

WICKANINNISH INN COVID RE-OPENING GUIDE

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Dear Reader,

The following Covid-19 plan has been specifically tailored to ensure the safety of our valued guests and team members at the Wickaninnish Inn while taking into account the latest information and research on the subject.

We have reviewed and adopted all aspects of the "[Covid-19 Guidance to the Hotel Sector](#)" report prepared by the BC Center for Disease Control which is a division of the BC Ministry of Health while also addressing all the specific requirements of the WorkSafeBC Covid-19 Safety Plan and adhering to the specific relevant orders from Dr. Bonnie Henry, the Provincial Health Officer for British Columbia.

As a result of these requirements to reduce the transmission of the SARS-CoV-2 virus several of our standards have been adjusted, some in significant ways, to conform with these new requirements; for example, our Housekeeping team and other team members will not enter guest room accommodations while the guest is present in the room. Please keep this and other required standards in mind as we navigate this new normal together and rest assured we have the best interest of both our guests and our team members in mind as we endeavour to provide the very best service possible under the current circumstances.

Keep in mind this is also only part of the array of new procedures and standards we have undertaken as there are even more granular details developed within each department. We have also endeavoured to ensure it is easy to read and have provided several hyperlinks to significant external sources for further information. It is also a living document that is being reviewed weekly by the Senior Management Team and monthly by the Health & Safety Committee and is updated as new research becomes available and guidelines and restrictions change.

If you have any questions or suggestions, we welcome your feedback which you can provide [here](#).

Yours in health,

Charles McDiarmid
Managing Director

WICKANINNISH INN COVID STANDARDS

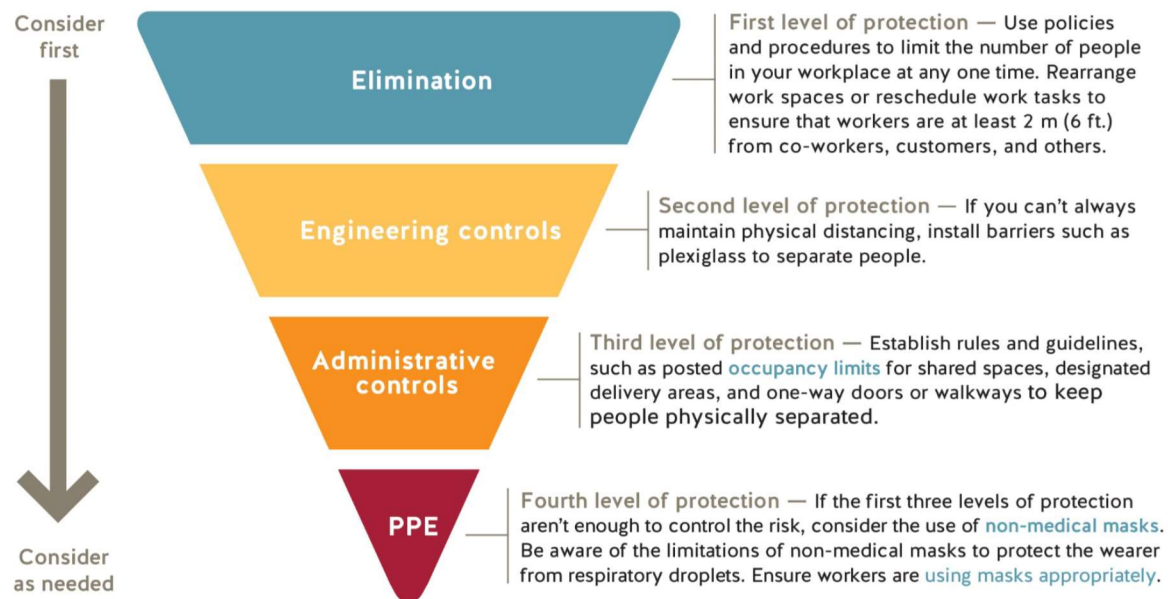
As we created our own best practices for responsible operation here at the Wickaninnish Inn, we followed the recommendations and mandates by the following organizations and governing bodies:

- BC's [Restart Plan](#)
- BC Centre for Disease Control, [COVID-19 Guidance to the Hotel Sector](#)
- [WorkSafeBC](#) for both the [Accommodation Sector](#) & [Restaurant Sector](#)
 - o Following their COVID-19 Safety Plan [checklist](#)
- [BC Restaurant & Food Services Association](#)
- [International Spa Association \(ISPA\)](#)

SAFETY AND SECURITY

STANDARDS & PROCEDURES

- We are committed to ongoing training and discussion, by involving our entry level employees and leaders in our joint health & safety committee, who meet regularly each month.
- All procedures have been created while considering the following processes:



- Staff will be physically distant (minimum of 2 meters) from other staff members & guests, in situations where this cannot easily be accommodated, we have installed physical barriers (where possible)
- Physical barriers have been installed in any location where physical distancing cannot happen. These barriers are cleaned on an ongoing basis by our housekeeping team. They include, but are not limited to the following areas:
 - o Guest Reception Desks
 - o Concierge Desk
 - o Host Desk
 - o Spa Reception
 - o Back Offices, Administration
 - o Kitchen, including the downstairs Pastry Kitchen
 - o Heart of house areas, both Pointe and Beach buildings

- Staff will wash their hands regularly
- Staff who are not yet fully vaccinated will wear masks (3 layer) at all times while working.
- Staff of the Ancient Cedars Spa will wear masks (3 years) at all times regardless of vaccination status.
- Some staff may choose to wear masks based on their comfort level.
- All staff must agree to the following best practices to avoid illness:
 - o Frequent hand-washing
 - o Avoiding touching one's face
 - o Keeping physically distance
 - o Proper cough etiquette
 - o Staying home when feeling ill
- Welcome Ambassador – a member of our team will be welcoming each individual onto the property, asking COVID-19 questions relating to sickness and travel, and checking ID to ensure they are from the designated locations we are currently welcoming. The questions are:
 - Do you have a fever, cough or difficulty breathing, sore throat, runny nose, unusual fatigue or headache?
 - o Have you been in direct contact with anyone who has tested positive for COVID-19?
 - o Have you been refused travel in the past 14 days due to a medical reason related to COVID-19?
 - o Are you the subject of a provincial, territorial or local public health order?

**There is new wording of the symptoms and questions that are on the poster “Prevent COVID-10”

- Signage will be posted throughout the property for the following purposes:



- o Property Entry signs and location:
 - Welcome Ambassador Tent
 - Outside the main entrance of each building, pillars to the right of the main doors
 - Pointe dog wash station
 - Driftwood Café entrances (beach side & parking lot side)
 - Crush area entrances

- o Hand Washing signs, located:
 - Beach Staff Washrooms x 2
 - Beach Lunchroom Handwashing Sink
 - Pointe Crush Handwashing Sink



- Pointe Staff Room Sink
- Pastry Kitchen
- Upon Entry to Both Buildings



- Beach Linen Closets x 4
- Restaurant Handwashing Sink
- Main Kitchen x 3 sinks



- COVID Prevention signs and location:
 - Beach & Pointe Staff Rooms
 - Beach & Pointe Back Offices
 - Pointe Guest Washrooms x 3
 - Wine Cellar Washrooms x 2
 - Spa Washrooms x 2
 - Administration Washroom
 - Driftwood Café Washroom
 - Swordfern Boardroom Washroom
 - Upon entry to both buildings



- COVID symptoms:
 - Beach & Pointe Staff Rooms

COVID-19 symptoms in comparison to the flu and the common cold

Symptoms	Common cold	Cold	Flu
Fever	Common	Rare	Common
Fatigue	Sometimes	Sometimes	Common
Cough	Common (usually dry)	Rare	Common (usually dry)
Sneezing	No	Common	No
Aches and pains	Sometimes	Common	Common
Runny or stuffy nose	Rare	Common	Sometimes
Sore throat	Sometimes	Common	Sometimes
Chills	Rare	No	Sometimes for children
Headaches	Sometimes	Rare	Common
Shortness of breath	Sometimes	No	No

ahs.ca/covid



- Welcome Ambassador sign:
 - Located prior to Welcome stop by the fire hydrant on Osprey Lane



- Rainforest Loop entrance sign:
 - Located uplands side of the beach loop



- **Beach entrance sign:**
 - Located at the beach by the entrance to Driftwood Café
 - Located by the dog wash station



F&B Office	2	Managing Director's Office	2
DOO Office	2	Admin Office	12
Spa Office	2	Res & IT Office	5
Staff Lunch Room	3	HR/Accounting Office	3
Change Rooms	2	Back Office	2
Director of F&B Office	1	Staff Lunch Room	2
Linen Closets	2	Linen Closets	1
Back Office	5	Housekeeping Mgr Office	1
Wine Hall Storage	1	Laundry	1
Recycling Room	2	Pbar Storage	1
Crush Area	4	HSKP Storage	1
Walk in Fridge	2	Electrical Room	1
Pastry Shop	3	Generator Room	2
Dry Storage	1	Boiler Room	2
F&B Storage	3	Recycle Room	1
Wine Hobbit Hole	2	Crush	2
Laundry	2	Green Shed 1 or 2	10
Sprinkler Room	2		
Electrical Room	2		
Maintenance Shop	4		
Front of House Pointe		Front of House Beach	
Pointe Restaurant	48	Driftwood Café	16
On the Rocks Bar	16	Lookout Library	3
Shoreline Terrace	14	Swordfern Room	5*
Howard's Wine Cellar	8*	Concierge Desk	3
Salal Room	15*	Lobby	12
Spa Reception	4	Elevator	2
Spa Lounge	4	Fitness Centre	4*
Lobby	8		
Elevator	2		

* Numbers listed are for couple seating, however this may change slightly depending on household bubbles

COVID EMPLOYEE STANDARDS

STANDARDS & PROCEDURES

- All staff are required to complete a 30 minute COVID-19 Safety Course and receive the [COVID certification](#)
- The following document has been signed off on by each employee upon return to work, and by all new hires:

The Wickaninnish Inn has developed a response to COVID-19 by creating safety plans for each department to address their own procedures as well as government mandated regulatory changes and recommendations. These plans will be shared with each employee and training will be provided. Management has been diligent in updating and improving these plans as government mandated regulatory changes and recommendations have changed throughout the pandemic.

As part of the Wickaninnish Inn's response to COVID-19, we require all employees to complete a 30 minute COVID-19 Safety Course offered by Orca Health prior to their first day.

As a term of employment, all employees must be fully vaccinated against COVID-19. Proof of vaccination is required."

Employees requiring Staff Housing are expected to be fully immunized, however if they only have one dose, we will create a plan for them to receive their second dose within their first month of employment.

The Inn has always maintained an open door standard with clear problem solving procedures. Should you have a question about a procedure or task, we encourage you to speak with your Department Manager. We have created our COVID-19 Safety and Communicable Disease Plans to meet if not exceed all Provincial and Federal regulations and are confident in our ability to provide a safe workplace for all employees.

If you do not feel well, stay home and call your Manager. This is a culture change in our industry but a necessary one. Simply put, if you are sick, stay home and complete a COVID-19 self-assessment should you experience any COVID-19 related symptoms. We recommend all staff to self-monitor their health by using the BC Health App or go online at <https://bc.thrive.health/>. Seek medical attention if advised by the BC Health Self Assessment tool; do not come to work until you are well.

When you drive, walk or bike down Osprey Lane you will be greeted by a Welcome Ambassador. This member of our team will be verifying who you are and ask if you are experiencing any COVID-19 symptoms including: fever/chills, sore throat/new or worsening cough/shortness of breath, extreme fatigue, or loss of sense of taste/smell, before letting you pass by. The Welcome Ambassadors also manage our guest arrival process by confirming they meet all residency requirements, asking guests a series of COVID-19 symptom questions and controlling the flow of traffic. Please be patient if you arrive and there is a line of vehicles. Wait for your turn, identify yourself to the Ambassador for verification and you will be able to pass.

All team members, guests and visitors, 12 and older, are required to wear masks in indoor public/common spaces. Staff will receive an allotment of five masks to be issued as part of your uniform. Additional masks are available for purchase through Human Resources. Only Wickaninnish Inn masks are to be worn while on property.

Although no longer mandated, all staff are encouraged to wear clean work clothing that is specific to and only worn while on the job. Staff are also encouraged to:

- Use Green Shed 2 (GS2) located in the Staff Parking lot as an addition break room
- Garment bags are provided in GS2 to store your work or street clothes.
- See your Department Manager should you require additional shirts, tunics, host dresses or vests
- Please launder your masks daily and replace mask filters as needed. Should you wish to purchase more masks or require replenishment of filters please see Human Resources

Handwashing is the best prevention method. All staff, at a minimum, must wash their hands when they enter the building, each hour during your shift and at the end of your shift before leaving for home. Please ensure you wash your hands before making coffee or warming your lunch.

When signing in, sanitize hands with the provided Sanitizer, sign in and then re-Sanitize hands. You may sign in at either building.

