

Sonora Resort

COVID-19 Safety Plan Operational Season

Abstract:

This document outlines the Covid-19 Safety protocols that Sonora Resort will adopt during the operational season. It may be made available to the public upon request.

Contents

1.0 Purpose	5
1.1 Creating Sonora Resort’s Covid-19 Safety Plan	5
1.2 Covid-19 General Information	5
1.3 Covid-19 Resources.....	5
1.4 Responsibilities	5
1.4 A Employer Responsibility.....	6
1.4 B Worker Responsibility	6
1.5 Right to Refuse Unsafe Work.....	6
1.6 Mental Health, Bullying and Harassment	6
2.0 Workplace Risk Assessment.....	7
2.1 Identifying Where Workers Gather	7
2.2 Identifying close proximity job tasks.....	7
2.3 Identifying Shared Tools and Equipment.....	8
2.4 Identifying high-touch surface areas	8
3.0 Protocols for Minimizing Risk	8
3.1 First Level Protections: Elimination	8
3.1 A Reduction in Guests	8
3.1 B Occupancy Limits	8
3.1 C Rescheduling Work Tasks.....	10
3.2 Second Level Protections: Engineering Controls	10
3.3 Third Level Protections: Administrative Controls	10
3.3 A Resort Wide	10
3.3 B Transfer Points	10
3.3 C Guest Activities	11
3.3 D Guest Services.....	12
3.3 E Gift Shop.....	13
3.3 F Housekeeping.....	13
3.3 G Island Currents Spa	14
3.3 H Marine Operations.....	16
3.3 I Tye Dining Room	16

Sonora Resort Covid-19 Safety Plan
MASTER

3.3 J Main Kitchen	17
3.3 K Staff Kitchen	18
3.3 L Staff Facilities	18
3.3 M Resort Amenities.....	19
3.4 Fourth Level Protections: Personal Protective Equipment (PPE)	20
3.41 Masks	20
3.42 Gloves and other PPE.....	20
3.5 Effective Cleaning and Hygenic Practices	21
3.5 A Resort Wide	21
3.5 B Guest Services.....	21
3.5 C Gift Shop.....	22
3.5 D Housekeeping	22
3.5 E Island Currents Spa.....	22
3.5 F Marine Operations	23
3.5 G Maintenance.....	25
3.5 H Tyee Dining Room.....	25
3.5 I Main Kitchen	26
3.5 J Staff Kitchen.....	26
3.5 K Staff Facilities	26
3.5 L Resort Amenities	Error! Bookmark not defined.
4.0 Covid Related Policies	27
4.1 Property Access.....	27
4.2 Potential Covid-19 Infection: Staff, On Site	27
4.3 Positive (+) Test Results Procedures:	29
4.4 Negative (-) Test Results Procedures:	29
4.5 Potential Covid-19 Infection: Staff, Off Site	29
4.6 Potential Covid-19 Infection: Guests, On Site.....	30
4.7 Covid-19 Leave	31
4.8 Working Alone Policy	32
4.9 Violence Policy	Error! Bookmark not defined.
5.0 Communication Plans and Training	32
5.1 Guest Communication	32
5.2 Staff Communication	32

Sonora Resort Covid-19 Safety Plan
MASTER

5.3 Staff Training 32

6.0 Monitoring and Updating Plans 33

 6.1 Monitoring Risk 33

 6.2 Updating Plans & Communiting Changes 33

7.0 Resources 34

 7.1 Province of British Columbia Orders and Notices..... 34

 7.2 BC Center for Disease Control..... 34

 7.3 Worksafe BC..... 34

 7.4 Other Approved Industry Specific Resources 34

 7.5 Internal Documents to Support 35

1.0 Purpose

This document provides practical advice and guidelines to ensure safe operations as Sonora Resort prepares to welcome limited numbers of staff and guests back onsite during the Covid-19 Pandemic.

1.1 Creating Sonora Resort's Covid-19 Safety Plan

Sonora Resort's Covid-19 Safety Plan outlined herein has been developed in accordance with the Provincial Health Orders of British Columbia, BC Center for Disease Control, WorkSafe BC and other approved resources. Front line workers, department managers, executive team and members of the joint health and safety committee have been included in developing these policies and best practices.

1.2 Covid-19 General Information

What is COVID-19?

COVID-19 is a respiratory infection caused by a newly identified virus (SARS-CoV-2). The infection has symptoms similar to other respiratory illnesses, including the flu and common cold: cough, sneezing, fever, sore throat and difficulty breathing. Other symptoms can include fatigue, muscle aches, diarrhea, headache, or lost sense of smell. For the full list of symptoms visit the symptoms page on the BCCDC website. While most people infected with COVID-19 experience only mild illness, severe illness can occur in some people, especially in those with weaker immune systems, the elderly and those with chronic medical conditions.

How is COVID-19 Spread?

COVID-19 is spread through liquid droplets when an infected person coughs or sneezes. The virus in these droplets can enter the body directly through the eyes, nose or mouth of another person if they are in close contact with the person who coughed or sneezed or if the virus lands on a surface and someone touches that surface and then touches their face, eyes, nose or mouth.

Understanding the Risk

The risk of person-to-person transmission can vary depending on the closer you come to other people, the amount of time you spend near them, whether you are indoors or outdoors and the number of people you come near. Physical distancing measures help mitigate this risk. The risk of surface transmission is increased when many people touch the same surface, and when those contacts happen in short intervals of time. Effective cleaning and hygiene practices help mitigate this risk.

1.3 Covid-19 Resources

The province of British Columbia has created a phone service to provide non-medical information about COVID-19, which is available from 7:30 a.m. – 8:00 p.m. at 1-888-COVID19 (1-888-268-4319) or via text message at 604-630-0300.

- [BC Centre for Disease Control](#)
- [BC Provincial Health Officer – Orders, Notices, and Guidance](#)
- [WorkSafe BC – COVID-19 and the Workplace](#)

1.4 Responsibilities

Employers, workers, owners, prime contractors, and other people at the workplace all have a responsibility to prevent exposure to COVID-19 in the workplace.

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MASTER

1.4 A Employer Responsibility

Sonora Resort is responsible for the health and safety of their workers and all other workers at the workplace including contractors and visitors. Sonora meets its responsibility to complete and execute a Covid-19 Safety Plan for its workers by developing and executing these policies and ensuring they are being followed in a fair, consistent way throughout the workplace.

1.4 B Worker Responsibility

Workers are responsible for taking reasonable care to protect their own health and safety and the health and safety of other people at workplace. In the context of COVID-19, this means workers are responsible for:

- Following the procedures put in place by the employer to control the risks associated with COVID-19, as outlined herein and posted on-site at Sonora Resort.
- Their own personal self-care, which includes frequent hand washing and staying home when sick.
- Reporting unsafe conditions to their employer.
- Take the necessary steps to minimize potential exposure and spread of Covid-19 while both off-site and on-site at Sonora Resort.

In choosing to work at Sonora Resort as set forth in your Employee Contracts, you acknowledge the risks associated with living and working in a small communal setting during the COVID-19 Pandemic. The worker understands that any breach in these policies will result in verbal and written warnings and in extreme cases, termination.

1.5 Right to Refuse Unsafe Work

Workers have the right to refuse work if they believe it presents an undue hazard. An undue hazard is an “unwarranted, inappropriate, excessive, or disproportionate” hazard. In the context of COVID-19, an “undue hazard” would be one where a worker’s job role places them at increased risk of exposure and adequate controls are not in place to protect them from that exposure.

If workers have a concern about undue hazards, and has exercised their right to refuse unsafe work, the following steps will be taken by the employer:

- The worker will report any undue hazard directly to their department manager or supervisor if the manager is not available.
- The department manager will investigate and work towards finding a suitable solution. If not resolved at this level, the Health and Safety manager will investigate to find a solution.
- If the matter is not resolved, the department manager must **contact WorkSafeBC** and a prevention officer will then investigate and take steps to find a workable solution for all involved.

For more information, see Occupational Health and Safety [Guideline G3.12](#).

1.6 Mental Health, Bullying and Harassment

Sonora Resort does not tolerate bullying or harassment of any kind. A public health emergency, like the COVID-19 pandemic, can cause heightened stress, anxiety, fear, and a feeling of lack of control that impacts the workplace and home life. Sonora is implementing the following Mental Health Strategy to help reduce workplace stress and anxiety:

- Sonora Resort will encourage team members to practice self-care daily while onsite and will encourage a culture of support and communication.

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- Sonora Resort is committed to clearly communicating and systematically enforcing the COVID-19 controls and practices.
- Sonora Resort will continue to share mental health resources to support workers including but not limited to **WorkSafe BC Mental Health** – Employers, and **WorkSafe BC Mental Health** – Workers. Sonora Resort will continue to offer confidential assistance to all staff through the Homewood Health Family Assistance Program.

