
  - Coffeemaker, kettle, toaster, butcher block, fronts of cupboards
  - Sink and sink stopper, faucets polished
  - Kitchen table and chairs, side tables and drawers, coffee table
  - Straighten couch cushions
  - Be sure all heaters are dusted
  - Check window sills for sand and dust
  - Toilet bowl inside and outside, base and around back of the base
  - Bathroom fixtures clean and streak free
  - Chrome fixtures polished
  - Under bed skirt and inside drawers
  - All mirrors and screens streak and fingerprint free
  - Windows locked and radio off
  - All furniture is in place and square to the room
- If the unit is in need of a few minor touch-ups the CPG should take the time to do so. If the unit has not been cleaned to the CCBR standard or this is a regular error by the same employee, call them back and retrain on the missed task. Once the unit has been cleared, call the office and advise it is now ready for check-in.
- Once you have finished CPGing a unit, dispose of your used gloves and use the back end sink to wash your hands. Put on a new pair of gloves and replace face mask if needed.



## FRONTRUNNER/MAINTENANCE

When a unit has checked out it is now available to be front run. This is the process of clearing out all items used by a guest, emptying garbages, cleaning windows, bbq etc, in order to prepare for the CPG and housekeeper to come in and prepare the unit for the incoming guest.

Each day a Lead Frontrunner will be scheduled, they will be in charge of the frontrunning team and their first task is to assign jobs to each team member. These include hot tubs, garbages, bbq, windows, firewood, etc.

- Prior to entering a unit, all frontrunners must don the appropriate PPE (mask, gloves, safety glasses) and lay down a drop sheet in the entryway.
- Frontrunner assigned to use the **Clorox Total 360 Electrostatic Sprayer CLX110** enters first and sprays all touch points within the unit.
- Bring in the bin for the cabin and place between bedroom and bathroom areas.
- Bring in the dirty laundry tub and duster, shopvac, cleaning sprays, squeegee.
- Spray hide a bed, cloth chair and window pillows (both sides) with E23 neutral disinfectant.
- Turn on all lights, checking for burnt out bulbs.
- If necessary open windows to air out the unit. Make sure all blinds are opened.
- Remove all linens from bedroom(s), bathroom(s) and kitchen areas. If a two storey unit, start upstairs and work your way down. Do not shake out linens. Don't forget to remove the shower curtain from the bathroom and the rubber tub mat.
- Pull out the hide-a-bed and check that there are not any linens left on it.
- If any pillows, duvets or extra blankets need replacing, advise the CPG via radio.
- Double check the towel run bin that it does not contain any dirty linens.
- Remove garbage from all rooms and place in the garbage can outside, tie the black bag shut and remove from the metal can.
- Make sure the fireplace is cool and does not contain live ashes. Remove coals with shovel, vacuum ashes. Clean glass front of the wood stoves with wood stove glass cleaner. Shopvac around the stove/fireplace. Using a clean rag wipe out the shopvac hose with a Oxigenic solution.
- Use the clean shopvac to vacuum couches, lounge chairs, cushions.
- Replenish firewood, kindling, starter logs if necessary.
- Clean the BBQ grill and replace BBQ brush if necessary or clean the handle with Oxigenic. Clean the front and sides of the BBQ using Oxigenic and a clean rag. Ensure propane is turned off and replace the cover. Spray the cover with Oxigenic and wipe it down.
- Empty the recycling bin placing lid inside the empty bin as a visual reminder for housekeepers to sanitize. Same process for the compost bucket.
- Wash every window inside and out. Spray the entire window with glass cleaner, then squeegee from side to side starting at the top. Wipe off your squeegee with a clean rag between each swath. Use a clean dry rag to wipe around window edges and remove and excess cleaner on the wood frame.





