

** COVID-19 SAFETY PLAN **

DATE: May 25, 2020
TO: All Employees, Guests & Visitors
RE: **COVID-19 OPERATING SAFETY PLAN**

GUEST & VISITOR COMMITMENT

We are rightfully obligated to ensure your safety and security, but the safety of all of us working at the Resort counts equally. It is impossible for us to be responsible for every guest and visitor's *internal health*. Every guest and visitor has a duty of care and human responsibility to ensure their own personal health and the health of those travelling with them.

- If you are sick, you should definitely not stay in our resort or visit any of our business enterprises (i.e. Golf Course, Spa, Restaurants, Public Pool, etc.). Please stay home, get well soon and plan for a future visit – we will still be here.
- If you stay in our Resort or visit any of our business enterprises and you become unwell, you must seek medical advice / evaluation immediately by calling **HealthLink BC** at **8-1-1** or visiting their website at <https://www.healthlinkbc.ca/about-8-1-1>
- While the Resort does have trained first-aid attendants on duty for minor events, we are not physicians or nurses. Medical Clinics are only a 10min drive away and we are of course fully accessible for all incidents that require 9-1-1 related emergency services.
- We all share in the responsibility for “social distancing” or “physical distancing”; here in British Columbia the recommended distance is two (2) metres (roughly 6 ½ feet).
- Children must be supervised at all times; please keep precious little people close-by.
- Pets are required at all times to be on a leash anywhere in / on Resort property.
- We will be strongly suggesting groups and families maintain safe distances, however, we are not going to physically force people apart. Every one of us must keep our distance for the health and safety of ourselves and others.

OUR COMMITMENT TO GUESTS & VISITORS

In addition to our already strict standards of cleanliness and sanitation, the following is a snap-shot of some of the enhanced procedures and processes we have implemented:

- Use of a germicidal disposable cloths supplied by our accredited chemical supplier. We are constantly disinfecting hand-contact areas such as door handles, light switches, elevator buttons, telephones, TV remotes, drawer and closet handles, clothes hangers and every key card turned in from departed guests.
- Hand sanitizer (gels or foams) will be made available in many areas of the Resort for use by employees and guests. Sporadic procurement challenges do remain; we cannot guarantee availability of such sanitizer products so it is advisable to bring a personal supply, should you so desire).
- Reinstated the use of plastic bags as a liner for guestroom waste receptacles to confine all used tissues, wipes and other debris for the health, safety and wellness of our employees and guests.
- We are not fulfilling requests for beverage purchases using personal containers (i.e. coffee & tea); only resort-supplied disposable containers will be issued.
- Restaurant tables will only be set once guests are seated.
- There are no communal buffets at this time.
- Transparent plastic shields (aka “sneeze guards”) are installed at all pay-counters - reception desk, restaurants, spa, gift shops, public pool and golf pro shop.
- All employees have access to personal protective equipment (i.e. disposable gloves, masks, etc.) and many positions are in fact mandated to wear them at all times – room attendants, laundry attendants, food servers, kitchen / food preparation and public-area cleaning staff to name a few. And while it will not be mandatory for every employees to wear PPE at all times, it will be required for any employees (i.e. maintenance staff) to wear masks and gloves when working in guest rooms (occupied or vacant).
- Bell Service, Valet Parking service and the use of luggage carts have been suspended until further notice.
- The rental of electric golf carts have been suspended until further notice.
- Golf course cups have been inverted so the golf ball is easily retrieved to inhibit hands digging down into the cups.
- Credit & Debit card machines will be disinfected after every use.
- Used / soiled linens and towels will be carefully rolled up and bagged for transportation to the Laundry Department.

WHAT'S OPEN / CLOSED

So long as we can safely accommodate our guests and service their needs, and demand for our services and facilities exist, we intend to operate in as safely and cautiously manner as possible, albeit at a reduced capacity with a graduated re-opening plan.

Our Famous Hot Springs Pools

Outdoor Pools...

- LAP: **Maximum 50 persons** (approx. 30% of capacity)
- FAMILY: **Maximum 30 persons** (approx. 21% of capacity)
- ADULT: **Maximum 20 persons** (approx. 18% of capacity)

Indoor Pools...

