

PENTICTON LAKESIDE RESORT & CONFERENCE CENTRE



# COVID-19 PROTOCOLS & PROCEDURES

**HOUSEKEEPING**



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# EMPLOYEE & GUEST HEALTH

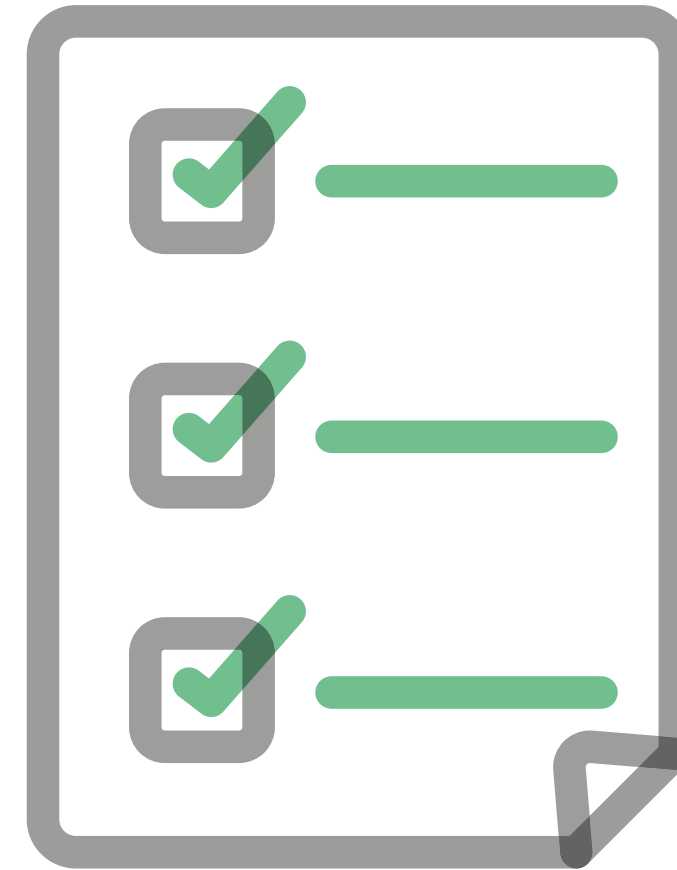
All employees have been thoroughly trained on the following practices.



# PHYSICAL DISTANCING

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Guests are reminded with floor decals and signage displayed throughout the Resort to respect physical distancing by keeping at least 6 feet from other groups, guests, and employees. Whenever possible, employees are to keep an appropriate distance from each other and work within the same teams.





# HYGIENE

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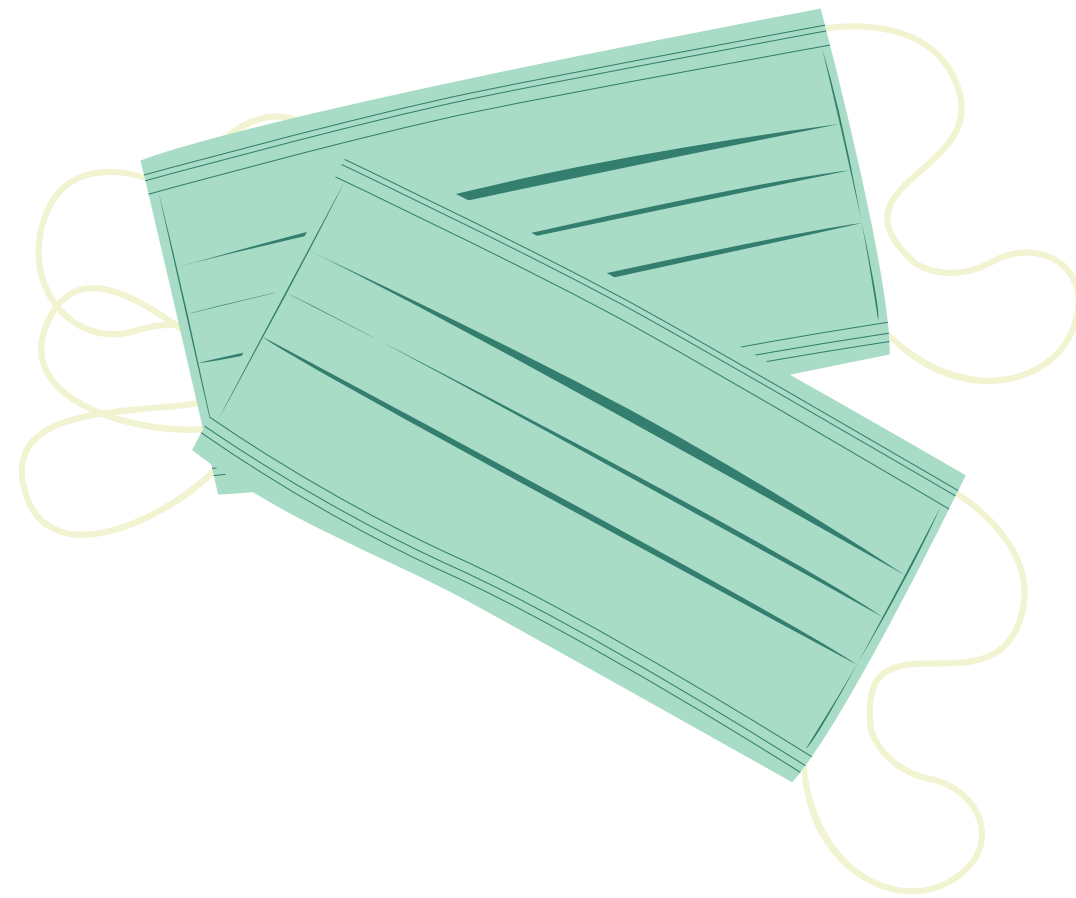
Hand sanitizer stations are available throughout the Resort (front of house and back of house) for guests and employees. Hand washing, sneezing, and coughing etiquette signage has been placed throughout the Resort. Staff have strict uniform storing and cleaning policies including how and when to safely change.



