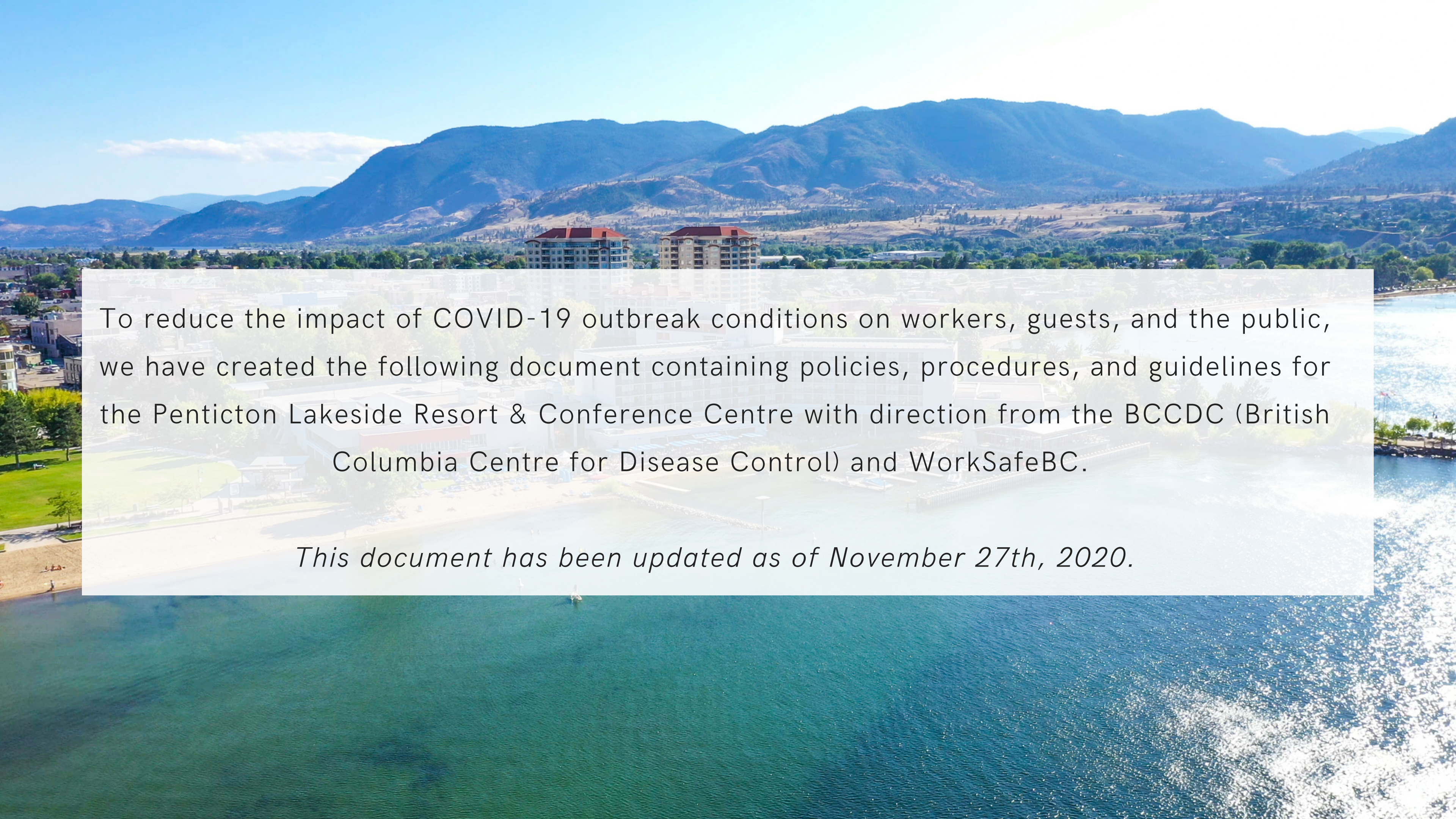


PENTICTON LAKESIDE RESORT & CONFERENCE CENTRE



# COVID-19 PROTOCOLS & PROCEDURES





To reduce the impact of COVID-19 outbreak conditions on workers, guests, and the public, we have created the following document containing policies, procedures, and guidelines for the Penticton Lakeside Resort & Conference Centre with direction from the BCCDC (British Columbia Centre for Disease Control) and WorkSafeBC.

*This document has been updated as of November 27th, 2020.*



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PENTICTON LAKESIDE RESORT & CONFERENCE CENTRE

# FRONT DESK / RESERVATIONS



# FRONT DESK / RESERVATIONS

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EMPLOYEE RESPONSIBILITIES ... PAGES 5 - 8

CLEANING PRODUCTS & PROTOCOLS ... PAGES 9 -14



# 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. The front desk has been equipped with plexiglass to allow for employee and guest interaction in a safe way. Steps have been taken to limit 'touch points' while checking-in and checking-out. Whenever possible, employees are to keep an appropriate distance from each other, conduct work from their dedicated work station, and work within the same teams.

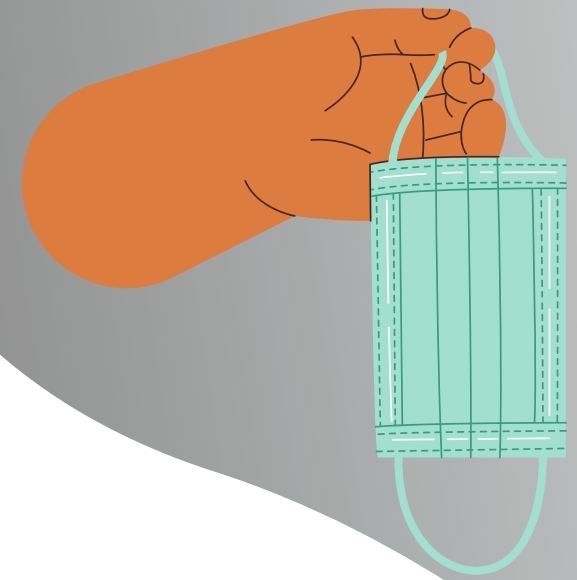




# HEALTH CONCERNS

---

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 remain in the guestroom and call the front desk by dialling '0' (guests). 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.





