

**COVID-19 Protocols & Procedures**

**June 2020**

**INTRODUCTION**

This document provides interim guidance for preventing the transmission of COVID-19 to Ocean Village Resort employees, guests and surrounding communities.

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 Ocean Village 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 Ocean Village Resort.

**GENERAL INFORMATION**

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.

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.

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.

At all times you must maintain a physical distance of two metres from others.

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

**CURRENT STATUS: OPEN JUNE 1ST 2020**

We will be operating our office with limited guest contact. The office will be staffed from 8:30 a.m. – 8:00 p.m. daily. Our Pool/Hot Tub will remain closed until further notice. Our guest laundry and BBQ area will be open with social distance rules and sanitization requests.

Unfortunately at this time, we will not be booking international guest until further notice.

Additional signage regarding social distancing etc is posted throughout the property, along with sanitization stations.

We are excited to welcome guests back to Tofino, our community is ready as businesses need you! While this is the sentiment of most, there is a small amount of our community that feels unsure of what to expect, lets help them feel at ease.

We ask that while staying with us at OV, as well as while you are in the town of Tofino and surrounding beaches, to please respect the rules of each shop and restaurants.

Please be aware of your social distance practices at all times.

**HOUSEKEEPING, FRONTRUNNING & MAINTENANCE**

Current practices remain in place with several additional measures specific to back end employees:

* Disposable gloves and a reusable, washable face mask must be worn by all housekeeping staff at all times.
* A designated staff member will be entering a departed cabin no less than 3 hours after guest departs the cabin. We have asked the guest to leave with the sliding door left open for aeration. The staff member will disinfect the entire cabin inside and out. (we are waiting on our ‘electrostatic disinfectant machine’ that will stream line the disinfecting process)
* Linen run will continue as normal – we have an excellent sanitisation process in place already. Frontrunners performing this task must wear gloves and face mask at all times.
* The frontrunner will take the laundry back to the sanitized laundry room directly after leaving each cabin.
* The laundry person will then gently with mask and gloves put the linens into the wash, they will then disinfect the laundry bin and machines.
* Using a new clean rag to wipe down each new surface. When staff enters 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.
* Once staff have finished cleaning one unit or a frontrunning task, dispose of their used gloves and use the back end sink to wash their hands. Put on a new pair of gloves.
* 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.
* Housekeeping will not be entering occupied cabins, as well as no daily service. If you require anything, you can use our whistle program to request and we will be happy to have it left at your door with a knock as notification that the item has been delivered.
* We are asking all guests to take out their garbage and recycling prior to checking out of their cabin, as this will cut down on contact.
* Maintenance staff will not be entering occupied cabins. They will trouble shoot from outside cabin and for more serious matters, unfortunately we will have to move the guest to another cabin.
* We have temporarily ceased our Compost program.
* We have stored away all our beach chairs, beach toys, games, puzzles and books until further notice.
* We have removed a few items from the cabins to cut back on work load, If your missing something you need please do not hesitate to whistle us or come to office if your not using whistle (I highly recommend using it;-)
* 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.

**OFFICE**

 The office will be open with reduced hours of 8:30AM through 8:00PM.

* Only 1 guest in the office at a time, we ask that you sanitize on your way into the office, while in office and on your way out…thank you!
* Until we get our virtual check in program in place, we ask only 1 person per party in the office at a time.
* At the beginning, middle and end of each day the office will be fully sanitised, including cleaning of bathroom, all work surfaces, phones, POS machines, ice chest, fridge, all door handles. After every guest interaction the immediate area will be sanitized.
* The timeclock will also be sanitised by office staff at the end of each day, staff must sanitize hands prior to clocking in and out.
* Reserved cabin guests will be notified in advance (through pre-arrival email) of our reduced operations and services.
* We have removed our merchandise so guests can’t touch but can see it and just need to ask our office rockstars to get a size or item for them.
* We have installed plexiglass barriers at the front desk, for staff and guest safety.
* There are multiple sanitization stations in the lobby for your convenience.
* Reminder signage for social distancing is placed around the resort, place respect the staff and guests around you.

Lastly, This is a soft opening. We have capped occupancy for the entire month, the first couple weeks easing into with 30-50% and for the remainder of June.

**OCCUPATIONAL HEALTH & SAFETY POLICY**

Ocean Village 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, Ocean Village Resort is responsible for the health and safety of its workers.

Ocean Village 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 have been 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.

Ocean Village 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 is also extended to others such as contractors, owners, officers, and so on.

The workers of Ocean Village 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 Ocean Village Resort.

Ocean Village 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.

Ocean Village 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 Ocean Village 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, ‘OV 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 Ocean Village Resort facilities.

This policy applies to all members of the OV Community.

Management will provide members of the OV Community with the best information possible and adopt prudent public health and health care practices. Ocean Village 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 Ocean Village Resort.

Ocean Village Resort will reasonably accommodate individuals affected with a communicable disease or illness without putting other members of the OV 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, Ocean Village Resort will take all reasonable steps to protect the privacy of individuals who have a communicable disease or illness. In administering this policy, Ocean Village Resort will not disclose the identity of any individual who has a communicable disease or illness, except as authorized or required by law. Ocean Village 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.

Ocean Village Resort will keep informed of the recommendations on travel from Health Canada and educate and inform the OV Community as needed.

Ocean Village Resort will follow any applicable WorkSafe BC requirements.