

COVID-19 Operations Procedures – Team Leaders

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.

Working from Home

A handful of positions not required for the operation are encouraged to work from home as much as possible. While at the Resort, they must wear a mask and exercise physical distance. Meetings should be conducted via Teams or telephone, Screen sharing should be done via Teams or email. Report of working hours should be communicated to GM.

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.

Alternating Team Leader Duties

Team Leaders in each department must do everything possible to avoid working together, and if needed, alternate days off and/or cut hours. Shall a Team Leader be sick or suspect being sick, she or he must immediately report his case to GM or GSM and self-isolate at home while monitoring symptoms in line with the previous section in this document.

Covering for Colleagues falling sick

If any Team Member needs to stay at home for self-isolation, another Team Member must be called in to cover immediately. If possible, a list of last-minute call-in colleagues must be available at every department.

Team Leaders are encouraged to have two teams, that come on different days and hours to minimize exposure across them.