

HOTEL ZED KELOWNA COVID-19 SAFETY PLAN

UPDATED NOV 13, 2020

Step 1: Assess the risks at your workplace

The virus that causes COVID-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if you touch a contaminated surface and then touch your face.

The risk of person-to-person transmission increases the closer you come to other people, the more time you spend near them, and the more people you come near.

The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.

Involve workers when assessing your workplace

Identify areas where there may be risks, either through close physical proximity or through contaminated surfaces. The closer together workers are and the longer they are close to each other, the greater the risk.

- We have involved frontline workers, supervisors, and the joint health and safety committee (or worker health and safety representative, if applicable).
- We have identified areas where people gather, such as break rooms, production lines, and meeting rooms.
- We have identified job tasks and processes where workers are close to one another or members of the public. This can occur in your workplace, in worker vehicles, or at other work locations (if your workers travel offsite as part of their jobs).
- We have identified the tools, machinery, and equipment that workers share while working.
- We have identified surfaces that people touch often, such as doorknobs, elevator buttons, and light switches.

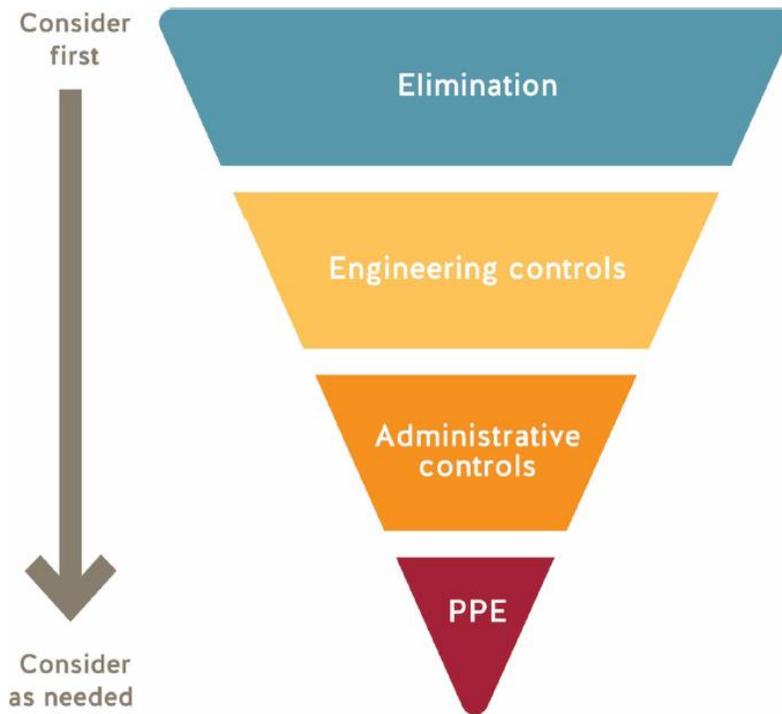
Being Safe is Awesome training for existing colleagues completed by June 1st with colleagues who missed our training sessions completed on their first returning shift. All new hires have training included with their Day 1 Health & Safety Basics. All colleagues returning from extended absences are scheduled for this training on their first returning shift.

Step 2: Implement protocols to reduce the risks

Select and implement protocols to minimize the risks of transmission. Look to the following for information, input, and guidance:

- Review [industry-specific protocols](#) on worksafebc.com to determine whether any are relevant to your industry. Guidance for additional sectors will be posted as they become available. If protocols are developed specific to your sector, implement these to the extent that they are applicable to the risks at your workplace. You may need to identify and implement additional protocols if the posted protocols don't address all the risks to your workers.
- Frontline workers, supervisors, and the joint health and safety committee (or worker representative).
- [Orders, guidance, and notices](#) issued by the provincial health officer and relevant to your industry.
- Your health and safety association or other professional and industry associations.

Different protocols offer different levels of protection. Wherever possible, use the protocol that offers the highest level of protection. Consider controls from additional levels if the first level isn't practicable or does not completely control the risk. You will likely need to incorporate controls from various levels to address the risk at your workplace.



First level protection (**elimination**) — Limit the number of people in your workplace where possible by implementing work-from-home arrangements, establishing occupancy limits, rescheduling work tasks, or other means. Rearrange work spaces to ensure that workers are at least 2 m (6 ft.) from co-workers, customers, and members of the public.

