

BRENTWOOD BAY RESORT

COVID-19 Safety Plan

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Brentwood Bay Resort

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We Care

We believe that everyone is deserving of extraordinary experiences. This is something that the team at Brentwood Bay Resort has always striven to provide to each guest, and it is something our team will continue to provide in a personal and safe way.

We continue our diligent approach to supporting the health and well-being of our guests and staff during these challenging times. Please take a few minutes to review our COVID-19 protocols. During your employment and/or stay with us, we ask that each of you respect and adhere to these protocols.

Travel:

At this time, all non-essential travel should be avoided. We ask that you follow BC Public Health recommendations. This includes travel into and out of B.C. and between regions of the province. For example:

- Do not travel for a vacation
- Do not travel to visit friends or family outside of your household or core bubble

Essential travel within B.C. includes:

- Regular travel for work within your region
- Travel for things like medical appointments and hospital visits
- We no longer require a 14-day quarantine period if traveling outside Vancouver Island for essential travel

Gatherings at residences or vacation accommodations:

No social gatherings of any size at your residence with anyone other than your household or, if you live alone, your core bubble. For example:

- Do not invite friends or extended family into your residence or vacation accommodation
- Do not gather in your backyard, patio, driveway or anywhere else on your property
- Do not host playdates for children

Media Contact:

All media inquiries are to be directed to Natasha Richardson, the Resorts General Manager.

Natasha Richardson, General Manager

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If an employee has a positive COVID-19 test:

- Please report to your direct manager immediately. Public Health is notified of all positive tests immediately and contact tracing will begin by speaking to the COVID-19 positive employee. This review will identify the nature of contacts in the community, social or work locations in the 48 hours prior to becoming symptomatic. Your manager will work with HR to check schedules for transmission dates. We will determine the level of interaction and risk of exposure and communicate accordingly.
- For employees who test positive for COVID-19, public health will be involved with contact tracing, management, and advice for when to end self-isolation.

If an employee comes in contact with someone who is COVID-19 positive:

- Please report to your direct manager immediately. Low risk exposures to a confirmed COVID-19 case include walking by the person, or briefly being in the same room. Exposures that are not close contacts are recommended to self-monitor. Instructions on self-monitoring are available from the BC Center for Disease Control <http://www.bccdc.ca/Health-Info-Site/Documents/Selfmonitoring.pdf>.

- Employees should self-isolate and contact Public Health if they become symptomatic. Close contacts to an established COVID-19 case will be asked by Public Health to self isolate and self-monitor daily.

If an employee stays home because of illness:

- Report your illness to your direct manager. Complete BC COVID-19 Self-Assessment Tool <https://bc.thrive.health/covid19/en>
- If you have any COVID-19 symptoms, the BC COVID-19 Self-Assessment Tool will require you to get tested.
- Ending self-isolation:
 - For employees who test positive for COVID-19, public health will be involved with contact tracing, management, and advice for when to end self isolation.
 - For employees who test negative for COVID-19 and have symptoms of illness, they are to continue to isolate until their symptoms resolve.

If an employee lives in the same household as someone who has been asked to self-isolate due to close contact with a COVID-19 positive case:

- Report to your direct manager.
- If the household member is asymptomatic and the employee is also asymptomatic, the employee can continue to attend work and does not need to self-isolate. However, if the household member becomes ill, the household member will need to be medically assessed and tested since they are a close contact. While the symptomatic household member is being tested and waiting for their results, the employee will be required to self-isolate pending the outcome of the test results.
- If the symptomatic family member, who is a close contact, has a positive COVID test result, Public Health will be involved in contact tracing and the asymptomatic worker will be given advice on self-isolation and not to attend work.
- If the symptomatic household member, who is a close contact, turns out to have a negative COVID test result, the asymptomatic employee can continue to attend work and self-monitor for symptoms, but does not need to self-isolate.

If a guest tests positive for COVID-19:

- We will get contacted by BC Public Health Officials and they will be involved in contract tracing. If it is determined that any employees were a close contact, they will be required to stay away from work and follow Public Health direction.
- As part of the individual risk assessment, public health will consider the duration of the contact's exposure (e.g., a longer exposure time likely increases the risk), the case's symptoms (coughing or severe illness likely increases exposure risk).

For general information on COVID-19, see the BC Centre for Disease Control online resources at <http://covid-19.bccdc.ca/>.

HOTEL AREAS, GUEST ROOMS AND PUBLIC SPACES

- At the time of check-in, we will require valid government issued photo ID displaying a Canadian address. We understand that if you have recently moved to Canada, this may be a challenge, so we will also be accepting a valid passport, paired with a current (within 3 months) utility bill or bank statement with a Canadian residential address. The name on the document must match the name on the out of country passport.
- We will ask each guest:
 - Have you had any of the following new or worsening symptoms within the past 14 days? Cough, shortness of breath, fever, chills, unexplained fatigue, muscle aches, vomiting, headache, sore throat, new smell or taste disorder, nausea, diarrhea.
 - Are you awaiting results of a lab test for COVID-19?
 - Have you been tested positive for COVID-19 in the past? When?
 - Have you travelled outside of Canada or been in contact with anyone who has travelled outside of Canada in the past 14 days?
 - Have you had contact with anyone who has a confirmed case of COVID-19 or is waiting for the results of a COVID-19 test in the past 14 days?
- If a guest answers YES to any of these questions, we will not be able to welcome this guest, or a guest this in this party, at this time.