At the beginning and end of each shift, clean your desk, work station or work area. Sanitizing products will be readily available. Should you not be clear on correct cleaning or sanitizing methods please seek out assistance from your Department Manager.

We understand many of our employees choose to work for more than 1 employer, previously we have only asked those staff to prioritize their work with us. As an additional measure to lessen the chance of COVID-19, we require all staff who have a 2nd job or wish to get a 2nd job to discuss with this with their Department Manager.

Thermometers are available should staff wish to check their temperature. Please see your Department Manager.

Thermometers are available should staff wish to check their temperature. Please see your Department Manager.

All team members will receive training on Departmental specific procedures relating to COVID-19 Safety and Communicable Disease Plans.

I acknowledge receipt of the COVID-19 Response and am aware that I will receive Department specific training.

I understand the terms and conditions of my employment and am aware of the rules and regulations I am expected to abide by. I understand that failure to comply with the rules outlined may lead to disciplinary action and/or my dismissal from the Wickaninnish Inn.

I agree to perform the duties of my position with professionalism, courtesy and diligence at all times.

Authorization:

Employee Name: _____

Employee Signature: _____

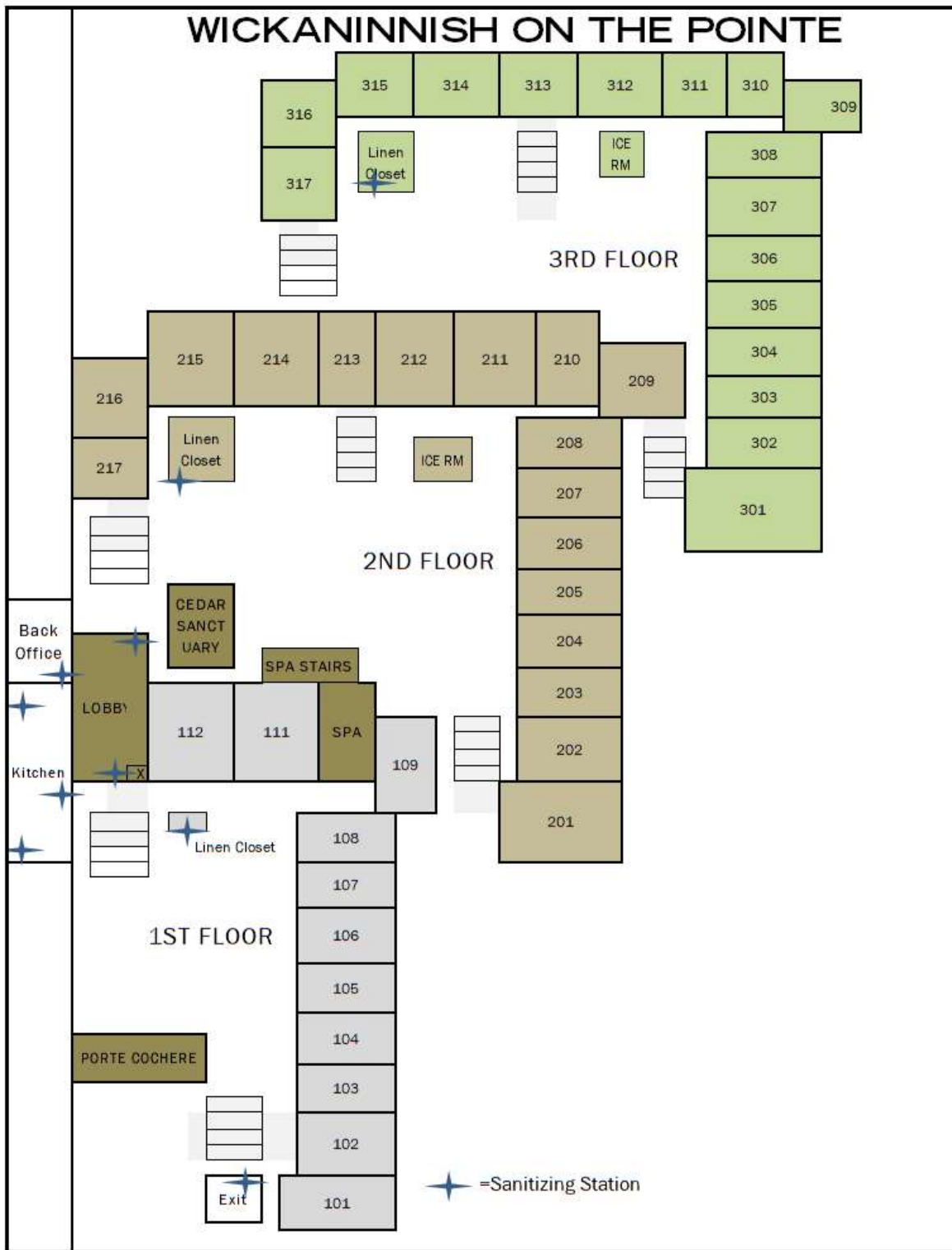
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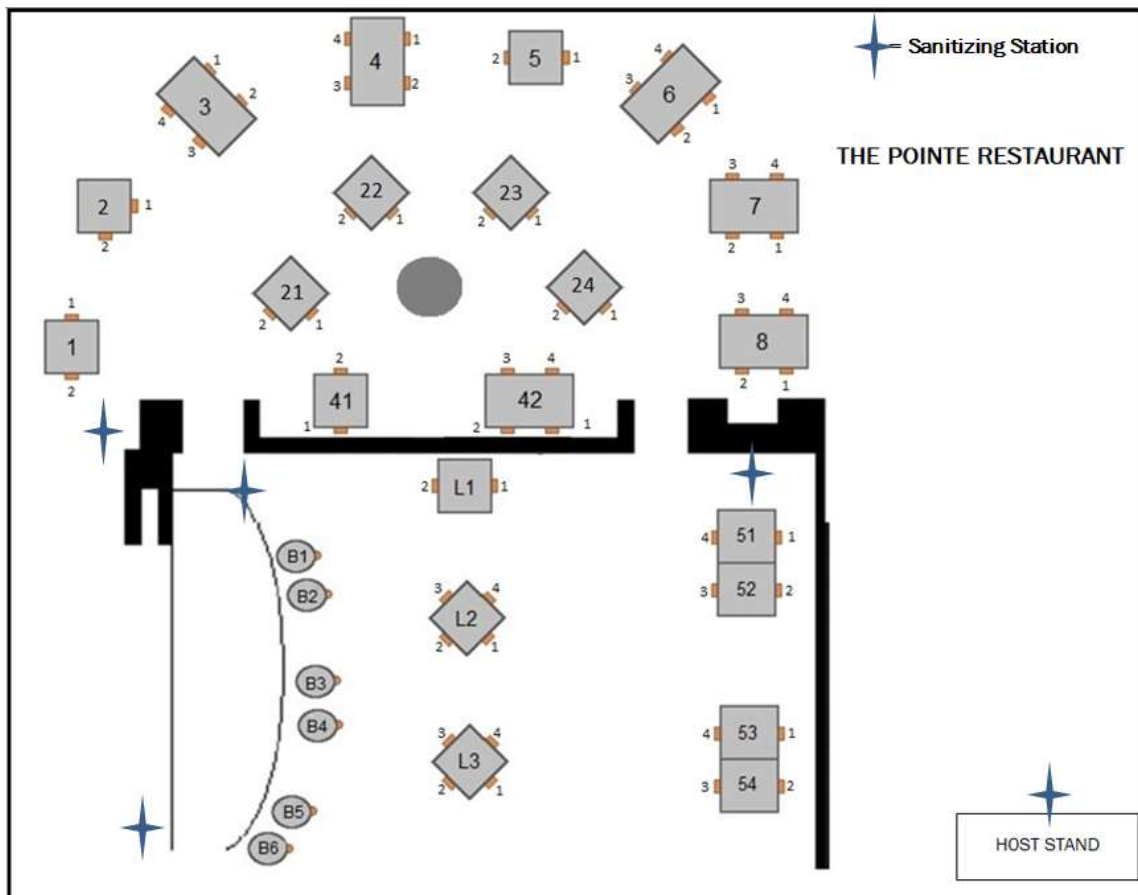
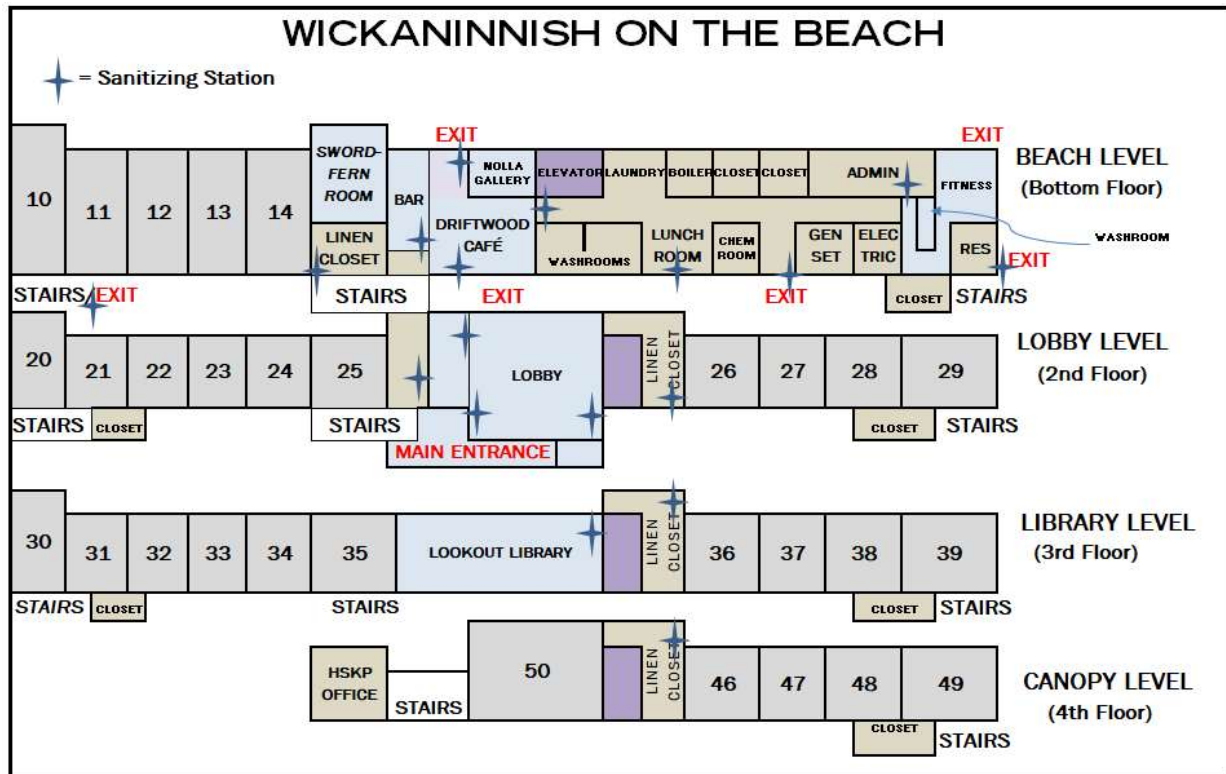
- **Your responsibility to others during the time of COVID:**
 - o Physical Distancing, being mindful of this practice when you are socializing with friends
 - o Staying home when you are unwell makes sure you are safe and comfortable at home, while it also prevents you from transmitting any viral load to friends or co-workers
 - o Coughing and Sneezing into a tissue or your elbow reduces the risk of transmitting a high viral load into the air surrounding you.
 - o We have taken every measure to reduce your chance of contact from guests and each other, to keep everyone safe, and for the business to keep running. We cannot regulate how you spend your time away from the workplace, so please keep the health of your colleagues and family high on your priority list, and continue employing all of the best practices outlined, both here at the Inn and during your personal time, to ensure we can work together in wellness.
- **Prior to working each day**
 - o Are you feeling ill? If so, please call your manager and DO NOT come to work
 - o Recommended to complete the BC COVID-19 self-assessment Tool daily via the app or <https://bc.thrive.health/>
 - o No touch thermometers are available in each department. Please speak with your leader should you wish to test your temperature.
- **Uniforms & Use of Personal Protective Equipment (PPE)**
 - o Following regulations from the BC Centre for Disease Control (BCCDC), all staff are required to wear clean clothing that is specific to, and only worn while on the job. Although no longer mandatory, staff are encouraged to:
 - Use GS2 in order to reduce staff capacity in the changing rooms
 - Use the garment bags provided to change into a separate set of street clothes before leaving work.
 - Work clothing should be placed in a bag and laundered after each shift.
 - Should you require additional shirts, tunics, host dresses or vests, please see your departmental manager
 - Kitchen employees are exempt from this as their uniforms are laundered by the Inn

