

## \*\* COVID – 19 SAFETY PLAN \*\*

UPDATED: July 01, 2021  
TO: All Employees, Guests & Visitors  
RE: **COVID-19 OPERATING SAFETY PLAN**

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**We continue to recommend mask wearing within the Resort's indoor common areas.**

### **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 **Health Link 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.
- We recommend 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 others and ourselves.
- All guests and visitors are required to strictly follow current Public Health Orders, the resort's Safety Plan and any reasonable health and safety instructions from our employees.

## **OUR COMMITMENT TO GUESTS & VISITORS**

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

- **All employees will continue to wear a mask in all indoor public / common areas.**
- 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) remains available in many areas of the Resort for use by employees and guests.
- Reinstated 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.
- We do not offer any 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.).
- All employees must wear a mask when entering an occupied guestroom.
- Bell Service, Valet Parking and access to luggage carts remains closed 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 and other non-essential hand-contact items.
- Credit & Debit card machines will be disinfected after every use.
- Masks will be made available to guests and visitors, based on supply availability.

## GUEST & VISITOR INFORMATION

We intend to operate in a safe and cautious manner following BC's "Restart Plan", however some services may not yet be fully available or we may be operating at a reduced capacity.

### Our Famous Hot Springs Pools

#### Outdoor Pools...

- LAP: Operating at pre-pandemic / normal capacity - **OPEN**
- FAMILY: Operating at pre-pandemic / normal capacity - **OPEN**
- ADULT: Operating at pre-pandemic / normal capacity - **OPEN**

#### Indoor Pools...

- CRESCENT: Operating at pre-pandemic / normal capacity - **OPEN**
- SITTING: Operating at pre-pandemic / normal capacity - **OPEN**
- VILLAGE: Operating at pre-pandemic / normal capacity – **OPENING SOON!**

We operate a "Pool Patrol" and always monitor bathing loads; however, it is 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 maintaining distance. **Belligerent behaviour will not be tolerated.**

### 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 BOTTLES/CANS
 WATCH CHILDREN	 SWIM DIAPERS	 NO BALLS	 NO DIVING	 NO JUMPING	 NO YELLING	 NO ANIMALS
		 NO PUSHING	 NO NUDITY	 NO LITTERING	 NO RUNNING	 NO SMOKING OR VAPING
			 NO BOARDS			

## 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) **OPEN**
- **Heritage Building:** (98-units first opened in 1926) **TEMPORARILY CLOSED**
- **Riverside Complex:** (7-unit “retro” motel complex) **TEMPORARILY CLOSED**

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) collection at the reception desk.

## Healing Springs Spa – **OPENING SOON!**

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

## Afternoon Tea - **SERVICE SUSPENDED UNTIL FURTHER NOTICE**

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

Remains closed until further notice.

## Golf Course – **OPEN YEAR-ROUND**

Harrison Resort’s historic golf course (since 1925) is open for play; the Pro Shop should be open 7-days a week, however there are occasions it is only open on an intermittent basis. 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

### **Maximum of Ten (10) persons dining at any one table. No inter-table “mingling” permitted under the current Public Health Order.**

Our amazing team of culinary and serving professionals look forward to being of service to you. Hours of outlet operations are not currently static, and some opening / closing times may vary 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 with outdoor terrace). There will be no buffets - service will be ordered and served à la carte (menu only).
- **Islands Bar** (our casual lounge and outdoor patio) open daily.
- **Miss Margaret’s Café** (our Grab ‘n Go coffee shop serving Starbucks™ coffees) open daily. We are not re-filling personal containers at this time.
- **In-Room Dining** service remains suspended until further notice.
- **The Copper Room** (our upscale dining room featuring live music since the 1950’s) remains closed until further notice.
- **Banquets & Catering** are available to plan and reserve for events – at 50% of maximum capacity. Several Public Health Officer Order restrictions remain; please consult directly with our Sales & Catering professionals for more details.

