



PAINTED BOAT  
RESORT SPA & MARINA

# Painted Boat Resort Spa & Marina COVID-19 Information





**PAINTED BOAT**  
RESORT SPA & MARINA

**Our Commitment**

*Daily, we are working to ensure that they meet the latest guidance on hygiene and cleaning. Our health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications for Villas, Public Areas, SPA & Restaurant.*

*We take standards for hygiene and cleanliness very seriously and are taking additional steps to ensure the safety of our guests, employees at the Painted Boat Resort SPA & Marina and our community.*

*We will continue to update information and our policies and recognize that these are unsettling times.*

*Whether you are travelling now or soon, the Painted Boat Resort SPA and Marina want you to know our guests are valued and your safety and well being is our priority.*

*We request all guest wishing to join us at our Resort that they comply to our COVID-19 procedures, protocols and the information documented may be modified by Painted Boat Resort SPA & Marina as necessary as the public health emergency and guidelines and regulatory requirements evolve.*

*Stay well everyone.*

*Painted Boat Resort Spa & Marina Team.*





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**EMPLOYEE - HEALTH, SAFETY AND EDUCATION:**

*Our employees – their own health, safety and knowledge are essential to an effective cleaning program at the resort and here are some ways we are supporting them:*

**Ongoing Training:** In addition to training on housekeeping and hygiene protocols, we are monitoring local health authority and government guidelines on preventative measures and WHO (World Health Organization) awareness information. We have introduced the BESAFE training module for our employees.

We have implemented our COVID-19 training session “Service behind the mask”, checklists, literature, and enhanced standard operation procedures (policies). New hires, orientation packages have additional information on COVID-19, prevention and health and safety guidelines are distributed.

Monthly Health and Safety meeting is conducted, biweekly Manager meetings are held. A component of these meetings includes COVID-19. Information is distributed throughout the month electronically and posted in designated areas.

**Hand Hygiene:** Proper and frequent handwashing is vital to help combat the spread of viruses. In our daily meetings, our employees are reminded that cleanliness starts with this simple act. It is important for their health and that of our guests. Hand sanitizing stations have been placed in guest contact and employee areas.

**PPE:**

Personal Protection Equipment (PPE) is available for our employees and these include, goggles, shields, disposable gloves, rubber gloves, disposable, and non disposable masks. With our procurement, we ensure supplies available for our employees.

**MASK POLICY:**

Painted Boat Resort Spa & Marina introduced and implemented a Mandatory Mask Policy at the Resort which required employees, visitors and customers are required to wear a mask or face covering upon entering designated areas at the Painted Boat Resort SPA & Marina.

Painted Boat Resort Spa & Marina acknowledges that physical distancing is difficult to maintain in enclosed spaces (indoors) and recognizes that a non-medical face mask is a necessary, recognized, practicable and effective method to limit the spread of COVID-19. Painted Boat Resort Spa & Marina is committed to the health and safety of its employees and as such has created this policy regarding the use of face masks in the workplace.

On November 19, 2020, the provincial health officer (PHO) announced that the Minister of Public Safety and Solicitor General would be issuing a public safety order under the Emergency Program Act around mandatory use of masks. On November 24, the Minister of Public Safety and Solicitor General issued an order requiring everyone to wear masks in many indoor settings.



There are exemptions for:

People with health conditions or with physical, cognitive, or mental impairments who cannot wear one.

People who cannot remove a mask on their own

Children under the age of 2 (Masks are not recommended for children under age two. Health officials encourage them for children aged two-to-11 in public setting, but these children are not covered by the provincial enforcement order. Under that order, people age 12 and older must wear a mask in a public indoor space, unless they are exempt.)

#### **ILLNESS / SICK POLICY:**

A detailed Sick Policy has been prepared and implemented for our team.

#### **WorkSafe BC – SAFETY PLANS (Communicable Disease Plans):**

Safety plans have been prepared and implemented for each of the operating departments and areas of the resort. These Safety Plans are reviewed and updated in accordance with WorkSafe BC – BC Health Officer orders. These plans have been incorporated into our Communicable Disease Plans at the resort.

#### **ADDITIONAL INFORMATION:**

- ✓ Mandatory of wearing of PPE by our employees, social distancing, and COVID-19 declaration / daily temperature checking prior to commencement of shift.
- ✓ Updated safety plans / policies / procedures / training / literature posted and distributed
- ✓ Limiting the access of suppliers / contractors and completing a self assessment and abiding to our COVID-19 protocol while at the resort.