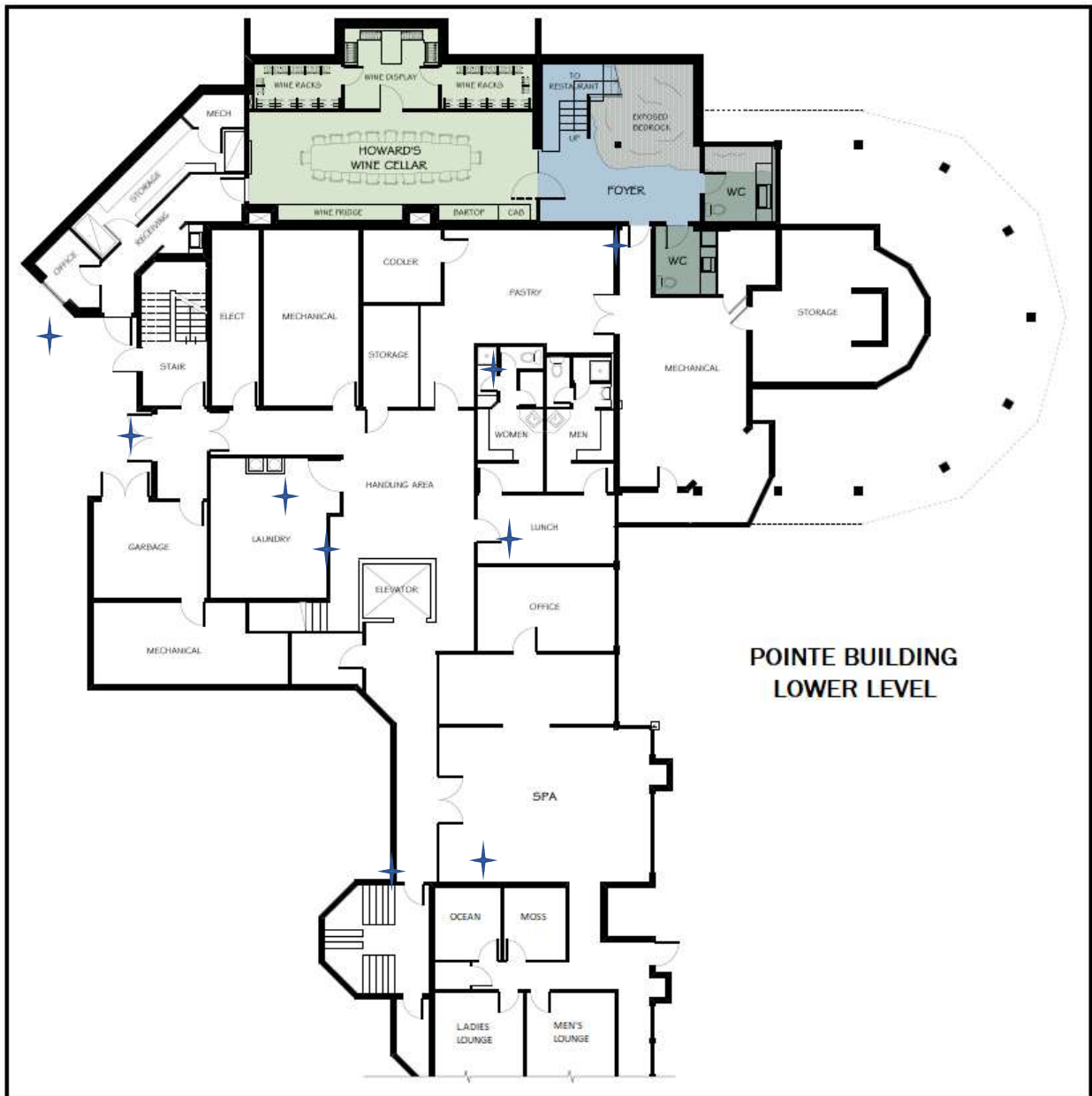
We encourage staff to change clothing (if needed) in the green shed, but they can hang their jackets in staff rooms.
 - o All Wickaninnish Inn team members, guests and visitors, 12 and older who are not yet fully vaccinated (14 days after dose 2), are required to wear masks in indoor public areas.
 - o For fully vaccinated individuals, masks are optional according to your comfort level. We are pleased to provide masks for your use.
 - o Masks are still required at all times upon entering the Ancient Cedar Spa – including during consultation and treatment.
 - o If you are unsure of how to use PPE (masks & gloves), please ask your leader
 - o Only Wickaninnish Inn provided PPE (masks & gloves) can be used.

- **Washing Hands/Sanitizing**

- Washing or sanitizing your hands is one of the best ways to mitigate the transmission of COVID-19. It is of utmost importance to do so at a minimum of once per hour, or in addition when touching items that haven't been sanitized, touching guests' luggage, delivering food or clearing plates from the guests table, etc.
- When in front of guests, it is a best practice (when available) to show that you are sanitizing your hands (or stations, etc.) prior to assisting the guest.
- Hand washing and/or sanitization stations are shown on the map here:







COVID EMPLOYEE STANDARDS - CONTINUED

- **Arriving to work**
 - o As you walk, bike or drive along Osprey Lane, you will see our Welcome Ambassador at the Welcome Station. Please arrive to work early, as you must stop to speak to this individual. If you are driving, and there is a line up of cars, wait until they come to you, and only then you will be able to bypass the line up of guests. Do not interrupt any interaction they are having with a guest – remember, you are now on stage!
 - o Wash or sanitize your hands upon entering the building.
 - o Upon arriving to your work station, ensure you are sanitizing your space and office supplies
- **Some administrative positions throughout the Inn will endeavour to work remotely from home when schedules allow**
- **Signing in & out**
 - o To sign in or out, hand sanitize before and after using the time clock
- **Interacting with Guests**
 - o Do not shake hands, but rather place your hand over your heart, gentle nod of the head & smile to welcome guests
 - o Always step aside and allow the guest to pass with enough distance
- **Staff Areas**
 - o The Green Shed (closest to the Inn) in the Staff parking lot (GS2), will be made available for you to sanitize your hands, change, store your belongings and to use for breaks.
 - o Use the beach as much as possible for your staff breaks (Crab Cookout area can be utilized as well when not in service, please clean up after yourself)
 - o Kitchen staff are provided with personal lockers located in the Pointe Building change rooms.
 - o All other staff can use remaining empty lockers for day use only. If you are using a lock, it MUST be removed at the end of your shift.
 - o Each department will help with distributing deliveries to avoid crowding in the crush area
 - o Guests will not be invited nor permitted in the back of the house areas
 - o You are expected to wash your hands before preparing your lunch or making coffee and sanitize touch points after use.
 - o We have added a vending machine in the Pointe building recycling room to offer pop, snacks, sandwiches for purchase.
 - o Staff personal dishes/storage containers to be taken home each day. Dishes may not be left overnight at the Inn for dishwashing.
 - o As some heart of house areas are tight quarters, please be cognisant of passing your fellow employees in these spaces.

Wickaninnish Inn Covid-19 Plan Update & Revision

The Wickaninnish Inn Covid-19 is a living document that is being reviewed weekly by the Senior Management Team and monthly by the Health & Safety Committee and is updated as new research becomes available and guidelines and restrictions change.

- **COVID-19 Vaccination Standard**
 - o As of September 13, 2021, we will introduce a new term of employment for all employees which will require one dose of a Canadian approved COVID-19 vaccine and as of October 1, 2021, to be fully vaccinated. All new hires, after October 1st will be required to be fully vaccinated and if they have only received 1 dose of a two dose vaccine we will create a plan for them to receive their 2nd dose within their first month of employment.
 - o Employees requiring Staff Housing are expected to be fully immunized however if they only have 1 dose, we will create a plan for them to receive their 2nd dose within the 1 month of the start of employment.

- **New changes to Employment Standards Act**
 - o In May 2021 the Province of BC announced a special COVID-19 Sick Pay program which affords employees up to 3 days' pay* between May – December 2021 should they have to miss work to get tested for COVID-19, while awaiting results, or because they are told to self-isolate. *Up to a max. of \$200 per day. This program will be replaced by a Federal Sick Pay program to be launched in January 2022.
- **Employee privileges**
 - o Some employee access to the Wickaninnish Inn guest areas is on pause. Overnight stays will be re-evaluated in the Fall 2021. The Pointe Restaurant is available during the day only.
 - o See memo "Staff Privileges" on pause - June 15, 2021

WHEN A TEAM MEMBER CALLS IN SICK FOR WORK OR BECOMES ILL AT WORK:

The ill team member must be directed to use the **Thrive BC COVID-19 Self-Assessment** either online at <https://bc.thrive.health/> or through the **App** and follow the advice given. You may also call **811** to be assessed via the telephone however you will likely experience long wait times.

If the advice of the assessment is to **get tested for COVID-19 & self-isolate**:

- Call **1-844-901-8442** to make an **appointment**. In most cases you will have to leave a number and be called back by a booking agent. In Tofino tests are done from 8:30am – approx. 12 (noon) daily so should you call in the afternoon, you will not be booked until the next day.
- **Communicate** with your Department Manager, who will then advise the Senior Management team.
- **Self-isolate**. If the team member lives in Staff Housing, their Department Manager, or Manager on Duty will work with Human Resources to provide a separate private location to self-isolate.
 - **Roommates of ill team member** - will be removed from their work schedules and asked to isolate together in their room until the ill team member's test results are received.
 - To mitigate any risk of other Housemates; the isolating roommates should arrange use the common spaces such as bathrooms and kitchen when the other housemates are not present and sanitize all surfaces after their use.
 - Should roommates require items such as groceries or other essentials they should enquire with their Department Manager for available delivery services or contactless delivery.
 - Roommates are requested to remain in their room as much as possible and limit any contact with others. Should they go outside, they must practice physical distancing and wear a mask.
 - Roommates are asked to continue to Self-monitor for any symptoms, should they experience the onset of symptoms please complete a COVID-19 Self-Assessment and follow the directions given. Most often this advice is to Self-Monitor however each situation can be different.
- The housing On-Site Contact will direct and assist in a thorough cleaning and sanitization of the team members room and common areas. If the ill team member lives in their own accommodations, they must follow the self-isolation guidelines as provided by the BC CDC <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/self-isolation>
- Typically **test results** are available within **48hrs**. When you get tested, inquire as to where you call to obtain your test results. You can also register for **Myhealth** by calling 1-844-844-2219 and visiting www.islandhealth.ca/myhealth for online results and consult the BC CDC site for more information <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/testing/test-results>

If the results are **Negative for COVID-19**

- If all symptoms have subsided the employee no longer needs to self-isolate and can return to their staff housing and speak with their Department Manager about resuming work.
- If symptoms are still present, as for a cold or flu, advise your Departmental Manager and do not come to work until they have subsided.
- Human Resources to advise direct roommates and team member can return to their shared room in staff housing.

If the results are **Positive for COVID-19**

- Upon receipt of a Positive test result the team member must remain in isolation, seek medical attention if symptoms worsen and follow the advice provided by medical professionals. They will also be required to provide accurate contact tracing information to a member of the Provincial Health Authority.

- Immediately advise Department Manager and Human Resources that your test was positive.
- Charles, Christine Stocker or Human Resources will immediately communicate to the Inn's entire team advising that we have had a team member test Positive and they are self-isolating and following the advice of medical professionals. The Inn will go to mandatory masks for all staff while on property until the Provincial Health Authority has completed any contact tracing and all isolation orders have expired.
- A Contact Tracing Agent will be assigned and based on the information given to them by the infected team member, they will contact individuals who they deem to have been exposed to risk. Typically, they look for contacts within the 48hrs prior to when the infected team member first displayed symptoms. Should an individual have contact with the infected team member outside of this timeframe, they are asked to call 811 to be personally assessed however are not likely to be contacted by Contact Tracing.
- The ill team member will only be permitted to return to work after the Provincial Health Authority has deemed them safe and they are free from all relevant symptoms.

Isolation periods

- When a team member is required to self-isolate and is provided with a private location, they may enter their regular staff housing bed/room with PPE (mask and gloves) only to retrieve their personal items, food etc. to cover them for an initial period of up to 48hrs. If their Department Manager or another assigned Senior Manager transports them to their self-isolation location, they as well must wear PPE (masks).
- During the period of time that a team member is awaiting their test results, their Department Manager or assigned Senior Manager will be their contact and will be in touch with them twice a day.
- Staff Housing residents who are isolating will receive a rent credit for the days they are not able to be in their regular staff housing bed/room due to the isolation.
- Their Department Manager or assigned Senior Manager will also offer to purchase supplies and provide contactless delivery.
- Based on test results being positive or medical advice of further isolation beyond the initial 48hrs the team members Department Manager or assigned Senior Manager will offer further grocery/supply assistance.
- If isolation beyond 48hrs is advised, Payroll will issue a Record of Employment for impacted team members allowing them to apply for financial assistance such as EI Sickness Benefits.

In the event that a team member is living in a shared bedroom living environment (outside of Staff Housing) and the roommate is awaiting results of Covid test it is expected that the Wickaninnish Inn employee will stay home and not work until their roommate receives a negative result.

