



COVID-19 Protocols & Procedures

Phase One

INTRODUCTION

This document provides interim guidance for preventing the transmission of COVID-19 to Wood Lake RV Park and Marina 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 Wood Lake RV Park and Marina. This document will outline new measures put into place across all departments and will be revised as needed based on provincial and district direction.

This document applies to all employees. This document is fluid and will be updated as we progress in our reopening of Wood Lake RV Park and Marina.

GENERAL INFORMATION

At all times you must maintain a physical distance of two metres from others including guests, other employees and dogs.

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 or implements, including ice or pop machines, shared laundry facilities.

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.

Do not touch your eyes, nose or mouth with unwashed hands. Do not share food, drinks, utensils, cigarettes, vaping devices, joints or bongs.

CURRENT CLOSURES ON SITE & GUEST INFO

We anticipate that we can open to maximum capacity June 1, 2020. We will be following specific instruction from WorkSafe BC regarding our reopening date and capacity allowance for campers at the RV Park.

GATES

The Turtle Bay gate will be locked by office staff at the end of their shift. The RV entrance gate will be closed and locked by outdoor staff at the end of their shift Sunday through Thursday. Kalamalka Security will close and lock the RV entrance gate at 11 PM Friday and Saturday nights. The first one on the property will unlock the gates in the mornings.

OFFICE

The office will be staffed from 9:00 a.m. – 5:00 p.m. Sunday through Thursday, 9:00 a.m. – 8 p.m. Friday and 9:00 a.m. – 6:00 p.m. Saturday. The office now has a sanitizer stand and a desk to block guest from approaching the reservation desk. A dedicated cashier area is set up for retail purchases. A 4 page COVID 19 check in form must be filled out by each guest. Office staff is instructed to verbally enforce our self distancing policies and our no visitor policy. Only two guests at a time are allowed in the office/store. High touch surfaces are cleaned at least once an hour. Guests have the option of a contactless check-in and check-out.

The ice chest and firewood shed will be unlocked during business hours to avoid guests entering the office. Guests are encouraged to use credit card on file for any purchases.

Additional signage regarding social distancing etc. is posted throughout the property in multiple key locations to maximise visibility for guests and visitors on site.

Security sweeps are increased throughout the day. No gatherings of more than 6 people at a time (including children) are allowed and are strictly enforced. Guests will be asked to leave the park without a refund if these policies are not met.

AMENITIES

The clubhouse, The Kidz Zone and the washrooms will remain closed until further notice. All kidz activities, game rentals, video rentals are not available until further notice.

The laundry house is open from 9:00 a.m. – 4:00 p.m. daily and will be wiped down several times a day. A cleaning log is in the laundry house and must be filled in daily.

SAFETY MEASURES FOR EMPLOYEES

Each staff member will have his/her temperature taken at the beginning of their shift by their supervisor on duty. The results will be logged daily.

Disposable gloves and safety glasses are available and optional. Golf carts cannot be shared as you cannot maintain physical distancing. At the end of your shift, disinfect all surfaces of the golf cart. If you must lend a cart to another employee, you must disinfect it first. Radios must be disinfected repeatedly throughout your shift. Do not allow the radio to touch your face when speaking into it.

Staff is to practice social distancing at all times.

Staff are to wash their hands for 20 seconds with soap several times a day.

CLEANING - OUTDOOR STAFF

Golf carts will be equipped with a spray bottle and clean wipe cloths, a rake, shovel, weed eater, garbage bags, poop bags and a yard waste bin. Cloths will be put in a laundry hamper at the end of each shift.

The following high touch areas are to be sprayed several times a day;

- Office picnic table
- Ice machine
- Dumpster handles
- Recycle boxes
- Propane cylinder lids

Picnic tables for ins and outs are to be sanitized.

The high touch areas of the maintenance shop are to be sanitized several times a day along with the water cooler, microwave, small fridge, light switches, alarm panel, desk, PC and door knobs.

CLEANING - INDOOR STAFF

The high touch areas of the office are to be sanitized several times a day along with the water cooler, microwave, fridge handle, light switches, alarm panel, desks, keyboards and mice, coffee station, ice cream cooler, Pepsi fridge handle, POS machines and doorknobs.

