



# COVID-19 PROTOCOLS & PROCEDURES

## INTRODUCTION

This document provides interim guidance for preventing the transmission of COVID-19 to Bella Pacifica Campground employees and guests.

To limit the spread of COVID-19, the Provincial Health Officer has issued Orders that impact the hospitality industry. These Orders outline conditions and provide specific direction regarding the services provided at Bella Pacifica Campground. This document will outline new measures put into place across all departments and will be revised as needed based on provincial and district direction.

This document applies to all employees. This document is fluid and will be updated as we progress in our reopening of Bella Pacifica Campground.

## GENERAL INFORMATION

**All guests and employees must maintain a physical distance of two metres from one another.**

COVID-19 is spread through large liquid droplets when a person infected with COVID-19 coughs or sneezes. 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.

The symptoms of COVID-19 are similar to other respiratory illnesses, including the flu and the common cold. These symptoms include cough, sneezing, fever, sore throat and difficulty breathing. People infected with COVID-19 may experience little or no symptoms, with illness ranging from mild to severe.

People who are contacts of a confirmed COVID-19 case, meaning they have been or could have been exposed to the virus, but do not have symptoms, are required to self-isolate. Self-isolation means staying home and avoiding situations where you could come in contact with others. Isolated individuals may not use any common areas or implements, including the washroom facilities and laundry facility.

You must stay at home and self-quarantine for 14 days if you are sick to avoid spreading illness to others.

Practice diligent hand hygiene at all times by washing with plain soap and water for at least 20 seconds.

Practice cough etiquette by coughing into your elbow or covering your mouth and nose with a disposable tissue when you sneeze. Immediately dispose of used tissues and wash your hands.

Do not touch your eyes, nose or mouth with unwashed hands. Do not share food, drinks, utensils, cigarettes, vaping devices, joints or bongs.

## CURRENT CLOSURES ON SITE & GUEST INFO

The office has been outfitted with plexi-glass to allow for guests and staff to maintain 6 ft from each other while still being able to communicate effectively. One guest from each group will be allowed to check-in at a time.

Contact-less check-in and check-out processes for all guests with reservations have been implemented via a pre-arrival email. Walk-in campers are welcome, but are required to check-in at the front office before entering the campground.

Washrooms will be open, but will be limited to a certain amount of guests allowed inside at a time. Our washroom and shower facilities are within open-concept style buildings, so all facilities will be open for guest use. Additional toilet facilities will be provided during months of the year when the campground is at or near full occupancy.

All RV campers are encouraged to use their own washroom facilities if they have fully self-contained units.

Additional signage regarding physical distancing will be posted throughout the property in multiple key locations to maximize visibility for guests on site.

A strict no visitor policy has been implemented. All guests must be registered at office prior to entering campground.

Security sweeps will be increased throughout both day and night.

## SAFETY MEASURES FOR EMPLOYEES

Current practices remain in place with several additional measures specific to each role added.

Please see each specific role's description below for detailed information on all tasks involved. General guidelines that pertain to all staff are as follows:

- Disposable gloves and a reusable, washable face mask must be worn by all staff prior to entering the washroom facilities and on-site port-a-potties. Safety glasses are available and optional.
- As needed, face masks can be put into the appropriate dirty laundry bin (marked and separate for masks only) and a fresh one taken. These will be washed every evening and ready for employees each morning.
- Radios and the CG cellphone must be disinfected repeatedly throughout your shift. Do not allow the radio to touch your face when speaking into it.

## GROUNDSKEEPING – Departure Report Walk-Around

### Departure Report Walk-Around

- At 10:30am daily, a groundskeeper will have the departure report texted or verbally sent via walkie-talkie from the front desk and will then proceed to make one loop around the campground to confirm with guests that they understand check-out time is 11:00am. Each site listed on the departure report will be stopped at. The groundskeeper will call-out to announce their presence, inquire as to whether the guests had an enjoyable stay, and remind the guests that check-out time is 11:00am. Each site will be marked as G for gone, P for packing-up, or NC for no contact (implies that the guests' belongings are still in the campsite, but nobody was around to confirm check-out). G's and P's will be passed on to office staff for check-out and NC's to be contacted via phone to confirm check-out.

## GROUNDSKEEPING – Site Cleans

The assigned groundskeeper will begin their day by checking the garbage bin dolly has been fully stocked with a rake, garbage tongs, Oxygenic spray solution, and extra disposable gloves.

