

## \*\* COVID-19 SAFETY PLAN \*\*

UPDATED: July 27, 2020  
TO: All Employees, Guests & Visitors  
RE: **COVID-19 OPERATING SAFETY PLAN**

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### **COMMITMENT FROM OUR GUESTS & VISITORS**

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 or any members of your household 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 or roughly Six (6) 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 and only in designated “Pet Friendly” rooms.
- Like most hotels globally, we are seeking assistance from our guests to bag their own used linens, towels and bathrobes for the safety and wellness of our awesome employees.
- We will be strongly suggesting groups and individuals 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, and no communal buffets at this time.
- No daily housekeeping service.
- All employees will wear an approved mask in all indoor public areas and guestrooms.
- 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 all employees to wear masks and gloves when working in guest rooms.
- Bell Service, Valet Parking service and the use of luggage carts have been suspended until further notice.
- Temporarily removed from guestrooms: water glasses, note pads/pens, tissue box cover, bottled water, in-room dining menu, in-room directory, corkscrew, throw pillows and other non-essential hand-contact items.
- 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.

## GUEST & VISITOR INFORMATION

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 as safely and cautiously as possible, albeit at a reduced capacity.

### Our Famous Hot Springs Pools

#### Outdoor Pools...

- LAP: **Maximum 50 persons** (approx. 30% of capacity) - **OPEN**
- FAMILY: **Maximum 50 persons** (approx. 35% of capacity) - **OPEN**
- ADULT: **Maximum 30 persons** (approx. 28% of capacity) - **OPEN**

#### Indoor Pools...

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

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.

#### Pool Rules...

REGISTERED RESORT GUEST ONLY - WEAR WRISTBANDS AT ALL TIMES

## NO LIFEGUARD ON DUTY

Use lifesaving equipment or the emergency phone located halfway on the covered wooden walkway

 SHOWER FIRST	 NO GLASS	 NO FOOD	 NO MUSIC	 NO COOLER	 NO PHOTOS	 NO SCOOTERS
 WATCH CHILDREN	 SWIM DIAPERS	 NO BALLS	 NO DIVING	 NO JUMPING	 NO YELLING	 NO ANIMALS
		 NO PUSHING	 NO NUDITY	 NO LITTERING	 NO RUNNING	 NO BOARDS
						 NO SMOKING OR VAPING

## Guest Accommodations

Of our 351 guestrooms, cottages and suites:

- **East Tower:** (94-unit high-rise with lake, village and mountain views) **OPEN**
- **Cottages:** (11-stand-alone units with private parking) **OPEN**
- **West Tower:** (96-unit high-rise with pool and lake views) **OPEN**
- **West Wing:** (45-unit low-rise with garden and lake views) **NOT YET OPEN**
- **Heritage Building:** (98-units first opened in 1926) **NOT YET OPEN**
- **Riverside Complex:** (7-unit “retro” motel complex) **NOT YET OPEN**

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, they will be made available to you either by delivery or (if delivery is unavailable) at the reception desk.

## Healing Springs Spa - **TEMPORARILY CLOSED**

Our Spa, offering professional massage therapy and aesthetic services remains closed until further notice.

## Afternoon Tea - **SERVICE TEMPORARILY SUSPENDED**

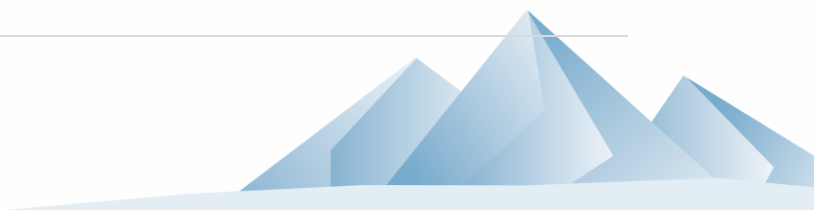
The Manager’s tradition of afternoon tea service has been suspended until further notice.

## Fitness Room / Gym - **TEMPORARILY CLOSED**

Remains closed until further notice.

## Golf Course - **OPEN**

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.