# PPE (PERSONAL PROTECTIVE EQUIPMENT)

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Housekeeping and janitorial staff is provided with facemasks and gloves. All employees are provided our policies, including informative posters, on how and when to change PPE safely.



# HEALTH CONCERNS

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Our employees have been given clear instructions and training on how to respond swiftly to all presumed cases of COVID-19. Employees are instructed to stay home if they do not feel well and are to contact a manager if they notice a co-worker or guest displaying or complaining of COVID-19 symptoms such as a cough, fever, shortness of breath, chills, muscle pain, headache, sore throat or other known symptoms. Employees or guests exhibiting any symptoms of COVID-19 are instructed to immediately notify their manager (employees) or call the front desk by dialling '0' (guests) and are to remain in their room. If we are alerted of a presumptive case, we will work closely with Interior Health and provide appropriate protocols. Guests who are traveling from out of country are required by law to self-isolate and follow strict isolation guidelines under the Quarantine Act.

# EMPLOYEE RESPONSIBILITIES

Our employees are vital for an effective health, sanitization and safety program. All employees have been thoroughly trained on the following.





# COVID-19 TRAINING

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All employees receive mandatory training on cleaning, sanitizing, and safety protocols including, but not limited to, proper hygiene, proper PPE usage, physical distancing, sanitizing and disinfecting, COVID-19 symptom awareness and protocols for themselves and guests.



# COVID-19 SCREENING

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All employees will be screened prior to the start of each shift with a questionnaire. Employees who indicate any COVID-19 related symptoms will be required to go home immediately and follow the health authorities protocols and procedures. The employee is not permitted on the property until their health provider has instructed them that it is safe to do so.