- CRESCENT: **Maximum 20 persons** (approx. 32% of capacity) - **CLOSED (until further notice)**
- SITTING: **Maximum 15 persons** (approx. 44% of capacity) - **CLOSED (until further notice)**
- VILLAGE: **Maximum 50 persons** (approx. 30% of capacity) - **CLOSED (until further notice)**

We do operate a "Pool Patrol" and always monitor bathing loads, however, it is entirely incumbent upon all of us and every individual pool user to maintain a safe distance from one another and to always be respectful of others in both maintaining distance and behaviour.

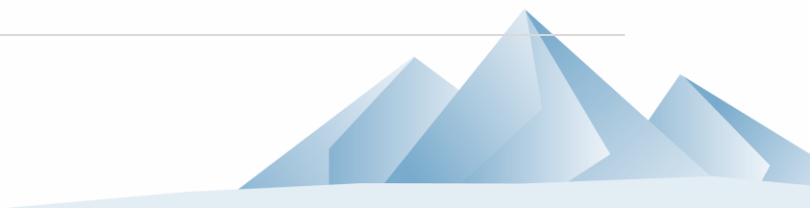
Guest Accommodations

Of our 351 guestrooms, cottages and suites:

- **East Tower:** 94-unit high-rise with lake, village and mountain views.
- **Cottages:** 11-stand-alone units with private parking.
- **Heritage Building:** 98-units remains closed until further notice.
- **Riverside Complex:** 7-unit "retro" motel remains closed until further notice.
- **West Wing:** 45-unit building remains closed until further notice.
- **West Tower:** 96-unit high-rise; just the 8 specialty "pool side" rooms are available.

NOTE: due to the heritage status of our resort, few Accessible Rooms are currently available.

To reduce the amount of contact and time employees are in guestrooms, and to ensure each vacant guestroom is thoroughly cleaned, sanitized and disinfected, daily housekeeping service will NOT be available. Should guests require additional supplies, towels, etc. they will be delivered to your room.



Healing Springs Spa

Our Spa, offering professional massage therapy and aesthetic services remains closed until further notice. We are awaiting solid guidance from the Province to determine the safest operating model.

Afternoon Tea

Tea service has been suspended until further notice.

Fitness Room / Gym

Remains closed until further notice.

Golf Course

Harrison Resort's historic golf course (since 1925) is open for play; the Pro Shop will be open on an intermittent basis based on forecasted demand, however, we do operate an "honour system" whereby you pay for a parking pass at the course lot and clearly display one (1) pass per golfer face-up on the dashboard of your vehicle. The pass is valid for 24-hours. There are no power cart rentals available until further notice.

Food & Beverage Service

Our amazing team of culinary and serving professionals look forward to being of service to you. Due to the uncertainty of demand, it is possible that some of the following hours of operations may need to be adjusted slightly on a day-to-day basis; updated information will be posted within the resort for our guests and visitors.

- **Lakeside Café** (our casual family restaurant) opens Saturday, May 30th and should remain open daily 8:00am – 11:00am but closed for dinner until further notice. There will be no breakfast buffets - breakfast service will be ordered and served à la carte (menu only).
- **In-Room Dining** will not be available until further notice.
- **Miss Margaret's Café** (our snack and coffee shop serving Starbucks™ coffee) will open Friday, May 29th and should remain open 7:00am – 1:00pm daily. We are not re-filling personal containers until further notice.
- **The Copper Room** (our upscale dining room featuring live music since the 1950's) will regrettably remain closed until further notice.
- **Islands Bar** (our casual lounge with outdoor patio) opens Friday, May 29th and should remain open 4:00pm – 10:00pm daily.
- **Banquets & Catering** will operate on a case-by-case basis, mindful of the Provincially-restricted capacity not to exceed Fifty (50) persons in a conference / banquet room, including employees.

Retail Stores

- **Sticks & Stones** (snacks, souvenirs, toiletries, sundries) will remain closed until further notice.
- **Legends** (swim suits, and apparel) will remain closed until further notice.

