

# COVID-19 Safety Plan

## 1 Areas of Risk

All aspects of our operations have been thoroughly assessed in order to accurately identify areas of risk. Areas of risk have been separately identified and addressed based on their location/category. Policies have been put in place to reduce risk.

## 2 Policies

The following policies have been put in place:

- a) Food & Beverage Preparation and Service
- b) Cleaning, Sanitation, and Disinfection
- c) Maintaining Personal Health and Hygiene (Guests & Staff)
- d) Activity Policies

## 3 Employee Training

All employees have been trained on our new policies and guidelines we have in place. We have also posted signage to reiterate some of our new policies such as effective hand-washing practices and physically distancing whenever possible.

## 4 Monitoring, Assessing, & Addressing Policies

We will continue to monitor, assess, and address our policies in place. When needed, we will happily update and improve our current policies to ensure the safety of our guests and staff. We are dedicated to providing memorable, safe, and enjoyable experiences for all people on our resort grounds.

## 5 Thank you!

We appreciate your understanding, patience, and compliance during these times.

# Food and Beverage Preparation and Service Policy

## 1 Areas of Risk

The following areas of risk have been identified:

- a) Preparation of meals & beverages in kitchen
- b) Cleaning & Sanitation of kitchen
- c) Serving of meals & beverages in dining area
- d) Cleaning & Sanitation of dining area

## 2 Reducing the Risk

The following procedures are in place to reduce the risks previously identified:

### a) Preparation of meals & beverages in kitchen

- Kitchen staff will maintain a distance of 2 metres (6 feet) between workers and others wherever possible, by revising work schedules and organizing work tasks
- Access into the kitchen will be restricted and the number of staff on each kitchen shift will be limited to prevent crowding
- Gloves will be worn throughout meal preparation & service
- Masks may be worn as a precautionary measure if physical distancing is not possible

### b) Cleaning & Sanitation of kitchen

- High contact areas will be regularly cleaned and sanitized throughout each meal service
- The kitchen will be thoroughly disinfected after each meal service
- Kitchen staff will strictly maintain personal health and hygiene
- Additional hand-washing procedures are in place for all kitchen staff

### c) Serving of meals & beverages in dining area

- All guests will be privately seated with their household/group at a minimum distance of 2 meters (6 ft) from any other guests
- Meals will be served to the guests by kitchen staff
- Water will be provided for the table, sealed beverages such as carbonated drinks will be served upon request
- Condiments are available upon request
- Masks and gloves will be worn by kitchen staff when serving food and beverages to guests

### d) Cleaning & Sanitation of dining area

- Sanitizer will be readily available at the dining area entrance/exits
- All dishes and items used at each table will remain until the customers are finished eating and have left the dining area to maintain a high level of sanitation in the kitchen while food is still being served
- The dining area will be thoroughly cleaned, sanitized, and disinfected after each use

# Cleaning, Sanitation, and Disinfection Policy

## 1 Areas of Risk

The following areas of risk have been identified:

- a) Kitchen and dining facilities
- b) Bathroom and shower facilities
- c) Yoga facility and equipment
- d) Campfire and entertainment facilities
- e) Rafting equipment
- f) Other activity equipment
- g) Check-in and Retail Facilities, Electronics and POS
- i) Shuttle vehicles
- h) Accommodation and laundry facilities

## 2 Reducing the Risk

COVID-19 is susceptible to disinfectants and sanitizers. The following protocols have been implemented to reduce the risk of spreading COVID-19:

- Increase cleaning and disinfection frequency of high-touch surfaces and high-traffic areas.
- Implement a sign-off process that indicates frequency for all cleaning and disinfection.

## 3 All Facilities with Hard (Non-porous) Surfaces

Facilities include: Kitchen, Dining Area, Bathrooms, Showers, Yoga Stages, Campfire & Entertainment Area, Check-in & Retail building, Accommodation & Laundry

- Clean dirty surfaces using detergent or soap and water prior to disinfection
- Use and discard disposable gloves and cloths when cleaning/disinfecting hard surfaces
- Reusable gloves and cloths are used exclusively to clean and disinfect surfaces for COVID-19, not for other purposes. Clean reusable gloves & cloths between each use.
- Follow the manufacturer's instructions for cleaning/disinfection products
- Clean hands immediately after gloves are removed
- Use EPA-approved products for COVID-19, follow the manufacturer's instructions for concentration, application method, and contact time
- If bleach is safe for the surface, use diluted bleach solutions - 20 ml of unscented household bleach (1000ppm) per 980 ml of water
- Make a fresh bleach solution each day.
- Allow proper ventilation during and after application