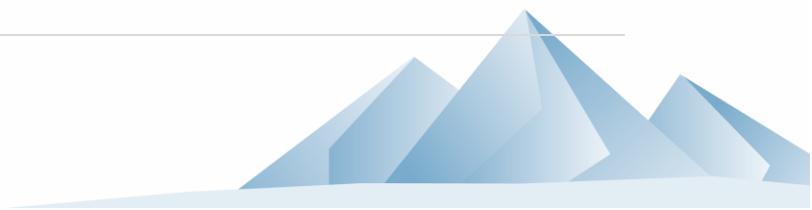
## Retail Store - OPEN

- **Sticks & Stones** (snacks, souvenirs, toiletries, swimsuits, goggles and sundries) is currently open 7-days a week.

## 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 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 are sick – **YOU MUST STAY HOME.**
- The use of PPE may be optional or mandatory (see Department-specific plans below).
- **Masks are mandatory for all employees in all indoor public areas (where guests have access).**
- Use of own personal mask permitted (workplace appropriate designs).
- **Strictly adhere to your specific departmental operations plans.**
- **Masks are mandatory when entering or working in an occupied guestroom.**
- Non-employee visitors prohibited from entering any “back-of-house” areas.
- Keep work areas pristinely clean and disinfected.
- Endeavour to maintain physical distancing (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 severely sick.
- Bring your own lunch and endeavor to maintain physical distancing in designated break rooms.
- **Strictly adhere to this Safety Plan.**

### **ALL SUPPLIERS, TRADES & CONTRACTORS**

- Only accredited Suppliers, Trades & Contractors permitted within the Resort.
- Masks MANDATORY when working anywhere inside the Resort.
- No soliciting - only those with legitimate appointments are permitted.

### **HUMAN RESOURCES**

#### **Safety**

- Mask optional *except* in all indoor public areas (where guests have access).
- Endeavour to maintain physical distancing (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 (where guests have access).
- Mask **mandatory** when entering an occupied guestroom.
- Protective eyewear optional *except* where required by law.
- Endeavour to maintain physical distancing (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...”

## **RECEPTION DESK**

### **Safety**

- Mask optional *except* in all indoor public areas (where guests have access).
- Plexiglas sneeze guards.
- Endeavour to maintain physical distancing (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 and immediate area after every use.
- Sanitizer and masks available for guests and visitors.

### **Workplace Signage**

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

## **SWITCHBOARD**

### **Safety**

- Mask optional *except* in all indoor public areas (where guests have access).
- Endeavour to maintain physical distancing (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 optional *except* in all indoor public areas (where guests have access).
- Endeavour to maintain physical distancing (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**

### **Safety**

- Mask optional *except* in all indoor public areas (where guests have access).
- Plexiglas sneeze guard.
- Endeavour to maintain physical distancing (2m).
- Wash hands frequently with soap and water.

### **Operations**

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

### **Workplace Signage**

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

## **HOUSEKEEPING – House Attendant**

### **Safety**

- Mask optional *except* in all indoor public areas (where guests have access).
- Mask **mandatory** when entering an occupied guestroom.
- Endeavour to maintain physical distancing (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...”



## **HOUSEKEEPING – Laundry Attendants**

### **Safety**

- Mask optional *except* in all indoor public areas (where guests have access).
- Endeavour to maintain physical distancing (2m).
- Wash hands frequently with soap and water.

### **Operations**

- Use disinfectant wipes on all equipment, switches, buttons, door handles (inside & outside).

### **Workplace Signage**

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

## **HOUSEKEEPING – Linen Attendants**

### **Safety**

- Mask optional *except* in all indoor public areas (where guests have access).
- Endeavour to maintain physical distancing (2m).
- Wash hands frequently with soap and water.

### **Operations**

- Use disinfectant wipes on all equipment, switches, buttons, door handles (inside & outside).

### **Workplace Signage**

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

## **HOUSEKEEPING – Room Attendants**

### **Safety**

- Mask optional *except* in all indoor public areas (where guests have access).
- Mask **mandatory** when entering an occupied guestroom.
- Endeavour to maintain physical distancing (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
- Thoroughly clean the room, restock supplies and ensure crisp, fresh appearance
- 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...”



## **MOD's / POOL PATROL / FIRST-AIDERS**

### **Safety**

- Mask optional *except* in all indoor public areas (where guests have access).
- Disposable gloves optional *except* when required to render first-aid
- Mask **mandatory** when entering an occupied guestroom.
- Endeavour to maintain physical distancing (2m).
- 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.
- Ensure all departments are following safety and sanitation guidelines.

