



PAINTED BOAT
RESORT SPA & MARINA

Painted Boat Resort Spa & Marina

Health & Safety Protocol

Our Commitment

Daily, we are working to ensure we 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 the evolving public health environment.

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 guests wishing to join us at our Resort, comply with our health and safety protocols. The information documented below may be modified by Painted Boat Resort SPA & Marina as necessary as the public health guidelines and regulatory requirements evolve.

Stay well everyone.

Painted Boat Resort SPA & Marina Team.

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 implemented the BESAFE training module for our employees and new hires. New hires are given orientation packages that have additional information on COVID-19, prevention and health and safety guidelines.

Monthly Health and Safety meetings are conducted, biweekly Manager meetings are held. A component of these meetings includes COVID-19/ other communicable diseases. 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 briefings, 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 include, goggles, shields, disposable gloves, rubber gloves, disposable, and non-disposable masks. With our procurement, we ensure supplies are available for all our employees.

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.

CLEANING PROTOCOLS

We use industrial, hospital grade cleaning products and disinfectant protocols, which are effective against viruses, when cleaning our guest villas - after guests depart and before the next guest arrives. 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
- ✓ Paddle Board rentals

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

THE LAGOON RESTAURANT

We are following WorkSafe BC and Provincial Health Guidelines on

- ✓ Social distancing
- ✓ Installation of hand sanitizing stations
- ✓ Incorporating table reservations times
- ✓ Updated policies / procedures / training / literature posted and distributed
- ✓ Limiting the access of suppliers / contractors

THE SPA & SERENITY GARDEN

Open and reservations are available for treatments.

- ✓ Our SPA Garden Pools are open and available to clients with treatments & resort guests.
- ✓ Guidelines on capacity, physical distancing and enhanced cleaning protocols have been posted and implemented.
- ✓ Disposable masks are available for our guests.
- ✓ We request all guests wishing to join us at our SPA comply to health and travel guidelines and requirements.

THE FITNESS CENTRE – INFINITY POOL AND OUTDOOR HOT TUB:

Our Fitness Centre and outdoor Hot Tub are open year-round. The outdoor Infinity Pool is seasonal and closed during the winter months. Guests are requested to practice physical distancing when using these facilities.

MARINA

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

We conduct additional cleaning and sanitizing of paddle boards, rental equipment. Our Paddle Board rental season is available to resort guests only.

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.

PROOF OF VACCINATION REQUIREMENT

We no longer require proof of vaccination (Vaccine passport) for Spa & Spa Garden access.

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.

We do ask of our guests who do not feel well to 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: Our regular 72-hour cancellation policy is now back in place for villa bookings and 48hrs for Spa treatments.

EXPLORING THE SUNSHINE COAST SAFELY AND RESPONSIBLY

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

- 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.
- Wash your hands regularly.
- Reduce your contact in communities by bringing essentials with you.
- 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:

- 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.

*Information obtained from Sunshine Coast tourism website.