Second level protection (**engineering controls**) — If you can't always maintain physical distancing, install **barriers** such as plexiglass to separate people.

Third level protection (**administrative controls**) — Establish rules and guidelines, such as posted **occupancy limits** for shared spaces, designated delivery areas, cleaning practices, and one-way doors and walkways to keep people physically separated.

Fourth level protection (**PPE**) — If the first three levels of protection aren't enough to control the risk, consider the use of masks. Ensure masks are **selected and cared for appropriately** and that workers **are using masks correctly**.

First level protection (elimination): Limit the number of people at the workplace and ensure physical distance whenever possible

- ✓ We have established and posted an occupancy limit for our premises. Public Health has advised that the prohibition on gatherings of greater than 50 people refers to “one-time or episodic events” (weddings, public gatherings), and is therefore not intended to apply to workplaces. However, limiting the number of people in a workplace is an important way to ensure physical distancing is maintained. [Public Health has developed [guidance for the retail food and grocery store sector](#) that requires at least 5 square metres of unencumbered floor space per person (workers and customers). This allows for variation depending on the size of the facility, and may be a sensible approach for determining maximum capacity for employers from other sectors that do not have specific guidance on capacity from Public Health.]
- ✓ In order to reduce the number of people at the worksite, we have considered work-from-home arrangements, virtual meetings, rescheduling work tasks, and limiting the number of customers and visitors in the workplace.
- ✓ We have [established and posted occupancy limits](#) for common areas such as break rooms, meeting rooms, change rooms, washrooms, and elevators.
- ✓ We have implemented measures to keep workers and others at least 2 metres apart, wherever possible. Options include revising work schedules and reorganizing work tasks.

All measures to limit the number of people at the workplace and to ensure physical distancing are detailed in the Relaxed Travel Protocols however the following is a snapshot of our measures:

Occupancy limits to be posted in all back of the house areas such as linen rooms, laundry room, staff room, repurposed staff areas and office areas with consistently more than 1 person occupying the space.

All meetings conducted virtually via Teams or Zoom.

All daily briefings conducted in the lobby or in a space which can allow for 2m social distancing by all involved.

Sign at the Front Desk asking guests to notify our team of illness

Social distancing signs at elevator foyers (all floors) and at the front desk

Handwashing signs in all guest and colleague washrooms

Sign for number of guests in the lobby at the entrance

2 metre floor marker at all stations

Fitness Centre closed sign for the moment

Coffee station and water station closed sign

Guest Laundry room is closed.

Ice machine room closed sign with ice available upon request.

Pool is open seasonally with reduced capacity and reservation system, please refer to Covid Protocol – Pool / Hot Tub for details

All colleagues will go through the Being Safe Together is Awesome training before they start employment with us. All existing colleagues will have taken the Being Safe Together is Awesome training prior to July 1st, 2020.

Mandatory protective personal equipment (PPE) for all housekeepers when cleaning guest rooms are masks (either cloth or disposable), gloves (either disposable or rubber) with safety goggles or glasses being optional.

Mandatory protective personal equipment (PPE) when using Electrostatic Sprayers masks (either cloth or disposable), gloves (either disposable or rubber) and safety goggles or glasses.

So as to lessen the chance of spreading COVID-19 from one workplace to another we require all staff with more than one job or who are considering getting a second job to discuss the safety measures they and their prospective employers have implemented to minimize risk.

Non touch thermometers are available for guests and colleagues to monitor their temperatures as required. Wellness checks have been implemented at Burnaby and Vancouver Airport locations and will proceed in Kelowna if Public Health direction warrants it.

Second level protection (engineering): Barriers and partitions

- We have installed barriers where workers can't keep physically distant from co-workers, customers, or others.
- We have included barrier cleaning in our cleaning protocols.
- We have installed the barriers so they don't introduce other risks to workers (e.g., barriers installed inside a vehicle don't affect the safe operation of the vehicle).

All barriers and partitions are detailed in the Relaxed Travel Protocols however the following is a snapshot of our measures:

Plexiglass shields at front desk stations being utilized by our guest service agents

Curbside Check In process has been implemented to segregate guests who are self isolating from our staff

Contactless entry – BLE / Mobile Keys has been implemented to minimize direct contact between guests and staff.

