

## COVID-19 RISK MITIGATION HEALTH & SAFETY PROCEDURES FOR SME

### **Employer / Employee Responsibilities**

WorkSafeBC, Public Health guidelines and orders as well as protocols recommended by the Backcountry Lodges of BC have been observed in establishing the procedures outlined in this document.

SME has involved its staff in the discussion of the risks of COVID-19 and the procedures and protocols to mitigate the possibility of transmission. All staff are fully aware of the risks, and they are also aware that they have full support if they are unable or unwilling to work. They are comfortable in raising any concerns they may have, and they know that their input is valued. Further all staff know that their personal comfort level (or “uncomfort” level) with the risks of COVID-19 transmission is respected.

#### *Office Staff:*

- SME has one staff member who runs the office taking bookings and organizing all the logistics of the helicopter guest exchanges, shopping, and supplies.
- The office is not frequented by the public and is in essence a workplace “bubble”.
- In the event of the office staff being sick or unable to come to work the owner of the company will take over the duties of the office staff.

#### *Lodge Staff:*

- Lodge staff are in essence a “pod”. They work and live together at the lodge.
- Staff stay at the lodge for their entire shift, ranging from 14 days to 5 weeks.
- Staff who fly out for their days off are aware of the need to minimize any exposure to the possibility of COVID-19 transmission.
- Staff are educated on symptoms to watch out for themselves and the guests. Staff are educated on the steps to take when symptoms do arise.
- All staff are required to sign off on their health every morning. If they are showing signs of symptoms, they must notify an owner right away.
- Staff are all health conscious and there is no excess drinking or partying that could lead to situations where the COVID-19 rules are ignored.
- Staff have their own building for accommodation. Each staff (maximum 5) have their own bedroom.
- They share a toilet/shower facility and a sitting area separate from the guests.
- The staff house is 800 square feet giving staff an average of 160 square feet of space, well above the recommended 50 square feet.
- No guests are permitted to go into the staff house.
- Signage is posted as to proper hygiene and house occupancy.
- A cleaning schedule is posted and adhered to by the staff.
- Staff have available PPE (masks and gloves) to use as required.

## **Guest Care**

Guests come to the Durrand Glacier chalet for the skiing/hiking. They are generally very well educated, respectful and “law-abiding” (meaning that they follow rules). There is no “partying” or excess drinking. Guests usually retire to their rooms by 8:30 p.m.

### *Pre-arrival:*

- Guests are asked to notify us and to cancel their trip if they are not feeling well leading up to the trip’s departure date.
- If guests have access to rapid tests, we appreciate guests taking a test prior to their arrival; however, this is not mandatory.

### *Upon Arrival:*

- Once guests arrive at the Chalet, a briefing on the lodge’s specific COVID management plan will be conducted.
- Guests should prepare to leave their personal items (phone, water bottles, headlamps, reading materials etc.) in their personal bedroom. Items that need to be brought into the common area will need to be wiped down with a sanitize wipe.

### *Transportation:*

- It is recommended that all passengers wear a mask in the shuttle and helicopter on their way in and out of the Chalet.
- When disembarking the helicopter, staff will ensure there is time to allow for passengers to adequately distance themselves to prevent crowding.
- All drivers and pilots have received detailed training on COVID-19 mitigation procedures.
- The shuttle van and helicopter are sanitized prior to the guest exchange.
- Shuttle van and helicopter have fresh air circulating via windows.

### *Shared Indoor Spaces:*

- SME will be running at full occupancy (which allows for 171 square feet, or 15 square meters of “lodge per person” (5 square metres is the recommended minimum).
- Rigorous and frequent sanitizing of multi-touch surfaces are carried out in all shared spaces with special emphasis on door handles, handrails, chairs, light switches, tables, and all surfaces in the toilet and shower room.
- There is hand sanitizer readily accessible throughout the lodge.
- The vacuum cleaner is a Miele with air filters.
- Large windows in all bedrooms and common spaces are opened daily for proper air exchange.

#### *Kitchen and Dining Area:*

- Hand hygiene procedures have been increased and team members follow strict requirements with appropriate soaps and washing liquids.
- Rigorous cleaning measures have been adopted, following the manufacturer's instructions regarding dilution and contact time.
- Only designated kitchen/lodge staff are allowed to do dishwashing and post meal clean up. No guests are permitted in the kitchen at any time.
- Lunches are prepared and provided to the guests in a pre-packaged format.
- Breakfast and dinner service are pre-plated and provided to each guest.
- Guests are encouraged to wash hands prior to entering the dining room. Hand sanitizer will also be available on the tables for guest use.
- Food contact surfaces, dishware, utensils, and beverage containers are washed, sanitized/ bleached before and after each use.
- Access to fresh water for refillable bottles is provided at each table in glass jugs. Guests are not to bring their reusable containers into the kitchen area.

#### *Bedrooms:*

- In addition to the usual complete linen change after each guest we will be replacing mattress and pillow protectors after each guest. Pillows will not be used "back-to-back" – we have enough pillows to "rest" pillows for a complete cycle.
- Hand sanitizer is available in all bedrooms.
- Rooms will be aired and cleaned thoroughly before the new guests are assigned. As well, all bedroom windows will be opened each morning to allow fresh air to circulate while guests are out hiking/skiing.

#### *Bathrooms:*

- The lodge has a large shower, sink and toilet facility with hot and cold running water, two air exhaust fans and two large windows that allow for ample fresh air flow.
- Plastic barriers have been placed between the two sinks to allow for social distancing while guests are using the sinks at the same time.
- Bathrooms are cleaned and disinfected regularly throughout the day. There are signed cleaning schedules in the toilet and shower room.
- Handwashing is encouraged for all guests and proper WorkSafeBC hand washing practices are posted.

*Managing Symptoms:*

- The symptoms of COVID-19 include those similar to the flu or common cold. Commonly they are fever/chills, sneezing, sore throat, and shortness of breath. Additional symptoms may include muscle aches, fatigue, headache, nausea and vomiting and loss of smell or taste.
- Staff or guest who determine that they may have signs or symptoms of COVID-19 must immediately notify one of the lodge owners (Nicoline or Ruedi).
- The staff or guest may be required to take a rapid test.
- Any ill staff or guest will be instructed to isolate in their room.
- The COVID positive staff or guest may be sent home as soon as a flight can be arranged. The flight costs will be covered by SME.
- All areas possibly effected, will be closed off, cleaned, and disinfected immediately.
- Any staff that is sent home with symptoms will be required to show a negative test before returning to work.

**If you have any questions or concerns, relating to our COVID-19 Safety Plan, please contact our office at [info@selkirkexperience.com](mailto:info@selkirkexperience.com) or 250-837-2381.**