



SIWASH LAKE

WILDERNESS RESORT

COVID-19 Safety Plan & Procedures

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Introduction

This document is intended to provide the reader with Siwash Lake Wilderness Resort's (referred to as SLWR moving forward) plan for operating during the COVID-19 pandemic.

This document includes General Information, Cleaning Practices, Guide Protocols, Equipment Sanitization, General Food Service Procedures, Pre Trip/Check-In/Check-Out Procedures, a Declaration of Health & COVID-19 Exposure and Health & Safety resources to help ensure staff/guest safety.

The information throughout this document is in accordance with BCCDC, WorkSafe BC, sector specific protocols (hotel and restaurant associations) and Provincial Health Officer, Dr. Bonnie Henry's, recommendations.

Section 1: General Information

To help mitigate the spread of the coronavirus, during the pandemic while PHO recommendations remain in place, SLWR is hosting no more than one private party at a time, maximum 12 individuals. Guests will be asked to sign a Declaration of Health & COVID-19 Exposure prior to their arrival to SLWR.

Accommodations are in different buildings and dining takes place on an outdoor deck. All activities are conducted outdoors and the 2-meter physical distancing guideline applies between staff and guests (different bubbles).

Resort staff will be abiding by BC health regulations for a remote worksite.

Guests will be outdoors for the majority of their stay. SLWR is situated in an isolated location surrounded by uninhabited crown land.

General Health & Safety Precautions

- ⇒ If you are sick stay home to avoid spreading illness to others
 - ⇒ Self-isolate and stay home if you are sick with mild cough or low-grade fever (higher than 37.6) and/or have respiratory distress (sore throat, coughing, difficulty breathing, headache, muscle pain, fatigue)
- ⇒ Practice diligent hand hygiene at all times

- ⇒ Wash your hands regularly with soap and water for at least 20 seconds or use alcohol based hand sanitizer
- ⇒ Practice cough etiquette. Cough into your elbow or cover your mouth and nose with a disposable tissue when you sneeze. Immediately dispose of all used tissues in an appropriate waste bin and wash your hands right away.
- ⇒ Maintain a physical distance of two meters from others at all times:
<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/physical-distancing>
- ⇒ Do not touch your eyes, nose or mouth with unwashed hands
- ⇒ Do not share food, drinks, utensils etc.
- ⇒ Eliminate hand-to-hand contact (handshakes, fist bumps, high fives etc.)

Guest & Employee Health

- ⇒ If guests or employees have travelled abroad in the last 14 days they must self-quarantine for 14 days
- ⇒ If any employee shows signs of being sick, the employee will be immediately quarantined to the employee's personal accommodation and a designated washroom, the employee is not to enter any common areas (staff, guest etc.) until the employee is well.
 - ⇒ In all cases, isolation will continue until a fever is gone without the use of fever-reducing medications, for example, Tylenol, Advil AND symptoms are gone – ie. No runny nose, sore throat, nausea, vomiting, diarrhea or fatigue
 - ⇒ Follow the Public Health Agency of Canada's steps for self-assessment:
<https://www.canada.ca/coronavirus>
 - ⇒ All staff common areas are sanitized daily with 10:1 bleach, high touch areas such as dishes, light switches, door knobs, window handles etc. are sanitized a minimum of twice a day
 - ⇒ Hand sanitizer is placed outside the front door of Staff House for employees to sanitize their hands prior to entry
- ⇒ Guests will be temperature checked (using a non-contact infrared thermal thermometer) upon arrival to ensure that no one has a fever (temperature over 37.6 Celsius)
 - ⇒ In most adults, an oral or axillary temperature above 37.6°C (99.7°F) or a rectal or ear temperature above 38.1°C (100.6°F) is considered a fever. A child has a fever when his or her rectal temperature is 38°C (100.4°F) or higher or axillary temperature is 37.6°C (99.7°F) or higher. Infants less than 3 months old with a rectal temperature of 38° (100.4°F) or higher or

an axillary temperature of 37.3°C (99.1°F) or higher should be seen by a doctor.

- ⇒ Guests will be required to sign a Declaration of Health & COVID-19 Exposure prior to arrival

General Sanitizing Measures

Regular cleaning of all common areas, guest rooms, work rooms and equipment is essential to protect the health and safety of guests and staff from COVID-19.

All staff have been trained on routine cleaning and sanitizing procedures for high touch surfaces.

Any “soft surfaces” – couches, duvets, pillows etc. will be put into a 48-hour isolation hold after guests departure, prior to new guests arriving.