Tourism Partners

Located right here at our marina, we partner with some of BC's very best tour operators and recreational activity providers. To ensure accurate information regarding their operations and their operating hours, please visit their websites directly:

BC Sport Fishing Group	https://www.bcsportfishinggroup.com/
Shoreline Tours	https://shorelinetours.ca/
Harrison Water Sports	https://harrisonwatersports.com/
Killer's Cove Boat Rentals	https://www.killerscoveboatrentals.ca/

Long before the recent (and ongoing) global Covid-19 pandemic, the *Harrison Hot Springs Resort* strictly adhered to all our statutory obligations and health orders from the Province and our Municipality. In fact, we are visited frequently by health, safety, fire and other governmental and ministerial inspectors.

We continue to closely monitor the direction and recommendations provided to us from only accredited professional sources such as *Fraser Health Authority, BC Ministry of Health, Health Canada*, the *BC Hotel Association* and the *Hotel Association of Canada*.

We recommend that our guests and visitors do so as well – some web links are provided below:

<https://www.fraserhealth.ca>

<https://www.canada.ca/en/health-canada.html>

<https://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/health>

We wish you all the very best as we all collectively navigate through this “new normal”. We really appreciate your business. Thank you!

Awesome
People
Work Here



RESORT'S DEPARTMENTAL OPERATIONS PLAN / GUIDE

ALL EMPLOYEES

- If you are sick – you must STAY HOME
- Use of PPE may be either optional or mandatory (see Departmental instructions)
- Use of own mask permitted (workplace appropriate designs)
- **Strictly adhere to your specific departmental operations plans**
- Keep work areas pristinely clean and disinfected
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water
- Cough or sneeze into a tissue or your arm sleeve
- Avoid touching your face
- Report to your supervisor or the GM any employees or guests who appear sick
- Bring your own lunch – maintain physical distancing in designated break room (Forum East)
- All other workplace policies in place prior to temporary closure apply

HUMAN RESOURCES

Safety

- Disposable mask (optional)
- Disposable gloves (optional)
- Protective eyewear (optional)
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

Operations

- All usual safety precautions apply

Workplace Signage

- WorkSafe BC poster “Cover coughs...”
- WorkSafe BC poster “Wash hands...”

ENGINEERING & TRADES

Safety

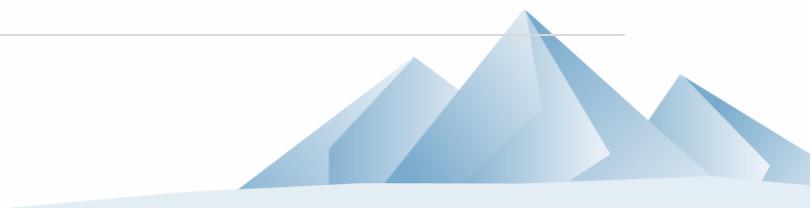
- Disposable mask (optional) unless in a guestroom (mandatory)
- Disposable gloves (optional) unless in a guestroom (mandatory)
- Protective eyewear (optional) unless required by law (mandatory)
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

Operations

- All usual safety precautions apply

Workplace Signage

- WorkSafe BC poster “Cover coughs...”
- WorkSafe BC poster “Wash hands...”
- Fraser Health *Physical Distancing* poster



RECEPTION DESK

Safety

- Use of disposable mask (optional)
- Use of disposable gloves (mandatory)
- Protective eyewear (optional)
- Plexiglas sneeze guards
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

Operations

- Disinfect pens, keyboard, phone / headsets and chair armrests at beginning and end of shift
- Floor markings to i) to keep guests away from counter and ii) 2m apart in areas where customer lines may form
- Debit machines accessible to guests with minimal employee interaction
- Disinfect debit machines after every use
- Sanitizer available for employees and guests
- Signing of registration cards not required until further notice

Workplace Signage

- WorkSafe BC poster “Cover coughs...”
- WorkSafe BC poster “Wash hands...”
- Fraser Health *Physical Distancing* poster

Public-Facing Signage

- Fraser Health “Do not visit if you are sick...” at each guest-facing work station
- Fraser Health *Physical Distancing* poster

SWITCHBOARD - CLOSED (until further notice)

Safety

- Use of disposable mask (optional)
- Use of disposable gloves (mandatory)
- Protective eyewear (optional)
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

Operations

- Disinfect pens, keyboard, phone / headsets and chair armrests at beginning and end of shift or when you leave / return from breaks

Workplace Signage

- WorkSafe BC poster “Cover coughs...”
- WorkSafe BC poster “Wash hands...”



