



Fernie RV Resort

Exceeding Expectations Naturally

COVID-19 Safety Plan

Updated December 2020

Executive Summary

This document outlines the current plan of action for preventing the transmission of COVID-19 to Fernie RV Resort employees and guests. At Fernie RV Resort, we are doing everything within our ability to operate in the safest ways possible during the COVID-19 pandemic.

To limit the spread of COVID-19, the Provincial Health Officer has issued orders that impact the hospitality and tourism industries. Our policies have been structured upon all recommendations of the BC Provincial Health Officer and WorkSafe BC to ensure the safety of our guests, our staff, and our community.

This plan applies to all staff and guests of Fernie RV Resort and will be revised as needed based on provincial and district direction.

General Information

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 closer you are to others, particularly in an enclosed space, will increase your chance of exposure.

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

The symptoms of COVID-19 are similar to other respiratory illnesses, such as the flu and the common cold, and may appear 2-14 days after exposure to the virus. Symptoms of COVID-19 can include, but are not limited to fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea. People infected with COVID-19 may experience little to 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 and monitor themselves for symptoms. Self-isolation requires the person to stay home and avoid situations where they may come into contact with others.

If you have any symptoms of COVID-19 or have been in close contact with any persons infected with COVID-19 or are required to self-isolate for any other reason, please stay home. Fernie RV Resort is not a suitable place to quarantine for these situations, and we will not accommodate any guests for this purpose.

Fernie RV Resort will be adhering to any travel advisories issued from the national and provincial governments. Any cancellations stemming from government mandated shutdowns or travel restrictions will be processed at no cost to the guest.

All guests must read and sign the COVID-19 Guest Compliance Form provided at check-in, which outlines protocols for all guests staying at Fernie RV Resort. All visitors and guests staying at Fernie RV Resort are expected to adhere to FRVR policies and follow all local/provincial orders and health protocols.

Any guests who fail to follow our directives and policies regarding COVID-19 will be asked to leave the property.

Risk Management

To reduce the risk of the virus spreading among our staff and guests, to the best of our abilities, we have identified areas of increased risk throughout the property where we have focused enhanced cleaning and distancing protocols. These areas include, but may not be limited to:

Areas Where People Gather

- Washroom facilities
- Laundry room
- Check-in/Administration Office
- Information Kiosk
- Recreational amenities, including the shared bike shed, playfields, playground.

Close Proximity to Co-workers & Guests

- Staff groundskeeping vehicles
- Maintenance shop area
- Administration office
- Laundry room
- Washroom facilities
- RV Park when groundskeeping, delivering firewood or other loaned items

Shared Staff Tools and Equipment

- Desks
- Computers
- Desk phones/office cell phone
- Office materials (binders, pens, hole punch, staplers, etc.)
- Cash register
- Refrigerator
- Microwave
- Coffee machine
- Mowers

- Radios
- Housekeeping and cleaning equipment
- Groundskeeping vehicles
- Tools in the shop

High Touch Surfaces

- Counters
- Door handles
- Light switches (office)
- Shower buttons/switches
- Toilet paper, soap, and paper towel dispensers
- Toilets
- Garbage cans
- Feminine hygiene disposal containers
- Laundry machines
- Shared guest bikes
- Playground
- Coca-Cola machine
- Check-in mailbox and secure deposit box
- Public Sani-dump
- Picnic tables
- RV water, electric, and sewer hookups
- Water fountain
- Bear-proof dumpster handles
- Recycling bin handles

First Level Protection (Elimination): Limit the number of people at the workplace and ensure physical distance whenever possible.

The Administration Office has been closed to walk-in traffic. Communication between staff and guests is encouraged to be through remote methods as much as possible. If a guest or member of the public approaches the office, staff will assist them outdoors and must wear a mask.

When in-person assistance is required on the guest's site or elsewhere on the property, staff and guests must maintain at least 2-metres of distance. If this is not possible or may be difficult, staff must wear a mask. If a staff member is required to enter the RV of a guest, they must wear a mask and do their best to maintain 2-metre distance.

A contactless check-in process has been implemented. Guests may pick up their prepaid check-in package from the outdoor mailbox below the Admin building, which contains all the pertinent information for their stay. Hand sanitizer is available and physical distancing signage is posted to encourage guests to stay distant from others in the check-in area.