#### **GUEST INFORMATION:**

We have shared information with our guests:

- ✓ Via Websites
- ✓ Confirmation email -Resort & Spa Services
- ✓ Posted throughout the resort
- ✓ Guest – SPA AT TIME OF registration
- ✓ Communication – inquiries – electronically, verbally





## PAINTED BOAT RESORT SPA & MARINA

### CLEANING PROTOCOLS

Use industrial – hospital grade cleaning products and protocols which are effective against viruses, areas including:

**GUEST VILLAS:** Using hospital grade cleaning products and disinfecting protocols to clean villas after guests depart and before the next guest arrives, fogging takes place with the use of an electrostatic handheld unit, with paying particular attention to high-touch areas / items.

We have also implemented a “**Villa Dormancy**” period whenever possible between departed / arriving guests (Villa assignment). Daily housekeeping service (guest stayovers) have been restricted; however, items are available to be dropped off at the villa by our team members. After guests have departed our team wait a minimum of three hours before entering a guest villa.

To assist us with our cleaning protocols, we have restricted Early check in and late check outs.

### OUR PUBLIC SPACES / SPA / FITNESS CENTRE:

We have increased the frequency of cleaning and disinfecting in these areas, with a focus on

- ✓ Resort reception, pre- and post-SPA areas, retail
- ✓ Door handles – door frames
- ✓ Public seating
- ✓ Change facilities
- ✓ Washrooms
- ✓ Villa keys
- ✓ Items loaned to guests
- ✓ Kayak, Paddle Board rentals
- ✓ Fogging takes place with the use of an electrostatic handheld unit, with paying particular attention to high-touch areas / items.



**EMPLOYEE AREAS:** We have increased the frequency of cleaning and disinfecting and focusing on high-touch areas like

- ✓ Employee Offices, workstation & administration areas
- ✓ Laundry & Housekeeping
- ✓ On-site vehicles- Electric vehicles
- ✓ Restaurant / Event & Kitchen / Fitness Centre and washrooms
- ✓ Tools and resort grounds equipment
- ✓ Breakrooms
- ✓ Fogging takes place with the use of an electrostatic handheld unit, with paying particular attention to high-touch areas / items.



## PAINTED BOAT RESORT SPA & MARINA

### OUR LAGOON RESTAURANT

We are following WorkSafe BC and Provincial Health Guidelines on

- ✓ Social distancing, table placement barriers
- ✓ Contact details of our patrons and Reservations, QR code contact tracing, written documentation available.
- ✓ Temperature checking of guests at time of arrival.
- ✓ Installation of hand sanitizing stations
- ✓ Incorporating table reservations times
- ✓ Restricting the movement of guests around the restaurant
- ✓ Wearing of face masks when entering, exiting, or moving throughout the restaurant. (while not seated at a table, consuming food / beverages)
- ✓ Restricting seating at the bar
- ✓ Wearing of PPE by our employees, social distancing and COVID-19 declaration / temperature checking prior to commencement of shift
- ✓ Updated policies / procedures / training / literature posted and distributed
- ✓ Limiting the access of suppliers / contractors



### OUR SPA & SPA GARDEN

Open and reservations are available for treatments.

- ✓ All guests are required to complete the BC COVID-19 Self assessment (declaration) prior (which is linked to the SPA reservation confirmation) to visiting our SPA.
- ✓ We conduct a thermal thermometer check prior to entering the SPA at our reception. Our SPA Garden Pools are open and only available to clients with treatments.
- ✓ Guidelines on capacity, physical distancing and enhanced cleaning protocols have been posted and implemented. Our sauna and steam showers are currently closed.
- ✓ Face masks are required to be worn prior to entering Reception and to be worn in the SPA, Change rooms, Lounge, SPA Garden and during treatments. Disposable masks are available for our guests. Disposable headrest covers are supplied for guests' treatments
- ✓ We request all guest wishing to join us at our SPA that they comply to COVID-19 guidelines on health and travel guidelines/ requirements.
- ✓ **We request proof of vaccination for our SPA guests which will be verified at check-in**





## PAINTED BOAT RESORT SPA & MARINA

### **OUR FITNESS CENTRE – INFINITY POOL AND OUTDOOR HOT TUB:**

Our Fitness Centre is temporarily closed at this time, our Infinity swimming pool is open for the season. The outdoor hot tub is open with capacity limits are posted due to support social distancing guidelines.