FRONT OFFICE STANDARDS

- We cannot provide early morning coffee stations in the lobbies
- Games will be removed from the Lookout Library.
- Some furniture has been removed from the lobbies to allow for physical distancing
- Please refer to Administration section for cash out/due back procedures

VALETS & SHUTTLE

- We are currently no longer opening car doors or offering valet parking

STANDARDS

- Be the liaison between Welcome Ambassador & GRD, to determine timing of one arrival at a time, adhering to physical distancing
- Lobby traffic control – Monitor amount of people in lobby, and manage new guests arriving should they try to enter when maximum is reached.
- We have provided sanitizer at the electric vehicle charging station so guests can sanitize their hands prior and after charging their vehicle
- Wearing a mask at all times and fresh gloves driving the shuttle
- Radio ear pieces to be sanitized at the end of the shift by the one wearing them, and if wanted can be sanitized again at the beginning of the shift.
- Have hand sanitizer, masks & gloves in the Porte Cochere
- Sanitize Front Doors & Radios every hour, Luggage carts after each use & Shuttle guest interior and exterior handles after each trip
- Shuttle service is only available for 1 household at a time, or 2 households travelling together between 9am-5pm
 - o No one will sit in the front seat
- Valet will ask COVID-19 related questions to shuttle guests, and confirm residency through ID verification. The questions are:
 - o Do you have a fever, cough or difficulty breathing, sore throat, runny nose, unusual fatigue or headache?
 - o Have you been in direct contact with anyone who has tested positive for COVID-19?
 - o Have you been refused travel in the past 14 days due to a medical reason related to COVID-19?
 - o Are you the subject of a provincial, territorial or local public health order?
- Dog Kennels – to be sanitized prior to use and after being removed from guest room
- Volleyball net may be used by one family unit at a time. Guests will sign off for a ball that will be sanitized by the Valet before and after usage

PROCEDURES

- **Check In – we will do one check in at a time and up to two if staffing permits. Offer each guest luggage assistance curbside, if they agree, then offer to bring it directly to the guest room while they are checking in & place in guest room closet if room is ready.**
 - o If guest doesn't want luggage assistance, allow guest to load luggage on cart and then park luggage cart in the lobby
 - o If room is not ready, we will ask the guest to store their luggage for them, or they can keep it in their vehicle until they return back
- **Room Moves – are not being offered at this time**
- **Room Extensions – Guests must vacate the guestroom at 12pm. Guests must be in the room to assist with luggage.**
 - o Collect luggage and transport – guests to place luggage in hallway to be loaded onto luggage cart by valet.
 - o Valet to place luggage in guest car or storage closet.
 - o Dog Kennels will be moved from one guest room to another with the guest luggage.
- **Check Out – Offer to assist with collection of luggage using physical distancing. Guests to place luggage in hallway to be loaded by valet wearing new gloves**
 - o Placement of luggage into the vehicle only with the guest's permission
- **Preparing apples for the GRD**
 - o Clean and polish the apples, and place some under the glass cloche for display.
 - o Place remaining apples in individual pastry bags to store behind the GRD's
- **Sanitized beach chairs will be set up by Maintenance at the beginning of the day. Beach Ambassadors will sanitize chairs throughout the day as regularly as possible, and Valet will sanitize them before returning them to place in the evening. If possible, Welcome Ambassador Beach may assist with sanitizing the chairs at the end of the day.**

RESERVATIONS & GUEST SERVICE REPRESENTATIVE (GSR)

STANDARDS

All COVID documentation on re-opening procedures will be sent to guests at 15-day point in advance of arrival, with final confirmation.

Dear Guests,

We look forward to welcoming you to the Wickaninnish Inn!

We have worked diligently to implement standards that meet or exceed all industry guidelines surrounding COVID-19 to ensure we are doing all we can to keep our staff, guests and our community safe. There have been some changes in how we operate and what we are able to provide. We'd like to share the following with you so you can be secure in the knowledge that we are doing everything we can to ensure health and wellness for all.

We Were Built for This

Tofino and the Wickaninnish Inn offer an abundance of natural spaces, allowing you the comfort and grounding of fresh air, clean spaces, and the ability to move freely on Chesterman Beach and our surrounding forest paths. All air throughout both buildings is 100% fresh air from the external environment and is not recirculated within public spaces or room to room.

On Pause

We've decided to postpone offering the following services until British Columbia enters Phase 4 of the **Restart Plan**:

 Valet Parking


 Babysitting

 Ancient Cedars Spa Steam Cave


 Turndown Services

On Request

The following services are offered upon request and subject to availability:

 Housekeeping Daily Cleaning Services is offered by request and is performed while your room is vacated

 The Fitness Room is available by appointment through our Concierge or Guest Services team

 Pet Sitting is offered outdoors, or at the residence of the pet sitter

Arrival

Though we may not shake your hand in the current climate, please know you are greeted warmly in our hearts, and your safety is of utmost importance to us.

When arriving on property, you will be greeted by our welcome ambassador on our driveway, who will check government-issued ID to confirm primary residency and ask COVID-19 screening questions confirming you are not at risk for having COVID-19. We are not permitting guests to visit the property for the specific purpose of self-isolating or quarantine.

As required by our provincial health officer, all Wickaninnish Inn team members, guests and visitors, 5 and older are required to wear masks in indoor public areas.


According to the new Public Health Order from British Columbia's Provincial Health Officer, all individuals accessing the Wickaninnish Inn property will be required to present government-issued proof of full vaccination and photo identification (for individuals 18 years of age and older) to match the name listed on the proof of vaccination provided. Please note that you may experience a short wait time as you arrive on property as we will review documentation for all individuals being welcomed to the Inn. If proof of vaccination cannot be provided at the time of arrival, individuals will not be permitted on Wickaninnish Inn property.


Our Team

Speaking of our team, rest assured they have all completed a certified course covering COVID-19 transmission, symptoms and prevention. Across the board, we have implemented a culture of maintaining the best practices to avoid illness.

Cleanliness & Sanitization

In addition to maintaining the highest level of excellence in cleanliness, we've implemented a wide variety of practices and resources to meet or even exceed sanitization standards required by **WorkSafeBC**:

 We have increased cleaning frequency of public spaces throughout both buildings, with additional focus on high-touch surfaces.

 Hand sanitizer will be made readily available in all public spaces, and we encourage staff and guests to use it when entering or departing.

Food & Beverage


Our kitchen has always maintained high standards in food preparation and will continue to do so following Canadian food safety and standards **guidelines**.


Tables, chairs, menus and all items brought to each table will be sanitized in between each guest's use. If you prefer not to use a menu, you can view The Pointe Restaurant menus on your mobile device through a QR code provided at the entrance to the restaurant.

We're pleased to offer a selection of pastries and wrapped sandwiches in our Driftwood Café, along with our regular coffee-or-tea-lover's choice of beverages, mimosas and a selection of wine or beer for sipping al fresco on the Driftwood patio or at inside tables.


Ancient Cedars Spa

Ancient Cedars Spa will be operating at reduced capacity, and availability is limited, so please contact the spa in advance to reserve any treatments and avoid disappointment on arrival. We're looking forward to offering the following services for your wellness journey:

 A selection of individual spa treatments such as Hot Stone Massage, Lomi Lomi, 90 Minute Aromatic Massage, Reflexology or Pedicures

 Dedicated rooms during your treatment. Lounges are available; however, your treatment room will be exclusively yours to use during your spa time if you prefer. Additional time has been added between treatments to allow for complete room sanitization.

 Semi-private yoga sessions

 Retail products available for purchase

I hope this finds you looking forward to your journey to the coast. If you have any questions or concerns, or if you would like to discuss any of the above, please reach out to us at info@wickinn.com.

Yours in health,



Charles McDiarmid

Managing Director

STANDARDS CONTINUED

- **We will not be selling room move reservations**
- **For any Return Guests, 3 times or more staying over a Friday night, we will create a card and an amenity of a half bottle of sparkling wine, as our Return Guest Reception will not be offered for the time being. Card verbiage:**

Welcome back to Tofino and the Wickaninnish Inn!

Though our welcome reception is temporarily on pause to align with the BC Provincial Health COVID-19 guidelines, we would love for you to enjoy these BC bubbles on us, in your room, and raise a toast to your own good health!

We hope to share the next moment with you in person on a future visit.

Each check in will have a team of 2 GSR's – one behind the Guest Reception Desk (GRD), and one in the lobby who will explain the procedures to the guest

- **Walk-in guests will be shown rooms on iPad instead of in person**
- **Sanitize workstation and equipment before and after each shift, as well as before and after each use, including, but not limited to, Moneris terminals, iPad, 4-6 pens for personal use, and also before handing them to guests.**
 - Sanitize all equipment, including staplers, keyboards, phones, door knobs, countertops, printer, radios, a minimum of every 4 hours at the desks and in the back offices
- **DVD's will no longer be in the Library, list of options will be on the in-room iPad & available from Beach GRD**
- **Amenities to be delivered to guestroom prior to arrival if possible. Items delivered after arrival to be delivered on tray, placed on a sanitized table outside of guest room.**
- **GRD's to have to go coffee cup & lids for guest room requests, as lobby coffee will not be offered**

PROCEDURES

- **Check In - GRD GSR will sanitize for the check-in process**
 - Sanitize the Moneris terminal & pen to provide to the guest
 - Offer their paper itinerary and freshly sanitized keys, otherwise offer to make new keys in the moment and email itinerary
 - Review itinerary details prior to handing directly to guests
- **Lobby GSR will provide property overview in lobby while physically distancing.**
 - Advising willing and able guests of alternate access and stairwells to encourage physical distancing
 - Allow the guest to enter the elevator, and let them head to their room, lobby GSR will follow in next elevator, with the luggage if not already placed by valet.
- **GSR will place sandbag in front of the guest room door and park luggage cart in the hall**
 - They will knock, then physically distance from the door, and ask the guest to use the sandbag to open the door, along with take their luggage into the room.
 - After this, the GSR will ask the guest to step into their room towards the windows, in order for the GSR to stand at the threshold to provide the rooming from the door.
 - The GSR will point out all stairwells, and suggest to use them to avoid congestion in the elevator & lobbies
 - To close, the GSR will ask the guest if they would like ice and let them know of the procedure

- **Ice deliveries – offer to assist with ice, request that ice bucket is left outside the door.**
 - Fill guests ice bucket, find a table in the hallway and sanitize it, place bucket on table, knock on the door & step back to allow guest to retrieve bucket. Remove table once guest goes inside room, sanitize and return to its appropriate location in the hallway
 - Use gloves when delivering ice
- **Room Extensions**
 - If a guest extends their stay in same room then update Maestro, inform housekeeping team, print new registration card for guests to sign, take an additional preauthorization and have the guest sign this, provide the guest with new key cards for the new departure date.
 - Extending stay in alternative room type
 - Upon inquiry reach out to a housekeeping leader to confirm that this will be possible for them. If so...
 - Create the room extension in Maestro
 - Print new registration card, have guests sign this, take an additional pre-authorization to cover additional night(s) including incidentals
 - Call guests the evening before the room change and remind them procedures
 - On the morning of room extension, create key cards for new room
- **Check Out**
 - GSR to ask guests if we can have a valet assist with luggage, ask guests to place luggage in hallway for valet to place on luggage cart
 - Same sanitization steps from check in to take place
- **Walk-in guests will be directed to the building who can assist them by the Welcome Ambassador**
 - Guest will be shown available guest rooms via the iPad
 - Should they choose to book, same check in procedures will apply as listed above
- **Sanitize covers and DVD's before and after guests' use**
- **Amenity Delivery – All items delivered after arrival**
 - Guests must be in the room to receive the amenity
 - GSR to bring table to the guestroom door to set up
 - find a table in the hallway place amenity on table, knock on the door & step back to allow guest to retrieve amenity.
 - Remove table once guest goes inside room, sanitize and return to its appropriate location in the hallway
- **In-Room maintenance issues raised by guests:**
 - Maintenance will contact the guest directly and will schedule an in-room inspection
 - After 7pm issues will be directed to the Chief Engineer's direct mobile number and he will reach out to the best person to handle and advise the GSR who will be responding

CONCIERGE

STANDARDS

- Will have a copy of the outfitters safety procedures, which will be sent to any guests who make a reservation or request to review them
- Beach Toys will be available upon request (Volleyballs, Soccer Balls, Frisbees & Bocce), in a locked bin

PROCEDURES

- Wash and sanitize any beach toys upon return.
- Sanitize bikes, helmets and locks when handing to guests, and when they are returned
- Complimentary Nature Walks
 - Sanitize pen each time it is provided to guests to sign waivers

GIFT GALLERY

PROCEDURES

- Team members and guests are asked to hand sanitize prior to handling gift gallery items.