**** Further details on cleaning routines and sanitization below****

- ⇒ Daily cleaning and disinfecting of all common areas and surfaces
- ⇒ High touch areas are cleaned three times daily. This includes doorknobs and handles, telephones, light switches, tables, chairs, work surfaces and washrooms
- ⇒ Any visibly dirty surfaces will be cleaned before disinfecting. Cleaning refers to the removal of visible dirt, grime etc.
- ⇒ Use of clean cloths to clean and disinfect surfaces
 - ⇒ Clean cloths will be placed in a bucket of cleaning solution or disinfecting solution (whichever is required)
 - ⇒ Dirty cloths will not be re-dipped back into the bucket after use, this avoids contaminating the solution
- ⇒ A bleach and water solution will be used when disinfecting (20ml of household bleach per 980ml of water) ** diluted bleach solution will be referenced below
**
- ⇒ http://www.bccdc.ca/Health-Info-Site/Documents/CleaningDisinfecting_PublicSettings.pdf
- ⇒ Hand sanitizers with minimum 70% alcohol will be placed in all public areas
 - ⇒ Barn
 - ⇒ Main Ranch Foyer
 - ⇒ Entrance Porch & Front Porch
 - ⇒ Kitchen
- ⇒ In common areas of the Ranch House Staff and Guests will have separate washrooms
 - ⇒ Both washrooms will have soap and single use hand towels to be washed after each use, as well as hand sanitizer

- ⇒ Staff use separate doors to enter and exit the main ranch house
 - ⇒ Guests and Staff will not be using the same doorways, minimizing guests and staff contacting the same surfaces
- ⇒ All staff will maintain physical distancing (2 meters) from guests as much as possible
- ⇒ All staff wear masks when unable to maintain physical distancing (2 meters)
 - ⇒ Bandanas are used as masks
 - ❖ Bandanas are switched out every day
 - ❖ Used bandanas are washed and sanitized using the washing machine in hot water
 - ❖ Bandanas will not go in the laundry with other items
 - ❖ Bandanas are folded to double thickness and worn covering the nose and mouth with the tail of the bandana tucked into the top of the shirt

Section 2: Pre-Trip/Check-In/Check-Out Procedures

Pre-trip Communication with Guests

- ⇒ Guests will be informed about the precautions that SLWR is taking to limit potential viral spread
- ⇒ Precautions will be described depending on state of pandemic at the time
- ⇒ Guests are required to sign a declaration of health and exposure
- ⇒ Participation will be limited to those who can attest to being well, to not having been exposed to anyone who is sick, and to not having travelled outside their province/territory within 14 days of the commencement of the trip
- ⇒ Guests will be asked to follow guidelines when traveling to/from Siwash per Dr. Bonnie Henry's recommendations to be mindful of respecting the safety of communities encountered on route. This may include but is not limited to travelling directly from a place of residence to destination (SLWR), without stopping in populated areas

Check-In/Check-Out

- ⇒ Upon arrival guests will be greeted by SLWR host
 - ⇒ During guest welcome and the subsequent site orientation, the host discusses in detail the pandemic related mitigation that SLWR is instituting

- ⇒ SLWR will maintain physical distance
- ⇒ <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/physical-distancing>
- ⇒ SLWR will wear masks in any situation where physical distancing can not be maintained
- ⇒ Parking Guests Vehicles
 - ⇒ Guests will be given two options upon arrival to SLWR, they are as follows:
 - ❖ Option 1: an SLWR staff member can unload bags, and park the vehicle. The staff member will wear a mask and sanitize their hands before and after entering the vehicle, accommodations and handling bags
 - ❖ Option 2: Guests can unload bags into their accommodation on their own and be shown by an SLWR staff member where to park the vehicle for their stay
- ⇒ Handling Guest Luggage
 - ⇒ Valets will wash and sanitize their hands before and after bringing luggage to guest accommodations, as well as wear a mask when entering accommodations
- ⇒ Hand sanitizer will be provided for guests to use before entering the main ranch house
- ⇒ No handling of money (cash) or credit cards is required
 - ⇒ All payments are digital; made via e-transfer or wire

Section 3: Transport During Stay at Siwash

Accessing Activities via Vehicle

- ⇒ SLWR has guided activities that require guests to be driven by their guide in a 4x4 vehicle
 - ⇒ Guide will wear a mask the entire time they are in the vehicle with guests
 - ⇒ Guide will sanitize hands prior to entering vehicle and when exiting
 - ⇒ Vehicle will be sanitized thoroughly before and after use
 - ❖ 10:1 bleach will be used on surfaces that are approved for 10:1 bleach (consoles, doors, latches, seat belt buckles etc.)
 - ❖ Armor All Wipes will be used on surfaces where bleach can not (leather seats, arm consoles, head rests etc.)

