

## **COVID-19 Operations Procedures – Public Areas**

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.

### **Team Members**

Upon entering the workplace, report directly to the Housekeeping Office. Upon reporting, Team Members are required to wash their hands, put on their uniform and required personal protective equipment, and await instructions from their Leader while ***maintaining social distancing***.

**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) Go to: <https://workplace-screening.whistler.com/?code=blackcombspringssuites-house>
- 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, **Housekeeping Manager** 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 Housekeeping Manager, 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 **Housekeeping 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.*

### **Personal Protective Equipment and Hygiene**

As part of your personal protective equipment (PPE) gloves and masks will be available. ***The use of gloves and mask is compulsory***. Masks will be assigned to each Team Member for their own personal use. 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 SDS 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.

### General Measures

- Housepersons must practice diligent hand hygiene. Ensure a new pair of gloves is used as needed. Proper hand hygiene must be performed after removing gloves
- Ensure housekeeping carts are covered with a sheet while on the floor to limit contact
- All shared equipment such as vacuums, dusters etc. must be wiped down with sanitizing solution at the beginning and end of each shift

### Guest Deliveries

- Guest deliveries will be left outside the Suite door. Items such as blankets, pillows, must be delivered in a nicely sealed clear bag in a basket. Knock on door three times to announce the delivery and step away
- When delivering food to suites, the colleague must wash hands, wear gloves and a mask. Colleagues 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 food package must be handed to Guest by placing them on a tray on the top of a delivery cart. Guest must be informed not to touch packages that are not intended for that suite.
- Return for the tray/basket. Collect with a new set of gloves and disinfect the tray/basket

### PUBLIC SPACES & COMMON AREAS

**Cleaning and disinfecting shall be frequent (ONCE EVERY HOUR)  
with an emphasis on frequent contact with hard non-porous surfaces.**

**Cleaning refers to the removal of visible dirt, grime and impurities.  
Cleaning does not kill germs but helps remove them from the surface**

1. Ensure high touch surfaces are disinfected **once every hour** on every floor:
  - a. doorknobs and handles
  - b. elevator panels and buttons
  - c. light switches
  - d. all tables, desks & chairs
  - e. luggage carts
  - f. trash bins
  - g. handrails on all stairs
  - h. laundry
  - i. ice & vending machines, ATM
  - j. front desk counter
2. Empty trash bins every 4 hours. Trash bin should be sanitized and cleaned
3. Replenish hand sanitizer, sanitizing wipes and hand soap on all dispensers

### Public Washrooms & Showers

In addition to the general cleaning and replenishment of amenities, public showers and bathrooms should be washed and disinfected every hour. Place signage and cart across door to avoid guest from coming in while cleaning and sanitizing:

- o faucets
- o soap dispenser pumps/handles

- paper towel dispenser handle
- toilet paper holder/container
- floors
- shower knobs, walls & curtain
- toilet, toilet seat and handle
- urinal handle
- mirror
- hair dryer

### Exercise Room

A maximum of two guests will be allowed at any time. They must sign up at Front Desk.

- Do not enter the exercise area when a Guest is using it
- Refill the sanitizing solution spray bottles as needed
- Remove used microfiber rags every hour
- Refill clean microfiber rags basket as needed
- Guests will be asked to sanitize after each use. However, Houseperson is responsible to sanitize every hour:
  - Every machine & dumbbell
  - FLOOR
  - Every other piece of equipment
  - Water cooler
  - TV remote
  - Any other surface touched by guests

### Pool

Guests will be asked to maintain social distancing. 5 guests per hot tub is the maximum capacity.

- Replenish pool towels as needed
- Refill plastic cup container as needed
- Remove used towels **every hour**, place in transparent plastic bags and put them in laundry bin
- Disinfect handrails in pool deck and hot tubs
- Disinfect door knobs and handles to access pool
- Collect any trash that could be on the deck or around hot tubs

### BBQ

Guests will be asked to maintain social distancing. A maximum of two guests are allowed to use BBQs at the same time. They must sign up at Front Desk and have a limit of 45 minutes.

BBQs and utensils must be deep cleaned on a daily basis.

After each use, ensure to clean and disinfect the utensils as well as BBQ handles. Leave utensils out for the next Guest.

### Ping Pong table (seasonal)

A maximum of two guests are allowed to use it at the same time. They must sign up at Front Desk and have a limit of 45 minutes. Used paddles and balls to be returned to Front Desk.

After each use, clean and disinfect the ping pong table.