If a staff feels excessively targeted for following COVID-19 policies and practices, that their safety is being jeopardized by others on-site who are not adhering diligently to the COVID-19 policies and practices or feels ridiculed or humiliated for any reason surrounding Sonora Resort's COVID-19 policies and practices, these cases will be taken seriously, and will be considered a case of workplace harassment and bullying, as per **PP 437 - Respectful Workplace Policy**.

2.0 Workplace Risk Assessment

2.1 Identifying Where Workers Gather

- Water Taxi and or air transportation via seaplane or helicopter to and from the resort for regular scheduled shifts.
- Central staff dining area.
- Staff housing shared bathrooms between 2 staff members.
- Department "Hubs" including the Gift Shop, Innes Conference Centre, Island Currents Spa, Tye Dining Room and Kitchen, staff kitchen, housekeeping headquarters, and dock station.
- Staff Leisure areas.
- Fish cleaning station and weigh scale area at main dock.

2.2 Identifying close proximity job tasks

- Water Taxi and or air transportation via seaplane or helicopter (if applicable) to and from the resort for regular scheduled shifts.
- Worker vehicles and boats where by two workers are sharing a company vehicle or transporting guests.
- **Guest Services:** Consistent interaction with guests in the Sonora Gift Shop and Innes Conference Centre; generally working with 1 other staff member in close proximity at all times.
- **Housekeeping:** Limited interaction with guests other than room cleaning services and or lodge common rooms; generally working with 1 other staff member in close proximity at all times.
- **Island Currents Spa:** Consistent interaction with guests in the Island Currents Spa providing spa services and treatments; generally working alone.
- **Marine Operations:** Consistent interaction with guests in the dock station area and in close proximity to guests during activities; generally working with 1 other staff member at a distance.
- **Maintenance:** Limited interaction with guests other than when entering guest designated areas for job duties; generally working alone.
- **Dining Room:** Consistent interaction with guests in the Tye Dining Room and Lounge; generally working with (up to 5) staff members at a distance at all times.
- **Main Kitchen:** Limited to zero interaction with guests; generally working with (up to 15) staff members in close proximity at all times.
- Receiving deliveries, putting away products into walk in fridges, walk in freezers and dry storages.
- **Staff Kitchen:** Limited to zero interaction with guests; Consistent and high volume interaction with all staff; generally working with (up to 3) staff members in close proximity at all times.
- Receiving orders and putting away into storage areas.

- **First Aid:** Consistant interaction with guests in the First Aid Room and or on location; generally working alone.

2.3 Identifying Shared Tools and Equipment

- All shared small resort vehciles used within and by each department including ATVs, electric carts, vehicles, boats, and or other modes of transportation.
- All shared tools and equipment not limited too small tools, maintenance equipment, and others.
- Kitchen appliances, utensils and small tools.

2.4 Identifying high-touch surface areas

- Doorknobs, electric key car swipes, hand sanitizer pumps, light switches, employee sign in stations, countertops, desks, phones, key boards and mouses, toilets, and faucets.

3.0 Protocols for Minimizing Risk

Sonora Resort has developed the following protocols for minimizing risk to workers in accordance with all safety requirements and within industry specific guidelines. Protocols that are specific to relevant sectors and business lines of Sonora Resort are implemented to the extent that they are applicable to the risks at the workplace. It is understood that each department will have unique tasks that will need to be adjusted, eliminated, and or substituted.

3.1 First Level Protections: Elimination

Sonora Resort will consider eliminating and/or postponing work tasks that may create an undue risk of exposure to COVID-19 for workers. Various operational processes will be adjusted to minimize contact between individuals.

3.1 A Reduction in Guests

Sonora Resort will effectively reduce guests on site by reducing the available room count from 88 guest rooms to 43 guest rooms and will shorten a normal operating season from May 1 – October 30 to June 1 – September 30, booking dependant. Site tours for media FAM can be completed on site using physical distancing at the approval of the General Manager.

3.1 B Occupancy Limits

Sonora Resort will effectively determine appropriate occupancy limits for staff and guest areas as required by PHOs and to encourage a minimum distance between workers of 2 meters in all staff and guest areas. Signage will be posted at the entrances of each space. See '**Sonora Resort Covid-19 Occupancy Limits**' for more details.

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Location	Capacity	Location	Capacity
Guest Services		Main Kitchen	
Gift Shop	5	Main Kitchen	20
Inness Conference Center	5	Walk-in Fridge Main Kitchen	2
Games Room	15	Walk-in Freezer Main Kitchen	2
Movie Theatre	6	Dry Storage Main Kitchen	1
Inness Conference Center Offices	8	Dry Storage Yuculta	10
First Aid Room	2	Chocolate Room Yuculta	2
Spa		Walk-in Fridge Longhouse	2
Reception	3	Walk-in Freezer Longhouse	2
Fitness Center - Reservation Only	2	Tapas Deck Outdoor Kitchen	3
Treatment Rooms	2	Staff Kitchen	
Mineral Pools	2	Staff Kitchen Area	4
Change Room - Bathroom Access Only	1	Staff Dining Room**	15
Mineral Pool Deck	8	Dry Storage	1
Upper Relaxtion Lounge	Closed	Freezer Room	1
Steam Room and Sauna	Closed	Tyee Dining Room	
Marine Operations		Tyee Dining Room* **	60
Main Dock	40	Tyee Patio*	30
25ft Boat	4	Chinook Room*	12
28ft Boat	5	Offsite Dining Venues	
30ft Boat	7	Pavillion – 6 perTable Seating	120
36ft Boat	9	Discovery Islands View Point*	20
Eco Tour Boat	13	Johns Point*	16
Water Taxi	13	Meeting Rooms	
Dock Station Front Covered Area	6	Orca - Upper Longhouse	24
Processing Room	4	Sahsen - Upper Longhouse	3
Snack Shack	2	Wasgo - Lower Longhouse	20
Gear Room	4	Pavillion -Theatre Seating	50
On-Site Activities		Florence A	3
Putting Green	4	Florence B	2
Archery	4	Florence C	3
Flyfishing Docks	4	Florence A,B & C (Open)	7
Sprinter van	11	Dent	3
Tennis Court	50	Edith	3
Storey Point	5	Edwards	7
Maintenance		Dent, Edith & Edwards (Open)	7
Haida Storage	2	Stokes	5
Maintenance Shed	2	Owen	3
Sea Lion Storage	1	Howe	3
Marine Mechanic Shop	2	Owen, Howe (Open)	5
Wood Shop	2	Staff Facilities	
Conservatory	12	Staff Laundry Room	2
Housekeeping		Staff Fitness Room	2
Estero Storage	2	Staff Lounge	4
Lodge Storage Rooms	1	Estero Laundry Room	1
Laundry Room	10	Bora Bora Laundry Room	1
		Staff Hot Tub	2

3.1 C Rescheduling Work Tasks

Sonora Resort will implement reasonable measures and reschedule work tasks to keep workers and others at least 2 meters apart, whenever possible. This includes and is not limited to assigning tasks to workers to complete individually if safe to do so, staggering work schedules to minimum close contact, and adjusting the department hubs physical space to encourage physical distancing where possible.

3.2 Second Level Protections: Engineering Controls

Whereby risks can not be eliminated, Sonora Resort has implemented the following engineering controls:

- Installed glass barriers where workers cannot keep physically distant from guests in the Tye Lounge Bar area, Innes Conference Center front desk, Gift Shop Staff Kitchen and Staff Dining Room service area.
- Installed physical distancing measures and signage to keep 2 meters between individuals where possible.
- Removed or rearranged furniture and or adjusted physical configurations to allow physical distancing.

We have included barrier cleaning in our cleaning protocols outlined in section 3.5 Effective Cleaning and Hygienic Practices and have installed the barriers so they do not introduce other risks to workers.

3.3 Third Level Protections: Administrative Controls

Sonora Resort has outlined the rules and guidelines for how workers should conduct themselves to reduce the risk of person-to-person transition. These rules and guidelines have been clearly communicated to workers through a combination of training and signage, outlined in section 5.0 Communication Plans and Training.

Detailed below is Sonora Resort's administrative control measures that all staff and guests must follow, with additional controls applicable to each department's operations.

3.3 A Resort Wide

- As we are a remote resort in which our employees work and live, employees of Sonora Resort will be considered one household or "bubble".
- Sonora Resort will keep small groups of staff members who frequently work together as a cohort and schedule their shifts together as much as possible.
- Occupancy limits are posted, and entry restriction is in place if maximum occupancy is reached.
- All individuals must observe social distancing measures in place in both guest and staff areas.
- Staff will not shake hands with guests or fellow workers. Rather they will place their hand over their heart, gentle nod of the head & smile to welcome guests. Staff will always step aside and allow the guest to pass with enough distance.
- Where possible, guests and staff interactions are encouraged to be completed by the phone to reduce contact.
- Physical contact is discouraged between coworkers.

