

COVID-19 Hotel Health & Safety Plan

Coast Kamloops Hotel & Conference Centre

The Coast Kamloops Hotel COVID-19 Safety Plan outline the control measures, policies, procedures, protocols, communication plans, training, and monitoring processes necessary to reduce the risk of transmission of the virus that causes COVID-19.

Our plan follows the [industry specific](#) six-step process as outlined by WorkSafeBC for [accommodation industry](#). According to the [Order of the Provincial Health Officer](#) last updated on March 18, 2021, employers are required to **post a copy of their COVID-19 Safety Plan on their website and at the workplace**. This plan must be readily available for review by workers, as well as visitors, contractors, suppliers, and any other person who could be providing services at our workplace.

A copy of our COVID-19 Safety Plan and other associated documentation must be provided if requested by a WorkSafeBC officer. This COVID-19 Safety Plan is posted on our website here

How COVID-19 is Spread

The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, or from touching a contaminated surface before touching the face. 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.

Employees must do their part to eliminate/minimize the risk of exposure by reading the COVID-19 health & safety procedure/protocols. Employees must ensure to follow the protocols in areas such as the lunchroom, meeting rooms, the front desk etc.

Symptoms for COVID-19

The symptoms of COVID-19 are like other respiratory illnesses, including the flu and the common cold. These symptoms include fever, chills, cough, shortness of breath, sore throat, and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue, and loss of appetite.

People infected with COVID-19 may experience little or no symptoms, with illness ranging from mild to severe.

Some people are more vulnerable to developing severe illness or complications from COVID-19, including older people and those with chronic health conditions.

Testing

Testing for COVID-19 is recommended for anyone with cold, influenza or COVID-19-like symptoms, even mild ones. If an individual has no symptoms, they do not require a test. A health care provider may also decide whether a person requires testing.

Please note that Kamloops BC Public Health do not provide testing to asymptomatic individuals including pre-travel or employer requirements, unless directed by public health. If you had a positive COVID-19 test within the past 3 months, you would only need to be retested if you are experiencing **new** COVID-19-like symptoms. If you are unsure if you qualify for testing, contact your health care provider, or call **8-1-1**.

To book a test online, visit: <https://interiorhealthcovid.secureform.ca/index.php>

Learn more here: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/testing>

A. ***Risk Assessment at the Coast Kamloops Hotel***

The following teams have been consulted to assess the risk of transmission at the Coast Kamloops Hotel.

- [Information about COVID-19](#) as published on the BCCDC website by the PHA
- The Coast Kamloops Hotel frontline workers and Managers/Supervisors
 - Front Office, Housekeeping, Maintenance, Bell team, Beer & Wine clerk etc.
- CKH Joint Health and Safety Committee

We have identified the areas/jobs/ work tasks that could have the risk of transmission of the virus which causes COVID-19. We also determined who could be at risk of exposure, including workers, suppliers, Contract workers and the public.

At the Coast Kamloops Hotel, we have now;

- Updated our already existing risk assessment document to include SARS-COV-2, the virus that causes COVID-19
- Developed a COVID-19 Exposure Control Plan (ECP), which includes a risk assessment. This was developed to identified risk, documenting specific and appropriate controls that will minimize or eliminate that risk. (www.phsa.ca)

The Coast Kamloops Hotel continues to monitor the effectiveness of this safety plan and make changes when require of as ordered by the PHO.

- a. Phones**
 - i.** Each employee workstation has phone
 - ii.** Wipe down phones with disinfectant each time employees leave workstation and or at the end of shift
 - iii.** Sanitizer/disinfectant provided at the front desk
- b. Barriers installed at the Front Desk**
 - i.** Hourly cleaning by the Front Office employees
- c. Keyboards/keypads**
 - i.** Wipe down phones with disinfectant each time employees leave workstation and or at the end of shift
 - ii.** Sanitizer/disinfectant provided at the front desk
- d. Credit card pin pads**
 - i.** Wiped/sanitized after each use
- e. Debit Machine terminal**
 - i.** Wipe/Sanitized after each use
- f. Luggage carts**
 - i.** Separate the clean carts from the dirty ones
- g. Radios**
 - i.** Wiped/sanitized before & after use
- h. Pens**
 - i.** Place bin for clean pens and bins for dirty pens
 - ii.** Used pens must be sanitize/disinfected before reused
- i. Guests key card**
 - i.** Two boxes provided at the desk for guests to place used key cards
 - ii.** Used cards are wiped and sanitized before reused
- j. Countertop**
 - i.** Sanitizers at the desk to disinfect high touch surfaces.
 - ii.** Sanitize after each check-in
 - iii.** General cleaning every two hours
- k. Credit card placement mat**