# HYGIENE

---

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. Employees are required to perform handwashing at regular intervals throughout their shift, as well as sanitizing hands after any interaction with guests or other employees using shared equipment. Staff have strict uniform storing and cleaning policies including how and when to safely change.





# 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

---

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

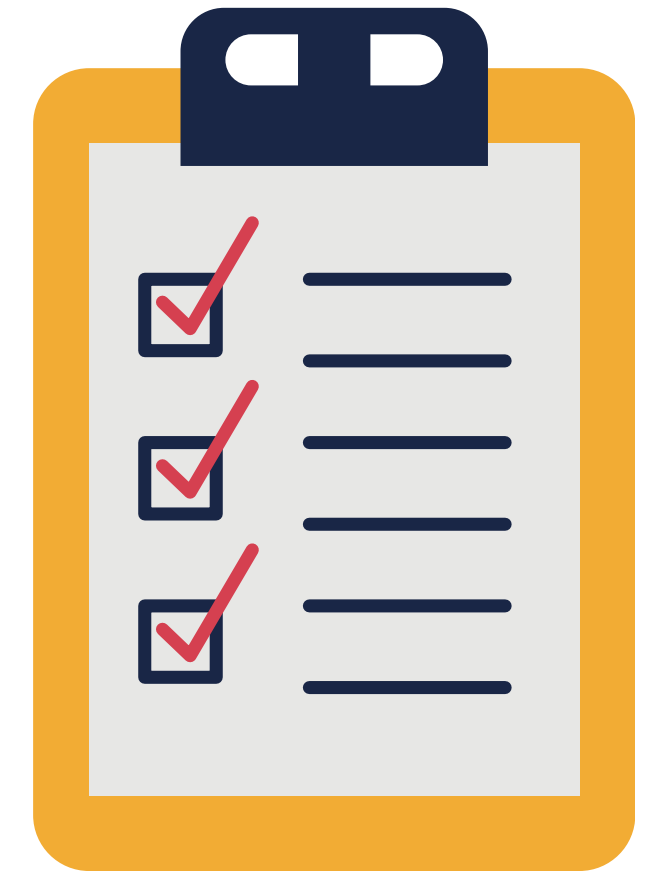




# COVID-19 SCREENING

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All employees will sign a one time 'health check declaration' stating they agree not to come to work if they have COVID-19 symptoms, have been in contact with someone with COVID-19, or have travelled and are currently subject to quarantine. All employees will be screened prior to the start of each shift with a 'self-awareness check'. Employees who indicate any COVID-19 related symptoms will be required to go home immediately, call the Healthlink at 8-1-1, 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.





# DAILY PRE-SHIFT, POST-SHIFT & TIMEKEEPING

---

Prior to the start of each shift, employees are required to follow proper uniform policies including how and when to change and how to store street clothes, conduct a 'self-awareness check', wash their hands following proper hand hygiene etiquette, deep clean/sanitize their work station, and then perform hand washing immediately afterwards and throughout their shift. A detailed cleaning schedule is adhered to to ensure proper cleaning and sanitizing is performed at the employee's work stations and throughout the lobby area. At the end of their shift, employees are required to wash their hands, deep clean/sanitize their work station, change following uniform policies, and wash their hands prior to leaving the property.



# CLEANING PRODUCTS & PROTOCOLS

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 & COMMON AREAS

---

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.



# 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.





# SHARED EQUIPMENT

---

Each employee is designated a workstation to reduce the need for shared equipment. If there is a need to share any equipment, the items will be disinfected before and after use. This includes, but is not limited to, phones, radios, other communication devices, cleaning equipment, keys, and all other direct contact items used throughout the Resort and by multiple employees.





# GUESTROOMS

---

Industry leading cleaning and sanitizing protocols are adhered to by the Housekeeping Department with heightened attention to high-touch items. 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. Food and beverage room service is available, however, employees are required to stay outside of the room and inform you with a 'knock' when the order has arrived for the guest to retrieve from outside their room.



# GUESTROOMS

---

In-room service is optional. All room attendants are required to wear proper PPE to ensure the safety of everyone. Guests must vacate the room prior to staff entering and may re-enter once staff has properly cleaned and sanitized the room and vacated. If the guest opts out of in-room service, 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.







PENTICTON LAKESIDE RESORT & CONFERENCE CENTRE

# RESTAURANTS



# RESTAURANTS

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EMPLOYEE & GUEST HEALTH ... PAGES 16 - 23

EMPLOYEE RESPONSIBILITIES ... PAGES 24 - 27

CLEANING PRODUCTS & PROTOCOLS ... PAGES 28 -32

# EMPLOYEE & GUEST HEALTH

All employees have been thoroughly trained on the following practices.