Outdoor staff are asked to refrain from entering the office. Outdoor staff schedule and time sheets are on the staff table in the staff room.

After hours RV guests will have an envelope with check-in information and receipt (if requested!) placed in the drop box. Any reserved RV guests MUST be fully self-sufficient within their unit with full power, water and sewer hook-ups. Parking pass and the COVID form will be delivered in the morning.

OCCUPATIONAL HEALTH & SAFETY POLICY

Wood Lake RV Park and Marina is committed to providing a healthy and safe work environment for its workers and preventing occupational illness and injury. To express that commitment, we issue the following policy update on occupational health and safety.

As the employer, Wood Lake RV Park and Marina is responsible for the health and safety of its workers.

Wood Lake RV Park and Marina will make every effort to provide a healthy and safe work environment. We are dedicated to the objective of eliminating the possibility of injury and illness.

Supervisors will be trained and held responsible for ensuring that workers, under their supervision, follow this policy. They are accountable for ensuring that workers use safe work practices and receive training to protect their health and safety. Supervisors also have a general responsibility for ensuring the safety of equipment and facility.

Wood Lake RV Park and Marina, through all levels of management, will cooperate with the Joint Occupational Health & Safety Committee and workers to create a healthy and safe work environment. Cooperation should also be extended to others such as contractors, owners, officers, and so on.

The workers of Wood Lake RV Park and Marina will be required to support this organisation's health and safety initiative and to cooperate with the Joint Occupational Health & Safety Committee and with others exercising authority under the applicable laws.

It is the duty of each worker to report to the supervisor or manager, as soon as possible, any hazardous conditions, injury, accident, or illness related to the workplace. Also, workers must protect their health and safety by complying with applicable Acts and Regulations and following policies, procedures, rules, and instructions as prescribed by Wood Lake RV Park and Marina.

Wood Lake RV Park and Marina will, where possible, eliminate hazards and, thus, the need for personal protective equipment. If that is not possible, and where there is a requirement, workers will be required to use safety equipment, clothing, devices, and materials for personal protection.

Wood Lake RV Park and Marina recognises the worker's duty to identify hazards, and supports and encourages workers to play an active role in identifying hazards and to offer suggestions or ideas to improve the health and safety program.

This policy has been developed in cooperation with the Joint Occupational Health & Safety Committee.

COMMUNICABLE DISEASE AND/OR ILLNESS POLICY

The purpose of this policy is to provide direction to employees of Wood Lake RV Park and Marina 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.

Management will provide staff with the best information possible and adopt prudent public health and health care practices. Wood Lake RV Park and Marina 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 senior management at Wood Lake RV Park and Marina.

Wood Lake RV Park and Marina will reasonably accommodate individuals affected with a communicable disease or illness without putting other staff 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, Wood Lake RV Park and Marina will take all reasonable steps to protect the privacy of individuals who have a communicable disease or illness. In administering this policy, Wood Lake RV Park and Marina will not disclose the identity of any individual who has a communicable disease or illness, except as authorized or required by law. Wood Lake RV Park and Marina 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.

Wood Lake RV Park and Marina will keep informed of the recommendations on travel from Health Canada and educate and inform the Cove Community as needed.

Wood Lake RV Park and Marina will follow any applicable WorkSafe BC requirements.



ACKNOWLEDGMENT OF UNDERSTANDING OF COVID-19 PROTOCOLS AND PROCEDURES

I acknowledge that I have read and understand the Wood Lake RV Park and Marina COVID-19 Protocols and Procedures document.

I acknowledge that I will adhere to the standards set forth in said document and will perform the tasks required to ensure the safety of all guests and employees at Wood Lake RV Park and Marina while both on and off duty, on Wood Lake RV property.

I acknowledge that I will not put myself or others at unnecessary risk by not following the guidelines set forth by the government of British Columbia and the BCCDC. I understand Wood Lake RV Park and Marina retains the right to change these policies at any time, without advance notice, as deemed appropriate.

Administration Manager Signature

Employee Signature
