

**SEM SAFETY PLAN  
COVID - 19**

**St. Eugene Resort is committed to the Health and Safety  
of our Colleagues and Guests.**



*We are creating the destination of choice in harmony  
with Mother Earth and our indigenous Culture while  
providing for our families and enriching our community.*

## EXECUTIVE SUMMARY

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.

The following plan has been created with the input of front-line workers, the health and safety committee, and supervisors/management

## AREAS OF RISK

AREAS WHERE PEOPLE GATHER	
Break rooms	Golf Pro-shop
Hallways	Smoking area
Reception/ Check-in desks	RV administration building
Casino	Recreational amenities
Restaurants	Meeting rooms
Security	Offices
CLOSE PROXIMITY TO CO-WORKERS/ GUESTS	
Vehicles	Kitchen
Guest services/ Check-in	Bar
Restaurant	Casino
RV Park	Golf course
SHARED TOOLS & EQUIPMENT	
Desks	Phones
Computers	Water coolers
POS Systems	Carts
Mowers	Trays
Vehicles	Plates
Glassware	Utensils
Microwaves	Fridges
Radios	Engineering tools
Cleaning equipment	
HIGH TOUCH SURFACES	
Counters	Elevator buttons
Light switches	Door handles
Scanning devices	Payment terminals
Tables	Chairs
Bar	Safety buttons
Timeclocks	ATM's
Keys	Slot machines
Table games	Washrooms
Showers	Fitness equipment
Flagpole	Trays
Play ground	Recreational amenities
BBQ	Vending Machines

## GENERAL

To reduce the risk of the virus spreading through droplets in the air, we have implemented protocols to protect all our colleagues and guests against any identified risks.

Wherever possible we have implemented protocols that offer the highest level of protection by limiting the number of people in a space at one time, to be able to physical distance for a minimum of 2 meters.

Where that level of protection is not practical, we installed barriers from plexiglass to separate colleagues and guests, posted occupancy levels for each space, developed guidelines and policies for staff regarding physical distancing and created one-way traffic where possible.

We have purchased PPE for all levels of protection for our colleagues and guests for those tasks that are recognized to require additional protection.

### Physical Distancing

- Plexiglass is placed at all reception desks and service counters (Casino, RV park, Golf, F&B and Hotel).
- Signs are posted throughout the Resort to advise colleagues and guests to practice physical distancing by standing at least six feet/ 2 meters away from other groups of people not traveling with them while standing in lines, using elevators, or moving around the property.
- Physical layouts are arranged to ensure appropriate distancing.
- Break room has reduced occupancy to allow for a 2-meter physical distancing protocol
- Occupancy limits are posted on each breakroom, office, meeting room, service centers, and elevators
- One-way traffic has been established where possible by placing arrows on the floor to guide guests and colleagues
- Floor decals are placed in areas where line-ups may occur to ensure 2-meters distance between guests

### Hand Sanitizer

- Hand sanitizer dispensers are placed at key guest and colleague entrances and contact areas

### Front of the House Signage

- Health and hygiene reminders are placed throughout the property including the proper way to wear, handle and dispose of masks.
- Electronic signs throughout the Resort are used for messaging and communication.

### **Back of the House Signage**

- Signs are posted throughout the property reminding colleagues of the proper way to wear, handle and dispose of masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze, cough, and to avoid touching their faces.

### **Training**

- All our colleagues will receive training, covering the details around the “new normal” of doing business during a pandemic. The training will cover the following.
  - Welcome back
  - COVID-19 and how it spreads
  - Policies
  - How to wear and dispose of PPE
  - Systems and equipment check
  - First Aid
  - Risk of violence
- This training module will be incorporated in all training modules in each department to ensure each new colleague will receive the training they need to be successful.
- Colleagues that move to another department will receive the department specific training regarding the materials used, PPE needed, and cleaning/sanitizing/disinfection protocols of materials used

### **Colleague & Guest Health Concerns**

- Colleagues are given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to our COVID point person – Manager of HR
- Colleagues are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19.
- Colleagues and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their Manager (colleagues) or an SEM colleague (guests).

### **Case Notification**

- If we are alerted to a presumptive case of COVID-19 at the Resort, we will isolate the guest or colleague to a predetermined room and work with the Public Health Officer to follow the appropriate actions recommended by them.