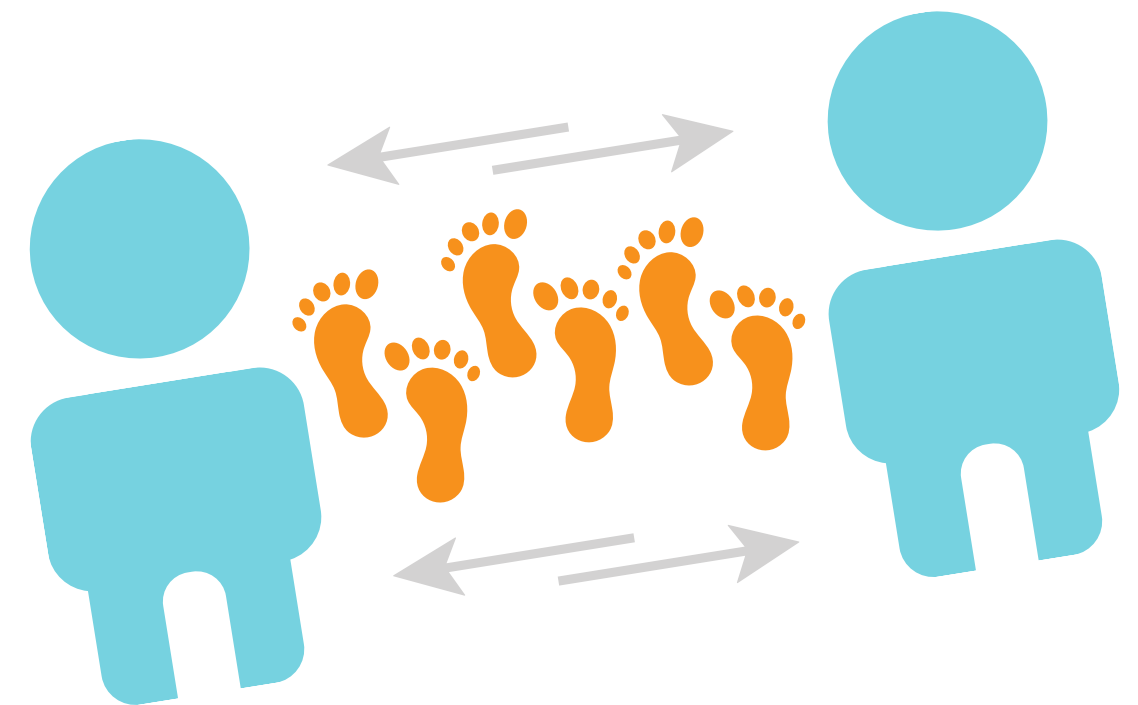




# PHYSICAL DISTANCING

---

Customers and employees are advised throughout the restaurant with floor decals and signage to practice physical distancing by keeping at least 6 feet from other groups, guests, and employees. Plexiglass or other barriers are present where adequate physical distancing is more challenging.



# PHYSICAL DISTANCING

---

Whenever possible, employees are to keep appropriate distance and work within the same teams. Table seating is adjusted to a maximum of 6 people from the same party. Tables are placed a minimum of 6 feet from each other to allow for social distancing and server paths. Reduced occupancy capacities are posted at the restaurant entrance and take into account all persons present, including staff, at one time.





# PHYSICAL DISTANCING

---

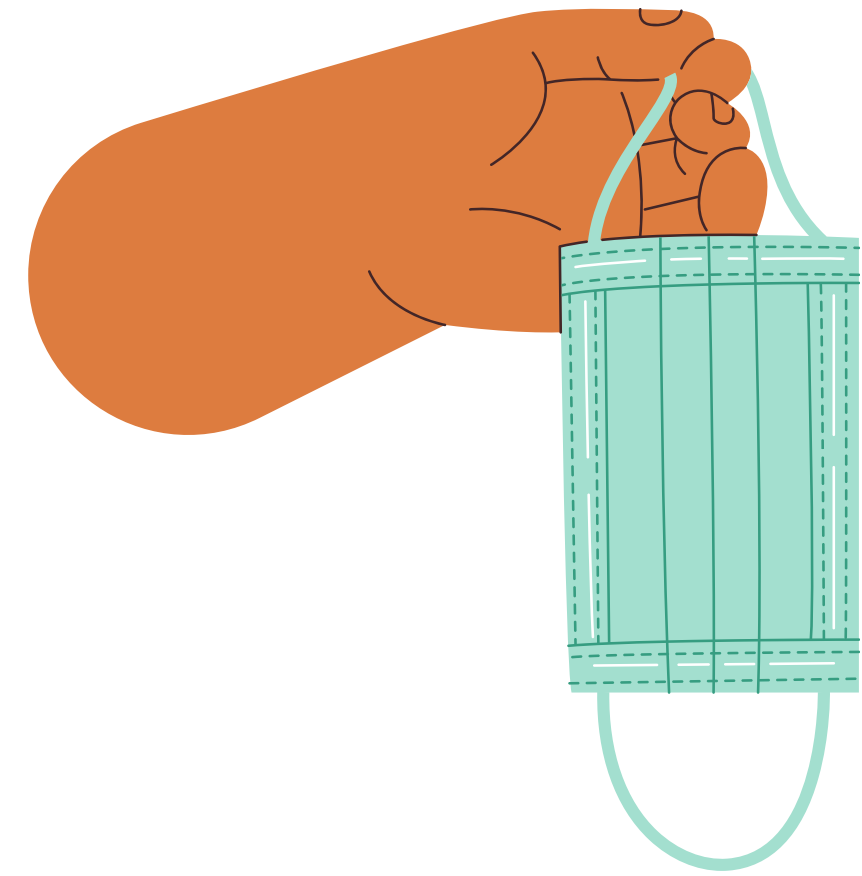
Guests are to be seated by a hostess with a waiting area spaced appropriately. Bar counter service is currently unavailable. Bathrooms are limited to two people at a time with reminder signage posted.



# LIMITING TOUCH POINTS / SAFE HANDLING

---

Dedicated cleaning and bussing staff are scheduled during all operating hours, who follow a detailed cleaning schedule to ensure all high touch point areas receive attention. The addition of these positions also helps mitigate the amount of times service staff are required to touch dirty items. Leftovers are now to be packed by the guest, and beverage refills are completed by filling the glass while it remains on the table whenever possible.