- i. Two provided at the desk
 - ii. Guests must place their Credit Cards & I. Ds on the mat
- I. Washroom
 - i. Mop after each shift
 - ii. Sanitize after use
 - iii. Separate clean rags from the used ones
- m. Tuck-shop door handles
 - i. Sanitize every two hours
 - ii. Limit access to guest by allowing Front Desk agents to assist the guests to grab purchased items
- n. ATM machines
 - i. Front Desk Sanitize every two hours, depending on the usage level
- o. Shelves handles
 - i. Are sanitized at the start of the shift and at the beginning of the shift
 - ii. Stationaries inside the shelves are sanitized after each use
- p. Key card machines
 - i. Employees sanitize after each use
 - ii. Employees do a general cleaning
 - iii. Wash/Sanitize hand each time employee leaves the desk and at the end of the shift
- q. Doorknobs and handles
- r. Telephones in public areas
- s. Elevator panels and buttons,
- t. Light switches,
- u. Public Washrooms

Areas where people gather, such as lunchroom, meeting rooms, Fitness room, pool area, Sauna/steam room.

- a) Employee Lunchroom
 - a. Only 4 people are allowed at the same time
 - b. Installed Sanitizer by the door
 - c. Must maintain 6 feet while in the lunchroom

- b) Pool/Hot tub: Open daily 9AM – 9:30PM
 - a. Only a **maximum of 12** people is allowed in the pool area
 - i. Maximum of 2 people of a family of 4 in the hot tub
 - b. Guest must make a reservation at the desk after check-in to use the pool/hot tub for a **maximum of 30 minutes**
 - i. Guests can extend swim time after their **30minutes** by contacting the Front Desk using the phone by the pool **based** on availability.
 - c. **Only Hotel guests** can access the facilities
 - d. Number of guests in room should be confirmed at check-in
 - e. Front Desk to ensure the guests are informed at the time of booking and at check-in
 - f. Pool chairs, handrails, first aid box etc. are sanitized and monitored regularly during the day to ensure safety of guests and staff
 - g. Signs posted to enforce 6 feet protocol
 - h. Sanitizer installed at the entrance

- c) Fitness room
 - a. A maximum of 2 people allowed in the fitness room at the same time
 - b. Equipment in the fitness room are wiped down with sanitizer after every use
 - i. Guests are advised to clean the equipment after use as well
 - c. Sanitizer installed by the table

- d) Sauna/Steam room
 - a. Closed as social distance can not be exercised now

- e) Guest room
 - a. Maximum two (2) employees allowed in the guest room at a time
 - b. Employees cannot go into occupied guestroom

- f) Front Desk workspace
 - a. Two employees allowed at the Front Desk at the same time
 - b. Sanitizers (three bottles) installed at the Front Desk

- g) Washrooms
 - a. Staff washrooms are sanitized two hours
 - b. Public washrooms are closed

B. *Implement protocols to reduce the risk transmission*

To determine the controls/protocols/policies required at the Coast Kamloops Hotel, we have consulted the following;

- Reviewed the [industry specific protocols](#) published on WorkSafeBC website for information, measures, protocols relevant to our company
- Frontline Workers (all department), supervisors and the CKH-JOHSC
- [Orders, guidance, and notices](#) issued by the PHO and relevant to the Coast Kamloops Hotel
- [Coast Clean program](#) published on the Coast Hotels website

The control measures we have identified as necessary for the Coast Kamloops Hotel & Conference Centre are listed in our documented risk assessment as indicated in A above. Based on that assessment, we have implemented necessary controls and developed/updated the following policies, procedures, and protocols:

General Considerations

- A. Meetings
 - a. Meeting are now virtual where social distancing is not practical
 - b. Bigger spaces are now used for safety meeting to allow social distancing
- B. Daily COVID-19 Self-assessment
 - a. Employees must take the screening test online prior to entering the workplace
 - b. Any employee that displays any of the known COVID-19 symptoms must contact Public Health at **811**
 - i. Public Health Official will inform any other employee that was in contact with the employee if the need arises
 - ii. Employees that come in contact with the staff must wait for a call from Public Health before making arrangement to take the test or self-isolate
- C. Elevators
 - a. Only two people or a family unit allowed at the same time
 - b. Sanitizers installed on each floor of the elevators
 - c. Hotel policies posted inside the elevators
- D. At check in guests are advised not to enter the building through signages at the main entrance if;
 - a. if any of the COVID-19 prohibited symptoms apply to them with signage
 - b. If they have been asked by PHO to self-isolate in the last 14 days
- E. Mask
 - a. Mandatory for all employees, public, visitors and guests of the Coast Kamloops Hotel
 - b. Extra mask available at the front desk for guests
- F. Hand Sanitizers
 - a. Sanitizers have been installed throughout the property at the high traffic locations

G. Cleaning and Hand washing

- a. Signs have been installed in all employee washrooms to promote proper hand washing
- b. Employees have been trained on proper hand washing skills
- c. Employees are advised to clean the washrooms regularly

H. Employees are advised not to come to work if they:

- a. Have fever, Chills, New or Worsening cough, Shortness or breath, new muscle aches or headache sore throat etc.
- b. Have travelled outside of Canada within the last 14 days
- c. Are a close contact of a person who tested positive for COVID-19
- d. Please contact your managers to inform them right away if you are experiencing the above symptoms for scheduling purposes

I. Front Desk

- a. Check-in process is now contactless; guest place their credit card and ID on the counter during check-in
- b. Advise guests that wearing of masks is now required while inside the hotel's common areas as ordered by PHO
- c. Place the pin pads in a position that allow the guest to swipe their own card. Ensure the pin pads are wiped down after each use
- d. If a guest discloses that they are checking in for self isolations, then,
 - i. Employees are trained on how to deal with self-isolating guest.
 - ii. A copy of our self-isolation fact sheets is given to these guests at check-in
 - iii. Guest is advised to remain in their room except for emergencies or for necessary purpose such as visit to medical facilities
- e. If guest must leave their room for any other reason, they must first wash their hand thoroughly and must maintain **2 Metre** social distance as well as wear their mask
- f. Immediately inform Housekeeping & Maintenance team of the guest
- g. Plexiglass windows have been installed at the desk to enforce a safe barrier
- h. Advise guests of the protocols in place for the use of the hotel facilities such as the pool, fitness room etc.
- i. Hand sanitizer stations have been placed throughout the hotel
- j. Front desk agents continuously wash and sanitize hands

- k. Front desk agents continuously sanitize luggage carts, elevator buttons, and other high touch areas of the hotel

J. Liquor Store

- a. Ensure high touch surfaces are cleaned at least twice during your shift. This includes
 - e. Doorknobs and handles,
 - f. Telephones,
 - g. Light switches,
 - h. counter tops
 - i. Work surfaces
 - j. Desktops,
 - k. Washrooms
 - l. Debit machine (after every use)
 - m. ATM machines
 - n. Liquor door handles (as often as possible)
 - o. Shared equipment such as forklifts
- p. Avoid handshake, hugs, or any kind of physical contact. Use other methods of pleasantries like
- q. Please wear clean clothing that is specific to and only worn while on the job
- r. Staff should change into a separate set of street clothes before leaving work where possible.
- s. Work clothing should be placed in a bag and laundered after each shift to avoid contact with family, friends, or roommate if exposed.
- t. Floors and walls should be kept visibly clean and free of spills, dust, and debris.
- u. Always stand behind the Plexiglas when checking a customer out
- v. Maintain at least 6 feet when assisting a customer on the floor
- w. Avoid Cash payment where possible

K. When dealing with Guests:

- a. Employee avoid touching personal items of guests, such as luggage. **If employee must assist a guest, then ensure to wear PPE like Gloves and Mask provided.**
- b. **All ambassadors and guests are now required to wear mask as ordered by PHO**

