



GUEST SERVICES COVID 19 SAFETY PLAN

Updated September 2021

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Introduction

We have involved front line workers, supervisors and health and safety committee to assess and identify areas where there may be a risk. This document will list the protocols implemented in our downtown office to reduce the risks of transmission for all parties including employees and guests.

As information about COVID-19 develops, Hudson Bay Mountain will continue to monitor the progression of the virus and refer to the guidance of public health officials. Hudson Bay Mountain is following guidance from public health officials and WCB including:

1. Keeping the workplace clean and hygienic.
2. Requiring regular and thorough handwashing by employees, contractors and customers. Handwashing kills the virus on the hands and prevents the spread of COVID19
3. Instruction to staff to not touch the face. Touching infected surfaces and then the face or mouth is the primary reason for infection.
4. Requiring all employees to wear gloves during all cleaning duties or laundry (aprons, face coverings, gloves) and replace with fresh a set for each guest /between tasks.
5. Providing education about social distancing and hand-washing to prevent the spread of COVID-19
6. Required social distancing protocols to lessen the chance of community spread.
7. Required respiratory hygiene in the workplace to prevent the spread of COVID-19.

Expectations

- All staff will review the safety plan
- It is expected that all staff must comply with the policies and procedures set forth in this document.
- In addition all guests must follow COVID-19 protocols such as social distancing or personal hygiene requirements. If a guest is not following protocols, staff must remind guests of expected protocols. If the guest continues to cause risk by not following social distancing or personal hygiene requirement staff have the right to refuse service to that guest.

Wellness Checks/Sick Staff Protocols

- Employees must self assess every morning to determine if they are showing any symptoms such as cough, fever, shortness of breath, runny nose, or sore throat.
- Employees are asked to sign off that they have completed a Daily Wellness Check
- Employees with symptoms such as cough, fever, shortness of breath, runny nose, or sore throat are not to come to work, are to complete the self-assessment and get tested for COVID-19.
- Employees who have a cough, fever, shortness of breath, runny nose, or sore throat (that is not related to a pre-existing illness or health condition) are mandated to be in isolation for 10 days from the start of symptoms, or until symptoms resolve, whichever takes longer.
- Employer must take said individual off the work schedule for a minimum of 10 consecutive days
- Employer must notify the local Health Authority.
- These requirements must be followed regardless of whether or not the individual has been tested for COVID-19.

If an employee does come to work sick, or becomes sick while at work:

- Upon arrival to the workplace, or becoming sick while at the workplace, the employee must leave the workplace and should begin isolation at home **immediately**.
- After being directed to leave the business, symptomatic employees should follow hand hygiene and respiratory etiquette and maintain at least 2 meters of distance from other employees, volunteers and patrons.
- Once a sick individual has left the workplace, the employer must ensure that all surfaces and areas with which the affected employee may have come into contact with are cleaned and disinfected.
- The supervisor must record the names of all close contacts of the sick worker who has been in contact with that day and in the 48 hours prior to when the symptoms started in the case. This information may be necessary if the sick worker later tests positive for COVID-19.
- If an employee is confirmed to have COVID-19, and it is determined that other people may have been exposed to that person, the health department may be in contact with the business to provide the necessary public health guidance.
- Employers must cooperate with the health department to ensure those potentially exposed to the individual receive the correct guidance.
- Phone numbers of various medical support agencies and organizations is posted in staff area as well as the members of the Health and Safety committee.

Uniforms

Employees keep their uniform clean and if they feel it does not meet the requirements to wash and sterilize.

Uniforms include;

- Masks
- Buffs
- Jackets

Personal Protective Equipment (PPE)

PPE controls the hazard of the worker and the guest. Examples of PPE include gloves, eye protection, and face coverings. Hudson Bay Mountain will provide all PPE required and requested.

- Hudson Bay Mountain will provide PPE equipment to staff
- Employees are **required** to wear a face covering during any interaction with a guest or other team members
- Employees have the option of wearing gloves.