What We Are Doing

- Increasing cleaning protocols in both public spaces and private rooms (see below for more detail).
- Enforcing physical distancing guidelines throughout all Resort outlets.
- Increasing signage to ensure all guests are aware of the COVID-19 Resort requirements.
- Setting up hand sanitizing stations throughout the Resort.
- Amending our cancellation policy to better accommodate a sudden change of plans due to illness.
- Closely following all government regulations and guidelines and enforcing policies and procedures more stringent than required to ensure the safety and well-being of guests and staff.
- All team members undergo a daily health check to ensure they are fit to work prior to starting their shift.

What We Ask Our Guests

- Respect social distancing guidelines throughout the Resort and respect the distance between your party and other guests.
- Wear a mask or face covering in all public spaces at all times.
- Wash and sanitize your hands frequently.
- If you are experiencing symptoms prior to your arrival date, please reschedule.
- Only have one member of your party come to the front desk to check-in/check-out.
- If you become ill and you have recently visited our facility, please let us know so we can take appropriate action.
- Please be patient with our team. The protocols can be time consuming, but your safety is our number one priority.

What To Expect During a Guest Stay

- High touch point items have been removed from the room and will be available upon request at the front desk.
- Decorative items and decorative linen have been removed from rooms to minimize contact.
- The mini bar has been removed from guest rooms; items are available for order through the Pub.
- Masks, gloves, and disinfectant spray will be available upon request with our Guest Services team.
- Some services may be altered/limited throughout your stay i.e. Spa, Dining.
- Please note we will have a breakfast, lunch, and dinner option available to all in house guests.
- Stay-over housekeeping service has been suspended. Amenity baskets will be dropped outside your door daily, and additional amenities will be available upon request.

Check-In

- Physical distancing will be required if a line begins to form.
- The front desk will be sanitized between each guest.
- We ask that only one member of the party visits the front desk to check-in.
- A credit card and matching photo ID will be required at check-in and will be viewed through Plexiglass.
- Tap, signature or pin pad options will be available for the credit card pre-authorization.
- Pens will be sanitized prior to guest; we encourage you to keep pens that you have used.
- Keys will be sanitized before and after use.

Check-Out

- Guests are welcome to leave their keys in their room and depart with zero contact.
- If a guest comes to the front desk to check out, we ask that only one member of the party visit.
- There will be a key drop box available to all departing guests.

Lost & Found

- As required by Worksafe BC all lost and found will be unavailable to be reclaimed and will be disposed of as soon as they are found.
- Please check your room carefully as you depart

Guest Health Check Requirements

- At the time of check-in, all guests will be required to answer a few questions regarding recent health status, in addition to the following:
- Have you travelled outside of Canada or been in close contact with anyone who has travelled outside of Canada in the past 14 days?
- Have you been in close contact with anyone who has a confirmed or probable case of COVID-19?

Enhanced Cleaning & Sanitization Protocols

- Team members have been re-trained on new enhanced hygiene protocols including frequent handwashing and avoiding touching their eyes, mouth, nose, ears and face.
- Housekeeping and maintenance staff will be required to wear masks in all guest spaces.
- Gloves are required and will be changed between each room.
- Stay-over and turn-down services are suspended for the time being.
- One team member will be assigned to stripping and sanitizing guest rooms, another will be assigned to cleaning and preparing for new guests to eliminate cross over.
- Soft surfaces in rooms will be steam cleaned between guests (i.e. curtains and chairs).
- No team member will be permitted into a guest room while the room is occupied.
- If a maintenance issue occurs, the guest will be asked to vacate the room and the appropriate sanitization procedures will be completed prior to entrance and exit.
- Housekeeping and maintenance staff will be required to change into and out of their work uniforms at work, and their uniforms will be washed daily.
- When delivering requested items, our team members will be required to wear gloves, a mask and will not be permitted to enter the guest room.

Resort Room Sanitization Touchpoints

- Room entry, doorways, flooring.
- Handles and knobs – door handles, closets, drawers, furniture knobs, patio/balcony handles, drapery and pull handles.
- Bedding and Linen- all bed linen including duvet covers, pillowcases, throws, sheets, towels and pool towels.
- Bathrooms – all surfaces, amenities, toilets, floors, mirrors, towel racks, door handles, faucets in sink, shower and tub, bathtub and surrounding tile, shower head, vanity, shutters.
- Switches and electronics – lights, lamps, telephone, TV, remote control, alarm clock, switches, electronic controls, light switches, fireplace dial and switch, climate controls.
- Furniture and Hard Surfaces – dressers, tables, desks, benches, built in tables, nightstands.
- Seating – sofas, loveseats, armchairs, stools, chairs, benches.
- Containers – trash bins, ice buckets, coffee maker and kettles.
- Balcony/Patio – chair, table, handrail, patio door handles.
- Kitchen – all hard surfaces, refrigerator, appliances, counter-tops, stove-tops, ovens, faucets, sinks, dishes, cutlery, cookware.

Pool Deck

- Chairs and umbrellas will be physically distanced, and their location may not be modified.
- Pool chairs and tables will be wiped and sanitized on a routine basis, and a bottle of disinfectant will be available for guest use to provide peace of mind.
- Pool towels will no longer be available at the pool. Each guest will be provided with pool towels in their room. Additional towels will be available at Guest Services.
- A common water station will no longer be available on the pool deck. Instead, complimentary water bottles will be provided in guest rooms.