Electrostatic sprayers will be used to spray disinfectant in guestrooms prior to our Housekeepers cleaning and throughout the public areas in the hotel.

Third level protection (administrative): Rules and guidelines

- We have identified rules and guidelines for how workers should conduct themselves.
- We have clearly communicated these rules and guidelines to workers through a combination of training and signage.

All administrative measures are detailed in the Relaxed Travel Protocols however the following is a snapshot of our measures:

All back of the house areas will have occupancy limits posted inside the room as close as possible to the door i.e. staff room, Housekeeping storage rooms, laundry room, elevator or any re-purposed areas for staff.

Lunch breaks - Staff to eat at staggered times or utilize the breakfast room so they don't have six to eight people at a small table. Two metre distance to be adhered to at all times

Colleagues to use the stairs when possible. Exceptions being when pushing a cart of any kind or when carrying objects in both hands

Some areas around the hotel are tight so please be aware when passing other colleagues or guests in these areas.

Repurpose guest areas as staff areas as needed.

Don't share an elevator with a guest – wait for the next one even if it means a delay (for details refer to **Covid Protocol – Elevator**)

Elevator cleaning is considered high touch and will be disinfected at same level of frequency as other high touch points, with particular attention to interior and exterior buttons and surfaces

All colleagues are only allowed to work in 1 location unless prior approval is obtained from one of the Executives.

Following requirements from the BCCDC, all staff are required to wear clean clothing that is specific to, and only worn on the job.

- Staff will change into a separate set of street clothes before leaving work.
- Work clothing will be placed in a bag and laundered after each shift.
- Should additional pieces of uniform be needed, please refer to your direct supervisor.

All colleagues entering the staff room will wash their hands before touching any equipment or furniture. Before returning to work all colleagues will need to wash their hands.

Any employee who develops any symptoms of COVID-19 are expected to NOT come to work and to self isolate at home away from other others.

Any of our employees who return from international or out of province travel or who have direct family who return from international or out of province travel will be asked to self-isolate for 14 days.

Employees showing symptoms will be sent home immediately and asked to self-isolate for 14 days. Paid sick leave due to COVID-19, up to a maximum of 3 days will apply as they await the results of their test

Staff member is to seek medical advice

Disinfect all surfaces of any potential areas that the person has contacted – process to be managed by GM and Assistant GM

For call ins, advise staff to stay home and seek medical advice (complete self assessment, call local doctor if staff member has one, reach out to 811). Sick pay, as noted above

A colleague is allowed back after 14 days of self-isolation or 7 days being symptom free, whichever is longer

Also refer to **Covid Protocol – Staff Health & Wellness** and **Covid Protocol – Use of Kaba Keys For All Colleagues**

Fourth level protection: Using masks (optional measure in addition to other control measures)

- We have reviewed the information on [selecting and using masks](#) and [instructions on how to use a mask](#).
- We understand the limitations of masks to protect the wearer from respiratory droplets. We understand that masks should only be considered when other control measures cannot be implemented.
- We have trained workers in the proper use of masks.

All details pertaining to using masks are included within the Relaxed Travel Protocols however the following is a snapshot of our measures:

Training on usage of masks is detailed in Being Safe is Awesome and in the Relaxed Travel Protocols

Recommended protective personal equipment (PPE) for all housekeepers when cleaning guest rooms are masks (either cloth or disposable), gloves (either disposable or rubber) with safety goggles or glasses being optional.

Mandatory protective personal equipment (PPE) when using Electrostatic Sprayers masks (either cloth or disposable), gloves (either disposable or rubber) and safety goggles or glasses.

For all deliveries to an occupied guestroom our team would need to deliver with gloves and mask and knock and drop at the guestroom door. After delivery they need to wash their hands.

Maintenance tech to wear a disposable mask, disposable gloves and safety goggles when dealing with a maintenance issue in a registered guestroom.