## First Aid

- When a call for First Aid is received by a recognized First Aid attendant; the following information is gathered.
  - Circumstances surrounding the call
  - Are critical interventions required
  - Are there obvious signs of COVID -19
- If no critical interventions are required, if possible and appropriate, the patient will be interviewed from a distance.
  - Is anyone sick or in self-isolation in your household?
  - Have you been in contact with anyone who has been sick?
- When at the patient's location, assess the situation
  - Does the patient have a mild injury that the patient can self-treat while you provide direction and supplies?
  - If yes, direct the patient to self-treat per your OFA protocols
- If the patient cannot self-treat, the appropriate level of personal protective equipment will be worn for the situation
  - Face shield/ Mask
  - Gloves
  - Glasses/ Goggles
- All equipment used will be sanitized after each use, by the first aid attendant, with either soap and water or 70% isopropyl alcohol.
- All PPE that is not disposable and exposed clothing will be washed after the incident in the washing facility on site. Hands will be washed after each incident
- In case of a critical intervention, and there is no way of determining background, appropriate PPE will be worn and access to the patient will be limited to the smallest amount of people possible to deal with the critical intervention.

## Hand Washing

- All St. Eugene Resort employees will be instructed to wash their hands for 20 seconds, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the gaming floor, going on break and before or after starting a shift.

### **Personal Protective Equipment (PPE)**

- Two washable masks will be given to each colleague. Gloves, face shields, disposable masks for guests, and coveralls are on site for those tasks/situations that need extra protection
- Appropriate PPE will be worn by all colleagues based on their role and responsibilities and in adherence to the Province or local regulations and guidance. Training on how to properly use and dispose of all PPE is provided and mandatory for all colleagues.

### **Meetings and Time keeping**

- Colleague meetings will be conducted virtually or in areas that allow for appropriate physical distancing between colleagues.
- Hand sanitizer will be available at each timeclock location and colleagues will be required to sanitize their hands before and after clocking in.
- Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

### **Guest Arrival**

- Guests will enter the resort through doors that are either propped open or are automated. Resort colleagues will not handle any luggage from our guests
- Guests will be screened, asked to use hand sanitizer, and will be offered a mask if the guest does not have one

### **Cleaning Products and Protocols**

- At St. Eugene Resort we use cleaning products and protocols which meet BC Centre for Disease Control guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens.
- Managers/Supervisors will sign off on checklists daily to ensure the safety protocols are followed by all colleagues

### **Public Spaces and Communal Areas**

- The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces
- The frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on the colleague break rooms, colleague entrances, coat room, colleague restrooms, loading docks, offices, kitchens, security desk, scanning/copying devices, and training rooms.

### **Shared Equipment**

- Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new colleague. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort.
- The use of shared plates, mugs, bowls, and cutlery in the back of the house break rooms will not be allowed and will be removed and stored. We will make disposable plates, cups, and utensils available.
- The use of the microwave, fridge and coffee maker is allowed, these shared items will be sanitized before and after each use

### **Air Filter and HVAC Cleaning**

- The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

### **Locations for the Distribution of Personal Protective Equipment**

#### Front of house

- Resort entrances/ Guest Services desks

#### Back of house

- Department specific locations



## HOTEL

### Front Desk

#### Cleaning & Sanitizing Protocol

- Guest facing counters to be sanitized between each guest
- Payment equipment to be sanitized between each guest
- Work counters to be cleaned every 4 hours, and before and after each colleague's shift
- Shared equipment to be cleaned after each use and before and after each shift
- Regular hand sanitizing required
- Colleagues do not touch guests' personal items such as luggage
- Hand sanitizer bottles/dispensers are located by the Front desk counter
- Pre-made welcome packages will be prepared for each guest to ensure a seamless and contactless check-in process
- Shuttle services will not be offered

#### Physical Distancing Protocol

- Guests to maintain six feet/ 2 meters of separation while waiting in line with the spacing clearly marked on the floor
- Plexiglass barriers are placed on the service counter

Front Desk Manager/Supervisor to complete a log to track the cleaning protocols

### Housekeeping

#### General

- Colleagues will have staggered start and break times

#### Housekeeping During a Guest's Stay

- Housekeeping staff must always practice diligent hand hygiene during their shift.
- We will NOT provide housekeeping service within guest rooms during their stay.
- Adequate supply of clean towels, toilet paper, plain hand soap and shampoo will be available for the guest stay, prior to guests entering their room. Colleagues to anticipate the amount of nights a guest is staying and adjust supplies accordingly.
- If a guest needs more supplies of any kind; fresh linens, toiletries, and cleaning supplies will be left outside the door of the guest room in a clear plastic bag. These will be provided at a frequency that maintains good hygiene.
- A plastic bag for the guest to place their dirty linens in will be provided, and another plastic bag for their other waste.