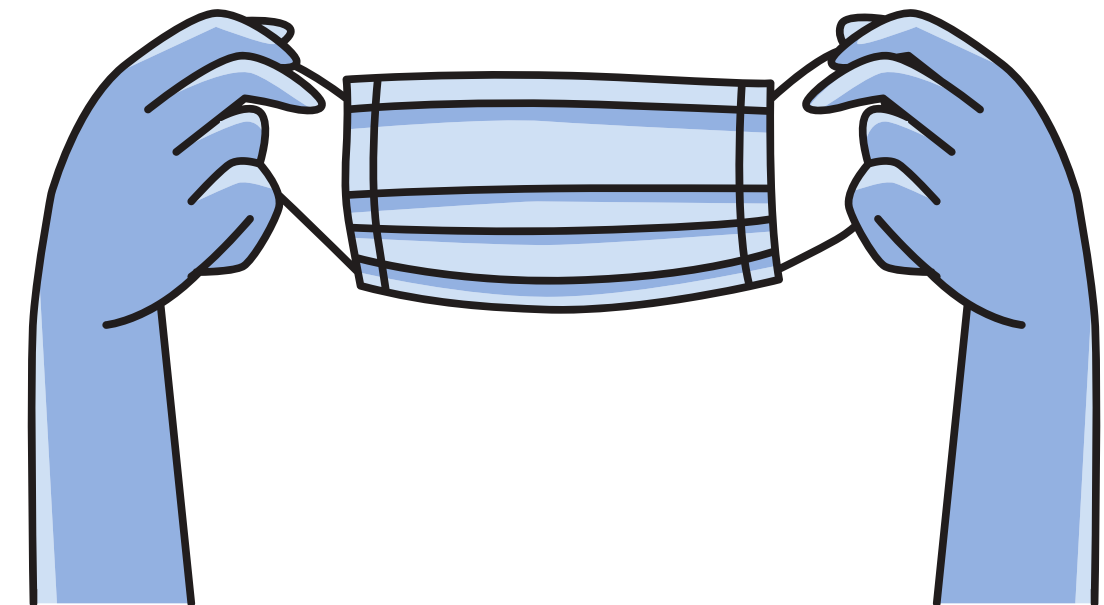




# PPE (PERSONAL PROTECTIVE EQUIPMENT)

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Appropriate PPE equipment will be worn by employees based on their role and responsibilities and in adherence with the provincial health regulations and WorksafeBC. Training on the proper use and disposal of PPE is mandatory.



# DAILY PRE-SHIFT, POST-SHIFT & TIMEKEEPING

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Employee uniform policies are in place and pre-shift meetings will be conducted in areas that allow for appropriate physical distancing. Hand sanitizers are available at each time sheet location and employees are required to wash their hands following proper hand hygiene protocols pre, post and throughout their shift.



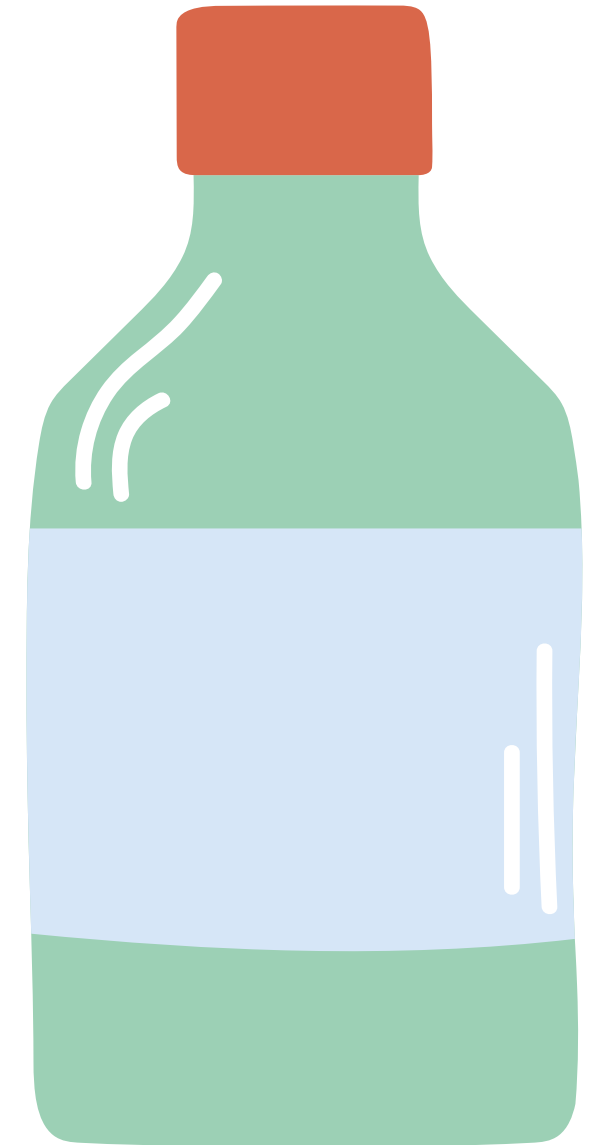


# CLEANING PRODUCTS & PROTOCOLS



*COVID-19 PROTOCOLS & PROCEDURES*

The Resort uses cleaning products with a DIN (drug identification number) that meet or exceed the CDC guidelines and meet the criteria for use against SARS-Cov-2, the virus that causes COVID-19, and are 99.9% effective against other surface bacteria and viruses. We have heightened sanitizing attention and frequency to common areas and high touch point areas throughout the Resort and in guestrooms. A revised and heightened cleaning plan with procedures and protocols has been created and included with the employee training.





# PUBLIC SPACES AND COMMON AREAS

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An emphasis has been put on disinfecting and sanitizing frequent high touch point and surface areas including, but not limited to, lobby doors, front-desk counters and materials, luggage carts, elevators and elevator buttons, public washrooms, ATM's, vending machines, ice machines, lobby seating areas, tables, and garbage cans are emptied and cleaned more frequently. A detailed cleaning schedule is posted internally to ensure staff are tracking and cleaning when required.