HOUSEKEEPING

ROOM ATTENDANTS

STANDARDS

- All staff have the option of wearing full PPE throughout their day, changing it when required (i.e. nitrile gloves and face masks). We are following B.C.'s four-step Restart Plan recommendations and require all Wickaninnish Inn team members, guests and visitors, 12 and older who are not yet fully vaccinated (14 days after dose 2), to wear masks in indoor public areas. Masks are still required at all times upon entering the Ancient Cedars Spa.
- Wash/sanitize hands frequently throughout the day, and before entering guest rooms
- In room cleaning services are provided to all guests while the guest room is vacated. Should guests prefer Housekeeping NOT enter their guest room, the Privacy Sign placed upon the door will ensure the guest room is not entered, and further special arrangements can be made through Housekeeping Concierge with services or replenishments scheduled according to the following parameters:
 - On request cleaning service – scheduled through Housekeeping Concierge
 - On request replenishment service – specific amenities area provided or removed, either via replenishment door hanger placed on guest room door, or arranged through Housekeeping Concierge
 - Guestroom must be vacated during cleaning
- In room maintenance service will be performed as needed when:
 - The guest room is vacated
- Some items are removed, however made available on the guest room iPad (i.e. guest directory, Relais & Chateaux Book, Yoga card, in-room magazines).
- Private bar amenity price list is available on your guest room iPad
- Guest room surfaces are thoroughly cleaned and high-touch surfaces are sanitized using ozonated water

PROCEDURES

- Replenishment Service will be provided to guests who would prefer that no employees enter their rooms: by coordinating through Housekeeping Concierge, supplies will be provided and removed as requested
 - Guests may or may not be in the room to receive the service; if not, items will be left outside of guest room or placed in room depending upon arrangements made through Housekeeping Concierge
 - If replenishment is requested without entry into the guest room:
 - Find the nearest table in the hallway, sanitize and bring outside of the guest room.
 - Place items on the table, in front of the door, knock and step back 2 metres to allow the guest to collect their items.
 - Take any dirty linen or items the guests would like taken out of the room
 - Sanitize and place table in its original location in the hallway, manage guest return items as appropriate
- When cleaning departed guest rooms, guest rooms will be thoroughly cleaned and sanitized with a focus on all high touch and high traffic surfaces and areas.
- Prior to departing for the day, sanitize all re-usable housekeeping tools including RA basket & discard all other waste items

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HOUSEPERSON / SANITIZER

STANDARDS

- Clean and sanitize public and staff areas according to the Sanitizer SOP including but not limited to high traffic areas and high touch surfaces, washrooms and offices, restaurant, spa, café, lobbies, library
- Each department will be responsible for on-going replenishment of sanitizing products for their work spaces

PROCEDURES

- Clean and sanitize, as well as replenish supplies in the following areas:

POINTE BUILDING:	BEACH BUILDING:
<ul style="list-style-type: none">- Pointe Back Office & Lobby- F&B Office, DOO Office & DF&B Office- Pointe Staff Room- Pointe Staff Washroom- Pointe Family, Men's & Women's Washrooms- Wine Cellar Stairs, Foyer, Washrooms & Cellar- Elevator & Staircases (Including Kitchen)- Restaurant, Salal Room & Shoreline Terrace- Spa Reception- Guest Use Public Computer- Vending Machine in Recycling Room- Ice room	<ul style="list-style-type: none">- Beach Back Office & Lobby- Admin Offices & Reservations Office- Beach Staff Room- Beach Staff Washrooms- Admin Washroom- Admin Offices- Driftwood Café & Swordfern Room, including Washrooms- Library & Guest Use Public Computer- Elevator & Staircases- Ice room as well as red chair at the beach

High Touch Surfaces include, but are not limited to:	
<ul style="list-style-type: none">- Timeclocks- Desks & Tables- Countertops- Workspace Surfaces: Computers, keyboards & accessories (printers, mice, etc.)- All sink & faucet surfaces	<ul style="list-style-type: none">- All toilet surfaces- All dispenser surfaces- Switches- Banisters & Railings- Phones

- **Replenishing supplies as requested by coordinating pick up of used amenities and supplies, then bringing new ones to the guest rooms**
 - Guests may or may not be in the room to receive the service; if not, items will be left outside of guest room or placed in room depending upon arrangements made through Housekeeping Concierge
 - Find the nearest table in the hallway, sanitize and bring outside of the guest room.
 - Place items on the table, in front of the door, knock and step back 2 metres to allow the guest to collect their items.
 - Take any dirty linen or items the guests would like taken out of the room
 - Sanitize and place table in its original location in the hallway, manage guest return items as appropriate
- **Prior to departing for the day, sanitize all relevant housekeeping tools & workspaces**

LAUNDRY ATTENDANT

STANDARDS

- Laundry facility and handling enhancements include self-contained cleanable laundry chute extensions

PROCEDURES

- The laundry chute will be covered with a ceiling-to-floor cleanable vinyl sheet, that will be cinched tightly at the bottom. This will need to be unzipped to access the cart with dirty laundry within the chute
- Laundry facilities are sanitized frequently throughout shift

HOUSEKEEPING CONCIERGE

STANDARDS

- Call each guest upon arrival to the Inn and/or daily, to discuss new housekeeping service procedures

PROCEDURES

- Reach new arrivals and in-house guests each evening, to welcome them and arrange housekeeping during their stay, including:
 - Stayover service
 - If they would like amenities replenished at a preferred time, or to call them at a time of their preference
 - Private bar replenishments
- The obtained information is to be provided to the AM Supervisor, or the AM team directly to provide the requested service.
- Any guest information that GSR's need to provide to the Housekeeping Concierge should be communicated by calling over the radio or telephone. When this is required between the hours of 11pm – 8am, sending an email to list.housekeeping and attempting to contact the Houseperson team between 515am – 8am.

iPAD's IN ROOM

- Guest room iPad contains the Guest Directory and other printed materials to minimize print items placed into the guest room
- Items to be found on the iPad includes, but is not limited to:
 - Information about the Inn
 - Hours of Operation
 - Guest Services Directory
 - Concierge Directory
 - Food & Beverage Directory, including In Room Dining menu
 - Private Bar Price List
 - Ancient Cedars Spa Directory
 - Local Attractions
 - Emergency Response Directory
 - Newspapers & Magazines
 - List of DVD's that are available to borrow

- **Videos to trouble shoot frequently asked questions. They include:**
 - How to operate the coffee maker
 - How to set up the DVD Player
 - How to reset the TV lift
 - How to operate/turn off the heat, including bathroom in floor heat

Ambassador Stations/Welcomes

- There will be a team member at the Front Entrance Ambassador House, and seasonally at the Beach Access Checkpoint, as individuals arrive onto the property via the Osprey Lane road access point and the Beach access, to ask a COVID-19 wellness question, and to confirm residency. The question is:
 - o Are you experiencing any COVID-19 symptoms including:
 - Fever/chills
 - Sore throat/new or worsening cough/shortness of breath
 - Extreme fatigue
 - Loss of sense of taste or smell
- All Wickaninnish Inn team members, guests, and visitors, 12 and older who are not yet fully vaccinated (14 days after dose 2), are required to wear masks in indoor public areas.
- Fully vaccinated individuals are welcome to wear a mask according to their comfort level, and we are pleased to provide masks for use.
- Masks are still required at all times upon entering the Ancient Cedars Spa – including during consultation and treatment.
- Front Office, Spa and Restaurant will be calling all guests with reservations 7 days prior to arrival informing them to arrive with a proper photo identification. In case the guest has no Canadian address on his ID, Welcome Ambassador will try to corroborate with a government issued ID and another document that proves residency.
- A sandwich board has been added prior to the Ambassador house stop informing guests to be prepared with their ID
- The rainforest loop will be a one way only, entrance from the Pointe Ambassador house and will have signage
- Staff is required to stop and inform the Welcome Ambassador of their arrival in order to keep track of who is present on property and their health status
- All Suppliers should adhere to our mask standard, and the Welcome Ambassador will provide masks to suppliers who do not have one
- Welcome Ambassador will have an arrivals list, an in-house guest list, master staff list, and restaurant and spa reservations lists to verify permitted guests and staff on property, and assist in directing them to the correct building
- Welcome Ambassador will provide cards to outside guests attending the Pointe Restaurant and Driftwood Cafe who have had their ID checked, which they will then hand to The Pointe Host or Driftwood Attendant to indicate they have been screened by an Ambassador
- Welcome Ambassador will liaise with valet's to ensure the GSR's are ready and available for check-in's. Valet will monitor lobby capacity before welcoming the next arrival. Front Office will provide the Welcome Ambassador the valet cell phone for communication when not in use by valets
- Walk-in guest rooms: Welcome Ambassador will radio the valet, who will pass along the inquiry to the GSR's. Based on capacity, GSR will decide what lobby guests will be directed to and from there assist them with their room selection.
- Walk-in Restaurant: Welcome Ambassador will radio the valet, who will pass along the inquiry to the Host. Based on Restaurant capacity, the Host will decide whether the guests may enter and from there will seat them at the Restaurant. Welcome Ambassador will provide the restaurant with the names of the walk-in guests.

- Walk-in Spa: Welcome Ambassador will radio the Spa directly and inquire. Upon availability Welcome Ambassador will then contact the Valet who will assist in directing the guests to the Spa. Welcome Ambassador will provide the Spa with the names of the walk-in guests
- Walk-in Driftwood Café - Welcome Ambassador will radio the Driftwood Café directly and inquire, upon availability Welcome Ambassador will then contact the Valet who will assist in directing the guests to the Driftwood Café. If the Welcome Ambassador is unable to reach the Driftwood Café they will contact the Beach Valet, or Beach Ambassador if available, to visually check Driftwood Café for availability
- Only guests with confirmed reservations or space confirmed on arrival will be permitted on property
Welcome Ambassador verbiage: *"we are accepting only reservation and walk-in reservations guests at this point to manage our physical distancing standards and occupancy limits."*
- The Inn will assign a designated Senior Manager to be on-call in the evenings in order to resolve any guest conflict issues with which the Welcome Ambassador requires assistance.

FOOD & BEVERAGE OUTLETS

- **Maximum capacity of Outlets:**
 - The Pointe Restaurant & Henry Nolla Section – 48 + 12
 - On the Rocks Bar – 18
 - Shoreline Terrace – 10
 - Driftwood Café – 20
 - Crab Cookout - 46
- All staff not fully vaccinated must wear masks at all times
- All guests not fully vaccinated must wear masks in public spaces and walking within the restaurant
- We cannot provide early morning coffee stations in the lobbies
- When possible Driftwood Café and The Pointe Restaurant will inform driveway ambassador when the Café/Restaurant are at capacity

HOSTS

STANDARDS

- Sanitizing work stations, including computers, phones, pens, etc.
- Radio ear pieces to be sanitized at the end of the shift by the one wearing them, and if wanted can be sanitized again at the beginning of the shift.
- All menus will be in plastic page covers, and sanitized after each use, prior to being put away
- All menus, including wines by the glass and house cocktails will be added to menu modo.
- Host will communicate with the Ambassador at the road and valets by Radio as to restaurant capacity. The Driftwood Café will be used as a waiting space for guests. The Driftwood Café Servers also use radios to communicate regarding capacity. We will use pink, laminated cards to signify that guests are coming from the Ambassador road and have 'checked in'. If a guest does not have the pink slip, we ask for ID, their name and phone number.
- Hosts will handle guest coats and hang them
- Crayons for children will be in new packages. After usage they will be and kept aside till further notice and will not be given to other guests

PROCEDURES

- Host will enter names onto a separate notebook of all walk-in guests coming into the restaurant
- Ask all guests to sanitize their hands prior to entering the restaurant and/or bar.
- We will provide a laminated QR code available at the Host stand and upon request for table usage.
- Offer every guest all menus in the On-the-Rocks bar (OTR)
- When seating walk-in guests for brunch, OTR or any walk-in tables, we will take the name and phone number of one person in the party and add to our reservation system, in a separate notebook to be kept for 30 days, as per Provincial Health Officer orders.
- When taking an In-Room Dining order, communicate to the guest how the delivery (and pick up) will happen.
 - Tray tables are placed between 2 guest rooms throughout the hotel
 - The attendant will move the table in front of the guest room and place their tray on the table outside of the door, knock, and step back.
 - When the door is opened by the guest, the attendant will offer to place a door jam in the door frame, to assist the guest. They will step back to allow the guest to access the tray.
 - Guest can then take the tray into their room.
 - The attendant will take the door jam with them

- For pickup, the guest will be asked to not place their tray outside their door due to COVID regulations, but rather call the host when they are finished, and an attendant will come to their room door to retrieve
- The attendant will ensure the table is outside the guest room and will knock for the tray.
- Offer to assist with the door jam again and step back.
- Guests will place their tray onto the table
- Attendant will remove the tray and place table in its original location in the hallway (this is done by housekeeping on an on-going basis as per touchpoints)