3.3 B Transfer Points

Sonora Resort Covid-19 Safety Plan

MASTER

- All guests must adhere to any Covid-19 safety protocols that will be implemented at all transfer points to and from Sonora Resort including but not limited to answering a Covid-19 Health Check and temperature check.
- A mask or face covering is required for all guests on all transfers to and from Sonora Resort, regardless of transportation method.
- For transfers on LAS Helicopters, should you have luggage in excess of the mandated 25lbs restriction, we will safely store it at Signature Flight Support Vancouver while you are enjoying your stay at Sonora Resort.
- Onsite distancing and sanitization protocol in staging areas is followed in transfer areas.
- Staff are required to use gloves when handling guest luggage and will avoid cross contamination of incoming and outgoing freight and guest luggage.

3.3 C Guest Activities

- All activities below require pre-booking to accommodate scheduling.
- Pre-booked activities have staggered start and end times where possible, ensuring maximum area/vessel capacity is not exceeded.
- Minimum 10 minutes for cleaning to be incorporated in scheduling between activities.
- Equipment, vessels, and other modes of transport are cleaned according to government health regulations between each guest use and labeled accordingly.
- Occupancy, distancing, and traffic flow signage is in place specific to each activity center.

Fishing / Eco tours / Boat cruises

- Guides, tour operators and support staff ensure mask use where distancing is not achievable.

Archery

- Archery equipment to be issued to individual guests, sanitized, and labeled after use.

Florence Lake Watersports

- Watersport equipment issued to individual guest or 'bubble' group.

Guided Hiking

- Hiking guides help the guest learn without close contact and follow physical distancing requirements within the group.
- Items used, including books, or hiking poles are issued to individual 'bubble' group or guest and are sanitized between each use.

Independent Guest Activities

- Fly Fishing / Golf / Mountain Biking / Tennis
- Independent guest activities require pre-booking for space and equipment.
- Activity equipment issued and returned at Dock Station including bikes, fishing rods, fly boxes, golf clubs, tennis rackets and balls. Equipment is issued to individual 'bubble' groups.
- Guests are reminded to keep items to themselves or group and return to Dock Station after use for cleaning and storage.

3rd Party Activities

- Kayak / helicopter / golf / snorkeling / grizzly tours

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- 3rd party providers have specific Covid-19 requirements for travel and activities relayed to guests upon booking.
- Physical distancing and sanitization protocol in staging areas is followed.
- 3rd party tour operators must follow on site Covid-19 screening protocol – Temporary and contract workers (guides) included.

3.3 D Guest Services

Arrivals

- Prior to arrival, guests will receive a confirmation email providing information on the arrival process, individualized check-in, hotel services and amenities, fast check-out, and more. Guests are encouraged to use pre-arrival communications to reduce contact upon arrival.
- Guests will receive a “Welcome Wellness Kit” with an individual hand sanitizer, face mask and information about Sonora Resort’s Covid-19 Safety protocols.
- Each group or “party” of guests will be considered their own household or “bubble”.
- Guest arrivals will be greeted by a member of management and will be spaced out to allow for individualized guest check-in.
- If luggage assistance is desired, staff will deliver luggage to the inside of the guest room using gloves. If arrival is before 4:00pm, luggage will be stored in a safe location until check in is available.

Check In

- Full check-in details will be provided to guests in their confirmation email prior to arrival.
- Check ins are conducted individually by group or “party” in the Tyee Lounge soft seating area while physically distancing.
- During orientation, the General Manager will lead a brief Covid-19 safety briefing and staff will confirm guest itineraries, personal preferences for housekeeping services and all dining reservations for the duration of the guest stay.
- Staff will wear gloves on when touching guest participation forms, itineraries, and keys.
- Sonora Resort satisfies its requirement to collect contact information for all guests through the **Sonora Resort Participant Release Form**.
- Room moves are not being offered at this time.

Room Walks and Shuttle Service

- Room walks will be conducted using physical distancing. When staircases or hallways are within 2-meter width, the staff member will follow the guest with a 2m distance.
- Staff will not enter guest rooms upon arrival and will rather instruct on room amenities from the entrance and reference the **Sonora Resort Guide** for additional information.
- Shuttle service to guest lodges is available to 1 party at a time, upon request. No one will sit in the front seat beside the staff member.

On Site Activity Booking

- Guests inquiring to book activities on site after arrival are encouraged to liaise with our Guest Services team on the phone by pressing “Front Desk” on any resort phone to reduce contact. Activity booking is available through the Innes Conference Centre from 7:00am – 6:00pm, daily.

Concierge

- Amenities are to be delivered to guestroom prior to arrival if possible (housekeeping to assist).
- Amenity Delivery

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MASTER

- Guest must be in the room to receive the requested amenity.
- Items will be delivered using gloves with items on tray, placed on a sanitized table outside of guest room. Staff will knock to announce the items, step back from the door, and allow guests to retrieve items. They will then remove the tray and table, sanitize them, and return to appropriate location.
- Possible concierge items include additional room amenities, towels, blankets and or ice buckets.

Guest Room Maintenance Issues

- A guest services representative will schedule an in-room inspection between the maintenance department and the guest. A member of the maintenance team will enter the guest room to conduct the investigation and find a resolution; guests are requested to vacate the room during this time, if work is expected to last more than 15 minutes.

Check Out

- Check out extensions are not being offered at this time. Guests must vacate the guestroom at 11:00am.
- Reduced check out procedures are encouraged. Guests may conduct a contactless check-out via email or phone by pressing "Front Desk" on any resort phone. Invoices will be emailed directly to guests.
- Guest keys should be left in the room; all electronic key swipe cards will be destroyed after each guest use.
- Any print materials left in the room at the end of the guest stay will be collected by Housekeeping where they will enter a 24-hour isolation period before being reused.
- If luggage assistance is desired, guests must leave luggage just inside the guest room door for staff to collect using gloves and delivering to guest departure mode of transportation.
- Should a guest want to leave a gratuity for a staff, tip Envelopes may be left in the guest room prior to check out or with a staff member at the Front Desk. Envelopes will be provided to guests in their arrival package to avoid the 24 isolated period with HK.

3.3 E Gift Shop

Products

- One size of each style will be available in the Gift Shop, remaining sizes are stored in Gift Shop lock up.
- Unwanted items including hangers are collected and stored behind the Gift Shop desk and will enter a mandatory isolation period of up to 3 hours and/or after the proper cleaning protocols are able to be conducted.
- All sales are final, no returns will be accepted.

Storage Areas

- Only one staff member at a time will be permitted to enter the Gift Shop designated storage areas.

3.3 F Housekeeping

Guest Room Service

- If a guest desires morning service during their stay this will be determined by front desk upon arrival.
- Housekeepers will not enter a guest room with the guest still inside, if they should arrive for morning service, and the guest is still in their room we will arrange a time to come back when the guest will have vacated the room.
- Staff will wear gloves while in the guest rooms, with a fresh pair worn for each new guest room.
- Housekeepers will not touch guest's personal items during service unless wearing gloves.

Sonora Resort Covid-19 Safety Plan

MASTER

- Guest room doors will remain open during cleaning and sanitization to allow for proper ventilation.
- The only tools to enter the room will be the necessary cleaning supplies, and any fresh amenities that need to be replaced. No items that have been removed from a previous room will enter another guest room.
- Staff will leave the bathroom fan on with the bathroom door open prior to vacating the room in effort to assist with ventilation throughout the room.

Check-In Cleaning

- When cleaning a room for guest arrival, the housekeeping team will have vacated the room at least 3 hours prior to guest check-in.
- Upon entering the guest room, the housekeeper will leave the door open, open the room window, whenever possible, and turn the bathroom fan on for increased ventilation.
- Staff will wear gloves while cleaning guest rooms, with a fresh pair worn for each new guest room.
- All linens, waste, and items that need to be changed between guests will be removed from the room prior to fresh items for the next guest being brought in. There will be no cross-contamination between guests.
- While removing linens, the housekeeper will take care to avoid shaking the linen.
- All surfaces and items will be cleaned and sanitized thoroughly with special attention paid to all high-touch surfaces, following the turnover checklist.

Amenities

- Each guest room is stocked with fresh and sanitized amenities for each guest's stay.
- Additional amenities are available upon request by phone by pressing "Front Desk" on any resort phone; as detailed in section **3.32 Guest Services**.
- Guests may request laundry services by pressing "Front Desk" on any resort phone to arrange for the items to be picked up. The guest must be present for pick-up and delivery. When the clothing has been laundered, we will arrange a time to drop-off the laundered items when the guest will be in the room.

Lodge Common Areas

- When at all possible, the housekeeping team will service these areas when no guests are present. If staff must clean an area with a guest present, they will remain 2m from them while conducting their duties.
- All surfaces and high touch points will be sanitized according to our departmental checklist.

Laundry Room

- Gloves will be worn by staff when handling any laundry, with new gloves being applied after each load.
- Dirty laundry will not be shaken as it is put into the washing machines.
- All folding tables and machines will be sanitized throughout the day according to our departmental guidelines.
- Directional procedures in the laundry room will keep clean laundry physically always separated from dirty laundry.