Lobby

- High touch points areas will be routinely sanitized.
- Hard and soft surfaces will be routinely sanitized/steam cleaned.
- Plexiglas will be installed at the front desk to minimize physical contact.
- Key cards and pens will be sanitized before and after use.
- Gift shop items will be available upon request.
- Lobby will be closed to all non-hotel/Arbutus Room guests.

Public Bathrooms

- High touch point areas will be sanitized on a routine basis.
- Bathrooms will be closed periodically for deep cleaning.
- Disposable paper towel will be available for drying hands.

Cancellations

We understand that due to COVID-19, travel plans can change quickly. In response, we have temporarily modified our cancellation policy. If a guest needs to cancel their stay due to illness or government travel restrictions, please do so 24+ hours prior to your arrival date to obtain a full refund. Cancellations within 24 hours of arrival will be subject to a one-night room fee.

However, all of our health and well-being comes first. If a guest has been in contact with anyone with a confirmed or probable case of COVID 19, or if a guest is experiencing any symptoms, we will re-book the reservation at no charge.

If our team has reason to believe that these questions or requirements have been answered dishonestly or our team has reason to believe that any guest may be disregarding the policies and procedures put in place to ensure the safety of all guests and staff members, the Brentwood Bay Resort has the right to refuse service

In addition, we are currently accepting debit or credit card payments only (no cash payments) and we ask that all guests follow all signage posted around the Resort while visiting with us.

Any guests that are exhibiting COVID-19 related symptoms will be asked to return when they are well.

INTERNAL HOUSEKEEPING PROCEDURES

Overview of Role Delegation

One of the most effective tools that we have in preventing the possible spread of COVID-19 is dividing the tasks of stripping rooms and making up rooms. On every shift, we will have staff designated to strip and sanitize rooms, and different staff who are designated to clean and make up rooms.

Cleaning a Departure/Arrival Room

Process One – Stripping and Sanitizing

- After a guest has departed, Team Member One is to enter the room with the appropriate gloves and mask on.
 - Please Note: if a guest is still occupying a room, no team member is permitted to enter the room.
- Team Member One is to proceed with the following:
 - Strip the room and place all dirty linen, towels and robes into the dirty linen bin immediately.
 - Remove any guest items, garbage, recycling, dirty dishes and anything disposable.
 - Using the Hydrogen Peroxide Solution, wipe down the following surfaces in the room (please ensure to open the main door, sliding glass door and window to ensure proper airflow):
 - Door handles, knobs, drawer handles, patio door handles inside and out, faucets, sink, toilet, bathtub, vanity, mirrors, bedside tables, remote control, alarm clock, mini fridge, table, fireplace switch, light switches, cabinet under the TV, hot tub cover, outdoor table and chairs, leather lounge chairs, shower, shampoo, conditioner, body wash dispensers in both shower and by sink, safe, iron, luggage stand, lamps.
 - After Team Member One has finished, everything that the guests used and touched should either be removed or sanitized.
 - Once the above tasks are complete, Team Member One is to proceed with the following:
 - Exit the room
 - Remove and dispose of gloves
 - Wash hands
 - Put on fresh set of gloves
 - Proceed to the next dirty room.

Process Two – Cleaning and Making Up

- After Team Member One has fully stripped and sanitized the room, Team Member Two is to begin Process Two – Cleaning and Making Up the room.
 - This process more closely resembles our housekeeping practices prior to COVID-19. Clean the room with our regular cleaner, as the Peroxide Solution will leave watermarks and streaks.
 - Clean everything including, but not limited to the following (consult the Housekeeping Protocol Manual for more detailed instructions):
 - Door handles, knobs, draw handles, patio door handles inside and out, faucets, sink, toilet, bathtub, vanity, mirrors, bedside tables, remote control, alarm clock, mini fridge, table, fireplace switch, light switches, cabinet under TV, hot tub cover, outdoor table and chairs, leather chairs, bathroom amenities in shower and by sink.
 - Wash the floors in bathroom.
 - Ensure the balcony/patio is clean and tidy.
 - Bring in new linen
 - Make beds, set up bathroom towels and amenities as per procedures.
 - Vacuum and do other regular housekeeping procedures.
 - Once all regular housekeeping procedures are complete, Team Member Two:
 - Exit the room
 - Remove and dispose of gloves
 - Wash hands
 - Put on a fresh set of gloves
 - Proceed to the next sanitized room.

Stay Over Service

- Stayover service has been suspended due to COVID-19. Staff must not enter an occupied room at any time. If a guest requests you to enter the room, you must politely refuse by saying, “I am not able to enter your room while it is occupied due our COVID-19 Safety Protocols.” You can also ask the guest if there is any thing we can bring them to make their stay with us more comfortable. If a guest is persistent or expresses displeasure, report the incident to your supervisor or a Guest Service agent at the front desk right away.
- Amenity baskets will be delivered daily with additional amenities including towels, require linens, water bottles, coffee, coffee cups and any other special request.
 - This process is similar to our previous stayover procedure for guests who had their Privacy signs up.

Laundry

- Gloves are required at all times in the laundry room.
- Gloves are to be changed every time a team member is switching from dirty laundry to clean laundry.

