

COVID-19 Operations Procedures - General

Clique Hotels & Resorts is committed to the Health and Safety of both our Colleagues and Guests. To ensure we are practicing the required social distancing and meeting the OH&S requirements the following procedures have been developed and will remain in effect until further notice. You are encouraged to speak with your Manager should you have any questions or are unclear of a procedure.

COVID-19

People ill with COVID-19 infection have reported mild to severe respiratory illness with symptoms of cough, fever, fatigue, sore throat, runny nose, difficulty breathing and/or shortness of breath.

While COVID-19 can cause serious illness, many people have only mild symptoms. It appears the illness caused by COVID-19 tends to be less severe than some other coronaviruses like the one that caused SARS.

COVID-19 infection can be very serious for people with health conditions, such as diabetes, heart issues or breathing troubles. If you are home and begin to feel ill with these symptoms call 811. You are not permitted to go to work and must call your department to report your illness.

Despite consistent evidence as to SARS-CoV-2 contamination of surfaces and the survival of the virus on certain surfaces, there are no specific reports which have directly demonstrated fomite transmission.

Team Members

Upon entering the workplace, Team Members are to proceed directly to their home department. Once arriving at their department Team Members are required to wash their hands, put on their required personal protective equipment, including a clean mask, and await instructions from their Leader while maintaining social distancing. Breaks and start times should be staggered whenever possible to ensure social distancing can be maintained. All staff must practice physical distancing to reduce the risk of getting sick. **Avoid close contact (less than 2 meters) with other Team Members and Guests, this includes meal and rest breaks.**

Team Members must work alone whenever possible, if the need arises to work in close contact (ie: lifting a heavy object, cleaning a chemical spill), they must wear a mask and gloves in addition to any other PPE required, and maintain conversation to a minimum if they cannot be further than two meters apart from each other.

Screening Questionnaire: Every Team Member, regardless of her or his position will be required to complete an online screening questionnaire before starting their shift.

- 1) Each Team Member will need to fill out a specific questionnaire according to their department:
 - GSA & Maintenance
<https://workplace-screening.whistler.com/?code=blackcombspringssuites-guestservice>
 - Housekeeping
<https://workplace-screening.whistler.com/?code=blackcombspringssuites-house>

- Managers & Team Leaders:
<https://workplace-screening.whistler.com/?code=blackcombspringssuites-managers>

- 2) Team Members need to enter their name as it appears in Payworks each time. The process takes less than 30 seconds
- 3) If a Team Member is NOT cleared to safely enter the workplace, **GM and Managers** will receive an automatic email notifying of the Team Member, date, and time of attempted entry
- 4) The Team Member will receive a warning stating not to enter the workplace, with additional directions. Ensure they do not enter the property
- 5) Weekly reporting will be sent to all managers, including a running total of all completed screenings (in the event contact tracing is needed)

*In case a Team Member makes an error while completing the screening online, and they are instructed to not enter the workplace, they will need to contact **their manager** or the MOD directly and explain the situation. A paper Questionnaire will then be needed for filing purposes, and it must be signed by the approving Manager before it lands on the GM's desk.*

Contractor, Suppliers, Food Delivery Persons, Visitors, Realtors

Every visitor that is not a Guest, must announce herself or himself at Front Desk and must be asked to wear a mask while in public areas or when in contact with another person while on the premises. A screening questionnaire should be filled (Questionnaire for non-Guest Visitors). If they answer yes to any question, they should not enter the property and ask them to refer to Results of Screening Questions at the bottom of the questionnaire for further instructions. Filled questionnaires must be handed to GM on a daily basis.

Mail and courier delivery dropped at Front Desk is exempt of filling out the questionnaire.

Guests & Owners

Guests & Owners must abide by the Provincial Health Officer and any other local health authority rules and/or bylaws that apply indoor spaces or to hotels. Guests must wear a mask while in public areas and must not gather in groups exceeding 6 people if space allows them to maintain a minimum of 2 meters amongst each other. Guest checking in must compulsory be asked three questions at check in (refer to the document COVID19-OPS_PROCEDURES_FRONT_DESK v.19FEB21, page 2, under the Managing Guests section)

Personal Protective Equipment and Hygiene

As part of your personal protective equipment (PPE) gloves and masks will be available. All masks will be reusable and washable. Managers will be instructing their teams on how to properly wear and dispose of their PPE. The Hotel will be using disinfectant that has been approved by BC Coastal Health and a copy of the MSDS for the chemical will be in the Health and Safety binder at the front desk. All colleagues will be properly trained on the use and storage of all disinfectants.

Frequent hand washing is mandatory throughout each shift to prevent the spread of the virus, stay away from touching your mouth, nose, or eyes. It is imperative colleagues sanitize or wash their hands after clocking in/out, using the rest Suite, eating, smoking, or handling items.

Masks are mandatory to wear when in a public or common area and when in the presence of other Team Members and/or Guests.

Daily Prevention

Team Members are to monitor their symptoms daily. Check for any respiratory illness or any onset of fever, chills, cough, shortness of breath, sore throat or painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches and fatigue. Use the COVID-19 self-assessment tool at <https://bc.thrive.health/> to help determine if further assessment or testing for COVID-19 is needed. Team Members can contact 8-1-1 if further health advice is required.