3.3 G Island Currents Spa

- All spa facilities including treatments, fitness center and mineral pools are by appointment only.
- Masks are mandatory in all indoor spaces including check-in area/lobby, relaxation lounge, fitness centre, treatment rooms and change rooms.
- Guest and Practitioner are to wear mask during the entire duration of the treatment.
- Upon arrival, spa staff will ask a series of Covid-19 related questions in addition to the standard health form.

Sonora Resort Covid-19 Safety Plan

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- Guests should arrive only 5 minutes prior to appointment start time; guests are not to wander through the spa, they are always escorted to their destination.
- Guests should bring their own water bottle. Water stations are available for re-fills.

Reception Area

- Guests inquiring to book spa services on site after arrival are encouraged to liaise with our Spa team on the phone to reduce contact. Spa booking is available through the Island Current Spa from daily.
- All nonessential print collateral has been removed to reduce touch points. Spa material is provided in individualized packages upon guest arrival; additional materials can be made available through the Island Currents Spa or Front Desk.
- Upon arrival, guests will be greeted by their practitioner where they are directly led to their treatment room.

Guest Change Rooms

- Showers and lockers are currently unavailable.
- Guest will be advised to shower in their room before their treatment.
- Lounges are not accessible for changing or showers.
- Robes will be provided in treatment room.

Practitioners and Treatments

- Foot soaks & consultations will be completed in individual treatment rooms.
- Guests are not permitted to touch the essential oils during the Aroma Journey.
- Upon completing treatment, Practitioner will wash hands thoroughly up to elbows, instruct guest to change back into their clothes and be waiting outside of the treatment room to escort guest back to reception.

Fitness Centre

- Open by reservation only through the Island Currents Spa in 60-minute periods during Spa hours of operation.

Yoga Classes

- Mask use by instructor and guests is not mandatory as physical distancing can be achieved; masks are available upon request if preferred.
- The instructor will not do hands-on adjustments.
- Classes will be designed without the use of props.
- Yoga mats and a blanket will be provided for each guest and places 2m apart.
- Guests will be escorted to enter their designated yoga space one by one, or by household.
- Should a guest require the washroom, the instructor will bring them to the change room and wait for them to be finished.
- At the end of the class, the instructor will escort the group to the Spa Reception.

Mineral Pools

- Mineral pools are open by reservation only through the Island Currents Spa in 45-minute periods during Spa hours of operation.
- Outdoor pool deck – lounging chairs will be placed in pods of 2 on pool the deck.

Steam Rooms and Sauna

- Steam Rooms and Saunas are temporarily closed.

Retail

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MASTER

- All testers will be removed and are available upon request.
- Only one item of each product is on display, remaining product is in storage and is restocked as needed.
- If guest wishes to purchase, obtain new one from drawer, sanitize hands prior to touching guest items.
- All retail sales final.

3.3 H Marine Operations

Snack Shack

- Guest entry into the Snack Shack is not permitted and a physical barrier will be in place.
- All Snack shack offerings pre-packaged in main Kitchen, stored in appropriate food safe containers and coolers.
- Returned items kept separate for 24 hours from outgoing products to avoid cross contamination.
- Guests order items from list provided, Staff to package and distribute.
- Kitchen delivers guest snack and menu options prepackaged.
- Upon guest return coolers and utensils sanitized labeled and stored.
- Non consumed packaged food items returned by guests are disposed of and not recycled.

Gear Room

- Guest entry is not permitted to the Gear Room and a physical barrier will be in place.
- Gear storage area for guest re-use items on multiple day adventures.
- Most pre-booked activities have staggered start and end times ensuring maximum staging area capacity is not exceeded.
- Separated area for returned gear prior to cleaning.

Fish processing Room

- Guest entry is not permitted to the Fish Processing Room and a physical barrier will be in place.
- Guide access limited to 4 persons with physical barriers in place when processing fish.

Cargo and Storage Areas:

- Guest entry not permitted.

3.3 I Tyee Dining Room

- Employees should avoid the use of hand sanitizer when handling food.
- Sonora's dining services have been modified to ensure proper sanitization including replacing buffet service with a la carte service.
- Tables have been spaced to allow for proper distancing between each household and pathways have been modified to reduce traffic.
- Table sizes are limited to a maximum of 6 guests. All guests will be seated at tables with 2 meters between unless they are in the same party. Guests will be escorted to their assigned table and are not permitted to move from table to table.
- Guests are not permitted to take food and drink in the Tyee Dining Room and or Tyee Lounge without being seated.
- Liquor service will cease at 10:00pm and not resume until 9:00am the following day as per the PHO. Guests may stay in the Tyee Lounge until 12:00pm, if there is meal service available.

Hostess

- Host to ask guests to hang their own coats on their chairs due to restrictions with handling personal items, garment.

Sonora Resort Covid-19 Safety Plan MASTER

- Crayons for children will be kept aside after usage till further notice and will not be given to other guests.
- All menus, including wines by the glass and house cocktails enter a 3-hour isolation period and sanitized after each service.

Server Procedures

- Maintain a 2-metre distance from the tables whenever possible.
- Leave guest napkins where they place it when they leave the table (i.e., do not fold over the armchair).
- Tables will be bare except vase or candle and will be set in front of the guest at each service.
- Salt and Pepper to be offered with each table and sanitized after guests' use.
- All napkins on mise-en place plates to be changed between shifts.
- If a guest would like more bread, a new breadbasket will be brought to the table.
- Brunch pastries will be kept in the kitchen station, in a covered container.
- In the event of any food returned to the kitchen with plates that have touched the guests table will require the entire plate to be remade. The returned plate cannot touch the kitchen pass but rather will be handled by serving staff.
- Any leftovers requesting to be taken, we will provide guest with a clam shell/bag & they will package themselves.

Storage Areas

- Only one staff member at a time will be permitted to enter the Dining Room designated storage areas.

Offsite Dining

- Employees should avoid the use of hand sanitizer when handling food.
- Sonora's dining services have been modified to ensure proper sanitization.
- Tables have been spaced to allow for proper distancing between each household and pathways have been modified to reduce traffic.
- Table sizes are limited to a maximum of 6 guests and must be outdoors. All guests will be seated at tables with 2 meters between unless they are in the same party. Guests will be escorted to their assigned table and are not permitted to move from table to table.
- Liquor service will cease at 10:00pm and not resume until 9:00am the following day as per the current PHO.

3.3 J Main Kitchen

- Entry touchpoints frequently sanitized.
- No guests will be allowed into the Tyee Kitchen.
- In and outdoors are clearly labelled.

Tyee Kitchen

- All mise en place to be labelled and dated without exception.
- All workers will have separate containers for clean and used utensils. Tasting utensils are used once and placed into the used container.
- Sanitizer bottles will be clearly labelled and dated.
- Signs reminding staff members to wash or sanitize their hands before touching self-serve food, drink, or other items, and to maintain a 2m distance from other patrons are posted throughout the kitchen.

Sonora Resort Covid-19 Safety Plan

MASTER

- Gloves are used in food handling whenever possible and applicable.
- AM and PM teams have staggered daily start times to encourage social distancing upon arrival and departure of their shift.

Stewarding

- All food returning on plates from the dining room is discarded before placing in the dishwashing area.
- Dishwashing area is neat and organized to provide space for all used dishes.

Food Storage Areas

- Occupancy limits are clearly posted at all storage areas.
- Entry touchpoints frequently sanitized.

3.3 K Staff Kitchen

- Staff members are encouraged to dine outside or in their rooms at their scheduled meal times.
- Staggered dining times for lunch and dinner to encourage social distancing.
- Plexiglass sneeze guard barrier installed over self-serve buffet.

Staff Kitchen

- No staff apart from the Staff Kitchen team can enter the kitchen area.
- All mise en place to be labelled and dated without exception.
- All workers will have separate containers for clean and used utensils. Tasting utensils are used once and placed into the used container.
- Sanitizer bottles will be clearly labelled and dated.
- Signs reminding staff members to wash or sanitize their hands before touching self-serve food, drink or other items, and to maintain a two-meter distance from other patrons are posted throughout the kitchen and staff dining room.
- Gloves are used in food handling whenever possible and applicable.

Stewarding

- All food returning on plates from the dining room is discarded before placing in the dishwashing area.
- Cutlery is soaked in a cleaning solution for a minimum of 60 seconds before being washed and sanitized in an automatic dishwasher.
- All plate ware is scrubbed with dish soap before being washed and sanitized in an automatic dishwasher.
- The pH level for each automatic dishwasher will be logged twice daily.
- The pH level for each dishwashing / sanitizing sink will be logged twice daily.
- Soap, sanitizer and paper towels are regularly stocked.

Food Storage Areas

- Occupancy limits are clearly posted at all storage areas.
- Entry touchpoints frequently sanitized

3.3 L Staff Facilities

Cleaning and disinfecting protocols are in place and are executed by the staff who will be using them both before use and after. Occupancy limits are posted at the entrance of each area.