### **FRONTRUNNER/MAINTENANCE continued**

- Wipe down deck furniture with Oxigenic and clean rags, sweep deck of any debris. Use the leaf blower if necessary.
- Bring all cleaning supplies back to your cart and report to the back end to empty dirty linens, dispose of garbage and recycling.
- Remove used gloves and dispose of. Wash hands at the back-end sink and don fresh gloves. Replace mask and safety glasses if needed.
- At the end of the day, make sure all carts have been sanitized and restocked as needed. Top up all cleaning products, empty shopvac and sanitize.
- Towel run will continue as normal – we have an excellent sanitisation process in place already. Frontrunners performing this task and the wood run must wear gloves as usual and also a face mask. Frontrunners switching laundry over must disinfect the fronts of the machines with each new load.
- HOT TUBS: the frontrunner who has been assigned to clean hot tubs must don the appropriate PPE (mask, gloves, safety glasses) prior to approaching the unit. Our current hot tub treatment protocols are in line with recommended practices. This includes wiping down the hot tub lid, handles and top side of the tubs to the waterline.
- For the RainForest hot tubs, these can only be used by one unit at a time moving forward and will need to be cleaned twice daily. This specific role will be discussed in greater detail once we have determined our best course of action for reopening the RainForest cabins.



## HOUSEKEEPING

At the start of each shift, you must report in to the CPG on duty for your assigned duties. Grab a pre-filled rag bag, stack of disposable gloves for one unit, face mask, safety glasses, and, choose a golf cart. This cart will have been sanitised the day prior as will the chemical caddy that is on each cart. Make sure all of the chemicals have been full topped up and that there is a vacuum and mop on the cart.

When you are assigned a unit to clean, write your name in the daily log book along with the time and your initials on the chalkboard underneath the unit number. Prior to entering the unit, don the appropriate PPE (mask, gloves, safety glasses) and bring in your chemical caddy and rag bag. Wipe the exterior door knob first.

Always clean a cabin from the furthest bathroom then bedrooms, working your way to the front door. By doing so, you are not backtracking over clean areas and are making sure your supplies work their way to the front door.

- Reminder to use a new clean rag to wipe down each new surface. When you enter the cabin to clean, open a bag liner so you have it ready to store all dirty rags rather than collecting them as you finish a room.
- Bathroom(s):
  - Wipe up any water from the shower or tub bottom with a dry rag. Using green disinfectant, spray all surfaces inside excluding glass. For cleaning glass on showers and tubs, use hot water on a clean rag. Wipe glass inside and out until dry and then spray with Windex. Using two rags, one rag for wiping off Windex and the second to polish and remove streaks. Wipe the complete area starting at the top and working your way down. Replace your rag and spray areas again as needed to be sure you are removing any rings, soap scum and hair remaining. Polish the chrome and showerhead with a dry rag to remove streaks. Wipe the surround area, outside the tub and corners as well.
  - Wipe down new bulk shampoo, conditioner and body wash containers.
  - Next clean the toilet. Spray the inner bowl, seat, lid and base with Oxigenic. Use the toilet brush to scrub the inner bowl and neck. Wipe the seat, lid and exterior with a clean dry rag. Flush the toilet when you have finished scrubbing the bowl. Put the seat and lid down.
  - Sink area is next. Start by spraying the mirror with glass cleaner and wipe with a dry cloth until streak free. Spray disinfectant on the walls and back of the door and wipe down. Spray the sink basin with disinfectant and wipe all areas. Polish the faucets with a dry rag.
  - Clean garbage can with disinfectant spray. Be sure the garbage can has a can liner in the bottom and line the bin with a fresh one too. Place the can on top of the toilet until the floor has been cleaned.



## HOUSEKEEPING continued

- Change the toilet paper roll and fold the starting sheet with a 'V'. Be sure an extra roll is either in the vanity under the sink or on top of the toilet. There should be one box of Kleenex in the bathroom as well.
- Restock all towels and cloths and hang the shower curtain. Bathtubs must have a rubber mat rolled in the corner as well.
  
