



## Bella Coola Grizzly Tours & Resort COVID - 19 Safety Plan

Bella Coola Grizzly Tours & Resort recognizes the importance of worker & Guest safety as our business & community resumes operations and as the Province of BC moves into Phase 3 of the BC's Restart Plan. We have always valued our high level of cleanliness, but we believe we can always do better and help prevent the spread of COVID 19 within our community and the province. In order to do so we have developed our COVID-19 Safety Plan, in doing so we have taken into consideration the following Six-Step Process recommended by WorkSafeBC.

Six- Step Process :

1. Assess the risk at your workplace
2. Implement protocols to reduce the risk
3. Develop Policies
4. Develop communication plans and training
5. Monitor your workplace & update your plans as needed
6. Assess and address risks from resuming operations

Upon thorough review of the steps above we are implementing the following policies and procedures.

### **Reservation Protocol:**

- Bella Coola Grizzly Tours & Resort onsite office will be closed for all in person contact
- All inquiries / reservations will be done via telephone call, text or email.
- At the time of securing your reservation office personnel will request all contact information and credit card information in order to send our guest an invoice at the time of their "virtual" check in. The credit card provided will be charged and a credit card receipt will be sent to our guest via email or text message.
- A confirmation email will be sent to our guest at the provided email address, providing the details of their reservation and attached to the email will also have our updated Bella Coola Grizzly Tours & Resort Policies which will outline our updated Covid-19 Cancellation policy along with our standard policies. In addition we will send our

COVID-19 Screening Survey that we ask be fill out, sign and sent back to Bella Coola Grizzly Tours email ([info@bcgrizzlytours.com](mailto:info@bcgrizzlytours.com)) within 48 hours of their check in date. If we do not receive this survey Check in will not be permitted.

- A Resort Map will also be sent to our guest and they will be notified of which cabin they will be assigned for their stay at Bella Coola Grizzly Tours & Resort.
- We will advise guests at the time of booking of the community policies around COVID 19. There will also be signage at entrances advising of this policy.
- The Joint announcement from BCVT and Nuxalk Nation EOC will be posted at our facility and sent to our guests.

### **Check In & Check Out Protocol:**

#### *CHECK IN:*

- Bella Coola Grizzly Tours & Resort onsite office will be closed for all in person contact
- A "virtual" check in has been implemented
- At the time of Check In we ask you refer to the Resort Map provided in a confirmation email. We ask our guests to please find assigned cabin and make themselves at home. Inside they will find their Cabin key.
- Please send us an email or text message stating you have arrived at your cabin @ 1-604-765-3300 or [info@bcgrizzlytours.com](mailto:info@bcgrizzlytours.com)

#### *DURING YOUR STAY:*

- If you have any questions or concerns during your stay please call, text, or email us @ 1-604-765-3300 or [info@bcgrizzlytours.com](mailto:info@bcgrizzlytours.com)
- We have taken extra cleaning measures to ensure the surfaces in your cabin have been cleaned thoroughly.
- The Bella Coola Valley Community is asking all visitors to the Bella Coola Valley to limit their contact within the community. Please see the July 20th 2020 Announcement from BCVT and Nuxalk Nation EOC.
- Services have been implemented to help limit your contact, please inquire about the services offered. (Phone in Shopping)
- We are currently limiting the use of the cabins and our facility to only the GUESTS of Bella Coola Grizzly Tours who have completed our

Screening survey. We kindly ask only those staying at our resort enter the accommodations and our facilities.

- We are currently allowing the use of our Gazebo facility. We kindly ask only Bella Coola Grizzly Tours & Resort guests use this facility.

*CHECK OUT :*

- Bella Coola Grizzly Tours & Resort onsite office will be closed for all in person contact
- A “virtual” check out has been implemented
- At the time of Check Out we ask you to send a text or email to 1-604-765-3300 or email [info@bcgrizzlytours.com](mailto:info@bcgrizzlytours.com) stating you have checked out of your cabin. Please leave your cabin key inside the cabin on the kitchen table.