Sonora Resort Covid-19 Safety Plan
MASTER

Staff Lounge	Remain open, if occupancy limits and stringent cleaning protocols are observed by each staff using this member, as laid out in the Cleaning and Disinfecting checklist. The employee workstation will remain open.
Staff Gym	Remain open, if occupancy limits and stringent cleaning protocols are observed by each staff using this facility, as laid out in the Cleaning and Disinfecting checklist
Staff Laundry	Remains open; occupancy limit is 2 people while filling, unloading, or folding.
Staff Backyard and Staff Hot Tub	Staff hot tub will remain open for use provided staff observe occupancy limits of 2 people of the same cohort. Staff must shower before use. Staff games and equipment will continue to be available, on the condition that the staff are responsible for disinfecting equipment after each use.
Staff Events	Will be permitted providing they are executed in a socially distant manner that follow all health guidance and rules and are approved by the General Manager
Staff use of approved guest facilities	As laid out in the Employee Handbook, staff are permitted to use select guest amenities. Sonora strongly encourages staff bring their own equipment to use these facilities if available.

3.3 M Resort Amenities

We ask all guests to use these amenities in their party or “bubble” only, unless noted differently below physical distancing can be achieved. We also ask guests to restrict their time to 1 hour per visit to allow all guests an opportunity to use this space. Masks must be worn in all indoor spaces.

Swimming Pool and Hot Tubs	Remain open; a reservation system will be in place for 1-hour periods per visit arranged through Guest Services by dialling “Front Desk”. We ask that guests use their towels from the guest rooms, additional towels are made available upon request.
Tennis Court	Remains open; we encourage guests to visit when no other guests are in the space and or observe physical distancing if multiple parties are present.
Discovery Island Viewpoint	Remains open; we encourage guests to visit when no other guests are in the space and or observe physical distancing if multiple parties are present.
Putting Green	Remains open; equipment can be obtained through the Gear Room to ensure it is property sanitized between each use.
Trout Ponds	Remains open; equipment can be obtained through the Gear Room to ensure it is property sanitized between each use.
Eaglets Perch	Remains open; we encourage guests to visit when no other guests are in the space and or observe physical distancing if multiple parties are present.
Florence Lake	Remains open; guest washrooms remain open.

Sonora Resort Covid-19 Safety Plan
MASTER

	Bookings are strongly encouraged for access to the use of water sport equipment and the guest washroom areas.
Hiking and Biking Trails	Remains open; equipment can be obtained at the Innes Conference Centre to ensure it is property sanitized between each use.
Innes Conference Center	Remains open; a reservation system for Meeting Room Bookings will be in place through Guest services. Workspace computers remain open; they have been spaced out to encourage physical distancing.
Tyee Movie Theatre	Remains open; a reservation system will be in place through Guest services by dialling "Front Desk".
Games and Billiards Room	Remains open; we encourage guests to visit when no other guests are in the space and or observe physical distancing if multiple parties are present. Equipment can be obtained through the Tyee Lounge to ensure it is property sanitized between each use.
Conservatory	Remains open; we encourage guests to visit when no other guests are in the space and or observe physical distancing if multiple parties are present.

3.4 Fourth Level Protections: Personal Protective Equipment (PPE)

Staff and guests of Sonora Resort will adhere to the **PHO Mask Mandate Order** that requires mask use in indoor settings. Understanding the limitations of masks to protect the wearer from respiratory droplets and that masks as part of the PPE strategy, are used when elimination, engineering and administrative controls cannot be implemented. Signage is posted throughout property and staff have been trained on the proper use of masks as outlined in section 5.0 Communication Plans and Training.

3.41 Masks

Guests are required to wear a mask or face covering in all indoor public spaces while on Sonora Resort Property and when participating in transportation and or activities provided by Sonora Resort whereby physical distancing is not achievable with Sonora staff or guests outside of their party or "bubble".

- Staff are required to wear a mask or face covering in all indoor public spaces while on Sonora Resort Property and when participating in transportation provided by Sonora Resort whereby physical distancing is not achievable with Sonora staff or guests.
- Staff are required to wear a mask or face covering when interacting with guests or fellow staff if 2-meter distancing can not be maintained, regardless of indoor or outdoor setting.

Exemptions for required mask use will be granted as per the **PHO Mask Mandate Order**:

- People with health conditions or with physical, cognitive, or mental impairments who cannot wear one.
- People who cannot remove a mask on their own.
- Children under the age of 12.
- People who need to remove their masks to communicate due to a hearing impairment.
- When seated at your table for the purpose of eating and drinking.

3.42 Gloves and other PPE

Sonora Resort Covid-19 Safety Plan MASTER

Gloves and other PPE is available for staff for additional protection for tasks involving higher risk including but not limited to housekeeping services and handling guest luggage. Supplies are available through each department hub, the staff dining area, and the First Aid room.

3.5 Effective Cleaning and Hygienic Practices

Sonora Resort has implemented rigorous cleaning and hygiene practices to reduce the spread of the Covid-19 virus. Signage is posted throughout the property and staff have been trained on effective cleaning and hygiene practices as outlined in 5.0 Communication Plans and Training.

Detailed below is Sonora Resort's cleaning and hygienic all staff and must follow, with additional controls applicable to each department's operations.

3.5 A Resort Wide

- Regular handwashing and established handwashing procedures are required by all staff; at minimum when they arrive to the worksite, between job tasks, when encountering an item used by the public, when entering a new work area, immediately before and after any breaks, when entering or exiting the staff dining area before the end of a shift and when hands are visibly soiled. Additional hand sanitizing is required between the use of any currency or goods exchange between guests.
- Handwashing facilities are accessible by staff throughout the resort. Staff are required to use alcohol-based hand sanitizer if handwashing stations are not available; sanitizer is available at all entrances to rooms across the resort. Signage is posted in these areas.
- Employees should avoid touching their face without washing hands first.
- Employees must practice good cough and sneeze etiquette.
- Department managers conducted a survey of the resort to determine high-touch surfaces and created disinfecting schedules as advised by WorkSafeBC to limit the potential for contaminated surfaces in 'Departmental Covid-19 Cleaning and Disinfecting Checklists'.
- Sonora uses disinfecting products advised by Health Canada as directed by the label to avoid introducing other hazards to the workplace.
- Rags or soft cloths used in the disinfecting process will only be used once; after use will be added to a separate laundry bin and laundered/disinfected overnight.
- Sonora Resort provides PPE to the cleaners to protect against the cleaning chemicals.
- Glass barriers are cleaned using an appropriate cleaner and disposable paper towels.
- Staff radios must be sanitized thoroughly (HOW) at the start and end of each shift.
- Time clock disinfected between each staff member's use.

3.5 B Guest Services

- Any pens, clipboards or otherwise used by guests will be sanitized between each use.
- Meeting rooms are fully sanitized by a member of the Guest Services team in accordance with the checklist between each occupancy. Back-to-back meeting room bookings will be avoided to create isolated resting period between occupancy.
- When pens are placed for external meetings, they are to be sanitized prior to placing on the tables. Any paper pads are single use.
- All nonessential print collateral has been removed from the Innes Conference Center to reduce touch points. Material is provided in individualized packages upon guest arrival; additional materials can be made available through Guest Services agents upon request.

Sonora Resort Covid-19 Safety Plan MASTER

- Guest Services staff are responsible for cleaning and disinfecting the following resort areas as in addition to the department hubs: Innes Conference Meeting Rooms, Guest Workstations, and the Limo.

3.5 C Gift Shop

- Occupancy limits are posted at the Gift Shop entrance and entry restriction is in place if maximum occupancy is reached.
- Unwanted items including hangers are collected and stored behind the Gift Shop desk and will enter a mandatory isolation period of up to 3 hours and/or after the proper cleaning protocols are able to be conducted.
- The store layout has been rearranged to support physical distancing including a reduction in the product lines whereby one size of each style will be available in the Gift Shop, remaining sizes are stored in Gift Shop lock up.

3.5 D Housekeeping

- Guest rooms are vacant for a minimum of 3 hours prior to the next occupancy and are fully sanitized between each occupancy. Back-to- back-room bookings will be avoided to create isolated resting period between guest departure and entrance into the room by housekeepers.
- Guest rooms are fully cleaned and sanitized between guests following the housekeeping checklist. This includes, but is not limited to, hard surfaces, soft surfaces, high touch points, and items in the room.
- Any item that cannot be properly sanitized will be removed and replaced with a fresh one.
- Housekeeping services during a guest stay are limited to an unobtrusive morning housekeeping service, if so desired by the guest. Turn down service will not be offered in 2021 to limit staff frequenting guest rooms. A member of our team will confirm personal preferences for Housekeeping service upon arrival and a system will be in place allow guests to attain additional amenities during their stay.
- All nonessential items have been removed from the guest room and common areas to reduce touch points. Including but not limited to extra throw pillows, bed scarves and pillows, minibar items, print material, and hotel collateral.
- Wash or sanitize hands whenever removing or changing gloves.
- All housekeeping tools will be sanitized at the end of each housekeeper's shift.
- Housekeeping staff are responsible for cleaning and disinfecting the following resort areas in addition to the housekeeping department hub: guest designated bathrooms, guest lodges and common areas.