## Food & Beverage Service - PARTIALLY OPEN

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) is open daily for breakfast 8:00am – 11:00am. There will be no buffets - service will be ordered and served à la carte (menu only). Open for dinner service on Friday's & Saturday's 5:00pm – 9:00pm.
- **Islands Bar** (our casual lounge with outdoor patio) open daily 2:00pm – 10:00pm (cocktails until 11:00pm).
- **Miss Margaret's Café** (our snack and coffee shop serving Starbucks™ coffee) open 7:00am – 4:00pm daily. We are not re-filling personal containers until further notice.
- **In-Room Dining** service is suspended until further notice.
- **The Copper Room** (our upscale dining room featuring live music since the 1950's) is closed until further notice.
- **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.

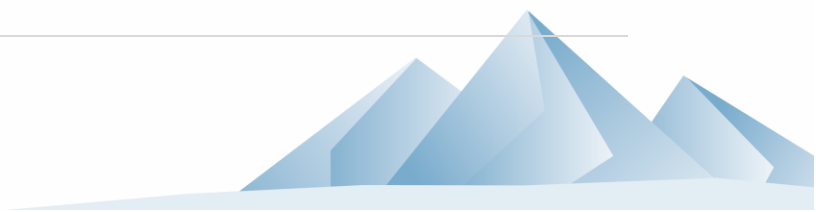
## Retail Stores – PARTIALLY OPEN

- **Sticks & Stones** (snacks, souvenirs, toiletries, swim suits, goggles and sundries) is open every day 11:00am – 7:00pm.
- **Legends** (jewellery 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:

<b>BC Sport Fishing Group</b>	<a href="https://www.bcsportfishinggroup.com/">https://www.bcsportfishinggroup.com/</a>
<b>Shoreline Tours</b>	<a href="https://shorelinetours.ca/">https://shorelinetours.ca/</a>
<b>Harrison Water Sports</b>	<a href="https://harrisonwatersports.com/">https://harrisonwatersports.com/</a>
<b>Killer's Cove Boat Rentals</b>	<a href="https://www.killerscoveboatrentals.ca/">https://www.killerscoveboatrentals.ca/</a>



Long before the 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>

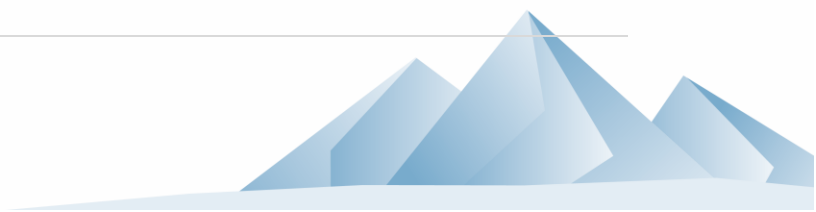
<https://www.canada.ca/en/health-canada.html>

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

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We wish you all the very best as we all collectively navigate through this “new normal”.

We are very grateful for your patronage and your cooperation for the safety and wellness of everyone visiting and working at the beautiful Harrison Hot Springs Resort. **Thank you!**

Awesome  
People  
Work Here



## RESORT'S DEPARTMENTAL OPERATIONS PLAN / GUIDE

### ALL EMPLOYEES

- If you or any members of your household are sick – **YOU MUST STAY HOME**
- The use of PPE may be optional or mandatory (see Department-specific plans below) but masks are mandatory for all employees in all indoor public areas
- Use of own personal mask permitted (workplace appropriate designs)
- **Strictly adhere to your specific departmental operations plans**
- **Non-employee visitors are strictly prohibited from entering any “back-of-house” areas**
- 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 rooms
- All other workplace policies in place prior to temporary closure apply

### ALL SUPPLIERS, TRADES & CONTRACTORS

- Only accredited Suppliers, Trades & Contractors - specifically invited into the resort by appointment - are permitted in the Resort
- Mask MANDATORY when working anywhere inside the resort
- No soliciting until further notice - only those with legitimate appointments are permitted