Entering a Guest Room

- No team member is permitted to enter a guest room while a room is occupied by a guest.
- If there is an urgent request that requires a team member to enter a guest room, please follow these procedures:
 - Wear a mask and glove at all times
 - Politely ask the guests to vacate the room while you enter and perform the required duty/task.
 - Bring a bottle of the Peroxide Cleaning Solution to sanitize all touch points as you enter the room and after touching any surface.
 - Once all surfaces have been sanitized and the team member has exited the room, the guests are now permitted to re-enter the room.
 - If you have any concerns during this procedure, request support from your Supervisor.

Fulfilling Guest Requests

- If a guest requests an item to be brought to their room, masks and gloves are required.
 - Team members are not permitted to enter a room while it is occupied. Please requested items outside the guest room door.
 - If there are items left outside a guest room door, wear gloves to collect and remove those items.

Changes to Standard Operating Procedures in Housekeeping

- Pool towels will be available in the guest room, they will no longer be available at the pool deck.
 - Guest will be asked to bring their dirty towels back to their rooms.
 - Additional pool towels can be requested through the Front Desk.
- Mini Bar
 - The mini bar has been removed from the guest rooms
 - A limited selection of mini bar items can be purchased through the Front Desk
- Water Bottles
 - 2 complimentary water bottles will go in each guest room.
- Decorative Items
 - All decorative soft surface items have been temporarily removed from guest rooms
 - Spare linen, blankets and pillows are no longer stored in guest rooms. Additional items can be requested through the Front Desk.

INTERNAL FRONT DESK PROCEDURES

Shift Protocols and Procedures

Arriving to Your Shift

- Clock-in and collect 2 fresh rags from housekeeping on your way up
- Wash your hands
- Go to the Front Desk and follow social distancing guidelines when doing your shift pass-on with the previous GSA or Night Audit
- Wipe down the front desk and all workstations (both workstations and the areas that you will use in the back office)
 - Global Payment terminals
 - Phones – pin-pads and receiver
 - Keyboards
 - Mice
 - Handles of drawers and cupboards
 - Hard surfaces
 - Guest facing surfaces
 - Any used pens
 - Any used key cards
 - Any additional surfaces that may require disinfecting
- Wash your hands

Throughout your Shift

- Follow the Guest Procedure guidelines, outlined below, throughout your shift
- Wash and sanitize your hands on a regular basis
- Use the bleach solution to disinfect commonly touched areas in the back office and lobby – please sanitize your hands after doing so
 - Door handles
 - Hard Surfaces
 - Commonly touches items

End of your Shift

- Wipe down the front desk and all workstations (both workstations and the areas that you have used in the back office)
 - Global Payment terminals
 - Phones – pin-pads and receiver
 - Keyboards
 - Mice
 - Handles of drawers and cupboards
 - Hard surfaces
 - Guest facing surfaces
 - Any used pens
 - Any additional surfaces that may require disinfecting
- Wash your hands
- When the next GSA or Night Audit arrives, follow social distancing guidelines when doing your shift pass-on
- Take your dirty sanitization rags down to housekeeping
- Clock out
- Wash your hands

Lobby/Front Desk Set-up

Front Desk Set-Up

- Hand sanitizer at each computer
- A bottle of bleach and rag at each computer
- A box of gloves at each computer
- Masks available for GSA on shift
- Tape on the floor to indicate distancing requirements between guests
- New and used pen holders for guests
- Used key drop box for guests who are checking out

Lobby Set-Up

- Hand sanitizer available in the lobby
- Furniture arranges to promote social distancing
- Plexiglas up between guests and agents
- Tape on the floor to indicate distancing requirements between guests
- New and used pen holders for guests
- Used key drop box for guests who are checking out

Guest Procedures

Check-in

- If a line begins to form, guests will be required to social distance per the tape on the lobby floor
- When the guest comes up to the desk, ask them to put their credit card and photo ID facing you on the glass part of the front desk or on the opposite side of the plexiglass
 - There will be no need to touch these cards
- Ensure that the photo ID matches the name on the reservation and the name on the credit card and type the credit card information into Opera if required
 - The ID must display a Canadian address – if it does not the guest fails to prove Canadian residency they will not be permitted to stay in the hotel
- Enter the pre-authorization amount into the Global Payment terminal
 - Type the credit card number into the Global Payment terminal and process the transaction – have the guest sign off on the pre-authorization amount
- Have the guest sign the registration card using the new and used pen holders
- Have the guest sign the additional COVID-19 additional form. If they answer yes to any of the questions, they will not be permitted to stay at the hotel.
- Give the guest their keys and the other additional information about the resort
- When the guest has left the front desk proceed with the post guest cleaning instructions
 - Please note, you may be required to ask the next guest to wait while you prepare the area for them

Post-Guest Cleaning Procedure

- After a guest has left the front desk, use the bleach solution to clean the guest side of the front desk for the next guest
- Remove any used pens if applicable
- Wipe down anything that had been touched by both yourself or the previous guest to ensure that it is sanitized for the next guest
- Either wash your hands or use sanitizer

Check-out

- Proceed with the regular check-out process
- When the guest has left the front desk proceed with the post guest cleaning instructions
 - Please note, you may be required to ask the next guest to wait while you prepare the area for them

FOOD & BEVERAGE AREAS

We believe that food creates connection. The simple act of sharing a meal with a good friend or loved one can be an extraordinary experience. We want it to remain just that, and have made many adjustments to our restaurant service to ensure your safety and the safety of our team, all the while striving to maintain as much normalcy as we can.