# HYGIENE

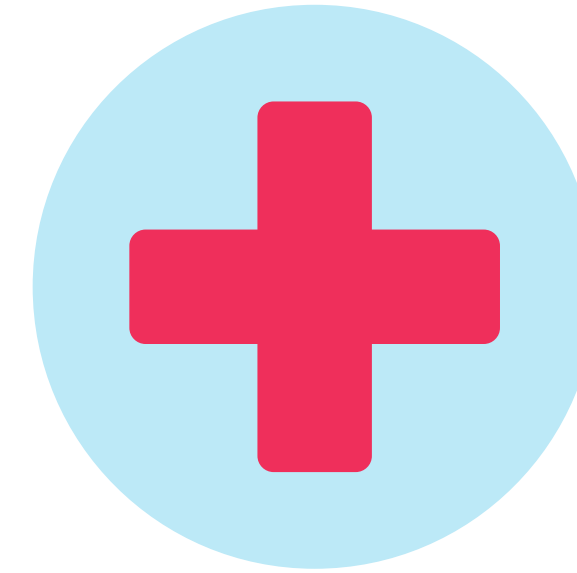
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Hand sanitizer stations are available front of house and back of house for guests and employees. Hand washing, sneezing, and coughing etiquette signage has been placed throughout the restaurant. Employees are required to perform proper handwashing before and after breaks, after touching or cleaning tables, and any surfaces that may have been contaminated, after sneezing, coughing or nose blowing, after touching face or hair, after using the restroom, after touching personal phones, and after using shared equipment. Employees must also adhere to uniform cleanliness policies including how and when to safely change.



# HEALTH CONCERNS

---



Our employees have been given clear instructions and training on how to respond swiftly to all presumed cases of COVID-19 in the establishment. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a co-worker or customer displaying or complaining of 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 immediately return to their hotel room and dial '0', or return home and call the local health line (guests). If we are alerted of a presumptive case, we will work closely with Interior Health and provide appropriate protocols. Anyone who is returning from traveling out of country is required under the Quarantine Act to self-isolate and follow strict isolation guidelines.



# 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

---

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 customers.





# COVID-19 SCREENING

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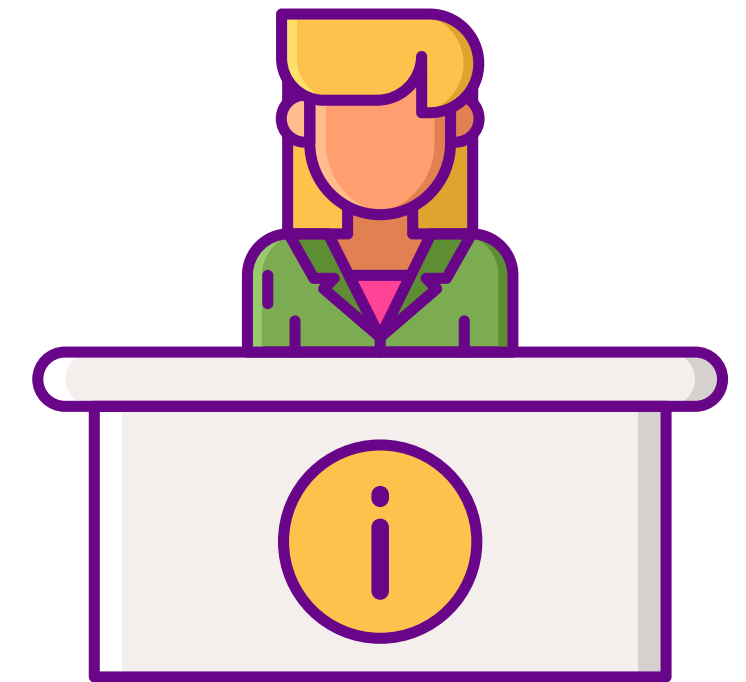
All employees have signed a one time 'health check declaration' stating they agree not to come to work if they have COVID-19 symptoms, have been in contact with someone with COVID-19, or have travelled and are currently subject to quarantine. In addition, all employees will be reminded to do a once over 'self COVID-19 awareness check' to ensure they aren't displaying any of the symptoms prior to the start of each shift. Employees who indicate any COVID-19 related symptoms are 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.



# DAILY PRE-SHIFT, POST-SHIFT & TIMEKEEPING

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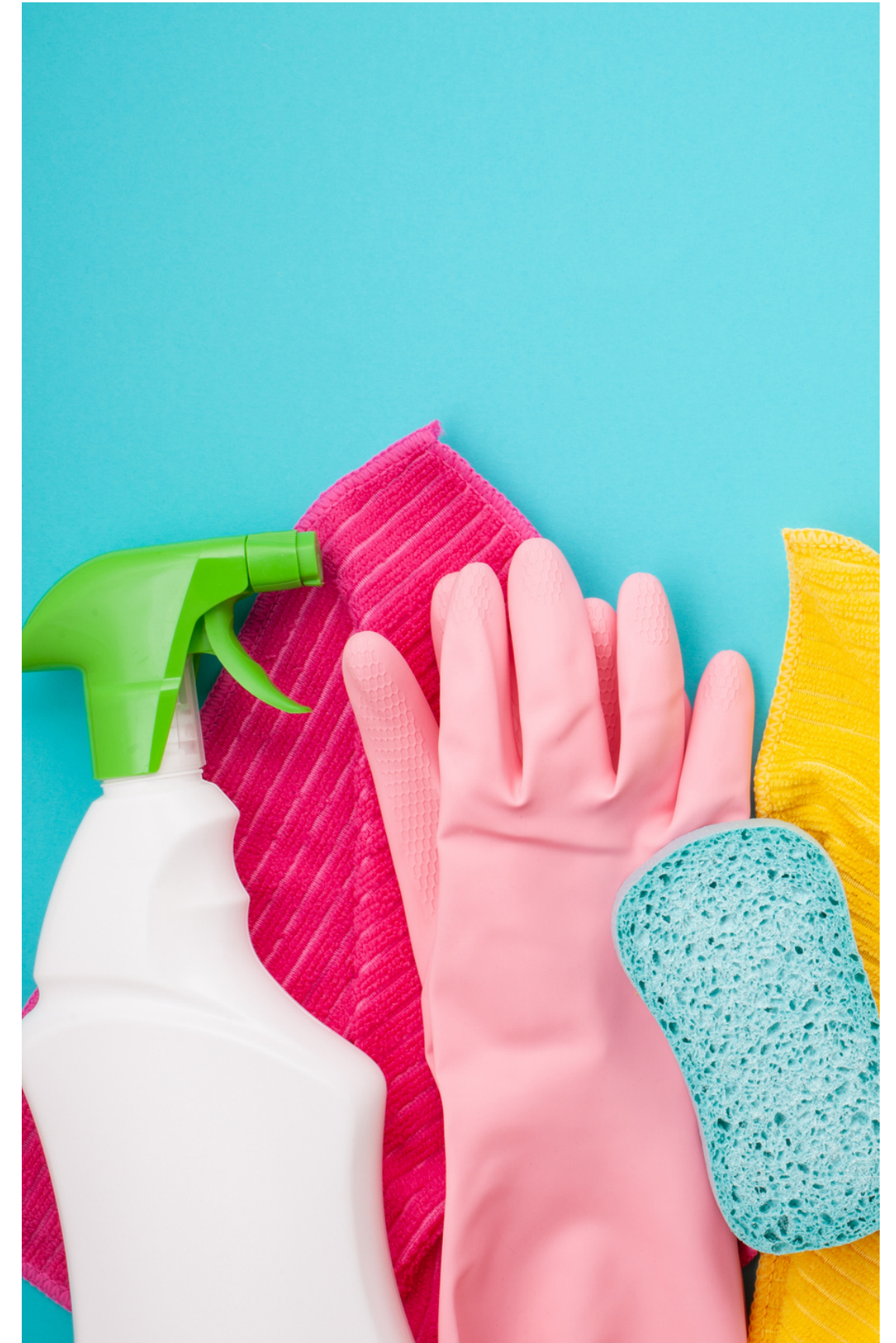
Employee uniform policies are in place and pre-shift meetings will be conducted in areas that allow for appropriate physical distancing. Hand sanitizers are available at each sign in location and employees are required to wash their hands following proper hand hygiene protocols pre, post and throughout their shift with special attention to when clearing/cleaning tables.