### HUMAN RESOURCES

#### **Safety**

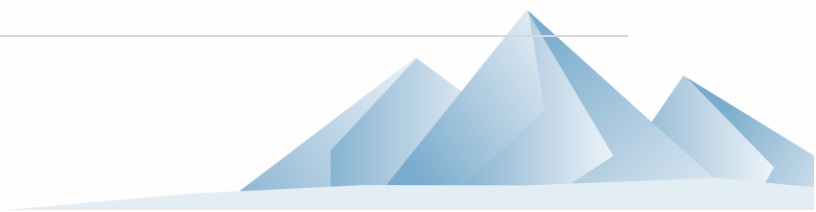
- Mask optional *except* in all indoor public areas
- Disposable gloves optional
- Protective eyewear optional
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

#### **Operations**

- All usual safety precautions apply

#### **Workplace Signage**

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



## **ENGINEERING & TRADES**

### **Safety**

- Mask optional *except* in all indoor public areas and guestrooms
- Disposable gloves optional *except* in a guestroom
- Protective eyewear optional *except* where required by law
- DO NOT ENTER a guestroom while the occupant is present
- 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**

- Mask or face shield MANDATORY; only masks for all indoor public areas
- Disposable gloves MANDATORY
- Plexiglas sneeze guards
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

### **Operations**

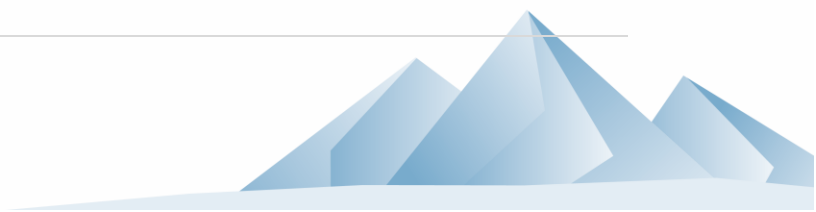
- Disinfect pens, keyboard, phone / headsets and chair armrests at beginning and end of shift
- Floor markings to i) to keep guests away from counter and ii) 2m apart in areas where customer lines may form
- Debit machines accessible to guests with minimal employee interaction
- Disinfect debit machines 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**

### **Safety**

- Mask or face shield MANDATORY; only masks in all indoor public areas
- Disposable gloves MANDATORY
- 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**

- Mask or face shield optional *except* in all indoor public area
- 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 / VALET SERVICE - SERVICE TEMPORARILY SUSPENDED**

### **Safety**

- Mask or face shield MANDATORY
- Disposable gloves MANDATORY
- Protective eyeglasses optional
- Plexiglas sneeze guards
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

### **Operations**

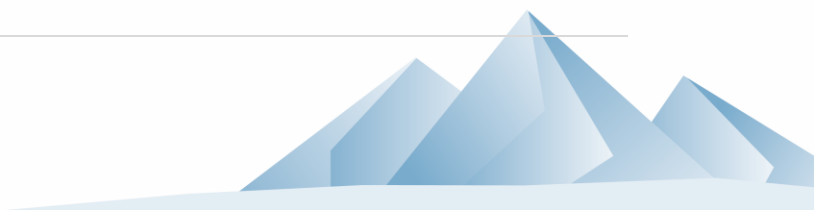
- Disinfect bell carts after every use
- Disinfect vehicle door handles, steering wheel, levers / buttons before and after each valet

### **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**

- Mask 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 Attendants**

### **Safety**

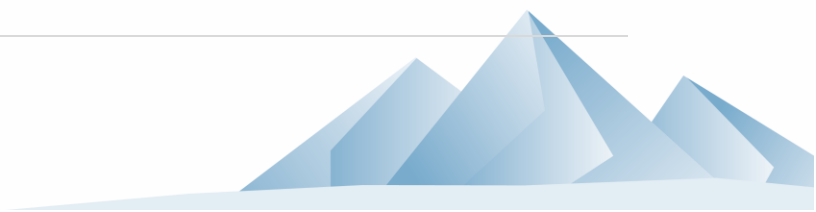
- Mask MANDATORY
- Disposable gloves MANDATORY
- Protective eyeglasses optional
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