If a guest arrives without a reservation, they must phone upon arrival and book their stay over the phone. The staff member will create their check-in package and deliver it to the contactless check-in mailbox or to their vehicle. If a staff member delivers it to the guest in-person, they must wear a mask, maintain a 2-metre distance as much as possible, and limit the amount of contact with the guest.

In order to reduce the number of people at the worksite at one time, we have reduced office hours and have the option for Administration staff to work from home. In the office, workstations are spaced out to accommodate proper physical distancing and are adequately supplied to reduce shared items between staff members.

Physical distancing signage is posted throughout the property, including floor markers in areas with potential for line-ups or close proximity to others. Occupancy limits have been established and posted for common areas such as the laundry room (one person maximum).

Where possible, work tasks have been redesigned to keep employees appropriately distanced. If tasks must involve more than one staff member and distancing is not possible or guaranteed, staff must wear masks.

Any necessary team meetings will take place outdoors where there is adequate space for physical distancing protocols to be followed. Additional measures will be considered as needed, such as meeting in smaller groups or having meetings via remote communication methods, especially with contractors.

Second Level Protection (Engineering): Barriers and partitions.

Out of an abundance of caution, the administration office and maintenance shop have been entirely closed to guests and the public, so we have been able to avoid the use of barriers and partitions on the property. We will reassess these decisions continuously through the pandemic.

Third Level Protection (Administrative): Rules and guidelines.

We have created clear guidelines and policies outlining the expectations for employee and guest conduct while on Fernie RV Resort property. These guidelines have been clearly communicated to staff through a combination of training and signage posted in key areas.

Multiple measures have been taken to ensure all guests are aware of and compliant with COVID-19 safety protocols. Our COVID-19 policies and full Safety Plan are available on our website, all guests must read and sign our COVID-19 Guest Compliance Form upon check-in, and signage is posted throughout the property.

Employee Guidelines

- Staff must practice physical distancing by working more than 2 metres apart from coworkers and guests whenever possible. If proper distancing may be difficult, masks must be worn.
- If any employee has symptoms associated with COVID-19, they must not attend work or leave immediately if symptoms present during work. They must follow up with local health authorities for further instructions and comply with advice given. Further details on this are provided in the Health and Safety policy.
- All FRVR employees must be diligent about hand hygiene. Hand sanitizer is available at all workstations, in groundskeeping vehicles, and at all entrances for public buildings. Staff is expected to wash their hands with soap and water or use hand sanitizer at the start of their shift, before and after eating or drinking, after touching shared items, cleaning, touching high touch surfaces, after using the washroom, after handling cash, at least once an hour throughout their shift, and before leaving the workplace.
- Employees must follow cough and sneeze etiquette and should avoid touching their face. They must practice diligent hand hygiene after any of these actions, and at all times.
- If an employee feels that their work conditions are unsafe, they should report to their supervisor immediately.
- Employees should not share communication devices. If necessary, the devices must be sanitized between users. Radios should be disinfected regularly throughout a staff member's shift.
- Staff is encouraged to share supplies and tools as little as possible and sanitize between users if necessary.

- Office staff should use a single workstation through their entire shift, which should be adequately stocked with supplies, so they do not have to share with the other workstation. At the end of the shift, everything must be disinfected.
- Groundskeeping vehicles must be disinfected at the end of each shift or between users if being shared through the workday.
- At the end of each day, staff must return all equipment that was used to the Maintenance shop to be disinfected and put away safely.
- At the end of each staff member's shift, they are required to throw away any disposable PPE and wash their hands thoroughly.