RESERVATIONS

Safety

- Disposable mask (optional)
- Disposable gloves (optional)
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

Operations

- Disinfect keyboard, phone / headsets and chair armrests at beginning and end of shift or when you leave / return from breaks

Workplace Signage

- WorkSafe BC poster “Cover coughs...”
- WorkSafe BC poster “Wash hands...”

BELL SERVICE / VALET – CLOSED (until further notice)

Safety

- Disposable mask (mandatory)
- Disposable gloves (mandatory)
- Protective eyeglasses (optional)
- Plexiglas sneeze guards
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

Operations

- Disinfect bell carts after every use
- Disinfect vehicle door handles, steering wheel, levers / buttons before and after each valet

Workplace Signage

- WorkSafe BC poster “Cover coughs...”
- WorkSafe BC poster “Wash hands...”

Public-Facing Signage

- Fraser Health “Do not visit if you are sick...” at each guest-facing work station



HOUSEKEEPING – House Attendant

Safety

- Disposable facemasks (mandatory)
- Disposable gloves (mandatory)
- Protective eyeglasses (optional)
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

Operations

- Change mop water and used rags frequently
- Use disinfectant wipes on all door handles (inside & outside), crash bars, elevator push pads, elevator railings, etc.
- Skim Pools to maintain pristine water clarity
- Disinfect all pool change rooms, washrooms
- Disinfect all public washrooms

Workplace Signage

- WorkSafe BC poster “Cover coughs...”
- WorkSafe BC poster “Wash hands...”
- Fraser Health *Physical Distancing* poster

HOUSEKEEPING – Laundry

Safety

- Disposable mask (mandatory)
- Disposable gloves (mandatory)
- Protective eyeglasses (optional)
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

Operations

- Carefully unroll soiled linens / terry
- Use disinfectant wipes on all equipment, switches, buttons, door handles (inside & outside)

Workplace Signage

- WorkSafe BC poster “Cover coughs...”
- WorkSafe BC poster “Wash hands...”
- Fraser Health *Physical Distancing* poster



HOUSEKEEPING – Linen Attendants

Safety

- Disposable mask (mandatory)
- Disposable gloves (mandatory)
- Protective eyeglasses (optional)
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

Operations

- Carefully unroll soiled linens / terry
- Use disinfectant wipes on all equipment, switches, buttons, door handles (inside & outside)

Workplace Signage

- WorkSafe BC poster “Cover coughs...”
- WorkSafe BC poster “Wash hands...”
- Fraser Health *Physical Distancing* poster

HOUSEKEEPING – Room Attendants

Safety

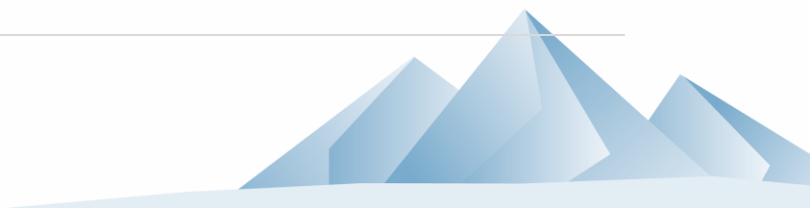
- Use of disposable mask (mandatory)
- Use of disposable gloves (mandatory)
- Protective eyewear (optional)
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

Operations

- Disinfect outer door and lock-set before entering room
- Remove all waste / debris and bag it and secure it
- ROLL soiled linens / terry carefully and place in a clear plastic bag
- Disinfect TV remote, light switches, pens, telephones and other high-contact surfaces
- Disinfect outer door and lock-set upon leaving room