Section 4: Housekeeping

Housekeeping During a Guest's Stay

- ⇒ Housekeepers will practice diligent hand hygiene at all times during their shift
- ⇒ When cleaning a guests room housekeepers will sanitize hands prior to entering and after exiting, and wear a mask
 - ⇒ Masks will not be shared with anyone else and will be washed and sanitized using the washing machine after use
 - ❖ Bandanas will not go in the laundry with other items
- ⇒ Toiletry bottles provided for guests (shampoo, conditioner, lotion & body wash) will be disinfected twice daily (once during the day and again at turn-down)
- ⇒ Any used glasses/dishes etc. will be brought down and placed immediately in the dishwasher to be cleaned and sanitized

Housekeeping After a Guest's Stay

- ⇒ Guest rooms will be fully cleaned and disinfected after use
- ⇒ Housekeeper will sanitize hands prior to entering and after exiting and wear a mask while cleaning the room
- ⇒ As mentioned above: use of clean cloths to clean & disinfect surfaces
 - ⇒ Do not re-dip dirty cloths into disinfecting solution
 - ⇒ Spray bottles of 10:1 bleach will be used to mitigate re-dipping of cloths
- ⇒ Remove all cloth items (i.e. sheets, quilts (bed spreads); sham covers; bed scarves and skirts; towels etc.). All dirty linens and towels will be taken directly to the laundry
- ⇒ All "soft surfaces" that can't be laundered are placed in a 48 hour isolation hold:
 - ⇒ Couches
 - ⇒ Duvets
 - ⇒ Pillows
- ⇒ All garbage cans will be emptied
- ⇒ Clean and disinfect all hard surfaces. Special attention will be given to frequently touched items such as toilets, sinks, faucets, doorknobs, light switches, fridge handles, water spigots, stair bannisters, balcony railings etc.
- ⇒ All glassware and dishes are to be removed from the room and immediately put in the dishwasher for cleaning and sanitizing

Laundry

- ⇒ Hands will be sanitized before and after handling dirty laundry
- ⇒ Laundry items will be washed and dried in the warmest possible water setting
- ⇒ Hampers will be cleaned and disinfected after use
- ⇒ Front loading area of the washing machine, as well as buttons etc. will be cleaned and sanitized frequently

Section 5: Food Service Procedures

- ⇒ Food safe practices will be followed, such as protecting food from contamination, minimizing direct handling of food and preventing cross-contamination of food
- ⇒ Kitchen utensils and surfaces will be sanitized regularly (4x daily - after every meal service with a final sanitization at the end of the night when the kitchen is closed)
- ⇒ Dishes will be cleaned and sanitized using a dishwasher (150 C temp)
- ⇒ Table service
 - ⇒ Server will maintain hand hygiene at all times
 - ⇒ A pitcher will be set on table for guests to pour water themselves
 - ⇒ Wine will be left on the table for guests to pour for themselves
 - ⇒ A chair will be removed from one end of the table for the server to access plates etc. while maintaining distance
 - ⇒ Dirty dishes will be removed from the table, rinsed and then placed directly into the dishwasher
 - ⇒ The server will then wash their hands prior to contacting any surfaces
 - ⇒ A separate surface has been established for food that needs to be served vs. cleared dishes going into the dishwasher
 - ⇒ Server will wear a mask and use whenever the 2 meter distance can't be maintained
- ⇒ There will only be 2 people in the kitchen at any given time
 - ⇒ 1 chef and 1 server
- ⇒ High touch equipment will be cleaned and sanitized 4x daily
 - ❖ Freezer doors
 - ❖ Fridge doors
 - ❖ Oven handles
 - ❖ Drawer knobs and cupboard handles

- ❖ Dishwasher handle
- ⇒ All surfaces will be disinfected 4x daily
 - ❖ Dining chairs
 - ❖ Dining Tables
 - ❖ Outdoor Coffee tables
- ** All surfaces and equipment will be sanitized using a diluted 10:1 bleach solution **

Section 6: Activities - Guide Protocols & Equipment Sanitization

Marksmanship

- ⇒ Guides wash and sanitize hands prior to handling equipment & start of activity
- ⇒ Before activity starts the guide will sanitize all equipment needed:
 - ❖ Earmuffs
 - ❖ Guns
 - ❖ Hatchets
- ⇒ All surfaces will be disinfected prior to guests arrival to the activity
 - ❖ Gun range tables
 - ❖ Benches
- ** Items will be sanitized with a diluted bleach solution **
- ⇒ Guides will maintain a safe distance from guests whenever possible
- ⇒ <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/physical-distancing>
- ⇒ Guide will wear a mask whenever the 2 meter distance can't be maintained
- ⇒ After the activity is complete all equipment that was used will be cleaned and disinfected prior to being stored
- ⇒ Guides will wash their hands immediately upon completion of disinfecting equipment