Guest Guidelines

- Guests are expected to stay home and visit us another time if they are feeling unwell. We have implemented a flexible cancellation policy in response to COVID-19 and full refunds will be provided without penalty (with 24-hour notice).
- Guests must adhere to all local and provincial orders, restrictions, and recommendations.
- Guests are expected to familiarize themselves with FRVR COVID-19 protocol ahead of arrival. This can all be viewed on our website.
- Upon check-in, all guests will receive a paper copy of our COVID-19 Guest Compliance Form. Every guest must sign and return this form to administration and comply with the protocols listed. This form can be viewed in its entirety on page 12 of this document. The Guest Compliance Form will be revised as needed.
- Guests are asked to bring as much of their own groceries, supplies, and PPE as possible, to limit stress on local supplies and prevent large numbers and lineups inside small local stores.
- Hand sanitizer dispensers have been installed at the entrances to all shared washroom facilities. Signage is posted instructing everyone to sanitize their hands prior to entering.
- Please respect our posted check-in and check-out times. We cannot accommodate early check-ins or late check-outs during the high season due to our heightened check-out procedures, cleaning and sanitizing all touch points in yurts and campsites.
- Any guests who fail to follow our directives and procedures regarding COVID-19 will be asked to leave the property.
- Payment is preferred via credit card through our online booking program, or e-transfer is also accepted and encouraged as an alternative. Cash will be accepted – please practice hand hygiene after handling cash.
- Masks are mandatory for guests in shared public spaces, including the washroom facilities and laundry room. They are greatly appreciated in situations where the guest may be in close contact with FRVR Staff.
- Self-serve town bikes are available with hand sanitizer and disinfectant spray available for guests to use before and after borrowing the bikes. Signage is posted with these instructions to ensure guest compliance.

Cleaning Guidelines

At Fernie RV Resort, we hold ourselves to the highest standards of cleanliness at all times. In our best efforts to prevent the potential spread of COVID-19, cleaning procedures throughout the property have been revised and increased. All high touch surfaces, including but not limited to the items recognized on page 4 of this document, are frequently cleaned and disinfected in accordance with industry best practice as directed by WorkSafe BC. Specific cleaning regimens have been introduced for all areas of the business, which are outlined below.

Fernie RV Resort uses cleaning products and protocols which meet BCCDC guidelines and are approved for use and effective against viruses, bacteria, and other airborne and bloodborne pathogens. The disinfectant used in all cleanings at FRVR is Oxivir, a one-step disinfectant cleaner based on proprietary Accelerated Hydrogen Peroxide technology.

Cleaning staff are responsible for maintaining a log for their department to ensure the cleaning protocols are being followed. Employees will sign off on the logs upon completion of each cleaning, indicating what tasks have been completed. Logs will be randomly reviewed by senior management to ensure compliance with safety protocols for the safety of all staff and guests.

RV Sites

- Staff will disinfect all surfaces at a campsite after a check-out, including picnic tables, fire rings, and RV hookups.
- Any garbage cleaned up from a site will be disposed of in a garbage bag and disposed of in a safe manner.
- If a guest has borrowed any items from the Resort (i.e., water pressure regulator) these items will be collected by staff at check-out and disinfected.

Yurts

- Housekeeping staff must use appropriate PPE when cleaning the yurts. Masks are mandatory and gloves are available if desired.
- Hand hygiene is of utmost importance. Staff must sanitize hands before, after, and between cleaning yurts. They must also sanitize hands as needed during each cleaning. Hand sanitizer must be readily available.
- During the summer, all windows will be opened after a guest check-out to provide maximum airflow and ventilation to the enclosed area. In the winter, when this is not practical, yurts will be left empty for 24 hours after a check-out to reduce risk to staff and following guests.
- All potential touch surfaces will be cleaned and disinfected with Oxivir. Cleaning cloths must be changed out between yurts.

- Only fitted sheets and mattress covers are being supplied by FRVR. Pillows have been temporarily removed from the yurts due to laundry facility constraints; guests must bring their own bedding.
- Laundry will be removed and laundered on the warmest appropriate setting.
- Laundry bins are sanitized after any contact with dirty linens.
- Disposable gloves are available for handling dirty linens and must be discarded after each use. Staff are expected to wash hands with antibacterial soap provided in laundry room after handling dirty laundry, and before handling clean laundry.
- The front-loading area of laundry machines are sanitized frequently (see washroom facilities) and between staff laundry loads.
- Laundry machines are coin operated; staff must sanitize hands immediately after handling any coins.
- Cleaning equipment (mops, vacuums, sprays, carts) are sanitized regularly.
- Staff must wash or sanitize hands after handling any garbage or recycling needing to be removed from the yurt.