- Wipe all areas a guest may have touched during their stay including (but not limited to) blow dryer, light switches, fan switch, towel racks and bars, toilet flush buttons, drawer handles and door knobs.
- Dispose of gloves and replace with a fresh pair.
- Bedroom(s):
  - Clean all areas a guest may have touched including but not limited to: door knobs, light switches, drawer handles, hangers and bars, TVs, remote controls, clock radio, floor thermostat, side lamps, window locks.
  - Start by making the bed. Be sure there is a clean mattress pad as a base layer. Next put the fitted sheet on smoothing it out. Place the flat sheet over the fitted sheet so it reaches the top of the bed with the inner stitching facing outwards. Tuck excess material at bottom and sides and hospital corners where the sides meet. Put on new duvet cover. Tuck in sides and bottom. New pillow cases over top of pillow protectors and neatly tuck in the open edge.
  - Clean garbage can with disinfectant spray. Place a liner in the garbage can, make sure there is an extra one in the bottom and place on top of the chair. Use Oxigenic to dust the headboard, night stands, dresser drawer interiors, top of dresser, tv, remotes, heater, hangers, iron.
  - Spray the mirror on the back of the door with glass cleaner and wipe with a dry rag until streak free. Use Oxigenic to wipe down all light switches and thermostats in every room.
- Kitchen:
  - Clean all areas a guest may have touched including but not limited to: all cupboard knobs, soap bottle, salt and pepper shakers, compost bucket, plug ends, drawer handles, blind pulls.
  - Use Oxigenic to clean the kitchen. Start with the fridge, spraying the inside of the freezer and wiping it down. Spray the inside of the fridge and wipe it down – all shelves, door, drawers, etc. Clean the exterior front, sides, handles and top.
  - Clean the microwave interior and exterior. Wipe out the interior once cleaned and replace glass tray that was removed by CPG and soaking in sink.
  - Wipe down the window sills. Clean all counter appliances and place on the table. Clean the countertops, spray with Oxigenic and wipe down the fronts and sides of all cabinets and cupboards.



## HOUSEKEEPING continued

Clean the sink. Polish the chrome with a clean dry rag. Kitchen inventory includes two silicone oven mats (neatly placed at side of stove) two tea towels (hang from over door) one dish cloth (folded in thirds and placed to side of tap) and three dish scrubbies. Two go in the holder by the taps, one under the sink. Sink stopper is placed on top of the folded dish cloth.

- Wipe down all appliances, shaking out the toaster onto the floor and wiping the bottom tray. Replace all appliances to their given spot on the counters. Dry out the coffee maker and kettle, wrap cords around bases.
- Clean the stove and oven (if necessary as directed by CPG).
- Spray and wipe the table top and place salt and pepper on the trivet along with oil lamp and matches. Wipe down each chair, seat back and legs.
- Clean the inside and sides of the garbage can and place a fresh white bag in it.
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- Living Room:
  - Using Oxigenic, dust the tops of the side tables and coffee table. Make sure to wipe the lower shelf if there is one. Wipe down all floor lamps and turn off. Wipe the top of the mantle and place the oil lamp and matches there. When interior dusting is done set the now nearly empty bin and cleaning caddy outside on the front porch area.
  - Wipe down the oil lamp base and knob
  - Clean handles on fireplace door, tools and bucket
  - Wipe all blind pulls and window locks
  - Clean TV and remote controls
- Floor(s):
  - Put on a fresh pair of disposable gloves as everything you will touch or move has been sanitised in your earlier cleaning efforts.
  - Begin by sweeping all floors, starting in the back bedroom and working your way forward towards the door.
  - Move furniture such as TV stands, chairs, nightstands and sweep underneath.
  - Empty the dustpan into can liner that has been placed outside the door with your cleaning caddy. Place the broom and dustpan back in their designated spot, not on coat hooks.
  - Get your mop, a clean mop head and Oxigenic spray. Start at the back of the cabin again working your way towards the front door. Spray the floor generously with the Oxigenic and then mop in a left to right motion, always pulling the mop on an angle towards you so that any debris that is gathered will be brought out of the room.
  - While you are mopping, replace furniture and garbage cans to their original positions. Shut off lights and check thermostats are at an appropriate temperature. Change the mop head as necessary. Using a clean wet rag, do one final wipe up of the small debris pile that the mop has gathered and brought to the door.



