

Duffin Cove Oceanfront Lodging

Policies for Preventing the Transmission of Communicable Diseases to Hotel Employees and Guests

To limit the spread of COVID-19, the Provincial Health Officer has issued Orders that impact the hospitality industry. These Orders outline conditions and provide specific direction regarding the services provided at Duffin Cove. This document will outline new measures put into place across all departments and will be revised as needed based on provincial and district direction.

GENERAL COVID-19 INFORMATION

COVID-19 is spread through large liquid droplets when a person infected with COVID-19 coughs or sneezes. The virus in these droplets can enter through the eyes, nose or mouth of another person if they are in close contact with the person who coughed or sneezed. COVID-19 is not transmitted through particles in the air and is not something that can enter the body through the skin.

The symptoms of COVID-19 are similar to other respiratory illnesses, including the flu and the common cold. These symptoms include cough, sneezing, fever, sore throat and difficulty breathing. People infected with COVID-19 may experience little or no symptoms, with illness ranging from mild to severe.

People who are contacts of a confirmed COVID-19 case, meaning they have been or could have been exposed to the virus, but do not have symptoms, are required to self-isolate. Self-isolation means staying home and avoiding situations where you could come in contact with others. Isolated individuals may NOT use any common areas.

You must stay at home and self quarantine for 14 days if you are sick to avoid spreading illness to others.

Practice diligent hand hygiene at all times by washing with plain soap and water for at least 20 seconds.

Practice cough etiquette by coughing into your elbow or covering your mouth and nose with a disposable tissue when you sneeze. Immediately dispose of used tissues and wash your hands.

At all times maintain a physical distance of two meters from others.

Do not touch your eyes, nose or mouth with unwashed hands.

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COVID-19 Training

- All employees with frequent guest contact shall receive COVID-19 safety and facility sanitation protocols guidance and training consistent with the BCCDC recommendations.
- All staff working at the time of reopening will agree to a simple one time declaration form that states that they agree not to come to work if: They have any symptoms including flu like symptoms, fever, and shortness of breath; have been in contact with COVID-19; and/or have recently travelled and are currently subject to 14-day quarantine.
- PPE (gloves, masks) will be available to all staff

Hotel

- Contact-less check-in and payment processes will be used.
- Guests will be given a scheduled check in time to allow for social distancing.
- Employees will minimize contact as much as possible - eg: will not touch a guests belongings.
- Signage and hand sanitizer stations will be available for staff and guests.
- Guests will be advised of changes applicable to them in confirmation emails.
- Pre-Arrival: In advance of the guest's arrival advise them on the hotel protocols. Example: pre-arrival emails, website alerts once booked or confirmation emails to include the hotel protocol.
- Reservations team will be trained on protocol to share with guests at time of booking.
- All keys/key cards will go through a disinfecting process.

General Cleaning Measures

- All staff will be trained on sanitization.
- High contact areas will be cleaned multiple times per day – door handles, public washrooms, POS terminals, phones, radios.
- Cleaning Staff are advised to wear clean clothing that is specific to and only worn while on the job.
- Cleaning staff will prepare a bleach and water solution with 20 ml of unscented household bleach per 980 ml of water. When using the bleach and water solution, allow surface to air dry naturally.

Housekeeping during a guest stay

- Housekeeping shall not enter a guest room during a stay unless specifically requested or approved by the guest.
- Ensure that an adequate supply of clean towels, toilet paper, hand soap and shampoo is available prior to guests entering their room.

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- If a guest requests service:
- Leave fresh linens, toiletries and cleaning supplies outside the door of guest rooms.
- Provide a linen or plastic bag for the guest to place their dirty linens in, and a plastic bag for their other waste.
- Advise guests to tie laundry and waste bags shut and leave them outside their door for collection.

Housekeeping After a Guest's Stay

- 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, whenever possible, staff should wait a minimum of three (3) hours 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 gloves are used, ensure a new pair is used for each guest room.
- Proper hand hygiene must be performed after removing gloves.
- Once a room is entered all high touch areas should be treated with disinfectant and left for 5 minutes.
- 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.
- 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, even if they seem unused or untouched.
- 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.

Maintenance

- All non-urgent room maintenance issues until a room is no longer occupied and has been cleaned according to post-occupancy standards.
- If maintenance must be performed, proper protocols will be used - the maintenance should only be performed by a trained, designated staff person adhering to prescribed safety procedures. The guest must agree to have the maintenance staff enter the room.

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Laundry

- Staff should wear disposable gloves when handling dirty laundry and discard after each use. Wash hands immediately after gloves are removed
- Do NOT shake dirty laundry. This minimizes the possibility of dispersing the virus through the air.
- Laundry bins will be clearly marked as 'clean' or 'dirty'. Ensure dirty laundry only contacts dirty laundry bins, and clean laundry only contacts clean laundry bins.
- Front loading area of washing machines will be cleaned and sanitized frequently.
- If laundry needs to be transferred between properties it will be sorted and delivered to the laundering facility in laundry bags clearly marked as dirty. The laundering facility will return clean items in laundry bags sorted and clearly marked as clean.

COMMUNICABLE DISEASE AND/OR ILLNESS POLICY

The purpose of this policy is to provide direction to employees of Duffin Cove Oceanfront Lodging in preparing for and responding to communicable diseases and illnesses that may threaten the safety of its employees and guests.

For the purposes of this policy, 'communicable disease or illness' means an infectious disease or illness transmissible by an infected individual via direct or indirect means.

This policy applies to all members of the Duffin Cove Community (staff, guests and visitors).

Management will provide members of the Duffin Cove Community with the best information possible and adopt prudent public health and health care practices. Duffin Cove will follow the medical advice and direction from the appropriate medical authorities (Regional Medical Health Officer, BC Centre for Disease Control, and, Health Canada).

Individuals who have or suspect they may have a communicable disease or illness are required to report their concerns to the local health professionals and management.

Duffin Cove will reasonably accommodate individuals affected with a communicable disease or illness without putting other members of the community at unnecessary risk. This may include excusing an employee from their duties with the intent that they quarantine themselves for a given period of time.

Pursuant to the Freedom of Information and Protection of Privacy Act, Duffin

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Diseases to Hotel Employees and Guests

Cove will take all reasonable steps to protect the privacy of individuals who have a communicable disease or illness. In administering this policy, Duffin Cove will not disclose the identity of any individual who has a communicable disease or illness, except as authorized or required by law. Management may be required to disclose personal information if there is a risk of significant harm to the health or safety of the public or a group of people or if requested by the medical health officer or designate under the Public Health Act.

Duffin Cove will keep informed of the recommendations on travel from Health Canada and educate and inform the staff and guests as needed. Management will follow any applicable WorkSafe BC requirements.