Washroom Facilities and Shared Amenities

- Cleaning staff must wear appropriate PPE when cleaning the washroom and laundry facilities. Masks are mandatory, and disposable gloves are available if desired, to be used with proper hygiene etiquette.
- Staff must sanitize hands before and after cleaning, and between bathrooms to reduce risk of transmission. They must also sanitize hands as needed during each cleaning. Hand sanitizer must be readily available. Dispensers have been installed at the entrance of each washroom building and must be utilized before entering the buildings.
- All high touch surfaces and commonly used areas, including but not limited to those identified in the Areas of Risk column on page 4, are to be cleaned and disinfected every 1-3 hours, as deemed appropriate by occupancy and facility usage in accordance with industry standard.
- Full cleans of the washroom and laundry facilities, including the dishwashing station, are carried out at least three times daily.
- Cleaning cloths must be changed out regularly during a clean to reduce the risk of transmission of the virus. These will be laundered immediately on the warmest appropriate setting.
- Staff must wash or sanitize hands after handling any garbage and disposing of it in the bearproof bins.
- Self-serve town bikes are available with hand sanitizer and disinfectant spray available for guests to use before and after borrowing the bikes. Staff will maintain adequate amounts of these cleaning supplies and perform a daily disinfection at the end of each workday.

Fourth Level Protection: PPE

Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to the provincial or local regulations and guidance. Training on how to properly use and dispose of all PPE is provided and mandatory for all employees. Signage has been posted in staff areas on how to use a mask and proper hand hygiene.

Masks are mandatory for all staff and guests in public spaces, including the washroom buildings and laundry room.

Housekeeping staff must wear a mask when cleaning yurts, doing laundry, or cleaning the washroom facilities. Reusable or disposable masks have been purchased and made available for all staff members.

Masks are mandatory for staff when working in close proximity to others.

Gloves are available, with proper glove hygiene, for staff when housekeeping, doing site check-outs, or cleaning the washroom facilities. It is not mandatory for staff to wear gloves, as long as proper hand hygiene protocol is being followed.

PPE will be distributed from the Administration Office, with an adequate supply kept in the maintenance workshop and the cleaning supply rooms in both washroom buildings.

Fernie RV Resort Occupational Health and Safety Policy

The employer and management of Fernie RV Resort are committed to the health and safety of its workers, and will make every effort to provide a safe, healthy work environment. Fernie RV Resort, as the employer, is ultimately responsible for worker health and safety.

Managers and supervisors will be held accountable for the health and safety of workers under their supervision. Managers and supervisors are subject to various duties in the workplace, including the duty to ensure that machinery, equipment, and safe work practices are upheld and that employees work in compliance with established safe work practices and procedures.

Every employee must protect their own health and safety by working in compliance with the law and with safe work practices and procedures established by the employer. Employees will receive information, training and competent supervision in their specific work tasks to protect their health and safety.

It is in the best interests of all parties to consider health and safety in every activity. Commitment to health and safety forms an integral part of our organization, from the management to the employees.

Any staff member who is displaying symptoms of COVID-19 or suspects they may have come into close contact with the virus, is instructed to stay home and report their concerns to senior management and follow up with local health authorities for further instruction.

Fernie RV Resort will reasonably accommodate employees 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.

The Administration Manager has been designated as the COVID Point Person. Employees are instructed to report to management if they observe any coworkers or guests displaying known symptoms of COVID-19.

If Fernie RV Resort is alerted to a presumptive case of COVID-19 on the property, the guest will be isolated in their RV, yurt, or open-air workshop area while Fernie RV Resort staff works with the local health authorities on the appropriate follow-up actions.

FRVR COVID-19 GUEST COMPLIANCE FORM

By signing this form, you and your group agree to comply with the protocol set out by the local Health Officials and Fernie RV Resort

- **You will not gather in groups, unless they are part of your immediate family household or bubble.**
- **You will practice social distancing of 2 meters (6 feet) with anyone not in your group or household.**
- **You will practice hand washing or disinfecting before touching commonly used items such as door handles.**
- **You will supervise your children to ensure they stay 2 meters away from other children not in your group.**
- **Upon returning from outings outside the RV resort please ensure your hands are washed or disinfected.**
- **You will wear a face covering in all enclosed public areas, washroom hallways and laundry area.**
- **COVID 19 is highly contagious and Fernie RV Resort is not liable for any transmission of this virus to any guest.**

**Please phone or email us if you have any questions or concerns about any of the protocols set forth or if you encounter individuals not in compliance that may need a friendly reminder
Thank you for your help in keeping us all healthy and safe**

Print Name: _____

Signature: _____