Workplace Signage

- WorkSafe BC poster “Cover coughs...”
- WorkSafe BC poster “Wash hands...”
- Fraser Health *Physical Distancing* poster



MOD's / POOL PATROL / FIRST-AIDERS

Safety

- Disposable mask (optional) unless rendering first-aid (mandatory)
- Disposable gloves (mandatory)
- Maintain physical distancing guidelines (2m) where possible
- Wash hands frequently with soap and water

Operations

- Disinfect office keyboard, phone and chair armrests at beginning and end of shift
- Disinfect all First-Aid equipment / supplies after every use
- Primary focus will be on the resort pools for control and security purposes
- Ensure physical distancing in reception lines and all public areas (except pools...that will be a guests' sole responsibility)
- Ensure all departments are following safety and sanitation guidelines

Workplace Signage

- WorkSafe BC poster "Cover coughs..."
- WorkSafe BC poster "Wash hands..."

RESORT POOLS

Safety

Outdoor Pools...

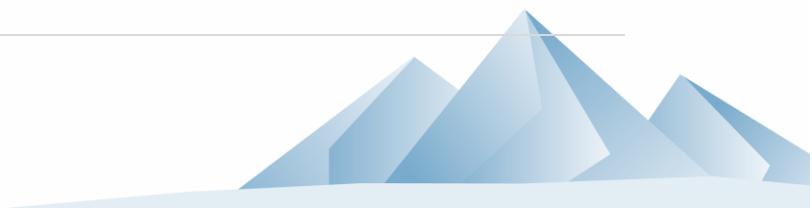
- LAP: **Maximum 50 persons** (approx. 30% of capacity)
- FAMILY: **Maximum 30 persons** (approx. 21% of capacity)
- ADULT: **Maximum 20 persons** (approx. 18% of capacity)

Indoor Pools...

- CRESCENT: **Maximum 20 persons** (approx. 32% of capacity) - **CLOSED (until further notice)**
- SITTING: **Maximum 15 persons** (approx. 44% of capacity) - **CLOSED (until further notice)**
- VILLAGE: **Maximum 50 persons** (approx. 30% of capacity) - **CLOSED (until further notice)**

Public-Facing Signage

- FH Physical Distancing posters
- Maximum Capacity Chart on main entry doors



PUBLIC POOL – CLOSED (until further notice)

Safety

- Disposable mask (optional) unless in change rooms / washrooms (mandatory)
- Disposable gloves (mandatory)
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

Operations

- Maximum FIFTY (50) persons inside the pool and change room areas (including employees)
- Disinfect keyboard, phone / headsets and chair armrests at beginning and end of shift or when you leave / return from breaks
- Floor markings to i) to keep guests away from counter and ii) 2m apart in areas where customer lines may form
- Debit machines accessible to guests with minimal employee interaction
- Disinfect debit machines after every use
- Disinfect pens and First-Aid equipment / supplies after every use
- Sanitizer bottles available for employees and guests

Workplace Signage

- WorkSafe BC poster “Cover coughs...”
- WorkSafe BC poster “Wash hands...”
- Fraser Health *Physical Distancing* poster

Public-Facing Signage

- Fraser Health “Do not visit if you are sick...” at each guest-facing work station
- Fraser Health *Physical Distancing* poster

SALES / CATERING / ADMINISTRATION

Safety

- Use of disposable mask (optional)
- Use of disposable gloves (optional)
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

Operations

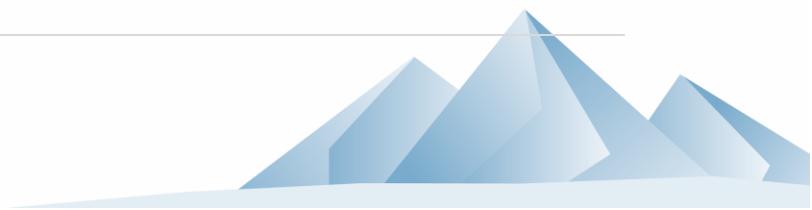
- Disinfect keyboard, phone / headsets and chair armrests at beginning and end of shift or when you leave / return from breaks
- Sales & Catering entrance door to lobby to remain secured (until further notice)

Workplace Signage

- WorkSafe BC poster “Cover coughs...”
- WorkSafe BC poster “Wash hands...”