Archery

- ⇒ Guides wash and sanitize hands prior to handling equipment & start of activity
- ⇒ Before activity starts the guide will sanitize all equipment needed:
 - ❖ Bows
 - ❖ Arrows
 - ❖ Satchels

❖ Arm guards

- ⇒ Vehicle for transport to activity will be disinfected prior to guest being transported
- ** Items will be sanitized with a diluted bleach solution **
- ⇒ Guides will maintain a safe distance from guests whenever possible
- ⇒ <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/physical-distancing>
- ⇒ Guides will wear a mask whenever the 2 meter distance can't be maintained
- ⇒ After the activity is complete all equipment that was used will be cleaned and disinfected prior to being stored
- ⇒ Guides will wash their hands immediately upon completion of disinfecting equipment

Fly-Fishing

- ⇒ Guides wash and sanitize hands prior to handling equipment & start of activity
- ⇒ Before the activity starts the guide will sanitize all equipment needed:
 - ❖ Fly-fishing rods
 - ❖ Nets
 - ❖ Boats
 - ❖ Paddles
 - ❖ Waders
- ** Items will be sanitized in a diluted bleach solution **
- ⇒ Guides will maintain a safe distance from guests whenever possible
- ⇒ <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/physical-distancing>
- ⇒ Guide will wear a mask whenever the 2 meter distance can't be maintained
- ⇒ After the activity is complete all equipment that was used will be cleaned and disinfected prior to being stored
- ⇒ Guides will wash their hands immediately upon completion of disinfecting equipment

Horseback Riding

- ⇒ Guides wash and sanitize hands prior to handling equipment & start of activity
- ⇒ Before the activity starts the guide will sanitize all equipment needed:
 - ❖ Saddles
 - ❖ Brushes
 - ❖ Hoof picks
 - ❖ Bridles

- ❖ Helmets
- ❖ Boots
- ❖ Horse treat container

**** Items will be sanitized in a diluted bleach solution ****

- ⇒ Guides will maintain a safe distance from guests whenever possible
- ⇒ <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/physical-distancing>
- ⇒ Guide will wear a mask whenever the 2 meter distance can't be maintained
- ⇒ After the activity is complete all equipment that was used will be cleaned and disinfected prior to being stored
- ⇒ Guides will wash their hands immediately upon completion of disinfecting equipment

Self-Guided Activities

- ⇒ Items will be sanitized prior to each guest use:
 - ❖ Kayaks
 - ❖ Canoes
 - ❖ Yoga Mats
 - ❖ Binoculars
 - ❖ Bikes
 - ❖ Badminton
 - ❖ Bocce Ball
 - ❖ Soccer Balls & Baseballs
- ⇒ After the activity is complete all equipment that was used will be cleaned and disinfected prior to being stored
- ⇒ Staff will wash their hands immediately upon completion of disinfecting equipment

Appendices

Declaration of Health & COVID-19 Exposure

..... Appendix 1

Health & Safety Resources

..... Appendix 2

Health & Safety Resources

- ⇒ Symptoms of COVID-19
 - ⇒ <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/symptoms>
- ⇒ BC's COVID-19 Self-Assessment Tool
 - ⇒ <https://bc.thrive.health/>
- ⇒ Hand Washing
 - ⇒ <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/hand-washing>
- ⇒ Respiratory/Cough Etiquette
 - ⇒ <http://www.bccdc.ca/Health-Info-Site/Documents/COVID19-Prevention.pdf>
- ⇒ BC Provincial Health Officer: Dr. Bonnie Henry
 - ⇒ https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/pho_-_class_order_to_owners_operators_of_nightclubs_and_food_drink_service_covid-19_may_15_final.pdf
- ⇒ Provincial Guidance for Hotel Sector
 - ⇒ <https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-guidance-hotel-sector.pdf>
- ⇒ Indigenous Tourism Association of Canada
 - ⇒ <https://indigenoustourism.ca/corporate/wp-content/uploads/2020/06/ITAC-HS-Accommodations.pdf>
 - ⇒ <https://indigenoustourism.ca/corporate/wp-content/uploads/2020/06/ITAC-HS-Outdoor-and-Adventure.pdf>
- ⇒ Government of Canada
 - ⇒ https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html?utm_campaign=not-applicable&utm_medium=vanity-url&utm_source=canada-ca_coronavirus
- ⇒ Association of Canadian Mountain Guides
 - ⇒ <https://www.acmg.ca/absolutenm/articlefiles/3633-COVID-19%20Best%20Practices%20%20Return%20to%20Work%20%20ACMG%20Members%20.pdf>
- ⇒ Hotel Association of Canada
 - ⇒ <https://www.hacsafestay.com>