## 4 Rafting, Yoga, and Other Activity Equipment

- Hard or non-porous surfaces must be cleaned and disinfected by following the Hard Surface (Non- Porous) procedure outlined above. These surfaces include paddles, hard first-aid cases and some rescue gear
- Clean rafts thoroughly using manufacturer-recommended cleaning products
- Fabric or porous items, such as PFDs, wetsuits, boots, splash tops, helmets, rescue webbing and materials, must be cleaned using a manufacturer-recommended product, e.g. Gear Aid Revivex Wetsuit and Drysuit Shampoo
- Place customer equipment in a rotation that allows for a minimum of 24 hours between each customer's use.
- Bleach and some disinfectants are not recommended for use because they can damage fabrics.

## 5 Check-in Electronics and POS

- After each use, clean payment terminals that were touched by a customer.
- Consider the use of wipeable covers for electronics.
- To clean, first remove all visible dirt on electronics, such as POS equipment, tablets, touch screens, remote controls, keyboards and telephones.
- Follow manufacturer's instructions for all cleaning/disinfection products.
- If no manufacturer instructions are available, use alcohol-based wipes or sprays that contain at least 70% alcohol to disinfect touch screens.
- Allow surfaces to dry thoroughly.

## 6 Shuttle Vehicles

- Always wear PPE equipment (gloves and non-medical face mask) when disinfecting vehicles.
- Do an initial spray down with water to remove any loose and visible dirt.
- With a hand sprayer, liberally spray all interior surfaces of vehicles. This includes the steering wheel, armrests, seats, safety handles, lower console, cubbies, cup holders, reverse switch, keys, straps, clips, walls, inside of windows, windshield and floors.
- Discard gloves used for cleaning before touching the steering wheel again. Put on new gloves and park the shuttle vehicle in a designated area.
- Provide a sealed, single-use sanitizer wipe on the driver's seat for use by the next driver to allow them to wipe high-touch point areas after their use.
- Leave a sign on the steering wheel: "This vehicle is disinfected. Use the provided sanitary wipe for your additional safety."

## 7 Accommodation and Laundry Facilities

- All guest rooms will be fully cleaned/disinfected after every use
- Hard or non-porous surfaces must be cleaned and disinfected by following the Hard Surface (Non- Porous) procedure outlined above. These surfaces include furniture in accommodation units, counters and laundry machines
- Staff will wear masks and disposable gloves when cleaning guest accommodation and handling laundry.
- Discard gloves after each use and wash hands immediately.
- Fabric or porous items, such as linens, blankets, and towels must be cleaned using a manufacturer-recommended product
- Use the warmest water settings, dry all items thoroughly
- Clean/sanitize front loading area of laundry machines frequently
- Clean and disinfect clothes hampers according to Hard Surface procedures

## 8 Suggested Areas for Cleaning & Disinfecting

Surfaces include counters, door handles, transaction machines, phones, remotes, keyboards, debit/credit machines, washroom surfaces and anything that customers and employees touch.

### **Check-in / Restaurant / Public Areas / Accommodation**

- Door knobs / door push bar / door handles
- Counter tops / service tops / bar tops
- POS terminals / merchant terminals / handheld devices
- Handrails / light switches / thermostat controls
- Chairs / customer seating areas / tabletops
- Beds / tables / chairs / other furniture

### **Bathrooms / Showers / Kitchens:**

- Door knobs / door push bar / door handles
- Counter tops / sinks / basins
- Toilets / paper dispensers / hand wash areas / showers
- Prep areas / kitchen line / service pass

### **Staff Room / Offices**

- Door knobs / door push bar / door handles
- Counter tops / workstations / desktops / keyboards / computers
- Chairs / staff seating / staff break area

## Maintaining Personal Health and Hygiene Policy (Guests & Staff)

### 1 Areas of Risk

The following areas of risk have been identified:

- a) **Declaring health**
- b) **Cleaning hands**
- c) **Respiratory etiquette**
- d) **Wearing masks**
- e) **Reporting illness**