Implement effective cleaning and hygiene practices

- We have reviewed the information on [cleaning and disinfecting](#) surfaces.
- Our workplace has enough handwashing facilities on site for all our workers. Handwashing locations are visible and easily accessed.
- We have policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers. Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus. [[Handwashing](#) and [Cover coughs and sneezes](#) posters are available at worksafefbc.com.]
- We have implemented cleaning protocols for all common areas and surfaces — e.g., washrooms, tools, equipment, vehicle interiors, shared tables, desks, light switches, and door handles. This includes the frequency that these items must be cleaned (number of times per day) as well as the timing (before and after shift, after lunch, after use).
- Workers who are cleaning have adequate training and materials.
- We have removed unnecessary tools and equipment to simplify the cleaning process — e.g., coffee makers and shared utensils and plates

All effective cleaning and hygiene practices are included within the Relaxed Travel Protocols however the following is a snapshot of our measures:

Continue to train staff on routine cleaning and sanitizing procedures for high touch surfaces, as well as appropriate laundry and linen handling procedures, especially those returning to the workplace.

Housekeeping to clean all common areas at least twice a day with special attention given to the lobby, front desk, elevator, staff room, public washrooms, vending machines, door handles, handles, light switches, elevator buttons, luggage carts, etc.

All common areas to be disinfected twice a day, at a minimum, including exterior railings and stair rails.

Clean visibly dirty surfaces before disinfecting, unless stated otherwise on the product instructions. Cleaning refers to the removal of visible dirt, grime and impurities. Cleaning does not kill germs but helps remove them from the surface

Use clean cloths, paper towels or wipes to clean and disinfect surfaces.

Immediately discard paper towels and disposable wipes after use.

Please ensure to spray from the top to bottom, avoiding aerosolize contaminants.

Use a disinfectant that has a Drug Identification Number (DIN). Follow the instructions on the product label for dilution, contact time and safe use. Only Pure Disinfectant (DIN 02358859) to be used for disinfection purposes.

For more information, please see: http://www.bccdc.ca/Health-InfoSite/Documents/CleaningDisinfecting_PublicSettings.pdf

Floors and walls will be kept visibly clean and free of spills, dust and debris.

Empty and clean garbage cans in public areas regularly.

Items that cannot be easily cleaned and disinfected have been removed (e.g., toys, bolster pillows).

Electrostatic sprayers have been implemented within our general cleaning regimen.

Policy for guestroom cleaning for regular guests upon departure are:

- All guest rooms must be fully cleaned and disinfected after every use

- Ensure staff do NOT enter guest rooms until authorized

- To allow for adequate air exchange within rooms, staff will wait one (1) hour after a guest has left the room before entering for housekeeping

- Cleaners must practice diligent hand hygiene before entering and after leaving each guest room

- If disposable gloves are used, ensure a new pair is used for each guest room. If rubber gloves are used, ensure the gloves are washed and disinfected for each guest room.-

- Proper hand hygiene must be performed after removing gloves

- Staff should use the standard Personal Protective Equipment (e.g., eye protection, mask, gloves) required for the regular hazards encountered through their normal course of work (e.g., handling chemicals)

Review all work procedures to minimize all opportunities for staff contact with splashes and spraying

Use clean cloths, paper towels or wipes to clean and disinfect surfaces

Use clean cloths for each room- This may require using a larger number of cloths than normal

Immediately discard paper towels and disposable wipes after use

Complete a thorough cleaning and disinfection of all hard surfaces. Special attention should be given to frequently touched items such as toilets, sinks, faucets, doorknobs, light switches, telephones, remote controls, bar fridges and garbage cans

Remove all cloth items (e.g., sheets and towels). Take all dirty linens and towels directly to the laundry

Empty all garbage containers

Discard all items left in the room by guests

Discard all single-use items and remnants- This includes, but is not limited to, soap, shampoo, toothpaste and sugar packets

Disinfect bar of soap on the vanity only if they are unused and untouched.

Remove and discard the first 5 squares of each opened roll of toilet paper.

Remove the first 2 sheets of tissue from each opened box of tissues.-

Remove ALL reusable glassware and dishes from the room, including all dishes that appear untouched or unused. Take all items directly to the kitchen area for dishwashing

All housekeeping tools need to be disinfected at the end of each shift.

There is an internal policy drafted please see **Covid Protocol – Departure Service & Covid Protocol – Guest Belongings** for details. In summary, the main points to note are as follows:

Inform guest to leave keys in the room to limit contact and advise front desk that they are checking out.