# CLEANING PRODUCTS & PROTOCOLS

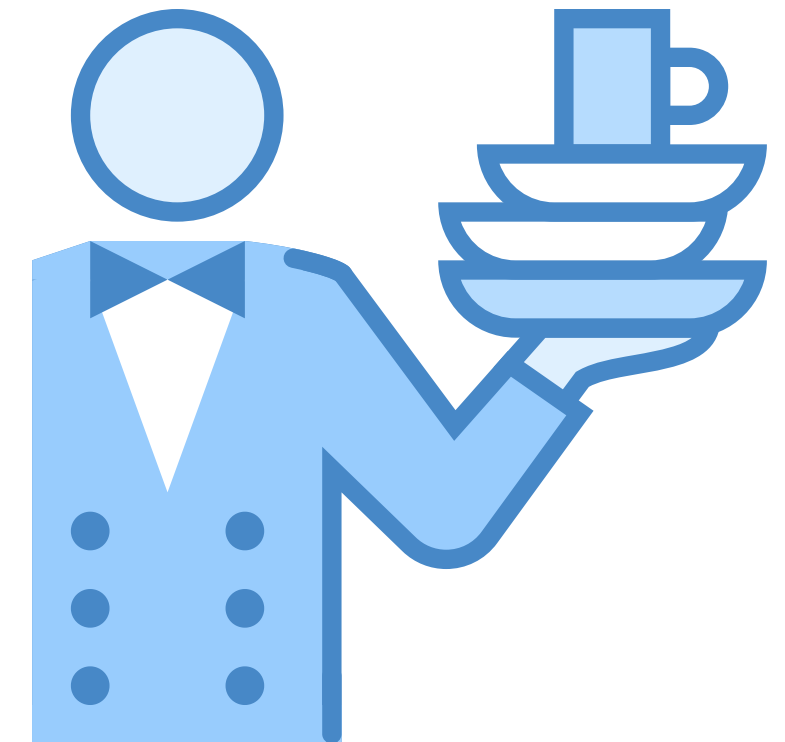
The restaurants use cleaning products with a DIN (drug identification number) that meet or exceed the CDC guidelines and meet the criteria for use against SARS-Cov-2, the virus that causes COVID-19, and are 99.9% effective against other surface bacteria and viruses. We have heightened sanitizing attention and frequency to high touch point areas and revised our cleanliness plan.



# TABLE SERVICE

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We have removed on-table condiments, caddies, marketing materials, candles, centrepieces, billfolds, etc. Between customers, tables, chairs, and any reusable items that may have been brought to the table must be cleaned or sanitized before a new seating. A dedicated clearing/cleaning team will mitigate the amount of touch points servers have with dirty dishes.





# ADDITIONAL MEASURES

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Hand washing, sneezing and coughing, physical distancing and other required signage will be posted throughout the restaurant. Single-use menus to eliminate multiple touch points are being used and disposed of immediately following use. 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. Face masks must be worn at all times within the property as per PHO orders.



# STAFF BACK OF HOUSE AREAS

---

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.





# SHARED EQUIPMENT

---

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, kitchen tools, keys, and all other direct contact items used in the restaurant and by multiple employees.







PENTICTON LAKESIDE RESORT & CONFERENCE CENTRE

# HOUSEKEEPING



# HOUSEKEEPING

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EMPLOYEE & GUEST HEALTH ...PAGES 35-39

EMPLOYEE RESPONSIBILITIES ... PAGES 40 - 44

CLEANING PRODUCTS & PROTOCOLS... PAGES 45-55

# EMPLOYEE & GUEST HEALTH

All employees have been thoroughly trained on the following practices.

