

FRVR SAFETY PLAN COVID - 19

FRVR is committed to the Health and Safety of our Colleagues and Guests.



Fernie RV Resort

Exceeding Expectations Naturally

EXECUTIVE SUMMARY

The virus that causes COVID-19 spreads in several ways. The COVID-19 virus can spread in droplets when a person coughs, sneezes, when speaking loudly or even singing. 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 closer you are to others, especially in an enclosed space, will increase your chance of exposure.

The following plan has been created with information found on the Work Safe BC website.

AREAS OF RISK

AREAS WHERE PEOPLE GATHER	
Hallways	RV administration building (closed to walk-ins)
Reception/Check-in desks	Recreational amenities
Washrooms	Laundry room
CLOSE PROXIMITY TO CO-WORKERS/GUESTS	
Vehicles	RV Park
Guest services/Check-in	Maintenance/shop area
SHARED TOOLS & EQUIPMENT	
Desks	Phones
Computers	Radios
Fridge (office area)	Cleaning equipment
Mowers	Vehicles
Microwaves	
HIGH TOUCH SURFACES	
Counters	Light switches (office)
Door handles	Yurt keys
Washrooms	Showers
Playground	Laundry room

GENERAL

To reduce the risk of the virus spreading through droplets in the air, wherever possible, we have implemented distancing protocols that offer protection by limiting the number of people in a space at one time, as to allow for 2-meter distancing.

We have closed our admin office to walk-in traffic and identified physical distancing guides.

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

Physical Distancing

- 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 or moving around the property.
- Physical layouts are arranged to ensure appropriate distancing.
- 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

Guest Signage and COVID Policy Compliance Form

- Health and hygiene reminders are placed throughout the property
- All guests are required to sign our COVID compliance form upon check-in. This can be found on our website.

Employee Signage

- Signs are posted throughout the property reminding employees 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 employees will receive training, covering the details around the “new normal” of doing business during a pandemic. The training will cover the following:
 - COVID-19 and how it spreads
 - Policies
 - How to wear and dispose of PPE

Employee & Guest Health Concerns

- Employees are given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to our COVID point person – Admin manager
- Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a co-worker or guest with a cough, shortness of breath, or other known symptoms of COVID-19.

Case Notification

If we are alerted to a presumptive case of COVID-19 at the Resort, we will isolate the guest in their RV or the open air workshop area and work with the Public Health Officer to follow the appropriate actions recommended by them.

First Aid

- If a guest requires first aid, we will assist in contact with the Fernie Hospital Emergency Room; 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

Hand Washing

- All FRVR 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, handling currency.

Personal Protective Equipment (PPE)

- Appropriate PPE will be worn by all employees 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 employees.

Meetings and Time Keeping

- Employee meetings will be conducted in areas that allow for appropriate physical distancing between colleagues.
- Our management will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

Guest Arrival

- Guests will have their prepaid reservation packages available to pick-up from a mailbox. No contact will be directly made upon check-in
- Guests will be required to sign a COVID compliance form and leave it in the mailbox/deposit box

Cleaning Products and Protocols

- FRV Resort uses 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 employees

Public Spaces and Communal Areas

- The frequency of cleaning and sanitizing has been increased in all washrooms and commonly used contact surfaces on RV sites

Shared Equipment

- Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys and all other direct contact items used throughout the resort.
- The use of fridge and coffee maker is allowed, these shared items will be sanitized before and after each use

Locations for the Distribution of Personal Protective Equipment

- Admin Office

YURTS

Housekeeping

Housekeeping After a Guest's Stay

- Yurts will be fully cleaned and disinfected after every use
- Room attendants must practice diligent hand hygiene before entering and after leaving each yurt
- Employees 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
- A thorough cleaning and disinfection of all hard surfaces. Special attention will be given to frequently touched items such as doorknobs, light switches and garbage cans.

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.
- Employees will wear a mask to remove waste from guest rooms and common areas.
- Employees will perform hand hygiene immediately after handling and disposing of waste.

Laundry

- Employees will wear disposable gloves when handling dirty laundry and discard after each use or wash hands with antibacterial soap provided in the laundry room
- 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

Cleaning Logs

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

RV PARK

Check-in

- The check-in process has been modified to limit person-to-person contact
- Check-in packages are left in a mailbox for pick-up at check-in time
- Maximum 6 people per site, unless people are from the same household or social bubble

Administration Building

- The administration building will be closed until further notice.