Our Team

- Masks are required to be worn by all kitchen & front of house team members at all times.
- Gloves will be required for all team members who are handling used dishware and all other items being removed from guest tables.
- Ground markers and decals have been placed in the kitchen and staff areas to remind staff of maintaining social distancing and encourage one-way traffic flow where possible.
- We have a designated entrance and exit to encourage one way traffic.
- Public washrooms will be cleaned and sanitized throughout the day and will be recorded publicly.
- Contact information for one guest at each table will be retained for up to 1 month.
- No items are left on tables for when guests arrive.
- All team members undergo a daily health check to ensure they are fit to work prior to starting their shift.

Additional Cleaning and Hygiene

- Team members have been re-trained on new enhanced hygiene protocols including frequent hand washing and avoiding touching their eyes, mouth, nose, ears and face.
- Additional sanitation and disinfecting measures have been added to daily cleaning checklists.
- High touch points and washrooms are being continuously monitored and sanitized by team members.
- Public washrooms are routinely cleaned and sanitized.
- Any item that is brought to a table will be sanitized thoroughly before being used by another guest.
- Seats and tables are cleaned and disinfected between each party.
- Water will be left on each table for guests to help themselves.

Social Distancing

- Ground markers and decals have been placed to remind guests of social distancing recommendations.
- Tables have been positioned around our Dining Room and Patio to ensure there is at least 6 feet between backs of chairs.
- There is one less chair than normal at each table, this space has been left for your server to easily approach and serve you. We ask that you also use this space to place your dishes when you are done for your server to easily collect.
- We can accommodate parties of up to a maximum of 6 people at this time.

What We Ask Of Our Guests

- There is hand sanitizer available at restaurant entrances and we ask that all guests please sanitize their hands as they enter the building.
- Please check in with our host upon arrival. If there is a waitlist we will direct you to either wait in our socially distanced line outside, or will take your phone number, ask you to wait off of property and will call you when your table is ready.
- Remain seated at your designated table throughout your meal, except to visit the washroom facilities or exit the building.
- Respect social distancing guidelines throughout the Resort and respect the distance between your party, other guests and our team.
- Stack your used plates and cutlery on an edge of your table where it is easy for our team to collect them while maintaining distance from your party.
- If there is a waitlist, we are unable to move you between tables once you are seated.
- We are taking first and last names, as well as phone numbers for all guests for contact tracing purposes.
- If you become ill and you have recently visited our facility, please let us know so we can take appropriate action.
- Please be patient with our team. The new protocols can be time consuming, but your safety is our number one priority.

INTERNAL KITCHEN PROCEDURES

1. Touch base on the policies and procedures for how the kitchen will run during Covid19
 - Temperature of all staff upon starting work, keep daily record, anyone with multiple symptoms will be sent home
 - All staff to wear masks during shift
 - You must wash your hands very frequently
 - We will limit the number of staff in a food prep and online
 - creating cohorts of workers who work together and who do not interact with other cohorts. This will assist in reducing transmission throughout the workplace in the event that a staff member becomes ill.
 - Every kitchen staff will help in the dish area when we have no dishwasher scheduled
 - When working in the dish area you must wear gloves when handling dirty plates and you must remove gloves or change gloves when handling clean dishes
 - Try to avoid sharing knives and small equipment, bring your own knives if possible
 - Equipment must be cleaned and sanitized after each use
 - Day shift MUST clean station, organize walk in fridge, sweep, mop and take out garbage/compost at the end of their shift and initial off ON CHECKLIST
 - Extra cleaning of door handles and high touch areas are to be done multiple times during the day.
 - Deliveries will be dropped off near the potato rack, so the driver does not walk through our kitchen, all drivers are to be wearing a mask
 - Cleaning checklists are posted for Pub, Arbutus and Dish. They MUST be completed nightly and checked by a manager/
 - Cell phones are not to be used while on shift, only when you are on your break then wash your hands very well.
 - You must wear a jacket or something over your shirt while smoking

INTERNAL FOOD & BEVERAGE PROCEDURES

Cleaning Cloths

We will be using a two-cloth system for all tables and flat surfaces during COVID-19.

Red cloths are for initially wiping down all surfaces. Use these cloths for any -me there is a chance that food, drink, or any other kind of spillage is on the table. Wipe down the table first, and then the chair backs and cushions.

Red cloths should simply be soaked in soapy water.

After the initial wipe down all surfaces must be sanitized.

White cloths are for sanitizing. Use these cloths for anything that needs to be sanitized. Soak the white cloths in quat sanitizer. These cloths must be changed at the beginning of the day and at shift change.

When sanitizing a table, bring the sanitizer bottle to the table, spray sanitizer onto all surfaces and wipe down with white cloths. Wipe down the table first and then the chairs. Ensure that the backs of the chairs arm rests are sanitized.

Tables and chairs must be done in between every guest. Once a table has been sanitized an "I've been sanitized" coaster (pub) or a "Welcome" tag (Arbutus Room) gets paced on the table.

Red and White cloths must always live in their separate containers.

Contact Tracing

We must obtain contact information from one member of all par-es. We are required to take first and last names and a phone number (or email). This is to contact guests if there is a reported case of COVID from one of our staff or guests. Please make sure that all pages from a given day have the date at the top of the page, and that we are writing in times at least at the top and bottom of the page.