3.5 E Island Currents Spa

Reception

- Wash/Sanitize hands in-between guest interactions and cleaning the reception spaces.
- All sanitization required between guests, including but not limited to phone, desk, Moneris machine, pens, tray and tongs, testers if applicable, guest side of the desk, retail area.
- Advise guest to use sanitizer or escort them to the sink if they prefer hand washing.
- Sanitize pen or Moneris terminal, before and after handing it to the guest to charge their treatment to room or card.

Practitioner and Treatments

Sonora Resort Covid-19 Safety Plan

MASTER

- Sanitize all surfaces in each treatment room, after each treatment is completed and guest has departed.
- Upon entering treatment room to begin, wash hands thoroughly before adjusting the guest's blankets, pillows, and headrest.
- Upon completing treatment, wash hands thoroughly up to elbows, instruct guest to change back into their clothes and be waiting outside of the treatment room to escort guest back to reception.
- Wash hands and wear new gloves strip room. Drop laundry in specified locations.
- Change to new gloves to remake the room with fresh linens.

Yoga Classes

- Wash hands and put on new gloves to sanitize the mats and leave them to rest in the studio.
- Remove any linen, blankets, water bottles, etc., and take to designated location.
- Blankets are washed in-between uses.

Spa Attendant

- Ensure mask & gloves are worn during all tasks.
- Gloves to be changed hourly or prior to handling any clean items such as fresh linens, water bottles, products for guest.
- Eye protection is also required when using dishwasher or when moving linens.
- Spa staff are responsible for cleaning and disinfecting the following resort areas as in addition to the Island Currents Spa: Mineral Pool areas, all spa amenities, and the Upper Longhouse as used for yoga classes.

3.5 F Marine Operations

Marine staff are responsible for cleaning and disinfecting the following resort areas as in addition to the department hub defined as the "Dock Station": Chinook Patio seating, The Lower Longhouse as used for luggage storage, archery range and equipment, Tennis Court entrances, and Florence lake facilities and equipment.

Transfer Points

- All common touch points including baggage cart handles, machinery, vessels and vehicles involved with incoming and outgoing freight, luggage and guests/staff will be sanitized between use and/or twice daily as per sanitization SOP.
- Use of only approved hard and soft surface cleaning products.
- Staff are required to use gloves when handling guest luggage and will avoid cross contamination of incoming and outgoing freight and guest luggage.

Guest Activities

- Equipment, vessels, and other modes of transport are cleaned and sanitized according to government health regulations between each guest use and labeled accordingly.

Fishing / Eco tours / Boat cruises

Sonora Resort Covid-19 Safety Plan

MASTER

- Hand washing or sanitizing before accessing boats and glove use required while on board.
- Sanitize all touchpoints before and after trip, including washroom, seats, doors, handles, gunwales, fishing rods, reels and gear.
- Sanitize specific guest use items as needed and if shared.
- Sanitize all headsets, binoculars, and weather gear after guest use and store.

Archery

- All bows, arrows and support equipment cleaned/sanitized between guest use.
- Door handles, railings, seating and other common touchpoints in the range area cleaned/sanitized between guest use and or minimum twice daily.

Florence Lake Watersports

- Watersport equipment, canoes and paddleboards sanitized between guest use and/or before storage.
- Washrooms sanitized between guest use where possible and minimum twice daily.
- Common seating areas sanitized between guest use and/or end of day.
- Transport vehicle touchpoints, door handles, seatbelts, headrests, steering wheel, shifter, and any other common touchpoints sanitized between use and before storage.

Guided Hiking

- Hiking poles and other guest gear sanitized after use and before storage.

Independent Guest Activities

- Staging areas sanitized between guest use and minimum twice daily.
- All equipment sanitized between guest use and before storage.
- Includes, Ping pong rackets/balls /tables, tennis rackets/balls/net posts, bikes, helmets, golf clubs/balls and any other specific guest use items.
- Doors, handles, ledges and any other common touch points in activity areas sanitized between guest use and minimum twice daily.

3rd Party Activities

- Kayak / helicopter / golf / snorkeling / grizzly tours
- 3rd party providers have specific Covid-19 requirements for travel and activities relayed to guests upon booking.
- Physical distancing and sanitization protocol in staging areas is followed.

Dock Station

Snack Shack

- Upon guest return coolers and utensils sanitized labeled and stored.
- Clean and sanitize cooler doors, shelves, and dividers.
- Drink coolers, mugs and dry bags sanitized before storage.
- Return kitchen items sanitized before pick-up.

Sonora Resort Covid-19 Safety Plan

MASTER

- Sanitize all touchpoints at garbage and recycle areas.
- New gloves and/or handwashing required between incoming and outgoing guest items.
- Sanitize physical barrier between guests use.

Gear Room

- Raingear sanitized inside and out between guest use using approved soft surface cleaner and sufficient rest time.
- Equipment returned, dry bags, binoculars, umbrellas and any other guest use items is sanitized between guest use and prior to storage.
- Sanitize physical barrier between guests use.
- Use separated area for returned guest gear prior to cleaning.
- New gloves and/or handwashing required between incoming and outgoing guest items.

Fish processing Room

- Clean and sanitize Vacuum pack machines, handles and keypads between use.
- Clean and sanitize strapping machine and worktables between use.
- Sanitize freezer shelves, doors and handles before, during and after shift.
- Sanitize all touchpoints at garbage and recycling between use and twice daily.
- Follow shut down cleaning procedures outlined in Dockhand Handbook SOP

Cargo and Storage Areas:

- Sanitize all touch points between use and twice daily.

3.5 G Maintenance

Maintenance staff are responsible for cleaning and disinfecting the following resort areas as in addition to the department hub: all resort hot tubs and hotel pool area, pool room entrance, maintenance shed, boat tent, ATV shed, Painters shed, and incinerator area. Maintenance will clean and sanitize tools before and after use.

3.5 H Tye Dining Room

- The Hostess is responsible for sanitizing workstations, including computers, phones, pens, etc. as per the cleaning and disinfecting checklist.
- All menus will be in wipeable page covers, and sanitized after each use, prior to being put away.
- Server trays, Guest pens, cheque trays will be sanitized after each use.
- Sanitize hands prior to polishing cutlery/glasses, creating rollups/folding napkins, making coffee drinks, opening any bottled water/wine, taking an order/handling menu, handling cheque trays/pens, clearing dirty dishes from tables.
- All tables, vases/candles, chairs will be sanitized with a new cloth between seating's (chairs will be last) For PM sanitizing, the underlays get wiped.
- All dirty dishes to immediately go to the steward station in the kitchen and stacked. Steward will place in appropriate sanitizer/cleanser from there. Dirty dishes may not be left in server stations under any circumstance.
- Pump container of cleaner and cloths will be at the bar station.
- All cleaning cloths will be discarded after uses into separate bucket for laundry.
- Sanitize your workstation & tools regularly.

Sonora Resort Covid-19 Safety Plan
MASTER

- Wash/sanitize hands after handling menus.
- All bar stools and bar counter will be sanitized after each guest.
- Dining Room staff are responsible for cleaning and disinfecting the following resort areas as in addition to the department hub: Liquor lock up, Tyee Lounge seating, Games and Billiards Room surfaces, ATM, Movie Theatre and popcorn machine as used.

3.5 I Main Kitchen

- Daily cleaning and sanitizing checklists are visible and adhered to.
- High touch surfaces are frequently sanitized.
- Clean rags will be always available for thorough cleaning and sanitizing.
- Approved cleaning and sanitizing solutions are always available and accessible.
- All food returning on plates from the dining room is discarded before placing in the dishwashing area.
- Cutlery is soaked in a cleaning solution for a minimum of 60 seconds before being washed and sanitized in an automatic dishwasher.
- All plate ware is scrubbed with an approved cleaning solution before being washed and sanitized in an automatic dishwasher.
- Clean dishes are put away using proper PPE.
- Dishwashing machines and sinks are regulated for proper use of cleaning and sanitizing agents.
- Main kitchen staff are responsible for cleaning and disinfecting the following resort areas as in addition to the department hub: Lower Longhouse F&B entrances.

3.5 J Staff Kitchen

- Daily cleaning and sanitizing checklists are visible and adhered to.
- High touch surfaces are frequently sanitized.
- Clean rags will be always available for thorough cleaning.
- Approved cleaning and sanitizing solutions are always available and accessible.
- All food returning on plates from the dining room is discarded before placing in the dishwashing area.
- Cutlery is soaked in a cleaning solution for a minimum of 60 seconds before being washed and sanitized in an automatic dishwasher.
- All plate ware is scrubbed with an approved cleaning solution before being washed and sanitized in an automatic dishwasher.
- Clean dishes are put away using proper PPE.
- Dishwashing machines and sinks are regulated for proper use of cleaning and sanitizing agents.
- Staff kitchen staff are responsible for cleaning and disinfecting the department hub including any tables set up for outdoor dining.

