



# Sun Peaks Lodge - COVID-19 Safety Plan

## Guest Information

COVID-19 presents a challenge for businesses such as ours, where human interaction and connection is core to our employee's and guest's experience. We understand the necessity of prioritizing guest and employee's safety at this time and our goal is to respect the processes and protocols while ensuring a warm and casual experience.

In order to protect employees and guests, we have developed a COVID-19 Safety Plan, best practices and processes which are implemented at our property.

We ask all guests to respect physical distancing, exercise personal hygiene best practices, and to follow authorities' orders and signage.

Regular cleaning of all common areas, guest rooms and work rooms is essential to protect the health and safety of guests and employees from COVID-19. While Sun Peaks Lodge's regular cleaning protocols are extremely thorough, we have put additional protocols in place to help to prevent the spread of COVID-19.

### **Cleaning Protocols**

Regular cleaning of all common areas, guest rooms and work rooms is essential to protect the health and safety of guests and employees from COVID-19. While Sun Peaks Lodge's regular cleaning protocols are extremely thorough, we have put additional protocols in place to help to prevent the spread of COVID-19. We are using *Ecolab® Peroxide Multi Surface Disinfectant and Cleaner* for all our cleaning and disinfecting and have increased the frequency of cleaning key public spaces, wiping down frequently touched items such as elevator buttons and door handles.

### **Masks**

Masks are required inside the Sun Peaks Lodge.

### **Physical Distancing**

Our staff is reminded to practise Physical distancing at all times and signage is posted throughout our property. We ask our guest to respect physical distancing by keeping a 2m distance whenever possible, adhering to limited occupancy in certain areas (i.e. public washrooms, elevator) and by using markers on the floor. Physical barriers (i.e. plexiglass sneeze guards) have been installed on the front desk. We encourage our employees to avoid touching personal items of guests, such as luggage.

### **Personal Hygiene Best Practices**

All employees have been reminded and trained in best practices associated with minimizing exposure and spread of germs and associated illnesses. Diligence in regular hand washing, the use of hand sanitizer when hand washing is not possible, coughing or sneezing into their sleeve and minimizing face touching has been communicated to our employees. We ask the same of our guests.

### **Hotel Amenities**

Sun Peaks Lodge has closed some hotel amenities including the lobby computer station and the wellness area including hot tub, steam room and sauna.



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### **Restaurants**

The Steakhouse and the Fondue Stube are be open for dinner only and have enhanced cleaning protocols and Covid-19 safety plans. Masks are mandatory, unless guests are seated. Max. number of guests on one table is 6. Limited seating is available. Main guest's name, cell phone number and email must be provided. Additional Covid-19 Safety Plan are followed.

### **Front Desk**

Screens, hand sanitizer stations, sanitized key-cards and pens are provided.

Limited or no seating is provided. Masks are required.

Reduced contact at check-in and contact-less check-out. We require to have only 1 guest to come to the Front Desk for check-in. Upon check-in the main guests credit card (not a debit card) will be added to the guest file and a \$100 damage deposit pre-authorization will be taken. All additional payments like parking will be charge to the credit card and the invoice will be signed, so upon check out, you only drop the keys.

### **Lobby**

Additional disinfection of high touch surfaces, physical distancing signage, 'last cleaned' charts, hand sanitizer stations, masks are required.

### **Elevators**

Additional disinfection of high touch surfaces, physical distancing signage, hand sanitizer stations, masks are required.

### **Room Amenities**

We provide single-use personal items, i.e. soap, shampoo, conditioner, lotion, coffee, tea, sugar packets and milk powder. To reduce waste when guests exit the premises, we limit the quantities of items provided to guests at any one time. We have also removed decorative non-essential items, such as throw pillows and blankets.

### **Housekeeping during a guest's stay**

We do NOT provide housekeeping service within guest rooms during their stay.

We will ensure that an adequate supply of clean towels, toilet paper, plain hand soap and shampoo is available prior to guests entering their room.

If guests require additional items, they can contact the front desk during opening hours by phone and we will leave them outside the door of guest rooms. We will provide these items at a frequency that maintains good hygiene.