### Site Cleans:

- All campsites that are checking out must be vacated by 11 am and prepared for arriving guests by 2 pm, which is check-in time.
- Each morning the office staff will prepare the departure report and text or pass on the departure report site numbers via walkie-talkie. After finishing the departure report walk-around, groundskeepers will take the list and begin cleaning campsites.
- Groundskeepers will use the appropriate PPE (mask, gloves, or safety glasses) before entering a site.
- When a site is vacant and ready to be cleaned, groundskeepers will begin by using Oxygenic to spray down the exterior of the electricity plug, water tap and sewage cap or any other surfaces that may have been touched by guests.
- The picnic table will also be disinfected via Oxygenic spray.
- Using garbage tongs and/or nitrile gloves, the entire site will be cleaned of anything left behind, such as cigarette butts, bottle caps, plastic bags, etc.
- If the fire is out and cooled down, all wood and garbage will be removed. If the fire is cooling off or burning, it should be doused with water from the water tap and a note should be made to come back and shovel it out. Any remaining firewood can be taken to the pile in the back yard of the office.
- When all sites have been cleaned, groundskeepers will advise the office. Check-in is at 2pm so groundskeepers must alert the office by 1pm if there are still any “No Contacts” or guests who have not vacated their site.
- As the garbage bin fills up throughout site cleans, it should be emptied into a dumpster. Groundskeepers will disinfect the dumpster handle after using.
- Once finished, groundskeepers will return to the office, stow the dolly, rake, etc. in the back yard, dispose of used gloves, wash hands, disinfect the dolly handles, rake shaft and any other tools or pieces of equipment brought along for cleaning.

### Priority Site Cleans for Campsite Moves:

- At 10:30am daily a groundskeeper will follow the above site cleaning method, but will only clean campsites that campers already on-property will be moving into that day. Once finished, they will help the other groundskeeper to finish the remaining site cleans.

## GROUNDSKEEPING – Washroom Cleans

Step-by-step directions for groundskeepers

- Put on new nitrile gloves, facemask and safety glasses (when necessary)
- Put up Closed for Cleaning sign
- Remove all spider webs with broom
- Spray Oxygenic, then brush/wipe down walls (dirt and toothpaste stains)
- Spray down toilets, sinks, floors, toilet stall walls, wall grips, and showers with Orderly. Briefly let soak
- Pick up all garbage in interior of washroom
- Windex mirrors (use toilet paper to get rid of streaks and rag dust/residue)
- Begin wiping down sinks and toilets. Always use a new, clean rag for each new surface
- Clean shower stalls
  - Use oxygenic for full shower wipe-down when necessary (2x week)
  - Check wooden shelves/bench seat for shampoo/body gel – spray with Oxy then wipe clean
  - Remove hair and soap stains from walls, floor and drain
  - Clean black shower mats: hose down outside, spray with Oxy, wipe, then spray down again. Ensure to remove all hair and any slime
  - Dry shower floor with clean, dry towel
- Empty women's sani-bags
- Spray bag holder with Oxy
- Empty garbage and spray garbage bin with Oxy
- Wipe women's sani-bag white holder
- Wipe exterior of garbage bin (new surface, always use new, clean rag)
- Sweep floor/hose floor, then spray with Orderly
- Squeegee away any excess water/liquid
- Wipe down floor with clean towels
- Dry floor with towel
- Pick up all garbage around the exterior of the washrooms (toilet paper, cigarette butts, bottle caps, bottles, cans, etc.)
- Return Closed for Cleaning sign, dispose of used gloves and wash hands

## GROUNDSKEEPING – Shower Hut Cleans

Step-by-step directions for groundskeepers

- Put on new nitrile gloves, facemask and safety glasses (when necessary)
- Put out Closed for Cleaning sign
- Remove all spider webs with broom
- Remove and clean black shower mats. Hose down outside, spray with Oxy, wipe, then spray down again. Ensure to remove all hair and any slime
- Empty hair and garbage from central drain area and from any other surfaces
- Spray all surfaces inside shower hut and let soak briefly, i.e., inside lock handle, outside door handle, walls, shelf, hooks, coin acceptor, shower head
- Remove garbage and hair surrounding exterior of hut
- Use clean towels and rags to clean all surfaces
- Rinse floor with hose
- Dry floor and mats with clean rags and towels
- Put mats back
- Return Closed for Cleaning sign, dispose of used gloves and wash hands

## GROUNDSKEEPING – Laundry Room Cleans

Step-by-step directions for groundskeepers

- Put on new nitrile gloves, facemask and safety glasses (if necessary)
- Put out Closed for Cleaning sign
- Place any garbage from floor, machines and behind machines in garbage bin
- With a clean rag, wipe any foliage, sand, lint, etc. from the washers and lint traps, inside and out
- Spray down the exterior of all washers and dryers including the coin acceptor and handle with Oxy
- Wipe all surfaces with a clean rag
- Sweep floor
- Spray floor with Oxy
- First use a rag to wipe around edges of all washers and dryers, then wipe main area of floor dry with a clean towel
- Return Closed for Cleaning sign, dispose of used gloves and wash hands

## OFFICE

Only five staff members and one guest are allowed in the office at a time. As some of our staff computers sit within 6 ft of each other, plexi-glass dividers have been set-up between each staff member accordingly.

Groundskeeping and maintenance staff are asked to refrain from entering the office unless absolutely necessary, and if needed please enter from the back staff door. They will be able to clock in and out in the back tool shed.

At the beginning, middle of the day and end of each day the office will be fully sanitized including a deep clean of the bathroom, all work surfaces, phones, POS machines, ice cooler, pop machine, pay phone and all door handles.

All guests with reservations will be notified in advance via 1 week prior pre-arrival email of our reduced operations and services.