- o Guests are asked to tie laundry and waste bags shut and leave them outside their door for collection before 9:00am or after 5:00pm to minimize the amount of dirty linen and waste sitting in the hallways

### **Housekeeping After a Guest's Stay**

- To allow for adequate air exchange and for bacteria to die off, staff will wait 2 full days after a guest has left a room before entering for housekeeping purposes on the 3<sup>rd</sup> day past the guest's checkout.
- All guest rooms will be fully cleaned and disinfected after every use.
- Colleagues do not enter a guest rooms until authorized by a Supervisor.
- Room attendants must practice diligent hand hygiene before entering and after leaving each guest room.
  - o A new pair of gloves is used for each guest room.
  - o Proper hand hygiene must be performed before and after removing gloves.
- Colleagues will use the standard Personal Protective Equipment (e.g., eye protection, mask) required for the regular hazards encountered through their normal course of work
- Clean cloths, paper towels or wipes to clean and disinfect surfaces will be used.
- Dirty laundry will not be shaken to minimize the dispersing of a potential virus through the air
- Laundry bins will be disinfected daily at the EK Laundry Facilities
- A thorough cleaning and disinfection of all hard surfaces. Special attention will be given to frequently touched items such as toilets, sinks, faucets, doorknobs, light switches, telephones, remote controls, bar fridges, coffee makers, and garbage cans.
- All single-use items and remnants removed after each stay. This includes, but is not limited to, toilet paper, soap, shampoo, coffee, and sugar packets.
- ALL reusable glassware and dishes will be removed from the room, including all dishes that appear untouched or unused. All items will be taken directly to the kitchen area for dishwashing.

### **For carpets:**

- Vacuums: we only use vacuum cleaners equipped with exhaust filters, for carpeted areas.

### **Waste Management**

- Waste will be handled by a designated person.
- Colleagues will wear disposable gloves and a mask to remove waste from guest rooms and common areas.
- Colleagues will remove gloves and perform hand hygiene immediately after handling and disposing of waste.

## Laundry

- Colleagues will wear disposable gloves when handling dirty laundry and discard after each use.
- Reusable gloves will be dedicated for handling dirty laundry and will not be used for other purposes.
- Dirty laundry will be placed directly into a laundry bin without sorting.
- Laundry bins are cleaned and disinfected daily
- The front-loading area of washing machine and dryer will be cleaned and sanitized daily
- The warmest possible water settings will be used for in house laundry. All items will be dried thoroughly.

## Pool

- Hand sanitizer will be provided at the entrance to the facility and guests are asked to sanitize before and after using the pool area
- Bather loads will be restricted to a maximum occupancy of 20 in the pool area and guests are advised to restrict the people in the pool to 10
- Guests will sign out a pool access card at the Hotel front desk or RV check in desk, where the maximum amount of people in the pool will be controlled
- Inside showers will be closed until further notice – an outside shower will be provided to ensure our guests can shower before and after using the pool
- Steam room and Sauna will be closed until further notice
- Lockers will not be provided
- Chairs on the deck will be spaced 2 meters apart.

### IMPORTANT:

- Many businesses are propping doors open so to minimize high touch surfaces. This is not recommended for pools because many doors and gates are critical for safety and to secure the pool enclosure, or for reasons of patron privacy (e.g. changing rooms). Therefore St. Eugene's pool doors will remain closed with access through valid vingcard.
- Physical distancing measures will not undermine important safety features:
  - Markings on pool decks will be non-slip
  - Markings on pool decks will not obstruct safety signs

### Physical Distancing in Hot Tubs

- We have Re-calculated the bather loads to ensure 2 meters of space between people or family units.
- Markers are placed around the hot tub perimeter to indicate 2-meter increments.
- Maximum occupancy signs are posted

**Physical distancing is not relevant under the following circumstances:**

- When providing close supervision of children for whom one is responsible.
- When providing assistance or carrying out lifesaving activities for a person in distress.
- When providing assistance to those with disabilities.
- People from the same household

**Signage**

Additional pool rule signs are posted:

- Do not use the pool if you are sick or feel unwell.
- Everyone must wash hands when entering the pool area with liquid soap and water for at least 20 seconds. If liquid soap and water are not available use alcohol-based hand sanitizer that contains at least 60% alcohol.
- Shower before and after using the pool
- Practice physical distancing by keeping 2 meters from one another.