- c. Employee must stand behind the Plexiglas when checking in/out guests
- d. Avoid handshake, hugs, or any kind of physical contact. Use other methods of pleasantries like wave, smile etc.
- e. Avoid going into a guest room if possible. Encourage guests to move where possible and if you must go into a guest room, you MUST wear PPE. Advise the guest to evacuate the room while staff deals with the problem.
- f. Please wear clean clothing that is specific to and only worn while on the job
- g. Staff should change into a separate set of street clothes before leaving work where possible.
- h. Work clothing should be placed in a bag and laundered after each shift to avoid contact with family, friends, or roommate if exposed.

L. Guest rooms - During a Guest's Stay

- a. Housekeeping must always practice diligent hand hygiene during their shift and while cleaning rooms
- b. Single serve amenities available upon request, advise guests to contact the desk for these items.
- c. Employees are not to enter guest room during stay unless emergencies and necessary.
 - for our long staying guest (pipeline workers) ensure guest is out of the room before the staff enter the room.
- d. No housekeeping service within guest rooms during their stay.
- e. Ensure that an adequate supply of clean towels, toilet paper, plain hand soap and shampoo is available prior to guests entering their room.
- f. Fresh linens, toiletries, and cleaning supplies outside the door of guest rooms. Provide these items at a frequency that maintains good hygiene.
- g. 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.

- To minimize the amount of time dirty linen and waste is sitting in hallways, advise guests on a time at which items should be put out for collection.

M. Guest Rooms - after a Guest's Stay

Extra care is now taken to ensure our guest feel safe and comfortable when check into a vacant guest room- The Housekeeping staff are trained to ensure that;

- a. high touch surface/areas are sanitized
 - i. Phones
 - ii. Thermostats
 - iii. Lamps
 - iv. Shower heads
 - v. Shelves/handles
 - vi. Door handles
 - vii. Microwave handles
 - viii. Fridge handles etc.

- b. If a guest room is suspected of being contaminated with COVID-19, employee will not enter the room for 48hours.
- c. Single amenities **must** be made available upon request.
- d. For used toilet paper rolls, the employees discard a minimum of 6 toilet paper squares and fold final square
- e. one facial tissue box is placed in each bathroom. After departure, discard six (6) facial tissues
- f. After cleaning the rooms, two individual packets of hand sanitizing wipes should be placed in on the nightstands in each room.
- g. Please pre-pack the following items in in-room coffee program plastic pouch or zip lock: Two (2) packages of Starbuck's Verona regular coffee blend, two (2) Starbuck's To Go cups with lids, two (2) pre-packaged condiment packs (purchased through Veritiv), two (2) Coast logoed cocktail napkins, one (1) Tazo Awake individually wrapped tea bag and one (1) Tazo Calm Chamomile individually wrapped tea bag and one (1) Tazo China Green Tips. Once each plastic pouch is correctly filled securely seal closed with a security seal decal. the pouch purchasing recommendation is Gordon Choice 8lb Clear Polyethylene Plastic Bags, 7" X 3" X 16" Item# 1079673, available through GFS

- h. To prevent cross-contamination, ensure gloves are changed between tasks (especially before making the bed & after making the room).
 - i. Staff should use the standard Personal Protective Equipment (e.g., eye protection, mask) required for the regular hazards encountered through their normal course of work (e.g., handling chemicals).
 - j. Review all work procedures to minimize all opportunities for staff contact with splashes and spraying.
 - k. Use clean cloths, paper towels or wipes to clean and disinfect surfaces.
 - l. Put cleaning and disinfectant solutions into clean buckets for use.
 - m. To avoid contaminating your cleaning solution, do NOT re-dip dirty cloths back into the cleaning solution. Use clean cloths each time. This may require using a larger number of cloths than normal.
 - n. Immediately discard paper towels and disposable wipes after use.
 - o. Avoid the use of spray bottles or pressurized sprayers that might aerosolize contaminants.
 - p. Use a disinfectant that has a Drug Identification Number (DIN). Follow the instructions on the product label for dilution, contact time and safe use.
 - q. 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
 - r. Remove all cloth items (e.g., sheets and towels). Take all dirty linens and towels directly to the laundry.
 - s. Steam clean fabric items that cannot be laundered (e.g., plush chairs and drapes).
 - t. Empty all garbage containers
 - u. 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.
- v. Waste Management:**
- b. Wherever possible, waste is handled by a designated person or small, designated team daily.
 - c. Employees wear disposable gloves to remove waste from guest rooms and common areas
 - d. Ensure staff remove gloves and perform hand hygiene immediately after handling and disposing of waste.