Using Oxigenic, wipe out the inside, sides and top of the recycling bin, place the lid back on and out the bin in its spot on the deck. Wipe the axe handle in the wood box.

- The cabin is now ready for inspection. Replace all of your cleaning supplies and used rags (collected as you go in one can liner) on your golf cart. Head to the back end and radio CPG that the cabin is ready for their inspection. Dispose of your used gloves, garbage, dirty rags in the appropriate areas. Restock the bin and stack it. Wash your hands in the back-end sink.
- Top up any cleaning sprays that need, grab extra rags and disposable gloves and change your face mask if necessary.
- Record the time you finished in the daily logbook and begin in your next assigned cabin.
- At the end of the day, be sure to fully sanitize the golf cart and cleaning caddy.

## **CAMPSWEEP**

The assigned Campsweep will begin their day by checking their cart has been fully stocked with a double rake, shovel, garbage tongs, two garbage cans, a 5-gallon pail, Oxigenic spray solution and, rags (enough for new rags per site) extra disposable gloves.

- Alien Run: take the campsite map the office prepared the night prior and posted on the back chalkboard. You will be double checking that all vacant sites remained vacant overnight. If a site that is marked as vacant is occupied, take note and advise the office when you have completed your rounds. The office will advise if this is an expected guest or if this guest requires a visit to advise of payment information.
- Campsweep:
  - All campsites that are checking out must be vacated by 11 a.m. and prepared for arriving guests by 1 p.m., this is the check-in time for the RV Park.
  - Each morning the office will prepare a list and post it on the back chalkboard listing check outs and moves. After finishing the alien run, take the list and begin checking sites to see if anyone has left.
  - Use the appropriate PPE (mask, gloves, safety glasses) before you enter a site.
  - When a site is vacant and ready to be cleaned start by using Oxigenic and a clean dry rag to wipe down the power pedestal, water faucet and sewage cap.
  - Using garbage tongs and pail and picking up anything that has been left behind or in the firepit. Check the entire site and in the bushes at the sides and back. Look for bread bag ties, cigarette butts, cans, etc.
  - Check the picnic table is solid and use the Oxigenic spray and clean dry rags to wipe it down. Get a fresh rag and wipe down each bench seat.
  - Check there is a grate for the firepit. If the fire is out and cooled down, remove all burnt wood and garbage. If the fire is cooling off or burning, douse it with water from the pedestal and make a note to come back and shovel it out. Remove any remaining firewood and take it to the pile in the green shed.
  - Rake the site from front to back or side to side, taking care not to rake away all of the gravel.



- When all sites have been cleaned, advise the office. Take note check-in is at one o'clock so you must alert the office by 11:30 if any sites have not yet left in order to allow yourself enough time to clean.
- When you have finished your duties report to the back end to empty your garbage bins etc. Dispose of your used gloves and wash your hands in the back-end sink. Replace your mask if necessary and don fresh gloves.
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- At the end of each day be sure to restock your cart and sanitise the golf cart in preparation for the following day.