At the end of the day all of the contact forms from the day get stapled together in order and placed in Katherine's mailbox.

Entrance and Exit

All guests will enter through the main pub doors. We have markers on the ground in the hallway and outside to mark a proper social distancing line-up should it be needed. All guests will exit through the fire gate on the patio. There is signage throughout the restaurant but please let guests know the location of the exit as you seat them and remind your tables about the designated exit when payment is taken.

Guest Interactions

Guests may not mingle in the restaurant, and they may not visit with other tables. Our maximum table size is six. If a table larger than six comes in, they will be seated at separate tables. They are not allowed to go in between tables, despite all being part of the same group.

Menus

All menus during COVID-19 will be laminated, with the exception of the Arbutus Room “fresh sheet” menus.

Menus need to be sanitized in between each guest use.

IN THE SPA

We believe that time in the spa is meant to be deeply relaxing and rejuvenating. We are so excited to welcome you for all of the pampering that you deserve! The safety of our guests and team members is of utmost importance to us during this time, and we are taking our cleaning and sanitizing protocols very seriously.

Vancouver Island Residents Only

We will only be accepting Vancouver Island residents for treatments at this time. This may be extended based on the guidelines from our Provincial Health Officer.

If you have been outside of Vancouver Island in the last 14 days, we will not be able to welcome you at this time.

What We Are Doing

- Thorough sanitation of all treatment rooms, stations and implements between each client.
- Extra time is given in between appointments to ensure complete sanitation.
- Implementation of strong social distancing requirements and maximum capacities in our spa.
- Shared facilities will be sanitized throughout the day and will be recorded publicly.
- Maximum number of guests in our reception is limited to 2.
- No walk-in appointments at this time, please call for available same day appointments
- Pool use is available either before or after your treatment for an allocated amount of time, depending on your service. You will be given specific details regarding your pool access when you book your appointment.
- Some treatment types are currently unavailable in order to ensure maximum safety for all of us. All facials, Couples Rejuvenation, Two Hearts Massage, Couples Cocoon, Make-Up Applications and The Hydrotherapy Rain Shower add-on.
- All team members will undergo a daily health check to ensure they are fit to work prior to starting their shift.
- All team members and practitioners will wear face masks.
- Team members have been re-trained on new enhanced hygiene protocols including frequent hand washing and avoiding touching their eyes, mouth, nose, ears and face.

What We Ask Of Our Guests

- Respect and follow any and all sanitation and hygiene standards posted within the spa and shared by employees. These are in place to protect guests and our team and should be followed extensively.
- Wash your hands often, including before and after your treatment.
- Coughing and sneezing into a fabric sleeve away from anyone, and avoiding touching your mouth, nose and eyes during your visit.
- Keep a physical distance of 6 feet (2 meters) away from other spa patrons.
- Bring your own fabric mask to be worn at all times in the spa. If you do not have one, one will be provided.
- If you would like to visit the spa for anything other than appointments (gift cards, retail items) please call ahead of time and we will give you a time that will be best suited to visit. Please note that we will only be allowing 2 people in our reception area at a time to follow physical distancing guidelines.
- Please be patient with our team. The new protocols can be time consuming, but your safety is our number one priority.
- If you or anyone you have been in contact with exhibits any of symptoms of COVID-19, or if you have been in contact with persons who have a confirmed/suspected case of COVID 19, we ask that you cancel your appointment and we would be happy to reschedule. We will be waiving our 24 hour cancelation fee for any missed appointments due to illness.

Cancellation Policy

- We want to accommodate for changes in your life as best we can, so we only ask for 24 hour's notice of any adjustments or cancellations made to bookings. If you change or cancel within 24 hours, there is a charge for 50% of your service price. If you miss an appointment without letting us know ahead of time, there is a charge for the full appointment.
- However, all of our health and well-being comes first. If you have been in contact with anyone with a confirmed or probably case of COVID 19 or if you are experiencing any symptoms yourself, we are happy to re-book you at no charge.
- In addition, we are currently accepting debit or credit card payments only (no cash payments) and we ask that all guests follow all signage posted around the Resort while visiting with us. Any guests that are exhibiting COVID-19 related symptoms will be asked to return when they are well.
- Thank you in advance for following our new procedure to keep our staff, spa guests, and you safe while still being able to enjoy a lovely spa experience. We ask for patience and understanding from all guests visiting our spa as we implement these "new normal" ways of enjoying the spa.

INTERNAL SPA PROCEDURES

Physical Distancing

- Staff are required to keep a physical distance for at least 6 feet whenever possible between fellow employees and guests you are not treating while in the staff room, dispensary, lounge, pedicure room and spa hallways.
- To keep in compliance with physical distancing, these are the maximum number of guests and staff allowed in each area at one time:
 - Dispensary – 2 Staff
 - Staff Room – 2 Staff
 - Pedicure Room – 3 Staff and 3 Guests
 - Lounge – 2 Staff and 4 Guests
- Physical distancing monitoring will be the responsibility of all Brentwood Bay Spa staff members and verbal reminders must be given to any staff or guest who are not following physical distancing requirements.
- Capacity of guests coming into the spa will be the responsibility of the Spa Coordinators/Spa Manager to ensure that all capacities and physical distancing requirements can be adhered.