## **Cleaning Measures Taken at Bella Coola Grizzly Tours & Resort:**

**We have taken the following measures to ensure the accommodations you are renting have been cleaned to the standards of “COVID-19 Guidance for the Hotel Sector Updated: May 11, 2020”**

### **General Cleaning Measures:**

- Train staff on routine cleaning and sanitizing procedures for high touch surfaces, as well as appropriate laundry and linen handling procedures.
- Ensure daily cleaning and disinfection of all common areas and surfaces.
- Ensure high touch surfaces are cleaned twice daily or between uses in all common areas: This includes doorknobs and handles, telephones, light switches, desktops, washrooms, point of sale devices.
- Clean visibly dirty surfaces before disinfecting, unless stated otherwise on the product instructions.
- Use clean cloths, paper towels or wipes to clean and disinfect surfaces.
- Put cleaning and disinfectant solutions into clean buckets for use.
- To avoid contaminating cleaning solution, do NOT re-dip dirty cloths back into the cleaning solution. Use clean cloths each time.
- Immediately discard paper towels and disposable wipes after use.
- Use a disinfectant that has a Drug Identification Number (DIN).
- Follow the instructions on the product label for dilution, contact time and safe use.
- Floors and walls will be kept visibly clean and free of spills, dust and debris.
- Empty and clean garbage cans in public areas regularly.
- Items that cannot be easily cleaned and disinfected will be removed.

### **Housekeeping During a Guest's Stay**

- Housekeeping staff will practice diligent hand hygiene at all times during their shift.
- Ensure there is an adequate supply of clean towels, toilet paper, plain hand soap and shampoo is available prior to guests entering their room.
- Leave fresh linens, toiletries and cleaning supplies outside the door of guest rooms if requested.
- Advise guests to tie waste bags shut and leave them in the outside garbage bin for collection.

### **Housekeeping After a Guest's Stay**

- All guest rooms must be fully cleaned and disinfected after every use.
- Ensure staff do NOT enter guest rooms until authorized.
- Cleaners will practice diligent hand hygiene before entering and after leaving each guest room.
- If gloves are used, ensure a new pair is used for each guest room.
- Proper hand hygiene must be performed after removing gloves.
- Staff should use the standard Personal Protective Equipment (e.g., eye protection, mask) required for the regular hazards encountered through their normal course of work (e.g., handling chemicals).
- Review all work procedures to minimize all opportunities for staff contact with splashes and spraying.
- Use clean cloths, paper towels or wipes to clean and disinfect surfaces.
- Put cleaning and disinfectant solutions into clean buckets for use.
- Complete a thorough cleaning and disinfection of all hard surfaces. Special attention should be given to frequently touched items such as toilets, sinks, faucets, doorknobs, light switches, telephones, remote controls, bar fridges and garbage cans.
- Remove all cloth items (e.g., sheets and towels). Take all dirty linens and towels directly to the laundry.
- Empty all garbage containers.
- Discard all items left in the room by guests.
- Discard all single-use items and remnants, even if they seem unused or untouched. This includes, but is not limited to, toilet paper, soap, shampoo, toothpaste and sugar packets.

### **General Health and Safety Practices for our Visitors during their Stay at Bella Coola Grizzly Tours & Resort & while in the Bella Coola Valley:**

- Stay at home if you are sick to avoid spreading illness to others.
- Practice diligent hand hygiene at all times.
- Wash your hands regularly with plain soap and water for at least 20 seconds or use alcohol- based hand sanitizer with at least 60% alcohol content.
- Antibacterial soap is NOT required for COVID-19.
- Practice cough etiquette. Cough into your elbow or cover your mouth and nose with a disposable tissue when you sneeze. Immediately dispose of all used tissues in an appropriate waste bin and wash your hands right away.
- Maintain a physical distance of two metres from others at all times.
- Do not touch your eyes, nose or mouth with unwashed hands.
- Do not share food, drinks, utensils, cigarettes, vaping devices.

**We have posted signage at entrances advising of the new policies and procedures we are taking to help lower the risk of COVID-19.**