### **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**

- 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**

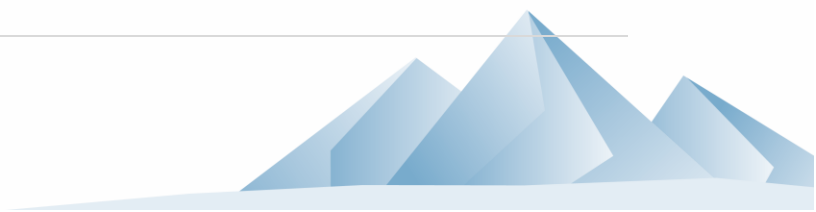
- Mask MANDATORY
- Disposable gloves MANDATORY
- Protective eyewear optional
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water
- DO NOT ENTER a guestroom while the occupant is present
- Service only rooms that have been completely vacated
- **Minimum three (3) hours before entering a vacant guestroom**

### **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**

- Mask MANDATORY in all indoor public areas and guestrooms
- Disposable gloves MANDATORY
- Protective eyewear optional
- 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...*

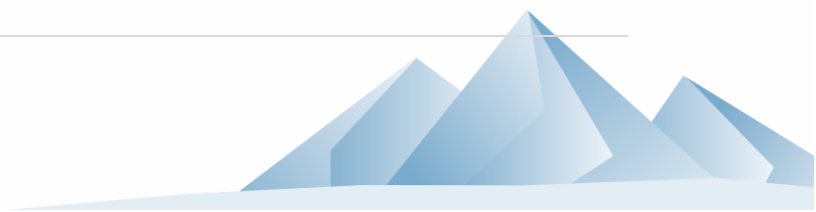
- LAP: **Maximum 50 persons** (approx. 30% of capacity)
- FAMILY: **Maximum 50 persons** (approx. 35% of capacity)
- ADULT: **Maximum 30 persons** (approx. 28% of capacity)

#### *Indoor Pools...*

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

### **Public-Facing Signage**

- Fraser Health *Physical Distancing* poster
- Maximum Capacity Chart on all pool entry doors
- Physical distancing floor disks



## **PUBLIC POOL - TEMPORARILY CLOSED**

### **Safety**

- Mask or face shield MANDATORY; only masks in all indoor public areas
- Disposable gloves MANDATORY
- Protective eyewear optional
- 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
- Physical distancing floor disks

## **SALES / CATERING / ADMINISTRATION**

### **Safety**

- Mask OPTIONAL *except* all indoor public areas
- Disposable gloves optional
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

### **Operations**

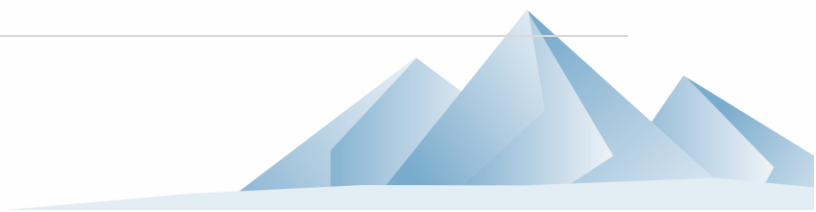
- Disinfect keyboard, phone / headsets and chair armrests at beginning and end of shift or when you leave / return from breaks
- Sales & Catering entrance door to lobby to remain secured as few administrative employees are currently working in the offices

### **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**

- Mask MANDATORY
- Disposable gloves MANDATORY
- Protective eyeglasses optional
- 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 pull carts and power carts after every use
- 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**

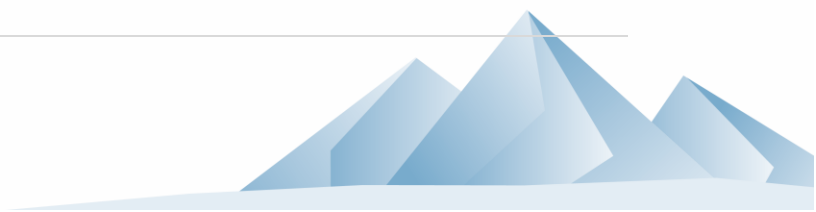
- Mask optional *unless* cleaning washrooms or entering the Pro Shop
- Disposable gloves optional *unless* handling flag sticks, ball washers and other equipment that may have had contact with golfers
- Protective eyeglasses optional
- Maintain physical distancing guidelines (2m)
- Wash hands frequently 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**