3.5 K Staff Facilities

- Workers are responsible for the completing cleaning duties assigned to their staff accommodation and shared staff bathroom as outlined in Sonora Resort Covid-19 Staff Accommodations Cleaning Protocol.
- The Health and Safety Manager is responsible for cleaning and disinfecting the following resort areas as in addition to the First Aid Room: staff lounge, staff laundry site, Bora Bora staff laundry site, staff gym site.

4.0 Covid Related Policies

Sonora Resort has implemented the following policies on addressing illness that arises in the workplace, and how workers can be kept safe in adjusted working conditions. Sonora Resort will treat any individuals presenting potential symptoms of COVID-19, or who may have come into contact with COVID-19 with respect and dignity.

4.1 Property Access

- No individual who is experiencing symptoms related to COVID-19 as defined by **WorkSafe BC Entry Check, Covid-19 Symptoms**, has been identified by Public Health as a close contact of someone with Covid-19, or has otherwise been directed by Public Health will be permitted to arrive at Sonora Resort property.
- No individual will be permitted to visit Sonora Resort for the purposes of quarantine or self-isolating.
- Any individual arriving from outside of Canada must complete their required 14-day self isolation off site of Sonora Resort before being permitted on the property.

4.2 Potential Covid-19 Infection: Staff, On Site

If a staff member begins to experience symptoms related to COVID-19 as defined by **WorkSafe BC Entry Check, Covid-19 Symptoms**, has been identified by Public Health as a close contact of someone with Covid-19, or has otherwise been directed by Public Health to self-isolate while on site of Sonora, the following process will be followed:

Step 1: Isolate & Report

Timeline	Who	Action
Immediately	Staff	Isolate in their staff accommodation.
Immediately	Staff	<ul style="list-style-type: none"> - Conduct a self-check using BC COVID-19 self-assessment tool. - Report symptoms and or exposure potential to their direct manager. If the direct manager is not on site, report to the Operations Manager. <p>If the worker is severely ill (IE difficulty breathing, chest pain), the direct manager will immediately involve first aid who will call 911 and activate emergency evacuation procedures for the worker.</p>

Step 2: First Aid Check & Info Collection

Timeline	Who	Action
> 1 Hour	Direct Manager	Arrange for an OFA 3 first aid officer to visit the staff accommodation.
> 1 Hour	OFA 3 Officer	<ul style="list-style-type: none"> - Perform a first aid check in conjunction with 811 Health which includes a temperature check. - Collect close contact information: defined as any individual who could have been exposed to the case's respiratory droplets from coughing, sneezing or speaking. - Report close contact information to the Operations Manager.

Step 3: Escalate if Required

If it is determined by the staff and confirmed by the OFA3 officer and public health nurse via 811 that further steps are not required, the following process will be activated:

Sonora Resort Covid-19 Safety Plan
MASTER

Timeline	Who	Action
24 hours	Staff	<ul style="list-style-type: none"> - Self-monitor for 10 days using the BC COVID-19 self-assessment tool and report any new symptoms to the direct manager. - Continue to proceed with normal work functions following all H&S guidelines and protocols.

If it is determined by the staff, the OFA3 officer, or at the advise of the public health nurse via 811 to escalate, the following process will be activated:

Timeline	Who	Action
Immediately	Operations Manager	<ul style="list-style-type: none"> - Arrange a marine transfer of the individual(s) to Campbell River for the nearest Rapid Testing Facility as soon as possible. - Sonora Resort will cover the costs of this marine transfer, will not provide accomodation or food while waiting for test results.
Immediately	Housekeeping Manager	If a marine transfer is not available until the following morning, the HK manager arrange for a roommate (defined as a staff member who shares a bathroom with this individual) to be moved to a desingated safe staff room , where they will stay overnight until until they are safe to return to their designated staff accomodation. They will be allowed to take necessary personal items with them.
> 1 Hour	Operations Manager	<p>Notify close contacts of potential exposure</p> <ul style="list-style-type: none"> - If on Sonora property, close contacts are asked to self-isolate in their assigned staff accomodation until the symptomatic person(s) results are concluded. Diligent cleaning protocols of shared staff bathrooms must be followed during this time. Meal service will be provided in accordance with below. - Close contacts not on Sonora property will be notified via email or phone and are advised to self monitor.
> 2 Hours	Direct Manager	<ul style="list-style-type: none"> - Brief the direct team of on a potential exposure within the department. - Arrange for their workspace to be cleaned and disinfected. - Reafirm H&S protocols and advise increased safety measures and self monitoring for the next 48 hours.
> 2 Hours	OFA 3	<p>Close contacts checks</p> <ul style="list-style-type: none"> - Perform a first aid check in conjunction with 811 Health which includes a tempreature check. - Activate this procededure if determined close contacts must escalate.
> 4 hours	Direct Manager	Coordinate an appropriate meal service to be delivered to the staff room. Meals will be delievered outside of the door; dishware will be collected after the symptomatic person(s) are vacated.
After vacating Sonora Resort	Housekeeping Manager	<ul style="list-style-type: none"> - Arrange for the exposed room to have a window opened to encourage ventilation and to seal the outside door. - Arrange for thourough cleaning and disinfecting of staff shared bathroom and to collect any dishes from meal service provided. - Arrange for any relocated roommate(s) to return to their staff accomodation.

		- Arrange for thorough cleaning and disinfecting of vacated safe staff room.
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4.3 Positive (+) Test Results Procedures:

When a person tests positive for Covid-19, they become a “case”.

- The infected individual(s) are required to complete their mandated quarantine off of Sonora Resort and are not permitted to return to Sonora Resort until they can produce a documented negative Covid-19 test result
- Sonora Resort will help to arrange transportation and/or lodging for any person(s) required to quarantine who may need assistance. The cost of this will be incurred by the individual.
- The Operations Manager and Department Managers will inform staff and guests on site of a positive test result(s).
- Those staff members and guests that have been in close contact with the “case” will be asked to self monitor and continue wearing a mask, social distance and sanitize frequently. Close contact means not social distancing and not wearing a mask for prolonged periods of time. Walking by the person, or briefly being in the same room with the person while social distancing does not mean count as close contact. Hopefully all staff members will have adhered to our COVID-19 policies of wearing a mask indoors, social distancing outdoors and sanitizing their hands frequently so the spread will be controlled.
- If those individuals self-monitoring are experiencing symptoms, see the above procedures.
- If 3 or more employees have confirmed positive COVID-19 test results, by PHOs, Sonora Resort will have to close for a period of time.
- All guests will be required to depart Sonora Island promptly. Managers will meet to organize transportation in the most efficient manner.
- Staff will be asked to return home to self monitor. If symptomatic, will be asked to self monitor.
- Managers will work to reschedule their departments accordingly.

4.4 Negative (-) Test Results Procedures:

- The individual can only return back to work when they feel well enough to do and can present negative Covid-19 test result documentation via email to the Operations Manager, who will in turn inform the First Aid team and the Department manager.
- The Operations Manager will arrange for the staff to return to Sonora Resort via already scheduled marine transportation.
- The individual will be required to diligently clean their assigned staff accommodation.
- They can return to normal work duties, operating in a safe manner.
- They will be asked to self-monitor symptoms for a complete 14-day cycle and report any new covid symptoms to the department manager.
- Management will debrief about adherence to protocols and any adjustments required to processes.

4.5 Potential Covid-19 Infection: Staff, Off Site

If a staff member begins to experience symptoms related to COVID-19 as defined by **WorkSafe BC Entry Check, Covid-19 Symptoms** has been identified by Public Health as a close contact of someone with Covid-19, or has otherwise been directed by Public Health to self-isolate while **off site** of Sonora, that individual must:

- Not return to Sonora Resort if presenting symptoms.

**Sonora Resort Covid-19 Safety Plan
MASTER**

- Visit the nearest rapid testing facility and self-isolate while they await results.
- Immediately report a potential exposure and share close contacts to the direct Manager via email or phone. If your direct manager is not on site, report to the Operations Manager.
- You are required to notify your direct manager of your test results and provide documentation.

Your direct manager and Operations Manager will then immediately:

- Notify close contacts of potential exposure and activate procedures outlined above.
- Brief the direct team of on a potential exposure within the department and arrange for their workspace to be cleaned and disinfected.
- Arrange for a thorough cleaning and disinfecting of the staff accommodation and shared bathroom
- Arrange for work coverage if it's expected that you will not be able to return to Sonora for your regularly scheduled shift.
- Activate positive and negative test protocols based outlined above on the notice from the individual.