### **MARINA**

Our marina is only open to guests staying at the resort with BC/ Canadian registered vessels and transient moorage is unavailable currently.

During the season we conducted additional cleaning and sanitizing of kayaks, paddle boards rental equipment and PPE was required to be worn by our employees. Our 2020 Paddle Board and Kayak rental season is available and COVID-19 declaration is required to be completed prior to rental.



### **PROVINCIAL HEALTH OFFICER ORDER**

At this time provincial health orders are in place for Indoor Mask wearing and Restaurants. Our COVID-19 guidelines will adhere to any new PHO orders implemented.

### **MASK MANDATE TO REDUCE TRANSMISSION, PROTECT PEOPLE IN PUBLIC SPACES**

As of Wednesday, Aug. 25, 2021, masks must be worn in all indoor public spaces throughout B.C. to help slow the transmission of COVID-19 as B.C. prepares for the fall and respiratory illness season.

A new order from the provincial health officer will require people 12 and older to wear masks in indoor public settings, regardless of vaccination status. These settings include our restaurant (unless seated) & SPA & Resort Reception.

### **PROOF OF VACCINATION REQUIREMENT**

By order of the PHO (PROVINCIAL Health Officer), proof of vaccination will be required to access some events, services, and businesses. Starting September 13, you must have at least one dose of a COVID-19 vaccine. By October 24, you must be fully vaccinated.

The requirement applies to all people born in 2009 or earlier (12+) and covers: Indoor and outdoor dining at our restaurant.





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**GROUP GATHERING – EVENTS – WEDDINGS**

Social distancing reminders are posted at the resort.

We will be introducing events, weddings in 2022 and will commence in March 2022 with enquires.

**TRAVEL ADVISORY AND TRAVEL RESTRICTIONS:**

The Travel Advisory and travel restrictions are rapidly changing, and we want you to know we are reviewing, monitoring, and abiding to (which includes self quarantine) Local, Provincial, Canadian Government, WHO guidelines to ensure the health and safety of our guest, employees, and community.



BC Ferries are recommending reservations to be made for travel to and from the Sunshine Coast and mandatory mask wearing/ and having on hand is required.

We do ask of our guest who do not feel well from refrain from visiting the Sunshine Coast / Resort/ SPA / Restaurant and complete the mandatory self quarantine (isolation) period / guidelines prior to staying at the resort. This includes out of Province, Territory, Country guests.

**CANCELLATION POLICY:** Given the impact of COVID-19, we have adapted our cancellation policy to the evolving nature of this epidemic. We have updated our policy to provide our guests the most flexibility we can offer during these challenging times. For guests with existing individual reservations, including reservations with pre-paid rates that are typically more restrictive, we were allowing changes or cancellation without a charge up to 24 hours prior to arrival if the change or cancellation was made by June 30, 2020. Our regular 72-hour cancellation policy is now back in place.



## PAINTED BOAT RESORT SPA & MARINA

### **EXPLORING THE SUNSHINE COAST SAFELY AND RESPONSIBLY DURING COVID-19\***

We encourage everyone planning a trip to the Sunshine Coast to explore safely, responsibly, and respectfully. We're all visitors on the traditional territories of the Tla'amin, Klahoose, shíshálh, and Skwxwú7mesh nations.

#### **General Guidelines for Exploring Safely and Responsibly**

- Here are some guidelines for exploring our communities safely and responsibly. Follow the direction of the Provincial Health Officer and keep up to date on changing guidelines and regulations.
- Do not travel if you are sick.
- Practice 2 metres physical distancing at all times.
- Wash your hands regularly.
- Reduce your contact in communities by bringing essentials with you.
- Explore with your family or immediate cluster only.
- Avoid large groups and gatherings.
- Plan ahead and book activities, accommodation, and experiences in advance.
- Respect the safety procedures enacted by the businesses you visit.
- Adhere to any local closures or restricted access to communities.
- Tips for Being Safe While Participating in Outdoors Activities
- Bring a 'Clean Trip Kit' (hand sanitizer, gloves, and toilet paper).
- If an area is congested, be patient or change your plans.
- Practice low-risk activities and recreation.
- While hiking or biking, move off the trail to take breaks.
- Be wildfire and wildlife safe.
- Pack in and pack out. Do not leave anything behind.
- Stay informed and respect any trail, beach, park, or local area closures as posted.
- Be AdventureSmart at all times and follow the 3 T's: Trip Plan, Train, and Take Essentials.



Trout Lake

\*Information obtained from Sunshine Coast tourism website.