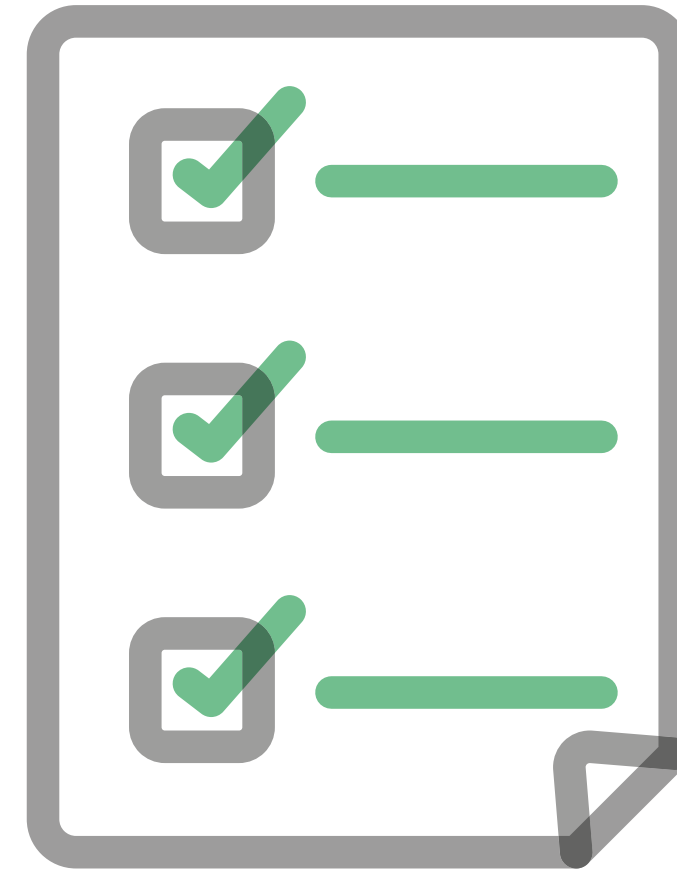




# PHYSICAL DISTANCING

---

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

---

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.

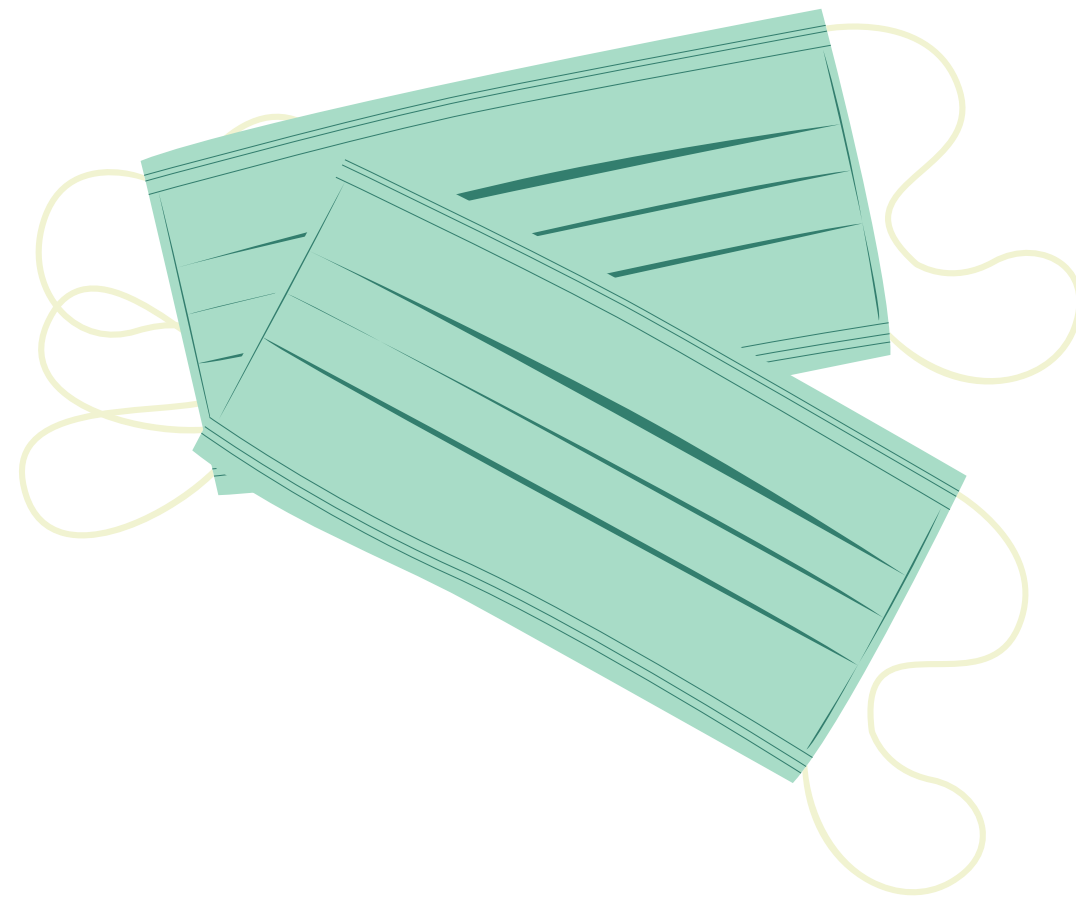




# PPE (PERSONAL PROTECTIVE EQUIPMENT)

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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