### 2 Reducing the Risk

The following procedures are in place to reduce the risks previously identified:

#### a) **Declaring Health**

- Guests will be asked to declare their health before arrival
- Upon arrival guests will be asked to verbally declare their health

#### b) **Cleaning hands**

- Regularly wash hands with soap and water for a minimum of 20 seconds. If soap and water is not available use alcohol-based hand rubs/sanitizer
- Wash your hands:
  - When you arrive at REO (for work or leisure)
  - Before and after using any of the facilities
  - Before and after using equipment
  - Before and after guiding/participating in activities
  - Before and after using personal protective equipment (eg. masks, gloves)

#### c) **Respiratory etiquette**

- Cover your mouth with a tissue or use your upper sleeve when you cough and sneeze
- Dispose of tissue and wash your hands with soap and water or an alcohol-based rub
- If you use your hands to cover a cough or sneeze, immediately wash your hands or use an alcohol-based rub

#### d) **Wearing masks**

- Masks may be worn as an additional precautionary if you come within 2 meters (6ft) of others (excluding your household/group)
- Wash your hands after taking off your mask

#### e) **Reporting Illness**

- Staff and guests are responsible for monitoring and reporting illness
- If illness is noticed, inform a manager and isolate the ill person from others
- Disinfect any surfaces, equipment, accommodation, or facilities that have been used by the ill person

# Activity Policies

## 1 Areas of Risk

The following areas of risk have been identified:

- a) Rafting
- b) Yoga
- c) Hiking
- d) Lake activities, cliff jumping & archery
- f) Star gazing
- g) Hot tub
- h) Massage

## 2 Rafting

The following procedures are in place to reduce the risks previously identified:

- All gear and equipment will be thoroughly cleaned and disinfected before and after the trip
- Private rafts can be supplied for households/groups of 3+ depending on water levels and size of rafts
- If groups are asked to share rafts, they can be separated by a row of seating in the raft to ensure physical distancing
- If physical distancing is not possible, guests will be advised to wear masks
- The mid-trip snack & beverages will be bagged separately per customer by our kitchen staff following food and beverage safety policies

## 3 Yoga

The following procedures are in place to reduce the risks previously identified:

- All surfaces and equipment will be thoroughly cleaned and disinfected after each use
- All participants will be separated by 2 meters (6ft) to maintain physical distancing

## 4 Hiking

The following procedures are in place to reduce the risks previously identified:

- Guided hike participants will be separated by 2 meters (6ft) to maintain physical distancing
- Private guided hikes can be arranged for households/groups depending on availability
- Physical distancing is encouraged on the self-guided nature walk
- When physical distancing is not possible, guests will be advised to wear masks

## 5 Lake Activities, Cliff Jumping & Archery

The following procedures are in place to reduce the risks previously identified:

- All gear and equipment will be thoroughly cleaned and disinfected before and after each use
- Private sessions can be arranged for households/groups depending on availability
- If private sessions are not available, participants will be separated by 2 meters (6ft) to maintain physical distancing
- When physical distancing is not possible, guests will be advised to wear masks

## 6 Star Gazing

The following procedures are in place to reduce the risks previously identified:

- All gear/equipment (eg. telescopes) will be thoroughly cleaned and disinfected after each use
- Private sessions can be arranged for households/groups depending on availability
- If private sessions are not available, groups will be separated by 2 meters (6ft) to maintain physical distancing

## 7 Hot Tub

The following procedures are in place to reduce the risks previously identified:

- All surfaces will be thoroughly cleaned/disinfected throughout the day while open
- Pool chemicals will be thoroughly tested and maintained to ensure it is safe for use
- Keep a distance of 6ft whenever possible
- Use at your own risk

## 8 Massage

The following procedures are in place to reduce the risks previously identified:

- The massage room will be fully cleaned/disinfected after each use
- Hard or non-porous surfaces must be cleaned and disinfected by following the Hard Surface (Non- Porous) procedures outlined above
- Fabric or porous items, such as linens, blankets, and towels must be cleaned according to accommodation and laundry cleaning policies above
- The masseuse will wear a mask during the massage session when physical distance is not possible and will display excellent hand hygiene by washing hands regularly between each session
- Disposable gloves will be worn when handling dirty laundry
- Discard gloves after each use and wash hands immediately