- Mask optional *unless* physical distancing is impossible or entering any indoor public areas
- Disposable gloves optional
- 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**

- 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**

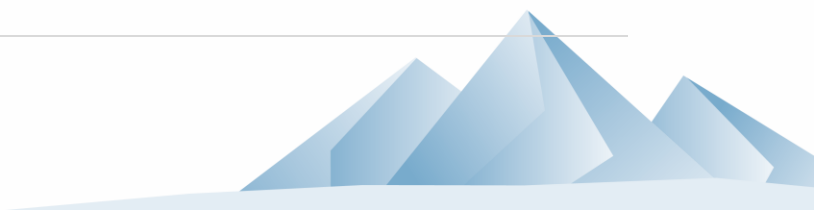
- NO buffet’s until further notice
- Debit machines accessible to guests with minimal employee interaction
- Disinfect debit machines after every use
- Tables are only set after the guests have been seated...no advance setting
- Pour all liquids directly into glasses...do not touch the glass or mug

### **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 – TEMPORARILY CLOSED**

### **Safety**

- Mask MANDATORY
- Disposable gloves 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**

- 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**

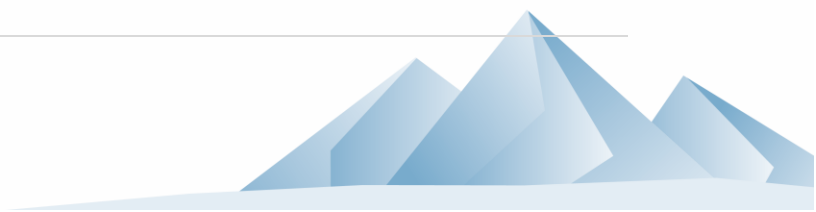
- Floor markings to i) to keep guests away from counter and ii) 2m apart in areas where customer lines may form
- Debit machines accessible to guests with minimal employee interaction
- Disinfect debit machines after every use
- Sanitizer bottles available for employees and for guests
- Do not fill reusable 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**

- 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**

- 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**

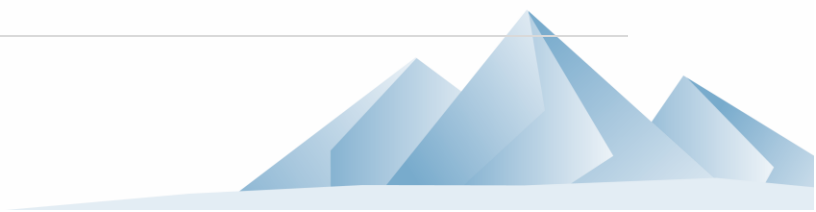
- Debit machines accessible to guests with minimal employee interaction
- Disinfect debit machines after every use
- Do not fill reusable cups / thermoses until further notice
- Disinfect counters, POS, tables and chairs frequently

### **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 - TEMPORARILY CLOSED**

### **Safety**

- 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**

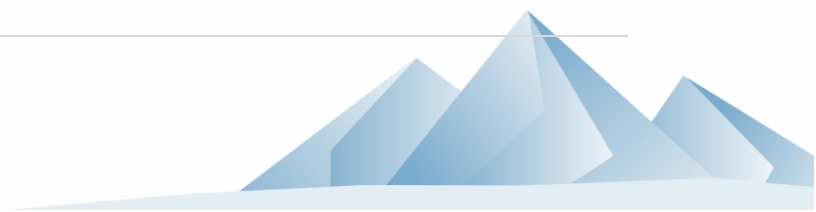
- Mask optional *except* in all indoor public areas or guestrooms
- Disposable gloves optional *except* in a guestroom
- Protective eyewear optional
- Maintain physical distancing guidelines (2m)
- Wash hands frequently with soap and water