Request guest to turn-off lights, water, TV, PTAC unit and shut door when the leave

Ask guest to thoroughly check the room prior to leaving, to ensure nothing personal is left behind

Advise guest that the final invoice will be emailed to them if they do not come to the front desk

Front Desk to advise Housekeeping and Maintenance of the room checkout

Do not enter room for 1 hour after the guest leaves (this will be evaluated as the global pandemic progresses), room to be sprayed and then locked off for 10 minutes before cleaning.

Only use disinfectant that has a Drug Identification Number, Pure Disinfectant is our recommended disinfectant to be used in the electrostatic sprayer and for general disinfection.

When spraying the room ensure the washroom fan is left on.

Lost and found to be disposed of except for valuable items

All cloth items to be laundered

Additional points for guests who have been self-isolating:

Inform guest to leave keys in the room

Request guest to turn-off lights, water, TV, PTAC unit and shut door when the leave

Ask guest to thoroughly check the room prior to leaving, to ensure nothing personal is left behind

Advise guest that the final invoice will be emailed to them

Front Desk to advise Housekeeping and Maintenance of the room checkout

Housekeeping and Maintenance to following -Self-Isolation Room cleaning protocol, which is 72 hours prior to entry into room

Step 3: Develop policies

Develop the necessary policies to manage your workplace, including policies around who can be at the workplace, how to address illness that arises at the workplace, and how workers can be kept safe in adjusted working conditions.

Our workplace policies ensure that workers and others showing symptoms of COVID-19 are prohibited from the workplace.

- Anyone who has had symptoms of COVID-19 in the last 10 days. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
- Anyone directed by Public Health to self-isolate.
- Anyone who has arrived from outside of Canada must [self-isolate for 14 days and monitor](#) for symptoms.
- Visitors are prohibited or limited in the workplace.
- First aid attendants have been provided [OFAA protocols](#) for use during the COVID-19 pandemic.
- We have a [working alone policy](#) in place (if needed).
- We have a [work from home policy](#) in place (if needed).
- Ensure workers have the training and strategies required to address the risk of violence that may arise as customers and members of the public adapt to restrictions or modifications to the workplace. Ensure an appropriate [violence prevention program](#) is in place.

Our policy addresses workers who may start to feel ill at work. It includes the following:

- Sick workers should report to first aid, even with mild symptoms.
- Sick workers should be asked to wash or sanitize their hands, provided with a mask, and isolated. Ask the worker to go straight home. [Consult the [BC COVID-19 Self-Assessment Tool](#), or call 811 for further guidance related to testing and self-isolation.]
- If the worker is severely ill (e.g., difficulty breathing, chest pain), call 911.
- Clean and disinfect any surfaces that the ill worker has come into contact with.

Step 4: Develop communication plans and training

You must ensure that everyone entering the workplace, including workers from other employers, knows how to keep themselves safe while at your workplace.

- We have a training plan to ensure everyone is trained in workplace policies and procedures.
- All workers have received the policies for staying home when sick.
- We have posted signage at the workplace, including occupancy limits and effective hygiene practices.
[A customizable [occupancy limit poster](#) and [handwashing signage](#) are available on [worksafebc.com](#).]
- We have posted signage at the main entrance indicating who is restricted from entering the premises, including [visitors](#) and [workers](#) with symptoms.
- Supervisors have been trained on monitoring workers and the workplace to ensure policies and procedures are being followed.

Step 5: Monitor your workplace and update your plans as necessary

Things may change as your business operates. If you identify a new area of concern, or if it seems like something isn't working, take steps to update your policies and procedures. Involve workers in this process.

- We have a plan in place to monitor risks. We make changes to our policies and procedures as necessary.
- Workers know who to go to with health and safety concerns.
- When resolving safety issues, we will involve joint health and safety committees or worker health and safety representatives (or, in smaller workplaces, other workers).

Step 6: Assess and address risks from resuming operations

If your workplace has not been operating for a period of time during the COVID-19 pandemic, you may need to manage risks arising from restarting your business.

- We have a training plan for new staff.
- We have a training plan for staff taking on new roles or responsibilities.
- We have a training plan around changes to our business, such as new equipment, processes, or products.
- We have reviewed the start-up requirements for vehicles, equipment, and machinery that have been out of use.
- We have identified a safe process for clearing systems and lines of product that have been out of use.