Hand Washing

- Hands must be washed when starting a treatment, ending a treatment, entering the staff room, entering the dispensary, before and after eating, after handling anything touched by guests, sneezing, coughing, using the washroom
- Staff must not touch their eyes, nose or mouth during treatment, after coming in contact with any items/surfaces touched by guests before washing their hands
- Guests must be verbally instructed to wash their hands before you begin the treatment:
 - **“Before we begin our treatment, I will ask that you wash your hands following our proper hand washing procedure”**

Personal Protective Equipment

- Staff and guests are required to wear fabric face masks while in the spa
- Gloves:
 - During treatments (optional)
 - When cleaning treatment rooms
 - Handling anything touched by guests; linens, water bottles, garbage
 - To be changed between each guest to avoid cross contamination

No-touch Greetings

The Spa will be implementing a “no-touch greeting” to avoid unnecessary contact between staff and clients before washing hands. It may look something similar to this

- Ask for clients name in the lounge
- Greet them warmly **with a smile** and introduce yourself
 - “Courtney? Hello, my name is Emily, I will be doing your service for you today, if you would please follow me into the treatment room”

We are eliminating that first initial contact which is an important step in our introduction, so it is vital we make the guest feel welcome and calm in our presence when greeting them.

Altered Treatments

- During the first phase of reopening, we will not be offering facial services
- This includes mini facial services in body wraps, and the couple’s rejuvenation
- We will not be offering use of any of our shower facilities
- During body treatments, instead of use of the shower, we will be implementing hot towel removal.
- It is up to your comfort level to offer services that involve close contact with client’s face including facial waxing, face massage, head or scalp massage.
- Please inform management about any treatments you feel uncomfortable performing or could use altering to further protect our staff and clients.

Guest Experience

Check-ins

- Guests will be asked to arrive no more than 15 minutes before their appointments and will be guided to a sitting area outside of the spa.
- There they will be given a pre-screening test and intake form before they are allowed in for their treatments.
- Practitioners will then pick up their guests from this area via the front doors, and escort them to their treatment.
- Please be aware of social distancing protocols while escorting them.
- If guests arrive late, they are still required to go through screening process and have been made aware that it will cut into their appointment time.

During Treatment

- Before starting your treatment, please instruct your guest to wash their hands as per our posted hand washing guidelines.
- They will be required to wear a fabric mask during their treatment to protect you and themselves.
- Leave them to get undressed, and when you come back into the room verbally inform the guest that you are washing your hands.
- Ensure you are wearing your PPE.

After Treatment

- After the treatment has ended, wash your hands before exiting the room and wait for the guest to exit as well.
- Bring them into the lounge and inform them about the 60-minute time after their appointment and to relax and enjoy.
- Guests have been allotted 60 minutes after their treatment to enjoy the tranquility lounge, pool and hot tub.
- There will be bottled water provided but no snacks or tea.

Selling Retail

- Retail will still be mandatory but may look a bit different.
- Verbal communication will be vital in the selling process as well as prescription cards.
- Have your prescription cards ready for guests as soon as they exit the treatment room to hand to them after their treatments.
- Take time to verbally explain what and why you recommend to them.
- Guests will not be allowed to touch any retail items in the reception area and practitioners should not be touching any products that the guest is not buying.
- Testers will not be available during this time, but if the client would like a sample please provide it to them.

Check Out

- After the guests 60 minutes of use of the lounge or pool, we are asking them to independently make their way to the reception area, or a spa coordinator will come to inform them it's time to check out.
- If guests want to leave before the 60 minutes, they can make their way to the reception desk whenever they are ready.
- To encourage a contactless checkout, we are asking that the guests place the card they wish to checkout with on their file so we can process it directly without the use of the machine.
- For guests who wish to use a debit, we will be disinfecting the machine in between uses.
- We will not be accepting cash for payment or tips at this time.

Our number one priority

- The most important thing has and always will be guest experience and we will have to work harder than ever to make clients feel relaxed and taken care of.
- Even though things are completely different, we still want the guest to have a positive experience while navigating our new policies and procedures.
- Ensure that they are comfortable at all times, feel safe while at our spa, and not felt bombarded by new policies.
- We want them to have a smooth and enjoyable experience and that starts and ends with us as a team.
- From booking, check-in, treatment and checkout, let us go the extra mile for our guests and make sure we go above and beyond!

Spa Coordinators

Bookings

- Allotting 30 minutes for clean-up time - Extend treatment by 15 minutes
- Lunch Breaks must be staggered for physical distancing in staff room but still at appropriate times
- Confirm contact for every client. Phone number and email address
- No more than 3 people in pedicure room, 2 pedis and 1 mani
- Everyone must be sent a protocol document before their appointments, sent 7 days before.
- On the phone, the following information must be given to every guest and will be posted at the spa coordinator station:

“I do require a credit card to secure your booking today, no charges will be made the card unless there any changes or cancelations within 24 hours of your scheduled appointment. We will be waiving all cancelation fees if you require to reschedule your appointment due to yourself, or someone you have been in close contact with develop any common signs of COVID 19, and encourage you to reschedule your appointments in these cases. We also ask that you place the credit card will be paying with on your file so we can process your payment without you needing to use the machine. If you will be using debit for payment, we will be disinfecting the machine in between uses. I will confirm your email address in our system as I will be sending you a document a few days prior to your appointment outlining our new policies and procedures as they will look a bit different than you may be used to. You will also be required to be wearing a fabric face mask during your visit”