### **Workplace Signage**

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

## **PUBLIC POOL**

### **Safety**

- Mask optional *except* in all indoor public areas (where guests have access).
- Disposable gloves optional *except* when cleaning restrooms / change rooms
- Endeavour to maintain physical distancing (2m).
- Wash hands frequently with soap and water.

### **Operations**

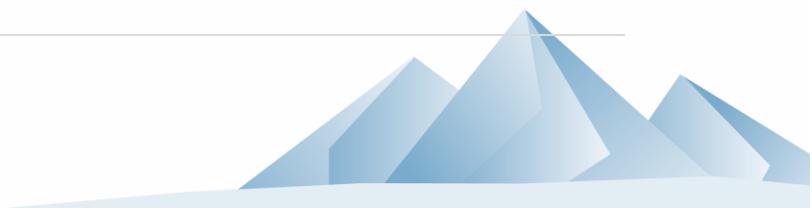
- Disinfect keyboard, phone / headsets and chair armrests at beginning and end of shift or when you leave / return from breaks.
- Floor markings to i) to keep guests away from counter and ii) 2m apart in areas where customer lines may form.
- Debit machines accessible to guests with minimal employee interaction.
- Disinfect debit machines after every use.
- Disinfect pens and First-Aid equipment / supplies after every use.
- Sanitizer and masks available for employees and guests.
- No public access to restrooms.

### **Workplace Signage**

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

### **Public-Facing Signage**

- Fraser Health "Physical Distancing" poster.
- "No Public Access to Restrooms" poster.



## **SALES / CATERING / ADMINISTRATION**

### **Safety**

- Mask optional *except* in all indoor public areas (where guests have access).
- Endeavour to maintain physical distancing (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; greet appointments outside the administrative offices area.

### **Workplace Signage**

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

## **GOLF COURSE - Pro Shop**

### **Safety**

- Mask optional *except* in all indoor public areas (where guests have access).
- Disposable gloves optional *except* when cleaning restrooms
- Plexiglas sneeze guard
- Endeavour to maintain physical distancing (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.
- 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 and masks 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 *Physical Distancing* poster.



## **GOLF COURSE - Grounds**

### **Safety**

- Mask optional *except* in all indoor public areas (where guests have access).
- Endeavour to maintain physical distancing (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 *except* in all indoor public areas (where guests have access).
- Endeavour to maintain physical distancing (2m).
- 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..."

## **FOOD & BEVERAGE – Lakeside Café**

### **Safety**

- Mask optional *except* in all indoor public areas (where guests have access).
- Plexiglas sneeze guard for host stand.
- Endeavour to maintain physical distancing (2m).
- Wash hands frequently with soap and water
- No more than Ten (10) at any one group table.
- No inter-table "mingling" permitted by PHO.

### **Operations**

- NO buffets until further notice.
- Debit machines accessible to guests with minimal employee interaction.
- Disinfect debit machines after every use.
- If issuing laminated menus, disinfect after each use.
- 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



## **FOOD & BEVERAGE – In-Room Dining**

### **Safety**

- Mask optional *except* in all indoor public areas (where guests have access).
- Mask **mandatory** when entering an occupied guestroom.
- Endeavour to maintain physical distancing (2m).
- Wash hands frequently with soap and water

### **Operations**

- Disinfect debit machines after every use.
- 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...”

## **FOOD & BEVERAGE – Miss Margaret’s**

### **Safety**

- Mask optional *except* in all indoor public areas (where guests have access).
- Plexiglas sneeze guards.
- Endeavour to maintain physical distancing (2m).
- Wash hands frequently with soap and water.
- To encourage ongoing physical distancing, tables / chairs will remain unavailable.

### **Operations**

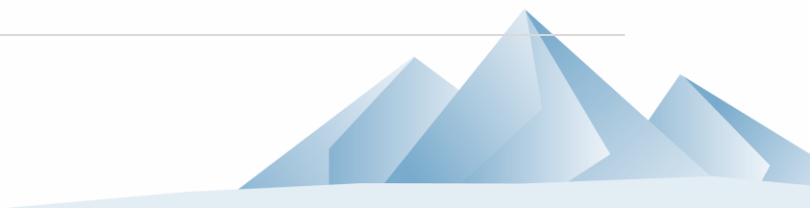
- Floor markings to i) to keep guests away from counter and ii) 2m apart in areas where customer lines may form.
- Debit machines accessible to guests with minimal employee interaction.
- Disinfect debit machines after every use.
- Sanitizer and masks available for employees and for guests.
- Do not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

### **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 optional *except* in all indoor public areas (where guests have access).
- Endeavour to maintain physical distancing (2m).
- Wash hands frequently with soap and water.