### **OFFICE**

- The office will be open 8:30AM through 10:00PM. Spring to Fall 8:00am – 10:00PM.
- The first task of morning will be to fully sanitize the office including a deep clean of both bathrooms, all work surfaces, office supplies, plexiglass, phones, POS machines, ice chest, pop machine, all door handles.
- At all times only two guests will be allowed in the office at a time. There will be signs out front that only 2 guests are allowed inside the office as well as that only 1 person per household should come up to the front.
- If weather permits, we will try to keep the office door open to eliminate guest touching the door handle.
- Throughout the day we will follow through with our regular cleaning tasks as well as sanitize work surfaces, plexiglass and anything a guest has touched. The guest washroom will remain closed, however, if a guest is in urgent need of a bathroom, they can use it but we have to thoroughly sanitize it right after. If a guest has to use the POS machine and is touching it, you need to sanitize it.
- Every time you are sitting at a new station, you have to sanitize the station including office supplies that have been used. Please do not share pens or other station supplies.
- At the end of each day the office will be fully sanitized including all work surfaces, phones, POS machines, ice chest, pop machine, all door handles.

### **CHECK-IN PROCEDURE FOR CABINS AND GLAMPING**

- Reserved cabin and glamping guests will be notified 3 days in advance (through pre-arrival email) of our reduced operations and services. The day prior to their arrival between 2-4.30pm we will be calling all guests to make sure they have received the information and we will ask them about their ETA. We will let the guest know that their remaining balance will be charged the day of arrival.



### **OFFICE continued**

- With the provided ETA we will insure the keys, (receipts) and check-in information are inside their unit. During office hours guests should give us a call to let us know that they are here, if any guests do wish to come to the office to check-in they can do so. We will go ahead and process the final balance owing once the phone call. You will be sending them their welcome Kipsu after.

### **CHECK-IN PROCEDURE FOR RV:**

- Reserved RV guests will be notified 3 days in advance (through pre-arrival email) of our reduced operations and services. RV guests will receive the check-in information as an attached PDF.

### **IN-HOUSE GUESTS:**

- The ice chest and firewood shed will be unlocked during business hours to avoid guests entering the office. Signage will be mounted advising cost etc. Guests can call, Kipsu or enter the office to request wood and ice. We will bill the credit card on file for any purchases.



## **COFFEEBAR**

Coffeebar hours will be as follows, 8:30AM– 1:00 PM (Spring to Fall 8:00AM to 1:00PM)

- Only one employee will be scheduled per shift.
- The complimentary self-serve coffee station for guests will not be available.
- Although not mandatory to wear gloves or a face mask, we will choose to in order to make our guests feel more comfortable.
- Coffeebar has had a plexiglass barrier installed and extra hand sanitizer available
- When taking payment (cash or card), employee will sanitize hands and machine.
- A limited amount of baked goods will be available, all items pre-wrapped and bagged.
- All display items will be placed behind the plexiglass barrier to avoid contact.
- A rope barrier will be erected between the coffeebar and front desk areas to prevent breach of physical distancing measures.
- Only two guests will be allowed inside the coffeebar area at one time, advised to stand on the 'X' marks on the floor. Signage indicating this procedure has also been placed on coffeebar doors.
- Employees will continue to practise Food Safe measures in regards to closing the coffeebar at the end of every shift, and during.
- Coffeebar Deck, including deck around the office will have a maximum of 20 occupants. All seating is spaced 2 metres apart.





## **OCCUPATIONAL HEALTH & SAFETY POLICY**

Crystal Cove Beach Resort is committed to providing a healthy and safe work environment for its workers and preventing occupational illness and injury. To express that commitment, we issue the following policy update on occupational health and safety.

As the employer, Crystal Cove Beach Resort is responsible for the health and safety of its workers.

Crystal Cove Beach Resort will make every effort to provide a healthy and safe work environment. We are dedicated to the objective of eliminating the possibility of injury and illness.

Supervisors will be trained and held responsible for ensuring that workers, under their supervision, follow this policy. They are accountable for ensuring that workers use safe work practices and receive training to protect their health and safety. Supervisors also have a general responsibility for ensuring the safety of equipment and facility.