Public-Facing Signage

- Fraser Health *Physical Distancing* poster on entry doors



GOLF COURSE - Pro Shop

Safety

- Use of disposable mask (optional) unless cleaning washrooms (mandatory)
- Use of disposable gloves (mandatory)
- Plexiglas sneeze guard
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

Operations

- Floor markings to i) to keep guests away from counter and ii) 2m apart in areas where customer lines may form
- Debit machines accessible to guests with minimal employee interaction
- Disinfect debit machines after every use
- Sanitizer bottles available for employees and for guests
- Disinfect parking pay station every one (1) hour

Workplace Signage

- WorkSafe BC poster “Cover coughs...”
- WorkSafe BC poster “Wash hands...”

Public-Facing Signage

- Fraser Health “Do not visit if you are sick...” on main door
- Fraser Health *Physical Distancing* poster

GOLF COURSE - Grounds

Safety

- Use of disposable mask (optional) unless cleaning washrooms (mandatory)
- Use of disposable gloves (optional) unless handling flag sticks, ball washers and other equipment that may have had contact with golfers (mandatory)
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

Operations

- All usual safety precautions apply
- Wipe down parking pay station with disinfectant wipe min. four (4) times per shift when pro shop is closed

Workplace Signage

- WorkSafe BC poster “Cover coughs...”
- WorkSafe BC poster “Wash hands...”



FOOD & BEVERAGE - Kitchens

Safety

- Disposable mask (mandatory)
- Disposable gloves (mandatory)
- Protective eyeglasses (optional)
- Maintain physical distancing guidelines (2m) where possible
- Wash hands frequently with soap and water

Operations

- Increase space between kitchen employees wherever possible
- Ensure ware washing temperatures / chemical dilutions are strictly maintained

Workplace Signage

- WorkSafe BC poster “Cover coughs...”
- WorkSafe BC poster “Wash hands...”
- Fraser Health *Physical Distancing* poster

FOOD & BEVERAGE – Lakeside Café

Safety

- Disposable mask (mandatory)
- Disposable gloves (mandatory)
- Protective eyeglasses (optional)
- Plexiglas sneeze guard for host stand
- Maintain physical distancing guidelines (2m) where possible
- Wash hands frequently with soap and water
- No more than six (6) at any one group table
- Maximum 50% of normal capacity

Operations

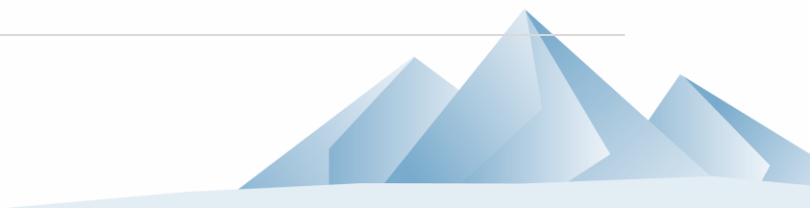
- NO buffet’s until further notice
- Debit machines accessible to guests with minimal employee interaction
- Disinfect debit machines after every use
- Tables are only set after the guests have been seated...no advance setting
- Pour all liquids directly into glasses...do not touch the glass or mug

Workplace Signage

- WorkSafe BC poster “Cover coughs...”
- WorkSafe BC poster “Wash hands...”
- Fraser Health *Physical Distancing* poster

Public-Facing Signage

- Fraser Health “Do not visit if you are sick...” on main door
- Fraser Health *Physical Distancing* poster



FOOD & BEVERAGE – In-Room Dining – CLOSED (until further notice)

Safety

- Disposable mask (optional) unless in a guestroom (mandatory)
- Disposable gloves (optional) unless in a guestroom (mandatory)
- Protective eyewear (optional)
- Maintain physical distancing guidelines (2m) where possible
- Wash hands frequently with soap and water