### **Operations**

- Maximum 50% capacities.
- No more than Ten (10) at any one group table.
- No inter-table “mingling” permitted by PHO.
- 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...”

### **Public-Facing Signage**

- Fraser Health *Physical Distancing* poster on outside door of every occupied function room.

## **FOOD & BEVERAGE – Islands Bar**

### **Safety**

- Mask optional *except* in all indoor public areas (where guests have access).
- Endeavour to maintain physical distancing (2m).
- Wash hands frequently with soap and water

### **Operations**

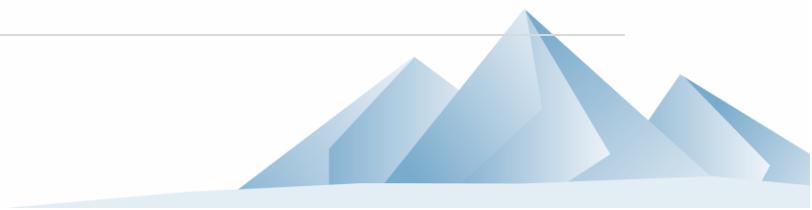
- Maximum 50% capacities.
- No more than Ten (10) at any one group table.
- No inter-table “mingling” permitted by PHO.
- Debit machines accessible to guests with minimal employee interaction.
- Disinfect debit machines after every use.
- If issuing laminated menus, disinfect after each use.
- Pour all liquids directly into glasses...do not touch the glass or mug.

### **Workplace Signage**

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

### **Public-Facing Signage**

- Fraser Health *Physical Distancing* poster



## **FOOD & BEVERAGE – The Copper Room**

### **Safety**

- Mask optional *except* in all indoor public areas (where guests have access).
- Plexiglas sneeze guard for host stand
- Endeavour to maintain physical distancing (2m).
- Wash hands frequently with soap and water

### **Operations**

- Maximum 50% capacities.
- No more than Ten (10) at any one group table.
- No inter-table “mingling” permitted by PHO.
- Debit machines accessible to guests with minimal employee interaction.
- Disinfect debit machines after every use.

### **Workplace Signage**

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

### **Public-Facing Signage**

- Fraser Health *Physical Distancing* poster

## **INFORMATION TECHNOLOGY**

### **Safety**

- Mask optional *except* in all indoor public areas (where guests have access).
- Endeavour to maintain physical distancing (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 or equipment worked on that guests may have access to (i.e. in-room TV’s telephones, modems, etc.)

### **Workplace Signage**

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

## **SHIPPING / RECIEVING**

### **Safety**

- Mask optional *except* in all indoor public areas (where guests have access).
- Endeavour to maintain physical distancing (2m).
- Wash hands frequently with soap and water.

### **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...”



## **RETAIL STORES – Sticks & Stones**

### **Safety**

- Mask optional *except* in all indoor public areas (where guests have access).
- Plexiglas sneeze guards.
- Endeavour to maintain physical distancing (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 and masks available for guests.

### **Workplace Signage**

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

### **Public-Facing Signage**

- Fraser Health *Physical Distancing* poster

## **HEALING SPRINGS SPA (and Salon service area)**

### **Safety**

- Mask optional *except* in all indoor public areas (where guests have access).
- Plexiglas sneeze guards at reception.
- Endeavour to maintain physical distancing (2m).
- 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 and masks available for guests.
- Services by appointment only – no walk-in’s.

### **Workplace Signage**

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

### **Public-Facing Signage**

- “By Appointment Only – No Walk-In’s” poster on main doors.
- Fraser Health *Physical Distancing* poster.



## **RESORT VEHICLES**

### **Safety**

- Mask optional.
- 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 “Cover coughs...”
- 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 *Physical Distancing* poster

### ***Indoor Pools***

- Fraser Health *Physical Distancing* poster

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

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

