



PAINTED BOAT
RESORT SPA & MARINA

Painted Boat Resort Spa & Marina COVID-19 Information





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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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INDEX

EMPLOYEE – HEALTH, SAFETY AND EDUCATION	4
Training – Hand Hygiene, Personal Protection Equipment	
MASK POLICY	4
MASK POLICY EXEMPTIONS	5
ILLNESS SICK POLICY	5
WORKSAFE BC SAFETY PLANS	5
ADDITIONAL EMPLOYEE INFORMATION	5
GUEST INFORMATION	5
Information shared with guests	
CLEANING PROTOCOLS	6
GUEST VILLAS	6
Villas – villa dormancy program – early check ins / out	
OUR PUBLIC AREAS / SPA / FITNESS CENTRE	6
EMPLOYEE AREAS	6
OUR LAGOON RESTAURANT	7
OUR SPA & SPA GARDEN	7
OUR FITNESS CENTRE – INFINITY POOL & OUTDOOR HOT TUB	7
MARINA	7
PROVINCIAL HEALTH ORDER	8
Accommodation restrictions on guests / nonregistered guests	
GROUP GATHERINGS – EVENTS – WEDDINGS	8
TRAVEL ADVISORY AND TRAVEL RESTRICTIONS	8
CANCELLATION POLICY	8
EXPLORING THE SUNSHINE COAST SAFELY AND RESPONSIBLY	9



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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.



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





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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 and will continue through 2022; however, items are available to be dropped off at the villa by our team members. After guests have departed our team will delay entering a guest villa until it has been fogged.

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.



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OUR LAGOON RESTAURANT

We are following WorkSafe BC and Provincial Health Guidelines on

- ✓ Social distancing
- ✓ Installation of hand sanitizing stations
- ✓ Incorporating table reservations times
- ✓ 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.

- ✓ Our SPA Garden Pools are open and only available to clients with treatments & resort guests.
- ✓ Guidelines on capacity, physical distancing and enhanced cleaning protocols have been posted and implemented.
- ✓ Face masks are required to be worn prior to entering the SPA and to be worn in the SPA, Change rooms, Lounge 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**



OUR FITNESS CENTRE – INFINITY POOL AND OUTDOOR HOT TUB:

Our Fitness Centre, our Infinity swimming pool are open for the season. We request all our guests to practice social distancing at the facilities.

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 2022 Paddle Board and Kayak rental season is available to resort guests only.





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PROVINCIAL HEALTH OFFICER ORDERS

We will comply to PHO orders implemented in British Columbia.

MASK MANDATE TO REDUCE TRANSMISSION, PROTECT PEOPLE IN PUBLIC SPACES

The mask mandate on public spaces has been removed by the PHO, we still require masks to be worn in the SPA and when having SPA treatments.

PROOF OF VACCINATION REQUIREMENT

We will continue with proof of vaccination (Vaccine passport) for Spa & Spa Garden access.

GROUP GATHERING – EVENTS – WEDDINGS

Social distancing reminders are posted at the resort.

We will be introducing events, weddings enquiries as of March 2022 with enquires. We request our guests attending events to be vaccinated against COVID-19.

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 if required to complete any 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.



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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 Adventure Smart at all times and follow the 3 T's: Trip Plan, Train, and Take Essentials.



Trout Lake

*Information obtained from Sunshine Coast tourism website.