**Fitness**

The Fitness center will be closed until further notice

**Spa**

The Spa will be closed until further notice

## GOLF

### Reservations

- Tee Times reservations are required prior to arrival.
- Tee Time intervals have been extended to 15 minutes to create more space and limit overall guest numbers.

### Arrival/Check In

- Guests may arrive 30 min. prior to their tee time. 10 min. to unload and pay, 10 min. on the driving range, 10 min. on the putting green, then to the first tee
- We will allow a maximum of 4 players on the practice putting green and physical distancing is encouraged through signage
- Pro Shop has an occupancy sign stating a 4-guest limit and has spacing decals on the floor to encourage a 2-metre distance while waiting
- Efforts will be made to make check in as touchless as possible with Debit or Credit Card Tap payment. (Cash sales not available)
- Guest are informed to not congregate in groups, shake hands or high five.
- Driving range facilities is set for a maximum of 6 guests to maintain physical distancing. Guest are to pull the golf balls from the stack with their club only.
- Bag drop services will be suspended. Golfers will be greeted by a team member who assigns a cart for the day – golfers will self-load
- Purchase of clothing, golf balls and other items in the store will be permitted and merchandise that is tried on will be placed on the quarantine rack for the appropriate amount of time.

### Power Carts

- Power carts will be thoroughly washed, disinfected, and staged spaciouly for guest use.
- One rider per cart except for players from the same household or players arriving in the same car.
- Coolers will be removed from carts to have one less touch point
- No golf guest amenities will be provided (Tees, divot tools, water bottle)
- Concluding play after the 18<sup>th</sup> holes, players will be directed to a departure area keeping the used carts from the clean ones. Players will be asked to empty garbage and recycling into supplied bins, take their belongings and depart.
- The attendant will wash and disinfect each cart and either return it to the staging area or put away for the day.
- Any scorecards and pencils remaining on the carts after the round will be removed with gloves and placed in the appropriate quarantine bin for a 1-week period.

## Golfing

- Golfers are informed to not hit tee shots until the group ahead is putting on a Par 4, approaching the green on a Par 5, or has left the green on a Par 3.
- Golfers will be reminded to physical distance on the tee and on the greens through signage.
- Groups will NOT be allowed to play through other groups.
- Golfers are reminded to NOT touch the flagstick. Cups have been turned over to eliminate this touch point.
- Ball washers and bunker rakes have been removed
- Programming such as League Play, Men’s and Ladies Night have been modified to reduce all contact (no proximity markers, no cash games, and scorecards will be turned into a designated bin and left for 72 hours prior to staff using gloves to enter into the system)
- All groups must stay intact the entire round. Groups in breach will be asked to leave without a refund.

## RV PARK

### Check-in

- The check-in process has been modified to limit person-to-person contact.
- A walk-up window has been created with a plexiglass barrier.
- No visitors allowed
- Maximum 6 people per site, unless people are from the same household or social bubble

### Indoor/outdoor recreation and event space

- The playground has been removed
- The recreational amenities are controlled through the check in desk. All materials including but not limited to the basketballs, horseshoes, badminton racks etc. will be disinfected before and after each use/sign out
- The BBQ area is closed
- No group activities will be organized
- Splash park is open at designated times. Children will have to be accompanied by a parent who will ensure the child/children are practicing physical distancing.

### Administration building

- The administration building will be closed until further notice. This includes washrooms, showers, and playroom. The laundry facility may be booked for 1 person at a time. The facility will be disinfected after each use.
- We are accepting reservations for self-contained RV's only; Tent sites and our Cabin are closed.

## F&B

### Food Handlers

- Food handlers must regularly wash hands, even if they have no disease symptoms. This includes (but is not limited to) before starting, before preparing or handling food, after handling waste, after using the toilet, after blowing their nose, sneezing and coughing, after eating, drinking or smoking, and after the potential handling of credit cards. (contactless payments are encouraged)
- Food handlers must avoid touching their eyes, nose, or mouth with unwashed hands.