### **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** – Sticks & Stones **OPEN** / Legends **TEMPORARILY CLOSED**

### **Safety**

- Mask MANDATORY
- Disposable gloves MANDATORY
- Protective eyewear optional
- Plexiglas sneeze guards
- Maintain physical distancing guidelines (2m)
- No more than Five (5) persons at any one time in-store, including employee.
- 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

## **SHIPPING / RECIEVING**

### **Safety**

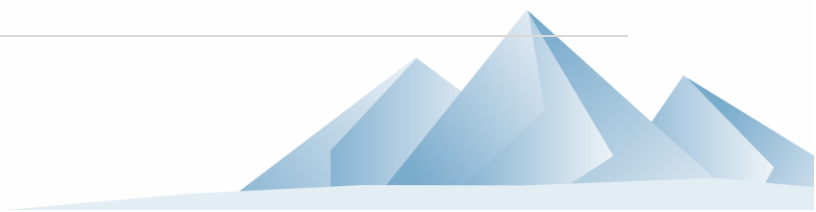
- Mask optional *except* in all indoor public area
- Disposable gloves optional
- Protective eyewear optional
- Maintain physical distancing guidelines (2m) where possible
- Wash hands frequently with soap and water
- Only employees permitted inside until further notice – greet suppliers outside only

### **Operations**

- Disinfect keyboard, phone and chair arms at beginning and end of shift
- Disinfect hand contact areas of trolley’s, carts, Pallet Jack’s, etc. after every use

### **Workplace Signage**

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



## **HEALING SPRINGS SPA - TEMPORARILY CLOSED**

### **Safety**

- Mask MANDATORY
- Disposable gloves optional *except* in a treatment room
- Protective eyewear optional
- Plexiglas sneeze guards at reception
- 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
- Service by appointment only – no walk-in's

### **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

## **RESORT VEHICLES**

### **Safety**

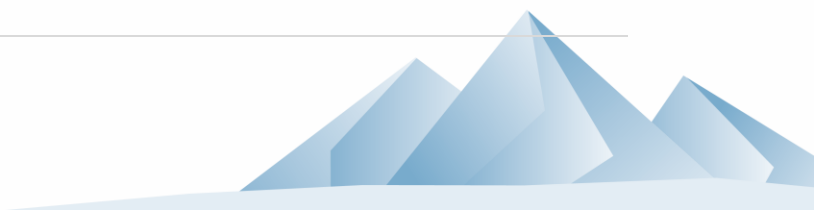
- Mask optional
- Disposable gloves optional
- Protective eyewear optional
- Maximum one (1) person inside a vehicle at any given time
- Wash hands frequently with soap and water

### **Operations**

- Disinfect door handles (in/out), steering wheel and shift lever BEFORE and AFTER every use
- Disinfect any other buttons / switches used after you are done with the vehicle

### **Workplace Signage**

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



## **PUBLIC AREA SIGNAGE**

### ***www.HarrisonResort.com***

- Post most current Covid-19 Safety Plan & Resort Operating Plan

### ***All Exterior Entry Doors***

- Fraser Health *"Do not visit if you are sick..."*
- Fraser Health *Physical Distancing* poster
- Information on accessing Resort's Safety Plan

### ***All Elevators (outside)***

- Outside every landing *"2 People or One Family..."*

### ***All Elevators (inside)***

- Inside every car *"Consider using knuckle...wash hands after use"*

### ***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

### ***Pool Decks***

- Floor Discs *"Social Distancing in Effect - Please Stay 6 Feet Apart"*

### ***Public Restrooms & Change Rooms***

- Fraser Health *Physical Distancing* poster
- BC Ministry of Health *Hand Hygiene* poster

### ***Lobby Area***

- BC Ministry of Health *Hand Hygiene* poster
- Floor discs *"Social Distancing in Effect - Please Stay 6 Feet Apart"*

### ***Upper Lobby Area***

- Floor discs *"Social Distancing in Effect - Please Stay 6 Feet Apart"*