If guests require fresh linen, they have to contact the Front Desk. We will place fresh linen in a bag in front of the door and will notify the guests. We will provide a plastic bag for the guest to place their dirty linens in, and a plastic bag for their other waste. We advise guests to tie laundry and waste bags shut and leave them outside their door for collection. To minimize the amount of time dirty linen and waste is sitting in hallways, we advise guests to contact the Front Desk to collect.

### **Housekeeping after a guest's stay**

To allow for adequate air exchange within rooms, employees will wait three (3) hours after a guest has left the room before entering for housekeeping. We ensure employees do NOT enter guest rooms until authorized.



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Guest are asked to vacate the room latest's by 10am and to notify the front desk when leaving the room and dropping off the key at the Front Desk.

All guest rooms will be fully cleaned and disinfected after every use. Whenever possible guest rooms are left unoccupied for 24 hours after guest checkout.

Employees must practice diligent hand hygiene before entering and after leaving each guest room. If gloves are used, we ensure a new pair is used for each guest room. Proper hand hygiene must be performed after removing gloves.

We use a disinfectant that has a Drug Identification Number (DIN). We follow the instructions on the product label for dilution, contact time and safe use.

We thoroughly clean and disinfect all hard surfaces. Special attention is given to frequently touched items such as toilets, sinks, faucets, doorknobs, light switches, telephones, remote controls, bar fridges and garbage cans.

We remove all cloth items (e.g., sheets and towels) and take all dirty linens and towels directly to the laundry.

We empty all garbage containers and discard all items left in the room by guests.

We discard all single-use items and remnants, even if they seem unused or untouched. This includes, but is not limited to bathroom amenities.

We remove all reusable glassware and dishes from the room, including all dishes that appear untouched or unused and take all items directly to the kitchen area for dishwashing.

We only use vacuum cleaners equipped with exhaust filters, preferably HEPA filters, for carpeted areas.

Employees will use (as required) the standard Personal Protective Equipment for the regular hazards encountered through their normal course of work (e.g., handling chemicals). We review all work procedures to minimize all opportunities for staff contact with splashes and spraying.

We use clean cloths, paper towels or wipes to clean and disinfect surfaces. If buckets are used, we put cleaning and disinfectant solutions into clean buckets for use. We immediately discard paper towels and disposable wipes after use. We try to avoid the use of pressurized sprayers that might aerosolize contaminants.

### **Unwell Guests or Employees**

We have advised our employees to stay home if they are exhibiting symptoms that align with COVID-19. Every employee completes a health check before starting their shift. Should an employee start to show symptoms of COVID-19 while at work, the employee will be instructed to return home, and promptly contact their doctor, local health authority or telehealth services e.g. Healthlink service is available in BC by dialing 811. Any affected work areas and equipment will immediately be sanitized and an overall disinfecting of all public areas of the property will be done.

Should a guest at the hotel be unwell, the individual will be asked to self-isolate in their room with their family and/or other room guests. The Sun Peaks Clinic will be contacted on their behalf, so that the individual can be evaluated and receive further instruction. Staff who have had contact with the guests will be asked to monitor themselves for symptoms.

Should the management be informed by a guest or employee that they have been tested positive for Covid-19, the local health authority will be immediately contacted, and the property will follow all associated direction from their local health authority and will thoroughly disinfect the property.



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### **Supporting Guests in Self-Isolation**

We advise guests in self-isolation not to use any common hotel areas, equipment or appliances, including ice machines. We support self-isolated guests to have food delivered to them. We provide information on local grocery stores and restaurants offering delivery. If food service and food delivery options are not available, asymptomatic guests in self-isolation can leave to obtain groceries. We support self-isolated guests to procure prescriptions and medications by providing information on local pharmacies offering delivery. If pharmacy delivery is not available, asymptomatic guests in self-isolation can leave to obtain prescriptions and medications. Asymptomatic self-isolated guests can leave the hotel to attend critical appointments.

Please note: Self-isolating guests who are also essential workers are subject to different guidance. Learn more about Guidance for Essential Workers Returning to B.C. here:

[https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/gdx/orders-april-10/covid19\\_travel\\_guidelines\\_for\\_essential\\_workers\\_april\\_10\\_final.pdf](https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/gdx/orders-april-10/covid19_travel_guidelines_for_essential_workers_april_10_final.pdf)