# GUESTROOMS

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Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with heightened attention to high-touch items including television remotes, toilet seats and handles, door, patio, and furniture handles, water faucets, coffee machines, nightstands and end tables, telephones, temperature control panels, light switches, alarm clocks, and fireplace control panels. All paper product that is not essential for health and safety guidance has been removed in addition to bed runners and throw pillows. After a guests departure, a minimum 3 hour vacant waiting period is mandatory to allow for adequate air exchange before employees perform cleaning and sanitizing procedures.

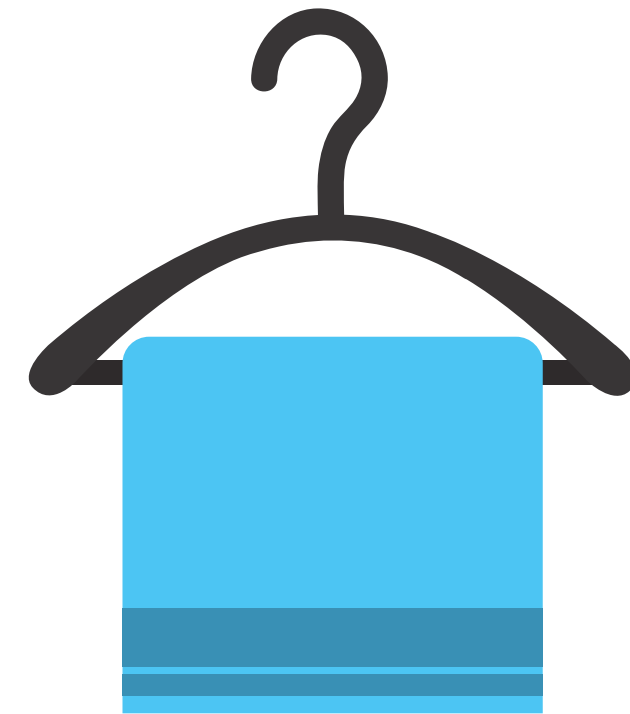




# GUESTROOMS

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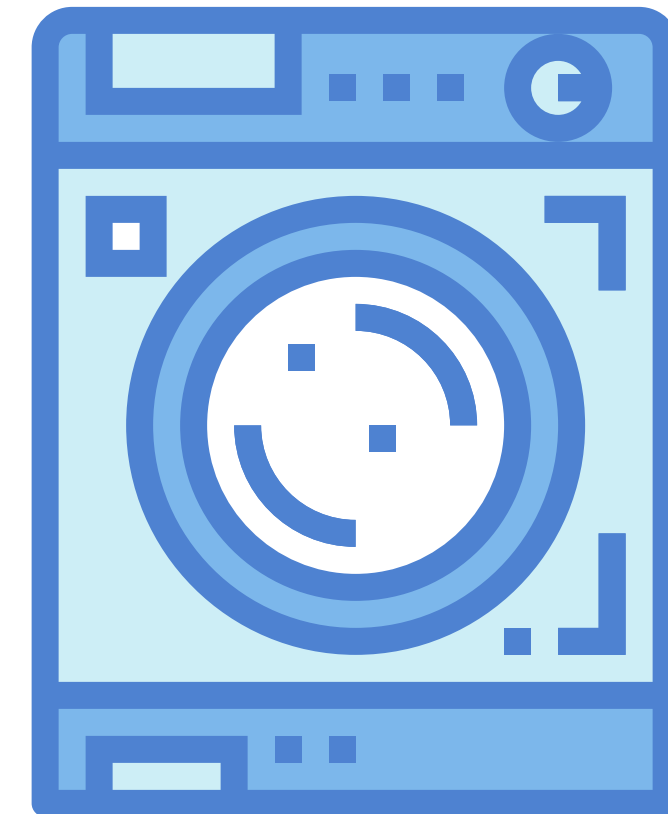
In-room service is unavailable in accordance with Ministry of Health and the BCCDC recommendations. An adequate supply of linens, toiletries and other amenities will be available in the room upon check-in. Guests will be provided with fresh toiletries (and linens, towels, etc. by request) daily in a sealed bag. Bags will be provided to guests to place used towels & linen in, seal, and leave outside the guests' room for the housekeeping staff to properly remove and clean. The same is requested for garbage. If the guest wishes to dispose of their garbage, the bag is sealed and left outside the guests' room by the guest after notifying the front desk for pick up.