The ice cooler and firewood shed will be unlocked during business hours to avoid guests entering the office and touching the keys. Signage will be mounted advising cost etc. Guests can come to the office windows to let us know how many bundles of wood or bags of ice they would like. We will charge the credit card on file accordingly.

Walk-in guests are welcome. All walk-in guests will be required to look at the site before returning to the office to check-in, pay and sign the registration form.

## OCCUPATIONAL HEALTH & SAFETY POLICY

Bella Pacifica Campground is committed to providing a healthy and safe work environment for its workers and preventing occupational illness and injury. To express that commitment, we issue the following policy update on occupational health and safety.

As the employer, Bella Pacifica Campground is responsible for the health and safety of its workers.

Bella Pacifica Campground will make every effort to provide a healthy and safe work environment. We are dedicated to the objective of eliminating the possibility of injury and illness.

Supervisors will be trained and held responsible for ensuring that workers, under their supervision, follow this policy. They are accountable for ensuring that workers use safe work practices and receive training to protect their health and safety. Supervisors also have a general responsibility for ensuring the safety of equipment and facility.

Bella Pacifica Campground, through all levels of management, will cooperate with the Joint Occupational Health & Safety Committee and workers to create a healthy and safe work environment. Cooperation should also be extended to others such as contractors, owners, and so on.

The workers of Bella Pacifica Campground will be required to support this organization's health and safety initiative and to cooperate with the Joint Occupational Health & Safety Committee and with others exercising authority under the applicable laws.

It is the duty of each worker to report to the supervisor or manager, as soon as possible, any hazardous conditions, injury, accident, or illness related to the workplace. Also, workers must protect their health and safety by complying with applicable Acts and Regulations and following policies, procedures, rules, and instructions as prescribed by Bella Pacifica Campground.

Bella Pacifica Campground will, where possible, eliminate hazards and, thus, the need for personal protective equipment. If that is not possible, and where there is a requirement, workers will be required to use safety equipment, clothing, devices, and materials for personal protection.

Bella Pacifica Campground recognizes the worker's duty to identify hazards, and supports and encourages workers to play an active role in identifying hazards and to offer suggestions or ideas to improve the health and safety program.

This policy has been developed in cooperation with the Joint Occupational Health & Safety Committee.

## COMMUNICABLE DISEASE AND/OR ILLNESS POLICY

The purpose of this policy is to provide direction to employees of Bella Pacifica Campground in preparing for and responding to communicable diseases and illnesses that may threaten the safety of its employees and guests.

For the purposes of this policy, 'communicable disease or illness' means an infectious disease or illness transmissible by an infected individual via direct or indirect means.

For the purposes of this policy, 'Bella Pacifica Campground' includes: all current employees, contractors working on site who agree to submit to the processes under this policy, anyone residing on site, visitors and guests, and, anyone using Bella Pacifica facilities.

This policy applies to all members of Bella Pacifica Campground.

Management will provide members of Bella Pacifica Campground with the best information possible and adopt prudent public health and health care practices. Bella Pacifica Campground will follow the medical advice and direction from the appropriate medical authorities (Regional Medical Health Officer, BC Centre for Disease Control, and, Health Canada).

Individuals who have or suspect they may have a communicable disease or illness are required to report their concerns to the local health professionals and senior management at Bella Pacifica Campground.

Bella Pacifica Campground will reasonably accommodate individuals affected with a communicable disease or illness without putting other members of Bella Pacifica Campground at unnecessary risk. This may include excusing an employee from their duties with the intent that they quarantine themselves for a given period of time. Quarantine areas for guests will be strictly limited to RV campers with their own fully self-contained units as any tent camper would not be able to provide their own washroom facilities.

Pursuant to the Freedom of Information and Protection of Privacy Act, Bella Pacifica Campground will take all reasonable steps to protect the privacy of individuals who have a communicable disease or illness. In administering this policy, Bella Pacifica Campground will not disclose the identity of any individual who has a communicable disease or illness, except as authorized or required by law. Bella Pacifica Campground may be required to disclose personal information if there is a risk of significant harm to the health or safety of the public or a group of people or if requested by the medical health officer or designate under the Public Health Act.

Bella Pacifica Campground will keep informed of the recommendations on travel from Health Canada and educate and inform members of Bella Pacifica Campground as needed.

Bella Pacifica Campground will follow any applicable WorkSafeBC requirements.

## ACKNOWLEDGMENT OF UNDERSTANDING OF COVID-19 PROTOCOLS AND PROCEDURES

I acknowledge that I have read and understand Bella Pacifica Campground COVID-19 Protocols and Procedures document.

I acknowledge that I will adhere to the standards set forth in said document and will perform the tasks required to ensure the safety of all guests and employees at Bella Pacifica Campground while both on and off duty, on Bella Pacifica Campground property and in staff accommodation.

I acknowledge that I will not put myself or others at unnecessary risk by not following the guidelines set forth by the government of British Columbia and the BCCDC.

I understand Bella Pacifica Campground retains the right to change these policies at any time, without advance notice, as deemed appropriate.

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**Employee Signature**

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**Administration Manager Signature**

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**Printed Name**

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**Date**