If You Become Ill at Work

Team Members who develop the above symptoms are required to inform their immediate supervisor and return home immediately. Once the sick Team Member has left the building all surfaces and areas that they have encountered must be disinfected. The Team Member must be isolated for a period of 14 days from the start of symptoms or until instructed by the health authorities.

If you live with others, stay in a separate room or keep a 2-metre distance, if possible. If you must visit a health care professional, call ahead or tell them when you arrive that you have a respiratory illness.

If you were in the workplace while ill, public health authorities will engage in contact investigation and management. Contacts are identified and categorized based on the exposure risk level (high, medium or low/no risk). They will also conduct a variety of other procedures including facilitating laboratory testing, clinical treatment and management cases in a home setting. It is important for the employer and employees to follow the advice of the public health officials.

If a Guest becomes ill with COVID-19

If a guest becomes ill with a confirmed case of COVID-19 during their stay and chooses to isolate in their Suite the Suite will be quarantined and removed from service. The General Manager or **Guest Services Manager** can work out a rate with the guest over the phone. Once the guest has been confirmed clear and they check out, the Suite will be left vacant and out of service for **at least 24 hours** before being cleaned and returned to service after undergoing an enhanced disinfection protocol. If the guest chooses to leave the property to go home and self-isolate the Suite is to be left out of service for a minimum of 24 hrs. at which point Housekeeping will access to properly clean the Suite. Refer to the procedure for self-isolating guests.

Front Desk

Team Members must wear a mask during their shift, and they must sanitize their hands and clean their workstation regularly. There will be floor signage indicating where guests stand during check in/out to ensure social distancing. Each desk will display a sign informing our guests the protocols in place to ensure their safety and what they are required to do. Debit and credit card terminals must be disinfected after each use. Workstations, counter tops, keyboards, mouse, phones, 2-way radios, pens etc., should be sanitized after each use. Guest will be encouraged to use express check out to limit interactions at the desk.

Public Spaces/Elevators

Cleaning of all public spaces including elevators, staff rooms , lockers, luggage store rooms , handrails, door handles, switches/buttons, furniture, wheelchairs, vending/ice machines, ATM machines, fitness center, bell carts, and restrooms has been increased to a minimum of once per hour.

Signage is posted in public areas including elevators reminding guests to practice social distancing and best practices while on the premises. Elevators will be reduced to guests travelling together, ***Team Members are not permitted to ride in the elevator with guests.***

Housekeeping/Laundry

Team Members must wear a mask during their shift when in public areas, and they must sanitize their hands regularly. Team Members will be required to wear gloves throughout their entire shift especially when handling linen.

All Suites will be cleaned thoroughly with the approved disinfectant before a new guest can be registered into the Suite. Dishes will be put through the dishwasher. Complete a thorough cleaning and disinfection of all hard surfaces. Special attention should be given to frequently touched items such as toilets, sinks, faucets, doorknobs, light switches, telephones, remote controls, and garbage cans.

For Guests staying two or more consecutive nights in the same Suite, daily stayover housekeeping service will be provided **only upon request** and as arranged through Guest Services. Arrangements should be made the day prior to access when **Guest is not present in the Suite**; every effort should be made to have the suite cleaned between 9am and noon. There is no limit on the amount of daily stayover cleans and no additional cost.

All guest Suites will have an awareness card indicating the steps the property has taken to disinfect and sanitize their Suite. All occupied Suites will be contacted for requirements and requests will be left in a bag outside their door. Only excess linen or pillows in a sealed zipped up bag can be left in the guest Suites, all other items will be available by request only. All condiments must be removed including salt and pepper shakers and replaced with single serving packages available upon request.

All housekeeping carts must be covered with a sheet while on the floor to limit contact with items on the cart. All shared equipment such as vacuums, dusters etc. must be wiped down with sanitizer or wipes at the beginning and end of each shift.

Maintenance

Do not perform any non-urgent room maintenance until a suite is no longer occupied and has been cleaned. If in-suite maintenance is necessary when a suite is occupied, practice proper hygiene and physical distancing to ensure the safety of workers and guests. In those situations, the colleague must wear a mask and gloves when entering the Suite, ensuring they practice social distancing. Upon exiting the Suite dispose of the gloves and wash their hands immediately.

Clean and disinfect all shared tools and equipment after each shift or when tools are transferred between workers.

Pools/Hot Tubs/Fitness Center

Pool and Hot Tubs will remain open while observing proper social distancing and appropriate cleaning. Signs with Guidelines will be placed. Fitness Center will have a limit of two guests at a time and it will require sign up. Daily inspections and maintenance of these areas are to continue as a form of preventative maintenance.

Admin Offices

All office personnel are required to maintain social distancing and clean their workstations frequently with sanitizer or wipes including computers, phones, coffee stations, radios etc. Do not congregate in the same office with other colleagues, it is imperative we limit the interaction and contact with others.

Meetings and any screen sharing must be done via Teams or telephone.

F&B

Breakfast Bags

Breakfast bags are prepared daily on request by the GSA Team, who must wash their hands thoroughly, and wear gloves and mask when handling food. When delivered to suites, the Team Member must wash hands, wear gloves and a mask. Team Members are not permitted to enter guest Suites however must knock alerting the guest their food has arrived and then leave the items outside the door. Each bag or group of bags delivered to each suite, must be handed to Guest by placing them on a tray on the top of the delivery cart. Guest must be informed not to touch bags that are not intended for that suite. All carts or trays must be sanitized prior to reuse.