# LAUNDRY

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All bed linen, towels and other laundry will continue to be washed at a temperature and with cleaning products in accordance with industry standards. After a guests' departure, dirty linens and laundry will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility. Laundry room filters are changed more frequently and housekeeping carts are disinfected regularly.



# STAFF BACK OF HOUSE AREAS

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Frequency of cleaning and sanitizing in back of house in high employee traffic areas are heightened including; employee entrances, staff elevators, lockers, employee restrooms, loading docks, and offices and are managed with a cleaning schedule.





# SHARED EQUIPMENT

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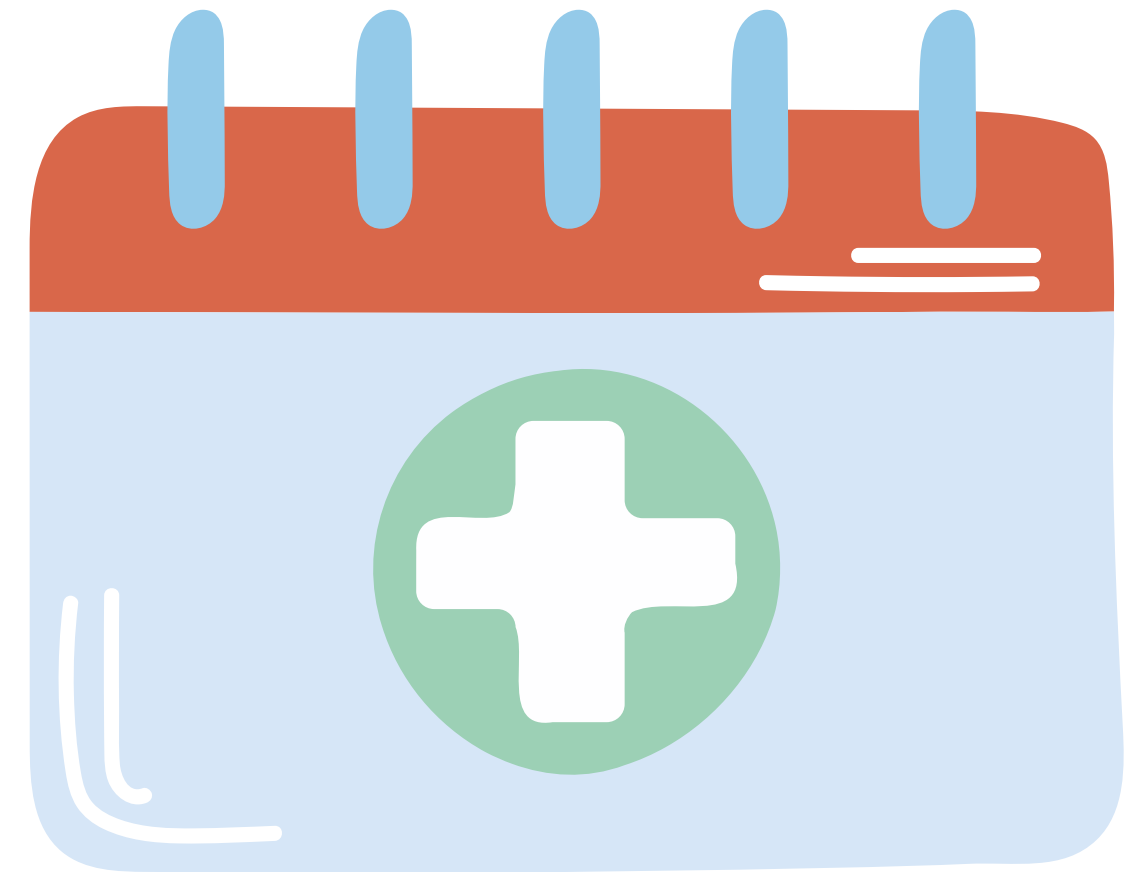
Shared tools and equipment will be disinfected before, during and after each shift or anytime another employee uses the equipment. This includes phones, radios, other communication devices, cleaning equipment, keys, and all other direct contact items used throughout the Resort and by multiple employees.



# ROOM RECOVERY PROTOCOL

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In the event of a presumptive case of COVID-19 the guest's room will be removed from service and quarantined until the case has been confirmed or cleared. The room will remain vacant for a minimum of 72 hours until being cleaned and sanitized.



# FILTER AND HVAC CLEANING

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Vacuums are equipped with HEPA filters and are replaced more frequently in addition to AC filter replacement and increased cleaning to the HVAC system.