Crystal Cove Beach Resort, through all levels of management, will cooperate with the Joint Occupational Health & Safety Committee and workers to create a healthy and safe work environment. Cooperation should also be extended to others such as contractors, owners, officers, and so on.

The workers of Crystal Cove Beach Resort will be required to support this organisation's health and safety initiative and to cooperate with the Joint Occupational Health & Safety Committee and with others exercising authority under the applicable laws.

It is the duty of each worker to report to the supervisor or manager, as soon as possible, any hazardous conditions, injury, accident, or illness related to the workplace. Also, workers must protect their health and safety by complying with applicable Acts and Regulations and following policies, procedures, rules, and, instructions as prescribed by Crystal Cove Beach Resort.

Crystal Cove Beach Resort will, where possible, eliminate hazards and, thus, the need for personal protective equipment. If that is not possible, and where there is a requirement, workers will be required to use safety equipment, clothing, devices, and materials for personal protection.

Crystal Cove Beach Resort recognises the worker's duty to identify hazards, and supports and encourages workers to play an active role in identifying hazards and to offer suggestions or ideas to improve the health and safety program.

This policy has been developed in cooperation with the Joint Occupational Health & Safety Committee.



## **COMMUNICABLE DISEASE AND/OR ILLNESS POLICY**

The purpose of this policy is to provide direction to employees of Crystal Cove Beach Resort in preparing for and responding to communicable diseases and illnesses that may threaten the safety of its employees and guests.

For the purposes of this policy, 'communicable disease or illness' means an infectious disease or illness transmissible by an infected individual via direct or indirect means.

For the purposes of this policy, 'Cove Community' includes: all current employees, contractors working on site who agree to submit to the processes under this policy, anyone residing on site, visitors and guests, and, anyone using Crystal Cove Beach Resort facilities.

This policy applies to all members of the Cove Community.

Management will provide members of the Cove Community with the best information possible and adopt prudent public health and health care practices. Crystal Cove Beach Resort will follow the medical advice and direction from the appropriate medical authorities (Regional Medical Health Officer, BC Centre for Disease Control, and, Health Canada).

Individuals who have or suspect they may have a communicable disease or illness are required to report their concerns to the local health professionals and senior management at Crystal Cove Beach Resort.

Crystal Cove Beach Resort will reasonably accommodate individuals affected with a communicable disease or illness without putting other members of the Cove Community at unnecessary risk. This may include excusing an employee from their duties with the intent that they quarantine themselves for a given period of time.

Pursuant to the Freedom of Information and Protection of Privacy Act, Crystal Cove Beach Resort will take all reasonable steps to protect the privacy of individuals who have a communicable disease or illness. In administering this policy, Crystal Cove Beach Resort will not disclose the identity of any individual who has a communicable disease or illness, except as authorized or required by law. Crystal Cove Beach Resort may be required to disclose personal information if there is a risk of significant harm to the health or safety of the public or a group of people or if requested by the medical health officer or designate under the Public Health Act.

Crystal Cove Beach Resort will keep informed of the recommendations on travel from Health Canada and educate and inform the Cove Community as needed.

Crystal Cove Beach Resort will follow any applicable WorkSafe BC requirements.



## **ACKNOWLEDGMENT OF UNDERSTANDING OF COVID-19 PROTOCOLS AND PROCEDURES**

I acknowledge that I have read and understand the Crystal Cove Beach Resort COVID-19 Protocols and Procedures document.

I acknowledge that I will adhere to the standards set forth in said document and will perform the tasks required to ensure the safety of all guests and employees at Crystal Cove Beach Resort while both on and off duty, on Crystal Cove property and in staff accommodation.

I acknowledge that I will not put myself or others at unnecessary risk by not following the guidelines set forth by the Provincial Health Officer and WorkSafe BC.

I understand Crystal Cove Beach Resort retains the right to change these policies at any time, without advance notice, as deemed appropriate.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Administration Manager Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date