Check-ins

- Guests will arrive at the spa 15 minutes prior to their appointments and sit in the reception area outside of the spa.
- Greet them, grab their name and complete the pre-service health check (see below)
- If they ask for a locker, assign them one, and depending on their needs, either they'll just need an empty locker, or will need sandals, robes and towels.
- We are encouraging guests to get changed in the treatment room to avoid use of the lockers and change rooms.
- If they would like to use the pool and will need a locker for their items, they will be able to get changed and grab their locker after their treatment.
- For pedicure clients, if they wish to come and enjoy the pool deck, their 60 minute time may be allotted to before the treatment.
- Remind them that they will have 60 minutes after their appointment to enjoy the lounge/pool and should make their own way to the reception desk to checkout when it's their time.
- Practitioners will then pick up the guest from the outside reception area.
- Please ensure every guest is wearing a face mask before they enter the spa. **Guests will not be permitted inside if they do not wear a facemask.**

Pre-service Health Check

- Each guest as they check in will be required to complete a pre-service health check
- You will find an excel spreadsheet in the spa store under “Pre-Service Health Checks” where you will find all the questions and enter the data gathered including guest name.
- Each day will be recorded separately and for every client that visits the spa.

Check-outs

- When guests have finished their treatments, they have the options to either stay in the relaxation lounge/pool deck or head to the reception desk.
- Guests will have 60 minutes and should make their way to the check-out desk on their own, but if you notice that it is over their time, you will need to go to the pool/lounge to escort them back to checkout
“Hello, Christine? I have just come to collect you for your checkout time.”
- We will be eliminating the need for the guest to fill out their invoice for now so we will need to verbally let the guest know how much their bill is, as well as asking them what tip they would like to leave.
- If the guest has a different card they wish to use, they may use the machine
- Give the guest the option for us to email their invoice to them if they need it.
- Make sure we are asking if they wish to rebook, and then give them a warm goodbye and thank them for their visit.

Spa Coordinators will be responsible for the flow of all guest experiences. Ensuring that physical distancing is being adhered in the lounge, pool deck, spa hallways and bathrooms. You will carefully inspect the schedule and make sure we will not be over capacity in any areas during the day and booking accordingly.

Cleaning Schedule

- Washrooms, change rooms, tranquility lounge, staff room, reception desk, dispensary – 2x/shift
- Treatment rooms, manicure and pedicure stations – after each client

Who is responsible?

- Much like the bi-weekly cleaning schedule, staff will be assigned a room that they will be responsible for cleaning that week.
- Practitioners will be responsible for cleaning the following rooms:
 - Dispensary
 - Staff room
 - Treatment rooms
- Spa Coordinators will be responsible for cleaning the following rooms:
 - Reception area
 - Change rooms
 - Tranquility Lounge
 - Washrooms
- Checklists are posted in each room and must be filled out whenever the cleaning is completed. Once the sheet is full, please file away in Spa Managers inbox.

What to say if a guest is exhibiting signs of illness during treatment

We have a right to refuse service in any situation where we deem that there is a risk of personal harm, and this includes when clients come in to the spa displaying symptoms of COVID 19. If you encounter any guests or fellow employees displaying symptoms of any illness please let them know the following:

“I see that you have are displaying common symptoms of COVID 19 (list symptoms) and I am concerned that you may be putting other staff members and guests at risk. As I have a right to refuse unsafe work if it has potential to harm myself or others in my workplace, I will be stopping our service immediately, and I recommend that you reschedule for when you are well.”

It is definitely not an easy task to refuse service to someone and directly to them. They may feel embarrassed, or refuse to cooperate. Know in this situation, you hold the power as the practitioner and as an employee in BC. Every employee has the right to refuse unsafe work, and it is very important to feel confident and comfortable communicating this. Please ask a manager for assistance if you are unsure, or need some back up.

MARINA

We believe that getting out on the water is one of the best ways to soak in our natural world and simply enjoy the moment. And water sports are the perfect socially distanced activity – just try to get your kayak within 6 feet of your companion! We are ready and eager for you to come and experience everything we have to offer.

In order to ensure that we are operating in the safest of manners, the following points outline some (but not all) of the controlled measures we have implemented to limit our exposure and transmission of COVID-19 while still serving our guests and fostering extraordinary experiences.

Our Team

- Masks and gloves are required to be worn by our Marina team when assisting guests launching and landing their kayaks and paddle boards.
- We will be serving you from behind a plexiglass barrier.
- All team members will undergo a daily health check to ensure they are fit to work prior to starting their shift.

Additional Cleaning & Hygiene

- Team members have been re-trained on new enhanced hygiene protocols including frequent hand washing and avoiding touching their eyes, mouth, nose, ears and face.
- Additional sanitation and disinfecting measures have been added to daily cleaning checklists.
- High touch points and washrooms are being continuously monitored and sanitized by team members.
- All paddle sport rental equipment will be sanitized and disinfected between each use.

Social Distancing

- Ground markers and decals have been placed to remind guests of social distancing.
- Only one party may enter the marina office at a time (up to a maximum of 6 guests).

What We Ask Of Our Guests

- Wash and sanitize your hands frequently.
- Respect social distancing guidelines throughout the Resort and respect the distance your party, other guests and our team.
- If you are experiencing COVID-19 symptoms prior to your arrival date, please reschedule.
- If you become ill and you have recently visited our facility, please let us know so we can appropriate action.
- Please be patient with our team. The new protocols can be time consuming, but your safety is our number one priority.