---



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

---

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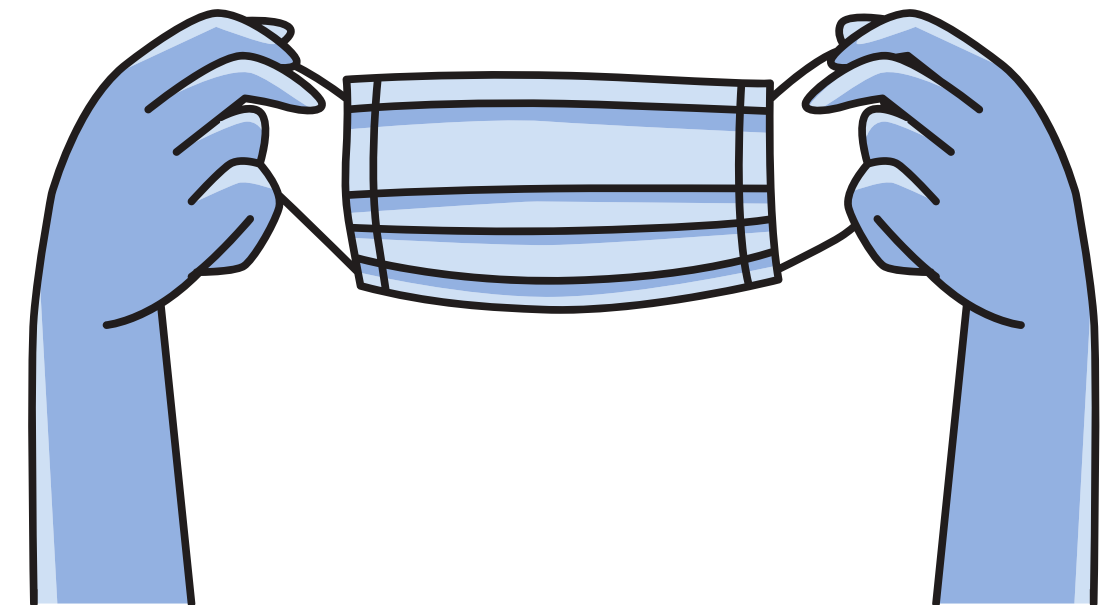
All employees will be screened prior to the start of each shift with a questionnaire. Employees who indicate any COVID-19 related symptoms will be required to go home immediately and follow the health authorities protocols and procedures. The employee is not permitted on the property until their health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



# PPE (PERSONAL PROTECTIVE EQUIPMENT)

---

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. Face masks must be worn at all times within the property as per PHO orders.





# DAILY PRE-SHIFT, POST-SHIFT & TIMEKEEPING

---

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.

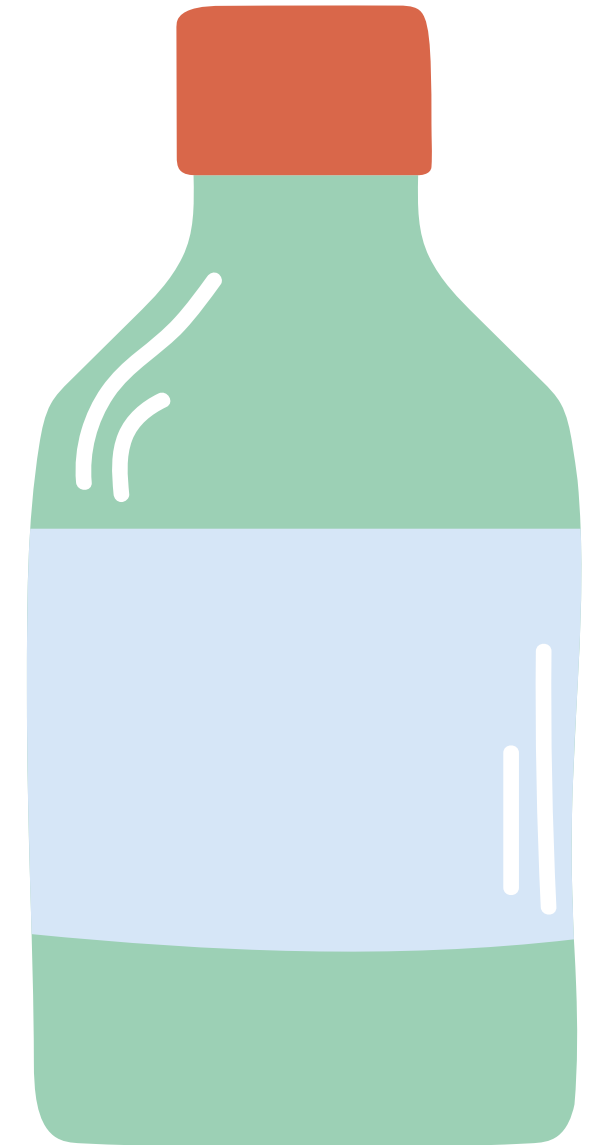


# CLEANING PRODUCTS & PROTOCOLS





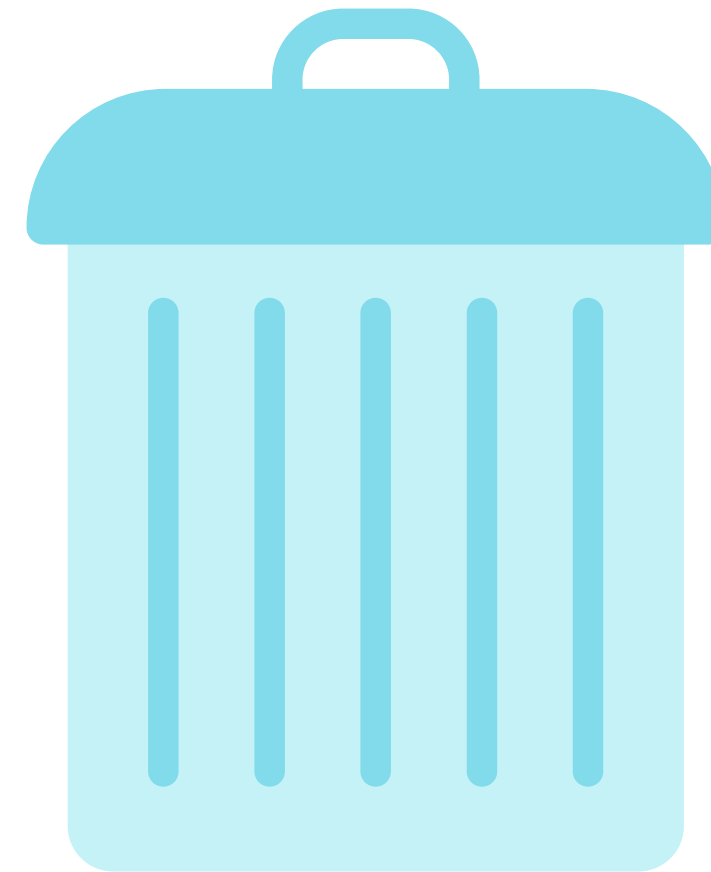
The Resort uses cleaning products with a DIN (drug identification number) that meet or exceed the CDC guidelines and meet the criteria for use against SARS-Cov-2, the virus that causes COVID-19, and are 99.9% effective against other surface bacteria and viruses. We have heightened sanitizing attention 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

---

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.