Operations

- Debit machines accessible to guests with minimal employee interaction
- Disinfect debit machines after every use
- Sanitizer bottles available for employees and for guests
- Do not fill reusable cups / thermoses until further notice
- Disinfect counters, POS, tables and chairs frequently

Workplace Signage

- WorkSafe BC poster “Cover coughs...”
- WorkSafe BC poster “Wash hands...”
- Fraser Health *Physical Distancing* poster

FOOD & BEVERAGE – Miss Margarets

Safety

- Disposable mask (mandatory)
- Disposable gloves (mandatory)
- Protective eyeglasses (optional)
- Plexiglas sneeze guards
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water
- Maximum 50% of normal capacity (tables and chairs have been removed)

Operations

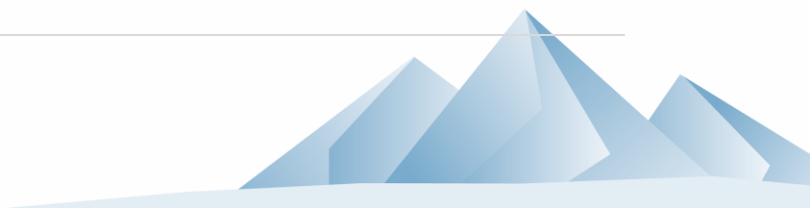
- Floor markings to i) to keep guests away from counter and ii) 2m apart in areas where customer lines may form
- Debit machines accessible to guests with minimal employee interaction
- Disinfect debit machines after every use
- Sanitizer bottles available for employees and for guests
- Do not fill reusable cups / thermoses until further notice
- Disinfect counters frequently
- REMOVE mixing stations - beverages are to be mixed by the server --- NO SELF SERVE
- No in-café seating

Workplace Signage

- WorkSafe BC poster “Cover coughs...”
- WorkSafe BC poster “Wash hands...”

Public-Facing Signage

- Fraser Health *Physical Distancing* poster



FOOD & BEVERAGE – Banquets

Safety

- Disposable mask (mandatory)
- Disposable gloves (mandatory)
- Protective eyewear (optional)
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

Operations

- NO buffet's & No groups >50
- No more than six (6) at any one group table
- ROLL soiled linens and place in a clear plastic bag
- Disinfect phones, POS, table legs, light switches, door handles (inside and outside), crash bars, push pads, etc. after every function

Workplace Signage

- WorkSafe BC poster "*Cover coughs...*" & WorkSafe BC poster "*Wash hands...*"
- Fraser Health *Physical Distancing* posters in corridors

Public-Facing Signage

- Fraser Health "*Do not visit if you are sick...*" on main door of every occupied function room
- Fraser Health *Physical Distancing* poster on outside door of every occupied function room

FOOD & BEVERAGE – Islands Bar

Safety

- Disposable mask (mandatory)
- Disposable gloves (mandatory)
- Protective eyeglasses (optional)
- Maintain physical distancing guidelines (2m) where possible
- Wash hands frequently with soap and water
- No more than six (6) at any one group table
- Maximum 50% of normal capacity

Operations

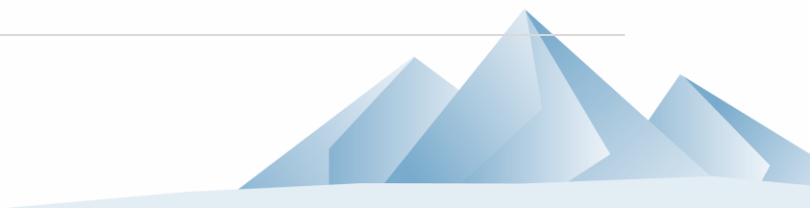
- Debit machines accessible to guests with minimal employee interaction
- Disinfect debit machines after every use
- Do not fill reusable cups / thermoses until further notice
- Disinfect counters, POS, tables and chairs frequently

Workplace Signage

- WorkSafe BC poster "*Cover coughs...*"
- WorkSafe BC poster "*Wash hands...*"

Public-Facing Signage

- Fraser Health "*Do not visit if you are sick...*" at main entrance
- Fraser Health *Physical Distancing* poster