Social/ Physical Distancing

Practices to support distancing between employees to reduce the risk of transmission amongst workers and guests include:

- If possible, employees must try to ensure a 2 meter distance between themselves and guests.
- Guests will be encouraged to only come inside if necessary
- Plastic barriers will be put in place for interactions where the guest must come inside

A reminder to all staff to maintain social distance from one another and from guests. No fist bumps, hugs or handshakes.

Guest Services Set Up

- Signage on the door visible to all employees and guests indicating;
 - maximum occupancy
 - Face masks mandatory
- Hand sanitizer available at entrance and behind the desk for employees
- Face coverings are mandatory for any interaction with a guest or other team members
- Sanitizing of common surfaces must happen every 30 minutes
- Thorough cleaning and sanitizing must happen at the end of each day

- A physical barrier must be placed between the Front Office desk and where guests are allowed
- Tables bare, no pens or paper. These will be provided to the guest upon arrival and sanitized after each use
- Guest Services Team will ask anyone purchasing a ticket the related COVID questions
 - Are experiencing any symptoms of COVID 19?
 - Have you travelled outside of Canada in the last 14 days?
 - Have you been in contact with someone who has tested positive for COVID 19 in the last 14 days?

Guests in Guest Services

- The employee must stand behind the desks to allow for social distance.
- Guests must follow social distancing while inside
- Guests approaching the desk will have arrows and signage on the floor indicating where to safely stand:
 - Lines taped off in 2 meter distances outside front entry door to allow for a wait line
 - When inside areas are full, guests must comply with the provided wait line
 - Guests are encouraged to wait in their car or go for a walk off property to allow for social distance.
- Hand sanitizer to be used by each guest walking into the Guest Services Office
- A maximum of one family or 2 persons inside at one time.
- Masks are mandatory for duration of their stay inside
 - Only exception is removing it to take pass pictures

Payment

- Transactions are encouraged to take place at the ticket window. If not possible, the guest may come inside and follow the social distancing, sanitizing and face coverings policies.
- Cashless transactions are highly encouraged
 - If cash payment is unavoidable, the guest must count the money in front of the team member and hand over in an envelope
- Debit/credit terminals will be sanitized after each use
 - Guests must insert and remove their own card from the terminal

Cleaning

- Guest Services must be thoroughly cleaned and sanitized at the end of each day.
- Common surfaces must be sanitized every 30 minutes

Sanitize after each use:

- Debit/ credit terminals

- Light switches
- Door knobs/handles
- All counter tops

Clean visibly dirty surfaces before disinfecting, unless stated otherwise on the product instructions. Cleaning refers to the removal of visible dirt, grime and impurities. Cleaning does not kill germs but helps remove them from the surface.

All sanitizers will be used as per the manufacturer's direction. Any sanitizer used will have an 8 digit DIN as approved by the CDC. Should it be unavailable a bleach solution will be used. Bleach Solution for Disinfecting: A solution of 1-part bleach to 100 parts or water (1:100 ratio). This is approximately 1 teaspoon of bleach per liter of water.

Disinfectant used for thorough cleaning will be Meadow Hygiene Disinfectant (<https://meadowhygiene.com/pages/disinfectant-label-information>). Health Canada Approved and carries a DIN # of **02499002**.

Sign off will be required and to the WCB protocols.

A record will be kept for all sanitization performed.

General Hygiene

Employees must wash their hands at minimum of every 30 minutes and after doing any of the following tasks:

- Touching door handles
- Touching their face or hair
- Taking off gloves
- Taking off face coverings
- Going to the washroom
- Handling credit card machines

Team members are required to sanitize their hands prior to the start of each interaction

Signage and Posters

- Signage regarding capacity, mandatory face coverings, social distancing, sanitizing and maximum occupancy will be posted on all entrances to the building
- Signage for hand washing practices are posted at each sink and in washrooms for guests and staff

Additional/New Procedures

- Enforcement of sanitizing and social distancing
 - Asking the guest to comply
- Regular cleaning of surfaces
- Mandatory masks
- Not allowing guests behind the Guest Services desk
- Asking the COVID related questions prior to transactions
- Transactions encouraged at the Ticket Window
- Thorough cleaning at the end of each day
- Cleaning high touch points regularly

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