4.7 Potential Covid-19 Infection: Guests, On Site

Step 1: Isolate & Report

Timeline	Who	Action
Immediately	Guest	Isolate in their private room
Immediately	Guest	<ul style="list-style-type: none"> - Conduct a self check using BC COVID-19 self assessment tool - Collect close contact information: defined by any individual who could have been exposed to the case's respiratory droplets from coughing, sneezing or speaking - Report close contact information to the Operations Manager

Step 2: First Aid Check & Info Collection

Timeline	Who	Action
Immediately	Guest	<ul style="list-style-type: none"> - Disclose all relevant information to the Operations Manager and OFA3
Immediately	OFA 3 Attendant	<ul style="list-style-type: none"> - Perform first aid check in conjunction with 811 Health which includes a temperature check - Collect close contact information: defined as any individual who could have been exposed to the case's respiratory droplets from coughing, sneezing or speaking. - Report close contact information to the operations manager

Step 3: Escalate if Required

Timeline	Who	Action
24 Hours	Guest	- Self-monitor for 10 days using the BC COVID-19 self-assessment tool and report and new symptoms to the OFA 3 attendant

If it is determined by the OFA3 attendant, or at the advise of the public health nurse via 811 to escalate, the following process will be activated:

Timeline	Who	Action
Immediately	Operations Manager	<ul style="list-style-type: none"> - Arrange a marine transfer of the individual(s) to the nearest Rapid Testing Facility - Sonora Resort will cover the costs of this marine transfer - Sonora Resort will assist in arranging transportation and lodging for the guest(s) following their departure, the cost of which will be incurred by the guest
<1 Hour	OFA3	<ul style="list-style-type: none"> - Notify close contacts of potential exposure - Close contacts who are no longer at Sonora Resort will be notified via phone or email and are advised to self monitor
<2 Hours	Operations Manager, OFA3	<ul style="list-style-type: none"> - Brief the direct team of a potential exposure - Brief the guests on a potential exposure - Arrange for increased cleaning and disinfecting protocols to be activated - Reaffirm H&S protocols and advise increased safety measures and self monitoring
<2 Hours	OFA3	Close contacts check <ul style="list-style-type: none"> - Determine if this must escalate
After Vacating Sonora Resort	Housekeeping	<ul style="list-style-type: none"> - Arrange for the exposed room to have a window opened to encourage ventilation and to seal the outside door.

4.8 Covid-19 Leave

As per the Employment Standard Act, an employee can take up to 3 days of paid leave as of May 20, 2021 until December 31, 2021 if you're unable to work for any of the following reasons:

- You have been diagnosed with COVID-19 and are following the instructions of a medical health officer or the advice of a doctor or nurse.
- You are in isolation or quarantine and are acting in accordance with an [order of the provincial health officer](#), an order made under the Quarantine Act (Canada), guidelines from the BC Centre for Disease Control or guidelines from the Public Health Agency of Canada
- Your employer has directed you not to work due to concern about your exposure to others.

Sonora Resort Covid-19 Safety Plan MASTER

When leave ends, an employee can come back to their job or one like it. The employer must contact the employee to arrange the employee's return to work.

4.9 Working Alone Policy

In an effort to reduce possible transmission, staff will be encouraged to complete tasks individually, when it is safe to do so. To safely work independently, staff must have access to proper communication tools and safety equipment.

- Staff must have an assigned resort radio with sufficient battery life on them at all times. If work tasks are out of radio range, staff must have an appropriate other method of communication with sufficient battery life at all times including but not limited to: a satellite phone or VHF radio.
- Staff must be properly trained on how to safely operate equipment and it must be safe for them to do so independently.

5.0 Communication Plans and Training

Sonora Resort will ensure that all individuals entering Sonora Property for work or otherwise is aware of Sonora Resort's Covid-19 Safety Plan by executing the following measures:

5.1 Guest Communication

- First Aid assistance is available to guests by dialing "Front Desk" on any resort phone or by dialing 811.
- If guests have questions or concerns about Sonora's Covid-19 policies or procedures, they can inform any resort staff member and a member of Management will speak with them momentarily.
- Signage is posted throughout the property including occupancy limits, effective hygiene practices, and entry restrictions including workers and visitors who are ill.
- Guests receive pre-arrival communication emails and a Wellness Kit upon arrival that detail Sonora's Covid-19 Safety Plan. The General Manager will also provide a safety overview during orientation.

5.2 Staff Communication

- First Aid assistance is available to staff by dialing "Front Desk" on any resort phone, calling First Aid on Channel 1 on the resort radios, or dialing 811.
- If staff have questions or concerns about Sonora's Covid-19 policies or procedures, they are to inform their direct manager or speak with the Health and Safety Manager.
- Staff will receive the Sonora Covid-19 Safety Plan digitally via email alongside other departmental training material prior to arrival.
- There is a designated information area in the Staff Lounge dedicated to all health and safety information for workers, which will include Covid-19 information and Sonora's Covid-19 Safety Plan.

5.3 Staff Training

- All staff are required to complete a 30-minute [COVID-19 Safety Course](#) and receive the COVID certification prior to their employment.
- Sonora Resort will provide a formal Health and Safety Training session during staff orientation lead by the Health and Safety Manager and or to any new employees that begin after resort-wide orientation or have new or amended job duties. This Health and Safety Training session will

Sonora Resort Covid-19 Safety Plan MASTER

include: reviewing the Sonora Covid-19 Safety Plan, proper mask use, effective cleaning and hygienic practices, and violence risk strategies.

- Department managers will lead a formal training for employees related to their departmental policies on an ongoing basis.
- First Aid Attendants have been provided OFAA protocols for use during the Covid-19 pandemic and will receive training with the Health and Safety Manager during their orientation.

6.0 Monitoring and Updating Plans

Sonora Resort is prepared to monitor and update this Covid-19 Safety plan to reflect current PHOs and guidance set forth by BC's Center for Disease Control and WorkSafe BC. Sonora Resort has a plan in place to monitor risk and to make changes to our policies and procedures as necessary.

6.1 Monitoring Risk

- Sonora Resort's Joint Health and Safety Committee meets once a month in a physically distanced space, chaired by the Health and Safety Manager. This meeting will include a portion designated to Covid-19 topics including collecting feedback from members on the Sonora Covid-19 Safety Plan, monitoring risk, and potential areas of improvement.

6.2 Updating Plans & Communicating Changes

- The Operations Manager is responsible for updating the Sonora Resort Covid-19 Plan as necessary in consultation with the Health and Safety Manager (and by extension, the Joint Health and Safety Committee and the workers) and department managers in adherence to all public health guidance.
- The Operations Manager is responsible for communicating changes to guests and department managers, who will in turn communicate to staff.
- The Health and Safety Manager is responsible for keeping staff communication boards and information sheets updated.

7.0 Resources

7.1 Province of British Columbia Orders and Notices

- [BC's Restart Plan](#)
- [BC Employment Standards Act](#)
- [PHO Federal Quarentine Order](#)
- [PHO Food and Liquor Service Premises](#)
- [PHO Gatherings and Events](#)
- [PHO Mask Mandate Order](#)
- [PHO Travellers and Employers Order](#)
- [PHO Workplace COVID-19 Safety Plans](#)
- [PHO Workplace Safety](#)

7.2 BC Center for Disease Control

- [BC CDC Beaches](#)
- [BC CDC Contract Tracting](#)
- [BC CDC Disinfecting and Cleaning](#)
- [BC CDC Disinfection for Non-emergency Transport Vehicles](#)
- [BC CDC Guideline for Group Low Intensity Exercise](#)
- [BC CDC Hotels and Tourism](#)
- [BC CDC Guideline for Playgrounds](#)
- [BC CDC Guideline for Recreation Facilities](#)
- [BC CDC Guildeline for Swimming Pools](#)
- [BC CDC Parks and Recreational Facilities](#)
- [BC CDC Print Resources](#)

7.3 Worksafe BC

- [WorkSafe BC Accommodation Protocols for Returning to Operation](#)
- [WorkSafe BC Cleaning and Disinfecting](#)
- [WorkSafe BC Covid-19 Safety Plan Outline](#)
- [WorkSafe BC COVID-19 Safety Plan OHS Guideline](#)
- [WorkSafe BC Entry Check, Covid-19 Symptoms](#)
- [WorkSafe BC How to Use a Mask](#)
- [WorkSafe BC Mental Health – Employers](#)
- [WorkSafe BC Mental Health – Workers](#)
- [WorkSafe BC OFAA Protocols](#)
- [WorkSafe BC Personal Services Protocols for Returning to Operation](#)
- [WorkSafe BC Reviewing and Updaing Covid-19 Safety Plans](#)
- [WorkSafe BC Retail Protocols for Returning to Operation](#)
- [WorkSafe BC Selecting and Using Masks](#)
- [WorkSafe BC Violence in the Workplace](#)

7.4 Other Approved Industry Specific Resources

- PP 446 - Communicable Disease (2020)
- PP 437 - Respectful Workplace Policy (2021)
- [Covid-19 Course](#)

7.5 Internal Documents to Support

- [Sonora Resort Participant Release Form](#)
- Sonora Resort Covid-19 Occupancy Limits
- Departmental Covid-19 Cleaning and Disinfecting Checklists
- Sonora Resort Covid-19 Staff Accommodations Cleaning Protocol
- Sonora Resort Guide