SERVERS

STANDARDS

- 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. At dinner there will also be the Frette runners
- Salt and Pepper to be offered with each table, and sanitized after guests' use.
- Server trays, guest pens, cheque trays & Moneris machines will be sanitized after each use.
- Encourage tap payment when applicable (limit is now at \$250.00)
- Wash/sanitize hands prior to polishing cutlery/glasses, creating rollups/folding napkins, making coffee drinks, opening any bottled water/wine, taking an order/handling menus, handling cheque trays/pens or Moneris machine, clearing dirty dishes from tables
- All tables, vases/candles, chairs will be sanitized with a new blue cloth between seating's (chairs will be last)
- Pump container of cleaner & blue cloths will be at each server station
- Pump container is filled each shift with Maxim Dish Detergent (WHMIS code D2B)
- All cleaning blue cloths will be discarded after single uses into separate bucket at server stations.
- Blue cloth buckets to be emptied periodically during the shift into the laundry basket
- 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.
- All black napkins on mise en place plates to be changed between shifts
- If a guest would like more bread a new bread basket should be brought to the table
- Use coaster for all drinks without stems
- Sanitize coaster after each use
- Brown service napkins are to be used for delivery of any plate leaving the kitchen – hot or cold
- 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 us.
- Any leftovers requesting to be taken, we will provide guest with a clam shell/bag & they will package themselves
- Gloves will be provided for handling money for cash outs in the polishing room, wash your hands before and after using the gloves.
- Gloves are required when handling garbage or laundry items

PROCEDURES

AM Servers

- **Approach the table and ask if they would like Juice of the Day/Coffee/Tea.**
 - If coffee and/or tea, ask how many sugars, cream and/or milk
 - Pour at side station and bring, along with rollup, and individual plate for milk/cream in an eagle beak & sugar packages with teaspoon
- **Serve pre-sized chocolate bark to guests at the end of their brunch from a closed container**
 - Use tongs & place on side plate for each guest
- **Brunch pastries will be kept in the kitchen station, placed on a cookie sheet in rack n roll and served with tongs**

PM Servers

- **Approach the table and ask if they would like tap or bottled water, and return with water glasses (full if tap, empty if bottled)**
- **To set the table – wooden charger, side plate, napkin & bread knife only, delivered on a mise en place plate with black napkin.**
- **To set the table, place the stack in front of the guest, and move the side plate with napkin/knife to the left of the guest. Charger to stay in front of guest**
- **Amuse bouche will be served per guest, and placed on top of the charger. Both charger & amuse plate will be removed once guest finished**

Lounge Servers

- **Approach the table and ask if they would like tap or bottled water, and return with water glasses (full if tap, empty if bottled)**
- **Set the table with rollup only once the guest has ordered food.**

All Servers

- **For coffee service, ask how many sugars they require, and cream/milk.**
 - Deliver on wooden tray with teaspoon with eagle beak and sugar packages in sugar bowl.
- **For bottled water/wine service – we provide the first pour, and then ask if they would be more comfortable pouring the remainder themselves, or if they are ok with us continuing to pour.**
 - Handle all glassware by the stem or bottom of the glass
 - Do not open the bottle on the table, but rather away from table (in air) to maintain 2 meter distancing
 - Wine Service – offer the guest a taste and to pour, if not, place wine bottle on the table and allow them to pour/taste themselves
 - Offer the cork to the guest, if they do not wish to have it, remove it
 - Keep the black litleau under the bottle, and launder linen once the bottle is finished
 - Wine glass pourers to be washed each time, not just rinsed.
 - Do not bring a bottle of wine to the table to just show the guests
- **Do not touch glasses/cups to refill Juice of the Day/Coffee/Water, etc.**
 - If you cannot reach the guests' glass, please ask them to place the glass closer in order to pour into
- **Use fresh water in water jug when refilling glasses**
- **Use mise en place plate with black napkin whenever delivering cutlery**
- **Always handle cutlery by the handle only**
- **Use wrapped paper straws when requested**

BARTENDER

STANDARDS

- Pump container of cleaner and blue cloths will be at the bar station
- All cleaning blue cloths will be discarded after single use into separate bucket kept at bar out of site of guests
- Blue cloth buckets to be emptied periodically during the shift into the laundry basket
- Sanitize your work station & tools after each set of cocktails
- Wash/sanitize hands after making each order, handling menus
- All bar stools and bar counter will be sanitized after each guest
- Vinyl barriers are installed in front of wine glass display to prevent contamination from staff and guests walking by

PROCEDURES

- Sanitize coasters after each use
- Use disposable paper straws for tasting drinks, not metal straws or spoons.

ATTENDANTS

STANDARDS

- Be responsible for cleaning high touch areas on the hour. Do a sweep of the kitchen and restaurant – doors, glass washer, espresso machine, drawer handles, countertops & kitchen pass.
- Refill sanitizer dispensers and cleaning dispensers every shift
- Stock fresh blue cloths in all stations as needed
- Take down laundry periodically using gloves

PROCEDURES

- **Assist AM/ PM Service team with setting tables as required**
 - AM – bring rollups to the table when guests have ordered
 - AM – bring water/JOD glasses to the table already filled, or empty if bottled water is requested
 - PM - Wooden charger, side plate, napkin & bread knife only, delivered using a mise en place plate with black napkin.
 - PM - To set the table, place the stack in front of the guest, and move the side plate with napkin/knife to the left of the guest. Charger to stay in front of guest

IN ROOM DINING (IRD)

STANDARDS

- All room service trays will be sanitized before and after use
- All vases will be sanitized before & after use
- Pump container of cleaner & blue cloths will be at the IRD station
- All cleaning blue cloths will be discarded after single use into the laundry.
- We will serve rollups with cutlery for room service trays
- Salt & Pepper will be in packages, placed in a ramekin – do not use the shakers
- Teaspoons & soup spoons will be placed on a fresh napkin on the tray, when required
- There will be a door jam to help the guest to prop open the door while handling a heavy tray. The attendant will offer to place it in the door and step away while the guest accesses the tray. The attendant will remove it once the tray is in the room and take it with them. The same procedure please on pickup of the tray.

PROCEDURES

- **Set up tray with any requirements for the order**
 - When delivering an order, find an available table in the hallway, place it outside of the guest room
 - Place tray onto the table, knock and step back 2 metres to allow the guest to collect their tray
 - The guest will open the door; the attendant will slide the door wedge into the door hinge while the guest removes the tray. The attendant will then take the wedge back
 - Describe the dishes to the guest, ask if they require anything else, and wait for them to take the tray into their room.
 - Remind guest to call the host when they are finished, and not to place the tray outside due to COVID regulations.
 - Remove the table, sanitize and return to its original location in the hallway. (Tray table sanitization is also done by housekeeping periodically)
- **When picking up an empty tray/dirty dishes, find a table from the hallway, sanitize it and place outside of the guest room.**
 - Knock and then step away 2 metres
 - Allow for the guest to place their tray on the table, wait for them to close the door, then remove both the tray and table.
 - Return table to its original location in the hallway and sanitize it
 - Bring tray/dishes to the kitchen area and place in appropriate bins. Trays may not be left in linen closet
 - We will do a sweep twice in each shift to look for empty trays (early and late in the shift)
 - Housekeeping, whenever possible will bring the tray back to the kitchen, and if cannot, will contact the Restaurant for assistance.

DRIFTWOOD CAFÉ SERVER (DWC)

- We are unable to offer a water station in the Driftwood Café

STANDARDS

- Sanitizer at the cash area/counter & on the TV cabinet for guests to use
- Pump container of cleaner & blue cloths will be at DWC
- All cleaning blue cloths will be discarded after single uses into separate bucket for laundry
- All pastries will be located behind the counter and displayed only in the fridge and behind a glass container at the POS.
- Any cutlery brought to a table must be on a cloth napkin on a mise en place plate
- Wash/sanitize hands prior to polishing cutlery/glasses, creating rollups/folding napkins, making coffee drinks, opening any bottled water/wine, taking an order/handling menus, handling cheque trays/pens or Moneris machine, clearing dirty dishes from tables
- All countertops will be sanitized hourly
- POS Terminal & Moneris, cheque trays and guest pens will be sanitized after each use
- Encourage tap payment when available
- Tables and chairs will be sanitized after each guest, cleaning the chairs last.
- Tables will be entirely cleared and sanitized once all guests have departed the table

PROCEDURES

- Guests are asked if they will be 'to go' or 'for here' and are given either TO GO cutlery and containers or cutlery and plateware if they stay here.
- Have rollups available for any guest staying in
- For coffee orders staying in, provide each guest with a teaspoon, creamer and sugar packages per coffee, on a side plate & paper napkin.
- For to go coffee's, ask guest how many of both sugar/cream/milk they would like, and provide single use creamers, sugar packages, napkin & disposable stir stick
- The table is cleared fully and wiped when all guests leave the table, including chairs and chair arms
- When clearing dishes, they are to go directly into the kitchen area, and are to be:
 - Placed in a bin with sanitizer to soak for a minimum of 60 seconds prior to spraying and placing into the dishwasher

CRAB COOKOUT (CCO)

STANDARDS

- Sanitizer will be available at the entrance for guests, as well as in staff areas
- Pump container of cleaner & blue cloths will be at the server station
- Blue cloths will be used for cleaning, single use only
- Dirty cloths to be placed into separate bucket for laundry
- 1 household per table on the beach
- Plated, family style will be provided, no buffet available
- Wash/sanitize hands prior to handling cutlery/glasses/plates, creating rollups, handling beverages
- Wash/sanitize hands after clearing dirty dishes from tables

PROCEDURES

- Individual water bottles and beverages for guests offered when guests sit down
- Rollups with white linen like napkins and plates will be set on the tables after beverages are delivered
- Salt and Pepper available in single use packages, put on tables in ramekins
- Coffee station will be staffed, and handed to each guest with single use creamers/sugar and disposable stir sticks
- Used dishes to be placed directly into yellow crates with garbage bags, will be cleaned at the end of the CCO and placed into clean bags for the next service
- Wash/Sanitize hands after handling any dirty dishes

KITCHEN STAFF

- All countertops and stations will be sanitized hourly
- Nightly full sanitization of kitchen with detailed list of items to be cleaned posted in the crow's nest.
- All mise en place to be initialed without exception
- Have clearly labelled containers for clean & used utensils. Utensils for tasting used once only & then placed into 'used' container with Savall cleaner before being taken to the steward.
- All sanitizer bottles fully emptied prior to filling, labelled with date filled each time.
- One consolidated log book for Savall dispensers, fridge temps, deliveries and dishwasher pH levels clearly labelled and kept in Crow's nest.
- Partitions in Kitchen/Pastry cleaned by a member of the stewarding team. (Not housekeeping)

STEWARDS

- Stewards are not responsible for cleaning dishes in beach building. That is the responsibility of the staff that works in the driftwood Cafe as well as anyone using said area.
- If two stewards are on a shift, then one will handle clean items and the other dirty items. If there is only one steward, then they will wash hands before handling clean dishes.
- Log of pH levels of every dish/glassware on property to be checked by AM steward & PM steward and written off by AML or PML each shift
- All items coming from front of house and staff breakroom areas, to be cleaned in main dishwasher, are to be:
 - Placed in a bin with sanitizer to be soaked for a minimum of 60 seconds
 - Then scrubbed within the sanitizer bin before being sprayed and run through the dish washing machine.
- Responsible for keeping soap, sanitizer and paper towels stocked in kitchen and service areas
- Clean cutlery to be placed on clean section of the Lexan partition.

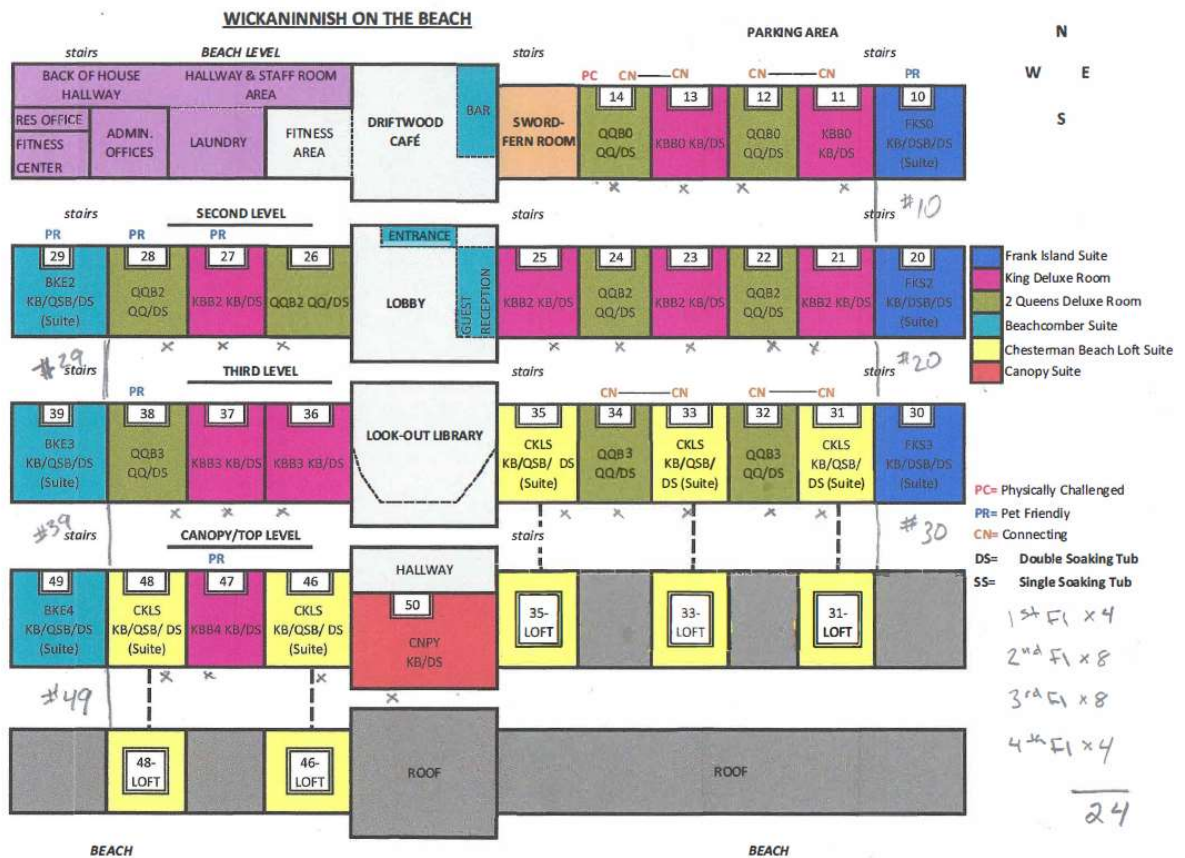
TRAY TABLE LOCATIONS

Legend:

- PC = Physically Challenged
- PR = Pet Room
- CN = Connecting Room
- DS = Double Soaking Tub
- SS = Single Soaking Tub

Handwritten Notes:

- 1st Floor = 6
- 2nd Floor = 9
- 3rd Floor = 9
- 24



SPECIAL EVENTS

BANQUET MAXIMUMS

50 People is the maximum for large group gatherings in BC. This includes all vendors, staff & Guests

- Table sizes are restricted to a maximum based on size of table
 - Shell Beach –45 guests
 - Salal Room & Shoreline Terrace – 45 guests
 - Salal Room - 40 guests
 - Shoreline Terrace – 18 guests
 - Howard's Wine Cellar – 20 guests
 - Rainforest Clearing –45 guests

Capacity chart for indoor function spaces

Function Space	Boardroom	Rounds	Theatre	Long Tables	U Shape
Salal Room	20	40	45	36	18
Shoreline Terrace	18	24	14	n/a	n/a
Salal Room W terrace	20	45	40	54	18
Howard's Wine Cellar	20	n/a	n/a	n/a	n/a
Swordfern Room	10	n/a	n/a	n/a	n/a
Shell Beach	n/a	n/a	n/a	45	n/a

WEDDING CEREMONIES

Locations: *in the Rainforest, Shell Beach or Chesterman Beach*

- Marriage Commissioners will maintain appropriate distance from the couple based on their comfort level.
 - Marriage commissioners have all expressed comfort in performing outdoor ceremonies
- If guests are using chairs for both ceremony & dinner, staff will first:
 - sanitize their hands before moving them.
 - they will then sanitize the chairs before moving them
 - After chairs have been moved, staff will then sanitize their hands.

SHELL BEACH FOOD & BEVERAGE SERVICE

Canapes & Cocktail Hour:

Champagne Toasts

- 6 foot linen tables or high top table will be set up close to ceremony site.
- Staff will pre pour champagne flutes and have glasses spaced on table top for guests to collect.
- Staff will have pre poured flutes on trays to bring to guests.
- All staff are to sanitize their hands before and after handling and distributing glasses.

Canapes & Platters Shell Beach

- Platters and canapes will be served buffet style:
 - A staff member will ensure frequent sanitizing of serving utilise
 - Hand sanitizer will be available for guests to use at canape table

Cocktails & Bar service *(will apply throughout the event)*

- Bar service will be available until midnight (last call at 11:45pm)
- Cocktails, sprits & beer can be refilled in the same glasses
 - Staff are to ensure that nothing touches the rim of the glass while pouring
 - Bar tender will sanitize their hands in front of guests prior to preparing each beverage.
- Wine and water can all be refilled in same glasses.
 - Staff are to ensure that bottles & water jugs do not touch the guests glass while pouring
- Bar tender will place the drink at the edge of the bar for the guest to collect.
- Limes/lemons and other garnishes will be added to the beverage(s) by the bar tender; tongs will be used to place garnishes in beverages.
- Frequent hand sanitizing will be mandatory

Dinner Service

- Guests will have an option to remain on Shell Beach until 1am, at which time all guests are required to vacate the venue.
- Table service wine pouring will still be offered. Servers will ensure that wine bottles do not touch rim of glasses.
- Buffet Dinner
 - Plates will be kept at the buffet
 - Hand sanitizer will be present at the start of the buffet for guests.
 - A sign reminding guests to sanitize or wash their hands will be present on the buffet.
 - Staff will ensure frequent sanitizing of serving utensils is done (utensils to be sanitized after each house hold goes through the buffet).
 - Staff assisting with the buffet (serving proteins) will sanitize their hands and wear gloves.
 - Staff will change gloves anytime they 'leave' the buffet line
 - Staff will sanitize their hands before, during (if they leave the line) and after assisting with the buffet.
- Coffee will be available at the bar
 - Guests will NOT be permitted to self serve

- Milk/cream & sugar will be provided and serving vessels and utensils will be frequently sanitized.

Clearing

- Staff will sanitize their hands prior to clearing plates from tables
- Staff will sanitize their hands after clearing before performing another task (assisting with the bar, retrieving an item from the service area etc.)
- Glassware will be cleared using trays.
- Trays will be sanitized after each use
- Garbage & Recycling bins will be clearly marked for both Staff & guest access.
 - A blue recycling bin will be used for ease of identifying it as recycling.
- Staff will sanitize their hands, before, during (if they are pulled away to do another task), and after clearing.

SHELL BEACH SET UP & TAKE DOWN

Setting up the beach

- Staff will sanitize their hands when they arrive to the beach & before performing any new task
- Event organizer will provide Special Events with all guest's names and contact information for contract tracing purposes.
- Tables (including bar & glass table) will be cleaned with a no rinse Oxygenated Cleaner & Sanitizer solution (same as in restaurant)
 - Magic water can be used first to clean off the areas before using the sanitizer solution.
- Staff will need to ensure they have a large supply of blue cloths on hand
 - Blue cloths are NOT to be reused to clean multiple surfaces
 - Once cloth is used it is to be placed in dirty laundry bag
- Tables will be pre-set with cutlery and glassware
 - Napkins will be pre-folded with cutlery prior to the start of the event
- Water glasses can be pre poured
- Hand sanitizer will be set up in multiple locations
 - By the washrooms
 - In the back service area
 - At the bar
 - At the buffet
- Garbage & recycling bins will be lined with bags including the bin by the washrooms
- Washrooms will be regularly sanitized (every 30 minutes) main focus will be high touch point areas (door handle, inside and outside of washroom, & soap dispenser on hand wash station)
- Ensure washrooms have been cleaned & hand wash station is filled with water & paper towel

End of the night

- Staff will sanitize their hands to clear any remaining dishes
- Staff will sanitize their hands prior to and after removing any dirty linen (napkins, buffet & table linen etc)
- All linen will be placed in bags to take to laundry.
- Staff will ensure all trays are sanitized after they are finished using them for the night

- Staff will sanitize tables, bar & glass table top using the no rinse oxygenated cleaner & sanitizer solution.
- Staff will use gloves when handling garbage
 - Including when collecting the garbage from the washroom are

INDOOR PRIVATE DINING FOOD & BEVERAGE SERVICE

*Indoor standing receptions are not offered at this time.

*Food & beverage service will only be provided while guests are seated during indoor dinners

Cocktails & Bar service *(will apply throughout the event)*

- Bar service will be available until midnight (last call at 11:45pm)
- Cocktails, sprits & beer can be refilled in the same glasses
 - Staff are to ensure that nothing touches the rim of the glass while pouring
 - Bar tender will sanitize their hands in front of guests prior to preparing each beverage.
- Wine and water can all be refilled in same glasses.
 - Staff are to ensure that bottles & water jugs do not touch the guests glass while pouring
- Bar tender will place the drink at the edge of the bar for the guest to collect.
- Limes/lemons and other garnishes will be added to the beverage(s) by the bar tender; tongs will be used to place garnishes in beverages.
- Frequent hand sanitizing will be mandatory
- If event is utilizing the On the Rocks Bar, a server will collect the drink and use a tray to deliver it to the guest.
- Frequent hand sanitizing will be mandatory

Canapes & Platters Indoors

- Platters and canapes will be served buffet style:
 - A staff member will ensure frequent sanitizing of serving utilise
 - Hand sanitizer will be available for guests to use at canape table

Breakfast / Lunch / Dinner Service

- Plated Meal Service:
 - Set menu, will be created by Chef & confirmed by wedding couple/event organizer
 - Staff will be required to sanitize their hands before, during & after dinner service
 - When changing cutlery, staff will use square mise-en place plate with black ledo to transport cutlery
 - When changing wine glasses, glasses are to be brought to the table on a tray
 - For coffee/tea service, cream/milk & single use sugars will be provided to the guest with a spoon
- Buffet Meal Service:
 - Plates will be kept at the buffet
 - Hand sanitizer will be present at the start of the buffet for guests.

- A sign reminding guests to sanitize or wash their hands will be present on the buffet.
- Staff will ensure frequent sanitizing of serving utensils is done (utensils to be sanitized after each house hold goes through the buffet).
- Staff assisting with the buffet (serving proteins) will sanitize their hands and wear gloves.
- Staff will change gloves anytime they 'leave' the buffet line
- Staff will sanitize their hands before, during (if they leave the line) and after assisting with the buffet.

Clearing

- Servers will clear plates into the steward area
- Servers will wash/sanitize their hands after every delivery of dishes to the steward area
- Trays to be sanitized after ever use
- Special events cutlery will be placed in a separate cutlery bin (bin will have water & sanitizer) in the steward area to keep separate from restaurant cutlery

INDOOR PRIVATE DINING SPACE SET UP & TEAR DOWN

Room set up

- Staff will wash/sanitize their hands when they arrive to the space
- Staff will wash/sanitize their hands when starting, & completing a task, as well as during if necessary.
- Event organizer will provide Special Events with a seating plan & breakdown of family groups prior the event
- Floors will be vacuumed/swept
- Tables & surfaces will be sanitized with a no rinse Oxygenated Cleaner & Sanitizer solution (magic water may be used prior to disinfectant on surfaces)
- Chairs will be sanitized with water & soap (as recommended in the "Andreu World Leather Upholstery Cleaning Guide -COVID 19" document)
- Table(s) will then be set up according to the seating plan
- Tables will be pre set with cutlery and glassware
 - Napkins will be pre-folded prior to the start of the event

Room Tear down

- Tables & surfaces will be sanitized with a no rinse Oxygenated Cleaner & Sanitizer solution (magic water may be used first on surfaces followed by disinfectant)
- Chairs will be sanitized with water & soap (as recommended in the "Andreu World Leather Upholstery Cleaning Guide -COVID 19" document)
- Dirty linen will be placed in bags and taken to laundry, staff will wear gloves when handling dirty linen.
- Trays will be sanitized prior to be put away
- All glassware will be restocked in boxes & returned to Special Events storage
- Cutlery will be polished and returned to Special Events storage
- Floors will be vacuumed/swept at the end of the evening
- Staff will wash/sanitize their hands before, during & after each task

MEETINGS & INTERNAL EVENTS

Internal Meetings:

This will include but not limited to; Departmental Team meetings, Meet the Team, & Yate.

- Meeting space will be pre-set by Special Events (with the exception of team meetings)
 - Department Manager will be required to give their staffing numbers to Special Events prior the meeting so floor plan can be created.
 - For room set up: Special Events will sanitize the tables using no rinse Oxygenated Cleaner & Sanitizer solution (magic water may be used first on surfaces followed by disinfectant)
 - Chairs & Leather blotters will also be sanitized using water & soap (as recommended in the “Andreu World Leather Upholstery Cleaning Guide -COVID 19” document)
 - Floors will be vacuumed/swept
- Coffee stations can be set up in the room
 - Special Events will set up the coffee station (with the exception of team meetings, this will be at the discretion of the department manager, and they should set up the station using the below guidelines)
 - The ‘Leader’ of the meeting will be responsible for the continued sanitization of the coffee station (coffee urns, spoons, coffee cups etc)
 - No rinse Oxygenated Cleaner & Sanitizer solution with cloth will be kept in the Special Events Storage closet, and is to be used for sanitizing the coffee station throughout the meeting (can also be used to sanitize tables & other high touch surface areas)

Coffee station set up:

- Before starting set up of coffee station, staff member is to wash & sanitize their hands
- Using no rinse Oxygenated Cleaner & Sanitizer solution, sanitize the side board table that will hold the coffee station
- Hand sanitizer is to be placed on the side board table with a sign asking staff to ‘Please sanitize your hands’
 - Hand sanitizer & sign should be placed at the ‘beginning’ of coffee station
 - Sign to be placed in a driftwood frame
 - A frame with sign will be kept in the Special Events Storage Room
 - Should a new sign need to be printed the template can be found at > Q:/Special Events/Forms & Templates – Sanitize your hands sign
- Coffee urns to be used to hold coffee/hot water.
 - Tops of coffee urns (push lever) to be sanitized after it has been filled with coffee
- Black ledo is to be placed on the table for coffee cups to be placed on.
- Coffee cups to be placed upside down on top of the black ledo



- staff to sanitize their hands before placing coffee cups on sideboard
- Sugar bowl to be used for coffee station with frequent sanitization of serving utensil
- Milk & cream vessels to be frequently sanitized throughout the meeting.
- Spoons will be set out using a square mise-en place plate with black ledo to cover the 'bowl' of the spoon (similar to pictured on the left)
- Another bowl or plate to be set on buffet to collect any used spoons
 - The staff member leading the meeting will replenish and remove used spoons as required.
- Garbage bin to be placed on the floor at the end of the side board table.