# GUESTROOMS

---

In-room service is optional. All room attendants are required to wear proper PPE to ensure the safety of everyone. Guests must vacate the room prior to staff entering and may re-enter once staff has properly cleaned and sanitized the room and vacated. If the guest opts out of in-room service, 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.

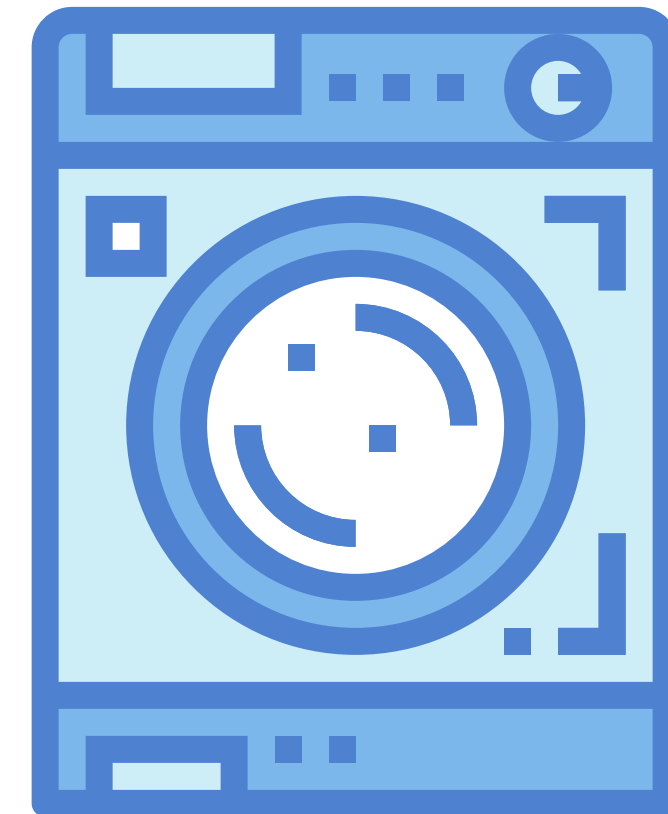




# LAUNDRY

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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

---

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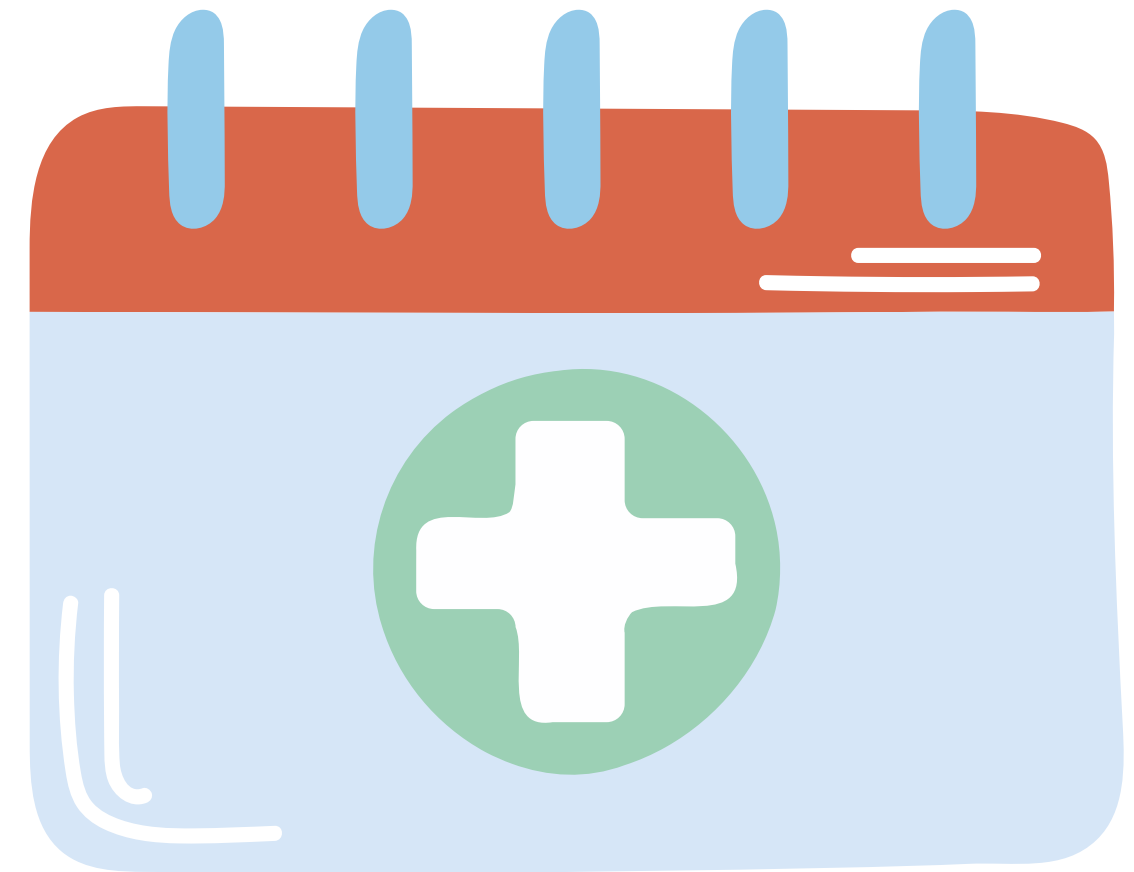
Shared tools and equipment will be disinfected before, during and after each shift or anytime another employee uses the equipment. This includes phones, radios, other communication devices, cleaning equipment, keys, and all other direct contact items used throughout the Resort and by multiple employees.



# ROOM RECOVERY PROTOCOL

---

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.