### General Food Service Precautions

- Intensified safe food practices are in effect, such as protecting foods from contamination, minimizing direct handling of food, and preventing cross-contamination of foods.
- Any foods that may have been contaminated from coughs or sneezes will be discarded
- Utensils and surfaces in the kitchen will be cleaned and sanitized regularly using standard sanitizing solutions.
- The frequency of cleaning and sanitizing of food contact surfaces and high-touch areas have been increased.
- Wash/sanitize used dishes using regular procedures (e.g. sanitizing dishwasher)
- Buffets and any other self-service options will not be offered at this time
- Common water coolers or lobby snacks for guests will not be offered
- Hand hygiene protocols will be visibly placed and encouraged before all meals. Plain soap and water or alcohol-based hand sanitizer are available to support this activity
- Payment equipment will be cleaned after each use.

### In-room dining

- Food service will NOT be offered within guest rooms. For in-room food service, delivery and pick up of food trays will be outside of the guest rooms
- Proper hand hygiene will be practiced before delivering and after picking up food trays.
- Carts used for transporting food and picking up dirty dishes will be regularly cleaned and disinfected



## Dishwashing

- Dishwashing practices adhere to BC's Food Premises Regulation:
  - [http://www.bclaws.ca/EPLibraries/bclaws\\_new/document/ID/freeside/11\\_210\\_99](http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/11_210_99)
- Dishwashing temperatures will be monitored in a log
- Used dishware will be washed immediately.
- All dish buckets (dirty and clean) will be cleaned and sanitized after each shift.
- Separation between clean and dirty dishes in the dish washing area will be maintained

## Outlets

- Guests must maintain a two-meter distance from our colleagues and from one another unless they are in the same party.
- Guests will be seated in a way to ensure that there is;
  - two meters between the patrons seated at the same table, unless they are in the same party,
  - there are two meters between the patrons seated at one table and the patrons seated at another table, unless they are in the same party;
- No more than six guests will be seated at a table
- Guests seated at a bar will be seated at a distance of two meters from other guests, unless they are in the same party
- Guests standing at a counter or table must maintain a distance of two meters from other patrons, unless they are in the same party
- Snack Shack guests will remain in front of the counter and line on the floor, to ensure a 2-meter distance from our colleagues
- No more than 50% of the usual capacity of guests will be allowed to be present at one time in any outlet
- No events will include more than 50 people
- Guest will pour their own water – server will provide a jug to the table
- 19<sup>th</sup> Hole – take out only until further notice.
- Numa lounge – Servers will leave the food and drinks at the front of the table and guests will pass them down
- Salt/Pepper shakers, sauce dispensers, candles, and other tabletop items will be removed. These will be provided by request and sanitized after each use.
- Coffee mugs not to be touched when refilling
- Take out containers will be provided to the customer when they want to take the left-over home.
- Single use menu's will be in place
- We will require contact information for one member of any party of guests and retain this information for thirty days in the event that there is a need for contact tracing on the part of the medical health officer. Our guests are asked to text a message with their name and the outlet they are visiting to retain this information.

## Kitchen

- Separations from plexiglass will be placed between workspaces in the main kitchen where necessary. The smaller kitchens in the 19<sup>th</sup> Hole and the Casino will run with 1 chef at a time or a chef and a dishwasher ensuring a 2-meter physical distancing
- Directional arrows will be placed on the floor in the kitchens where applicable, to control flow of traffic and reduce interaction between cooking and clearing areas.
- Access into the food preparation area will be restricted to all colleagues other than kitchen staff.
- Masks will be mandatory to use in the kitchen

## Occupancy by outlet

19<sup>th</sup> Hole restaurant - 72  
Ki?su?k kiki? - Temporarily closed  
Numa Dining room - Temporarily closed  
Numa Lounge - Temporarily closed

## Colleague protocol

- Break times will be staggered
- The break room will have a maximum occupancy of 8. Other break rooms/areas will be identified and explained to all our colleagues
- The smoking area has a maximum occupancy of 5

## Cleaning logs

All Managers/ Supervisors are responsible to maintain a cleaning/sanitizing log for their department and sign off to ensure the cleaning protocols are being followed. Colleagues will sign the daily logs upon completion of the necessary tasks. Logs will be randomly reviewed by Senior Management to ensure compliance