Return Guest Reception

This event has been discontinued while COVID-19 restrictions are in effect surrounding indoor standing receptions.

Due to the nature of the Lookout Library, being a thoroughfare for guests and staff, the Wickaninnish Inn is not able to properly ensure seating for all guests attending this event. When standing receptions are allowed, the Wickaninnish Inn will be please to resume hosting Return Guest Reception each Friday.

External Meetings:

This will include but not limited to; any groups staying at the Inn requiring meeting space, local organizations hosting meetings at the Inn.

- Meeting space will be pre-set by Special Events
 - Event organizers to supply Special Events with number of and preferred layout to ensure proper set up
 - For room set up: Special Events will sanitize the tables using no rinse Oxygenated Cleaner & Sanitizer solution (magic water may be used first on surfaces followed by disinfectant)
 - Chairs & Leather blotters will also be sanitized using with water & soap (as recommended in the "Andreu World Leather Upholstery Cleaning Guide -COVID 19" document)
 - Floors will be vacuumed/swept
 - Note pads & pens will be placed on the table
 - Pens will be sanitized prior to being placed on the table by Special Events
 - Water glasses will be pre set at each seat
 - Water glasses can be pre poured
 - Water jugs to be placed & left on the table
- Coffee stations can be set up in the room prior to the guests arriving
 - Special Events will set up the coffee station
 - Special Events will be responsible for the continued sanitization of the coffee station (coffee urns, spoons, coffee cups etc), and will enter the meeting space every hour to sanitize.
 - This will be noted to the group organizer prior to the meeting taking place to ensure they are aware that we will be entering

the space frequently throughout the duration of the meeting for this purpose.

- Special Events will set a 1-hour timer as a reminder to return to the meeting space to sanitize the coffee station (as well as top up anything as required, more coffee/water etc)
- No rinse Oxygenated Cleaner & Sanitizer solution with cloth will be kept in the Special Events Storage closet, and is to be used for sanitizing the coffee station (can also be used to sanitize tables & other high touch surface areas)

Coffee station set up:

- Before starting set up of coffee station, staff member is to wash & sanitize their hands
- Using no rinse Oxygenated Cleaner & Sanitizer solution sanitize the side board table that will hold the coffee station
- Hand sanitizer is to be placed on the side board table with a sign asking guests to 'Please sanitize your hands'
 - Sign to be placed in a driftwood frame
 - A frame with sign will be kept in the Special Events Storage Room
 - Should a new sign need to be printed the template can be found at > Q:/Special Events/Forms & Templates – Sanitize your hands sign
- Coffee urns to be used to hold coffee/hot water.
 - Tops of coffee urns (push lever) to be sanitized after it has been filled with coffee
- Black ledo is to be placed on the table for coffee cups to be placed on
- Coffee cups to be placed upside down on top of the black ledo
 - staff to sanitize their hands before placing coffee cups on sideboard
- Milk & cream vessels to be sanitized frequently
- Sugar bowl to be used for coffee station with frequent sanitization of serving utensil
- Spoons will be set out using a square mise-en place plate with black ledo to cover the 'bowl' of the spoon (similar to pictured on the left)
- Another bowl or plate to be set on buffet to collect any used spoons
 - Special Events will replenish and remove used every hour as required.
- Garbage bin to be placed on the floor at the end of the side board table.



Banquet Staff

- Masks will be mandatory for staff members who are not fully vaccinated (it was not been 14 days after receiving their 2nd dose).
- Staff members who are fully vaccinated (it has been 14 days since receiving their 2nd dose), masks are not mandatory.

- Must wear a clean uniform for each event, uniform must stay immaculate during the event
- Wash & sanitize hands before & after signing in
- Wash/sanitize hands throughout the event (as outlined above)
- Gloves are mandatory to be worn in certain areas of banquet procedures, however gloves will be available for staff at anytime they would feel more comfortable wearing them outside of the required tasks.
- Banquet staff are not to fold dirty napkins when guests vacate their seats
- Gloves are mandatory to be worn in certain areas of banquet procedures, however gloves will be available for staff at anytime they would feel more comfortable wearing them outside of the required tasks.
- Banquet staff are not to fold dirty napkins when guests vacate their seats

Sanitization Stations

Shell Beach x 6 stations

- Back of house area
- Washrooms
- At the bar for guests
- Behind the bar for staff
- At the start of buffet for guests
- Behind the buffet for staff
- Staff will be given their own personal hand sanitizer for each event

Indoor Venues x 3 areas

- Back of house area (stairwell, or closet) for staff
- At canape buffet
- At food expo line
- Staff will be given their own personal hand sanitizer for each event

ANCIENT CEDARS SPA

- We are unable to offer use of our Steam Cave
- Our Men's and Ladies lounges are available should you wish. Guests are given choice to change in their designated treatment room or lounge
- Waiting area will be utilized exclusively for foot soaks & consultations
- Spa is currently not offering food or drink options from the Pointe Restaurant or Driftwood Café
- **Maximum Capacity of Spaces:**
 - Retail/Reception – 4, including employees
 - Common Lounge – 4, including employees
 - All treatment rooms, excluding Cedar & Haven – 2
 - Cedar Sanctuary & Haven – 4
 - Change Rooms (for bathroom access only) - 1
 - Patio – 6
- **Available treatments include:**
 - Hot Stone Massage
 - Lomi Lomi
 - 90 Minute Aromatic Massage
 - Reflexology
 - Pedicure
 - Foot, Scalp, Eye, Neck & Shoulder Enhancements
- **Please refer to Administration section for cash out/due back procedures**

RECEPTION

STANDARDS

- **Wash/Sanitize hands in-between guest interactions and cleaning the reception spaces**
- **Radio ear pieces to be sanitized at the end of the shift by the one wearing them, and if wanted can be sanitized again at the beginning of the shift.**
- **Removal of all magazines, books & brochures**
- **Guests are not to wander through the spa, always escorted**
- **Retail, all testers will be removed and placed behind reception, available upon request**
 - Only 1 item of each product on display.
 - If guest wishes to purchase, obtain new one from drawer, sanitize hands prior to touching guest items
 - Any clothing tried on to be placed in the steam cave to be cleaned throughout the day
 - All retail sales final
- **All sanitization required between guests, including but not limited to Moneris machine, pens, tray and tongs, testers if applicable, guest side of the desk, retail area**
- **Apples are on display for guests to have should they wish**

PROCEDURES

- **During booking of treatments, communicate to guests:**
 - That they will only be able to arrive 5 minutes prior to their treatment starting as we do not have a waiting space available
 - They are not to bring others with them, unless they are a required caregiver
 - Lounges are not accessible for changing or showers. Suggest guests arrive in their robe for enhancing relaxation
- **Once guest arrives confirm treatment & ask COVID questions, which are:**

- Do you have a fever, cough or difficulty breathing, sore throat, runny nose, unusual fatigue or headache?
- **Prepare tray for guest (tea/towelette)**
 - Use tongs to place towelette on tray
 - Place tray beside sanitizer for guest
 - Advise guest to use sanitizer, or escort them to the sink if they prefer hand washing
 - Advise guest of practitioners' arrival
 - Tea and water to be offered during foot soak for all guests
- **Upon departure offer fruit for guests to enjoy**
 - Preparing apples for the Spa Reception
 - Clean and polish the apples for display
- **Provide retail information in detail if required by guest**

PRACTITIONER/TREATMENTS

STANDARDS

- Practitioner will wear a mask throughout experience with guest
- Guest and Practitioner to wear mask in supine and side-lying position during treatment. Guest will be provided the option to remove the mask while lying face down. Pillowcase is utilized to create a barrier when guest is laying face down.
- Sanitizing all surfaces in each treatment room, after each treatment is completed and guest has departed

PROCEDURES

- **Welcome guest to the spa, lead them to the treatment room to change if they are not already in their robe or lead them to the lounge if this is their preference.**
 - Point out robe, slippers and laundry bag should they wish to wear the robe back to their room
 - Allow them to change, and then lead them to their preferred space for consultation
- **Aroma Journey will take place with both guest and practitioner wearing a mask, guest will not be permitted to touch oils**
- **Consultation will take place as normal, with both guest and practitioner wearing a mask.**
- **Bring footbath (without marbles) to the guest**
- **After footbath, bring guest to treatment room, remove footbath as normal, and bring products to be displayed for each guest behind the Plexiglas barrier.**
- **Upon entering treatment room to begin, sanitize hands while mentioning the process to the guest**
- **Upon completing treatment, remind them they are able to use linen bag to take clothing back to room, otherwise they can change there.**
 - Practitioner will be waiting outside of the treatment room to escort guest back to reception
- **Wash hands, strip room to drop laundry in specified locations**

YOGA INSTRUCTORS

- Yoga classes begin at 9:30am (instead of 9:00am), to accommodate physical distancing in the spa
- Yoga class will run 60 minutes rather than 75 minutes to ensure physical distancing at the reception upon departure

STANDARDS

- All Guests and Instructor will wear masks until they are seated on mat. Should they be fully vaccinated and past the 2 week wait period they are able to remove their mask while on mat
- No hands on adjustments
- Warm blankets will be provided at the end of class.
- All blankets will be washed after guest use

PROCEDURES

- Should a guest require the washroom, instructor will bring them to the change room and wait for them to be finished, to guide them to Haven
- Upon finishing the class, Instructor will escort guests to the Spa Reception
- Hands will be washed or sanitizer used, pre set up and pre and post Yoga session
- Instructors will sanitize the mats and leave them to rest in the studio to dwell for full sanitization
- Instructors will remove any linen, blankets, water bottles, etc., and take to designated location
- Practitioner tables will be set up by Instructor should there be an upcoming treatment

ATTENDANT

- Ensure mask is worn during all tasks. Gloves to be changed hourly or hands washed and sanitized regularly and prior to handling any clean items such as fresh linens, water bottles, products for guest.

ADMINISTRATION

STANDARDS

- Each staff to sanitize their desk and work space, including pens, keyboards, phones, staplers, etc., at the beginning and end of their shift
- Barriers to be installed where physical distancing is not possible.
 - Special Events Desk
 - Human Resources Desk for visitors
 - Beside Special Events, Accounting Administrator & Administrative Assistant desks in the Beach Building & in the Director of Operations office for individuals walking past
- When available, work at alternating times, limiting the number of staff within the administrative offices
- Consider purchasing additional air purifiers for offices including, but not limited to: HR/Accounting, Director of Operations Office, Beach Housekeeping Office & both back offices
- Remove boxes from floors to optimize maximum floor space/ability to move about while distancing
- Rearrange furniture in Managing Director's Office to allow for physical distancing.

PROCEDURES:

- Site tours for media & couples can be completed in person, while physical distancing.
 - Any guest rooms to be shown will do so via the GRD iPad's instead of physically bringing guests through show rooms

DUE BACK PROCEDURES

- There will be 1 outbox (you're taking a bag) and 1 inbox (you're giving the bag) in the following locations for due back bags:
 - Pointe Back Office
 - Beach Back Office
 - F&B Office
 - Spa Reception
- Anyone requiring a bag to complete their due back are to remove a bag from the 'Outbox', then place due back into the safe.
- After receiving a due back from your leader or accounting, remove your due back, place the bag into the 'Inbox'
- Night audit to utilize a new bag between reviewing the cash out and providing it to accounting
- Ensure hand sanitizing is taking place after touching the bags, in or out
- Accounting will rotate the bags in a 3-day cycle to ensure the bags aren't being used right away

HUMAN RESOURCES

STAFF HOUSING

- Hand Soap Dispensers installed by all sink locations
- Increased cleaning standards for all touch surfaces have been added to the cleaning schedule
- Updated Staff Housing contract with COVID-19 specific standards, including but not limited to:
 - additional cleaning and sanitizing
 - no guests or visitors are allowed in staff housing
 - procedures in place for when a tenant gets sick and is told to get tested and isolate

ORIENTATION

- Utilize larger meeting spaces
- Offer masks to new staff should they not be fully vaccinated or are new staff of the Ancient Cedars Spa
- Instead of offering a property tour, show property video to avoid congestion

NEW STAFF ARRIVALS

- International arrivals will complete the 14-day quarantine upon entry to the Country, or as regulations dictate