FOOD & BEVERAGE – The Copper Room - CLOSED (until further notice)

Safety

- Disposable mask (mandatory)
- Disposable gloves (mandatory)
- Protective eyeglasses (optional)
- Plexiglas sneeze guard for host stand
- Maintain physical distancing guidelines (2m) where possible
- Wash hands frequently with soap and water
- Maximum 50% of normal capacity

Operations

- Debit machines accessible to guests with minimal employee interaction
- Disinfect debit machines after every use
- Sanitizer bottles available for employees and for guests
- Do not fill reusable cups / thermoses until further notice
- Disinfect counters, POS, tables and chairs frequently
- No more than six (6) at any one group table

Workplace Signage

- WorkSafe BC poster “Cover coughs...”
- WorkSafe BC poster “Wash hands...”
- Fraser Health *Physical Distancing* poster

Public-Facing Signage

- Fraser Health “Do not visit if you are sick...” on main door
- Fraser Health *Physical Distancing* poster

INFORMATION TECHNOLOGY

Safety

- Disposable mask (optional) unless in a guestroom (mandatory)
- Disposable gloves (optional) unless in a guestroom (mandatory)
- Protective eyewear (optional)
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

Operations

- Disinfect keyboard, phone / headsets and chair arms at beginning and end of shift or when you leave / return from breaks
- Disinfect any IT equipment work on that a guest may have access to (i.e. TV monitors, telephones, etc.)

Workplace Signage

- WorkSafe BC poster “Cover coughs...”
- WorkSafe BC poster “Wash hands...”
- Fraser Health *Physical Distancing* poster



RETAIL STORES – CLOSED (until further notice)

Safety

- Disposable mask (optional)
- Disposable gloves (optional) unless handling cash (mandatory)
- Protective eyewear (optional)
- Plexiglas sneeze guards
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

Operations

- Disinfect keyboard, phone / headsets and chair arms at beginning and end of shift or when you leave / return from breaks
- Floor markings to i) to keep guests away from counter and ii) 2m apart in areas where customer lines may form
- Debit machines accessible to guests with minimal employee interaction
- Disinfect debit machines after every use
- Disinfect counters and POS machine frequently
- Sanitizer bottles available for employees and guests

Workplace Signage

- WorkSafe BC poster “Cover coughs...”
- WorkSafe BC poster “Wash hands...”
- Fraser Health *Physical Distancing* poster

Public-Facing Signage

- Fraser Health “Do not visit if you are sick...” on main door
- Fraser Health *Physical Distancing* poster

PUBLIC AREA SIGNAGE

All Exterior Entry Doors

- Fraser Health “Do not visit if you are sick...”
- Fraser Health *Physical Distancing* poster

All Elevators (outside)

- Outside every landing “2 People or One Family...”

All Elevators (inside)

- Inside every car “Consider using knuckle...”

Pool Entrances

- Maximum pool capacity chart on main entry doors and West Wing doors
- Fraser Health “Do not visit if you are sick...” on West Wing doors



HEALING SPRINGS SPA - CLOSED (until further notice)

Safety

- Disposable mask (optional) unless in a treatment room (mandatory)
- Disposable gloves (optional) unless in a treatment room (mandatory)
- Protective eyewear (optional)
- Plexiglas sneeze guards
- Maintain physical distancing guidelines (2m) where possible
- Wash hands frequently with soap and water

Operations

- Heightened cleaning of treatment equipment, utensils, bottles, counters, containers, etc.
- Disinfect keyboard, phone / headsets and chair arms at beginning and end of shift
- Floor markings to i) to keep guests away from counter and ii) 2m apart in areas where customer lines may form
- Debit machines accessible to guests with minimal employee interaction
- Disinfect debit machines after every use
- Disinfect counters and POS machine frequently
- Sanitizer bottles available for employees and guests

Workplace Signage

- WorkSafe BC poster “Cover coughs...”
- WorkSafe BC poster “Wash hands...”
- Fraser Health *Physical Distancing* poster

Public-Facing Signage

- Fraser Health “Do not visit if you are sick...” on main door
- Fraser Health *Physical Distancing* poster