- e. Employees use single, sturdy, leak-resistant garbage bags as they are sufficient for containing waste.
- f. If a garbage bag is punctured or contaminated, it is to be placed into a second bag
- g. All bags should be securely closed and immediately placed in the main disposal bin for the facility.

Laundry

- a. Employee Wear disposable gloves when handling dirty laundry and discard after each use. Wash hands immediately after gloves are removed.
- b. If reusable gloves are worn, gloves should be dedicated for handling dirty laundry and should not be used for other purposes. Wash hands immediately after gloves are removed.
- c. Do NOT shake dirty laundry. This minimizes the possibility of dispersing the virus through the air
- d. Place dirty laundry directly into a linen bag with out sorting. Do not overfill bags
- e. Clearly mark laundry bins as 'clean' or 'dirty'. Ensure dirty laundry only contacts dirty laundry bins, and clean laundry only contacts clean laundry bins.
- f. Clean and disinfect clothes hampers according to manufacturer's guidance. Consider using a liner that can be laundered.
- g. Clean and sanitize the front-loading area of washing machines frequently.
- h. Wash and dry items in accordance with the manufacturer's instructions. Use the warmest possible water settings. Dry all items thoroughly.

For carpets:

Vacuums: Only use vacuum cleaners equipped with exhaust filters, preferably HEPA filters, for carpeted areas. Built-in vacuums are ideal. If your vacuum does not have an exhaust filter, do NOT vacuum the room.

Steam Cleaners: Carpets can be cleaned using a steam cleaner which reaches a minimum temperature of 71°C unless the floor coverings are not heat tolerant

C. Develop Communication plans & Training

To ensure workers, suppliers and visitors know how to stay safe while at the Coast Kamloops Hotel, we have:

- Developed plans to communicate new and updated policies to all our employees.
- Conducted a training needs assessment and updated our training to include training on procedures and protocols
- Posted awareness posters throughout our workplace(s): Distancing reminder, Sanitizing Station, Feeling Symptoms, Handwashing station, COVID-19 screening, limited housekeeping service, restrictions for the use of the facilities etc.
- Posted occupancy limit signage throughout the facilities of our hotel
- Chosen the use of virtual meeting tools and/or phone calls in lieu of in-person meetings or training sessions, whenever possible. However, all required control measures, such as physical distancing, must be in place if communication or training must take place in person.
- Managers on monitoring workers and enforcing policies/procedures/protocols.

D. Regularly Monitor and update the safety plan as needed

At the Coast Kamloops Hotel, we are constantly monitoring the pandemic situation and modifying the safety measures as needed to ensure that control measures are effectively providing the expected level of prevention. The following are what we do to monitor the changes in our operations.

- Employees are trained on how to report hazards
- Daily COVID-19 screening by all employees is implemented
- Employees are aware of how to report COVID-19 symptoms
- We review the monthly safety inspection report to identify new areas of concerns
- Weekly COVID-19 update meeting to ascertain the effectiveness of the Coast Clean program
- Monthly meeting with CKH JOHSC
- Updated the policies/protocols as needed
- We re-assess communication and training needs accordingly

E. Assess and address the risk from resuming operations of getting back to normal

For areas within our operations or workplace that have not been operating normally during this pandemic and would now be re-started or re-occupied, we have completed the following:

- Reviewed our existing risk assessments for the jobs and areas affected. We have considered the effects of the control measures discussed in this Plan on existing safeguards and controls and revised our risk assessments accordingly.
- Consulted with our Joint Health and Safety Committee
- Updated the training plan for new employees
- Ensured all work areas have been inspected before resuming operations
- Re-assessed and implemented [occupational first aid requirements](#) accordingly.
- Re-assessed communication and training needs accordingly.
- Communicated plans to workers before they return.