

Regent Hotel

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COVID-19 Safety Plan

Last updated on November 19, 2020

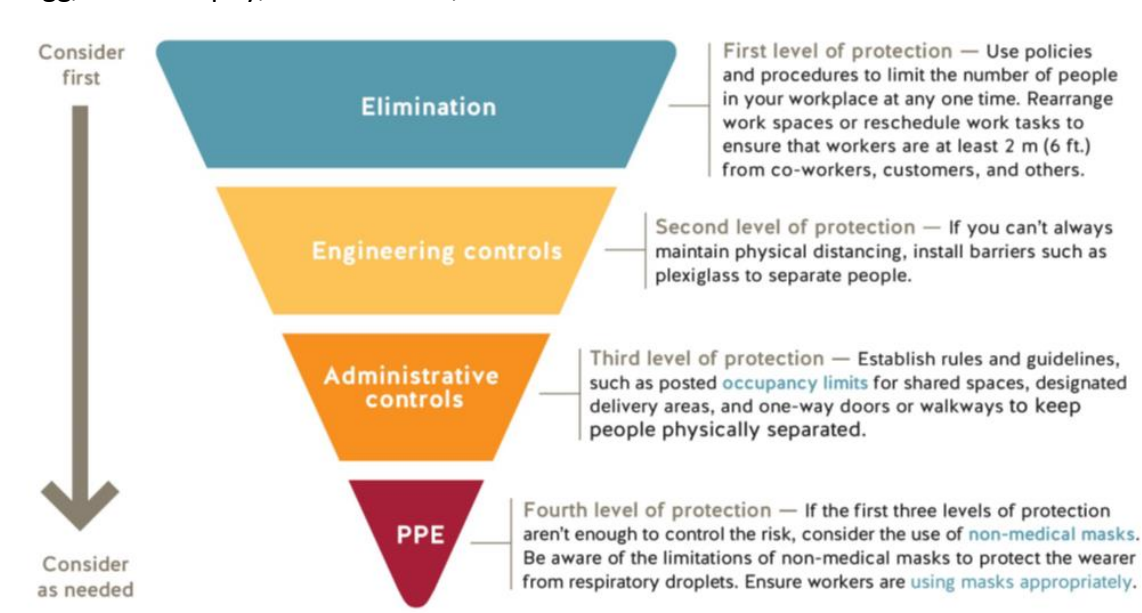
We have updated our COVID-19 Safety Plan which addresses the 6 points listed below provided by WorkSafeBC BC. This document was created and approved by Ownership, Management, and Front-Line Workers of The Regent Hotel. This document encompasses all areas of the property; The Rivercity Pub & Patio, The 112 Restaurant & Lounge, The Begbie Room, The Selkirk Room, The Mount Revelstoke Room, and the Hotel Rooms division.

If you have any symptoms of COVID-19, call 8-1-1 or visit HealthLinkBC.ca. They will ask you a few pertinent questions and help you make arrangements to get a Covid-19 test and provide you with guidance.

Contact Information for COVID-19

- WorkSafeBC BC - 1-888-621-7233
- Brady Beruschi (Hotel safety representative)

The Regent Hotel Safety Committee Members: Sherri McEwen, Jay Wellstein, Malcolm Bagg, Brad Murphy, Remie Batalla, Irene Parsons



Introduction

The Regent Hotel is committed to the safety of our Staff and Guests. Within our Company we have a variety of departments with special safety requirements in each. In this document you will find a comprehensive list of all our safety procedures to protect people from the spread of

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COVID-19. If at any time you have further questions relating to this document, our Front Desk agent is the appointed safety officer for all shifts in the hotel and is open 24 hours a day. The safety representative is Brady Beruschi, the owner of the property. All management staff are also heavily versed in our policies and procedures. Below is an updated list of policies.

Please be aware this is a working document and is subject to change based on new risks assessed by staff and management.

#1 - Risk Assessment of all Areas

- All staff must be made aware that Covid-19;
 - Is a serious subject matter, not to be taken lightly
 - Hand and Surface hygiene is extremely important
 - Covid-19 can spread through a number of different ways;
 - Through droplets when people speak, cough or sneeze.
 - Touching contaminated surfaces then touching one's face.
 - All staff, when working must ensure protocol is being followed.
 - Staff should educate patrons to ensure compliance.
- To ensure staff and patron safety on the floor and in any common areas, managers must close, dismantle, or cordon off any areas where people can congregate, smoke or take breaks.
- The Regent Hotel is mandating a company-wide face mask policy for all staff.
- Cleaning schedules need to be updated and must be followed closely by all staff. Managers are responsible for making this happen. Ensure equipment, high traffic surfaces, shared touch screens are regularly cleaned and sanitized.
 - Bathrooms: toilets handle, sinks faucets, paper towel dispensers, Stalls, door handles
 - This includes high traffic ledges, entrance areas, keno station and pull tab machine, POS Terminals, Credit/Debit Card Machines, Pop Gun, Liquor Gun, Draft Taps, Server Trays, TV remote controls, Telephones, Hard liquor bottles, Bus bins, Ice Machine & Ice Machine buckets and Ice machine scoop must be washed frequently.
 - Surfaces that people touch often, Counter tops, Tabletops and chairs backs, light switches, Handrails, Pens, and the ATM.
- Kitchen must follow policies to ensure constant and consistent cleanliness of the:
 - Prepping and Cooking areas
 - Dish area and all fridge doors and handles
 - Storage area as well as any shared equipment
 - All door handles, including fridges

#2 - Implement Measures to reduce risk

- All staff must wear face coverings!
- Mandatory hand washing when entering the building and throughout your shift
- Run with minimal staff. NO shared breaks – 1-person limit
- All F&B locations will all be under 50% capacity requirement
- Ensure every patron records their accurate name and contact number for “contact tracing”
- We will have posters and signage;
 - o Educating staff and patrons
 - o Directing staff and guests
 - o Hand sanitizer dispensers will be placed at entrances and throughout the property.
 - o All locations will have a cleaning policy for all table surface items
 - o We will, as much as possible, create schedules where the same people are on the same schedule to reduce transmission.
 - o All staff will continue to be required to do a self -health assessment on Push tablets before starting each shift. If you answer YES to either question, please report directly to the manager on duty.
 - o Staff feeling sick before work must;
 - Stay Home
 - Call their manager immediately
 - Call 811 and they will help determine if you need testing
 - Be taken off the schedule for a minimum of 2 weeks or until the negative test results come back and they are symptom free.
 - o Staff must ensure they understand that they must stay at home if symptoms are present.

112 Restaurant & River City Pub - Front of House Requirements

We must ensure a controlled safe serving environment for all our guests!

- First item of table service; ask all patrons to sign in before service.
- QR menu code coaster should be on every table
- Cutlery sets will be wrapped by staff in the prep area. Staff making the sets will have washed their hands thoroughly and will be wearing a face mask. Each cutlery bin will be cleaned, and each section covered until needed.
- Salt, Pepper, Condiments all will be taken to the table. After use, all items must be sanitized. After cleaning they will be placed back into rotation.

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- Once guests depart the table, it must be sanitized properly before the next guests! Spray all surfaces, tabletops, armrests, seats etc. All tables and chairs MUST be sanitized between uses.
- Place food and drinks on an open area of the table and let guests pass them after the server has stepped away.
- Avoid touching coffee cups when refilling, just give a new cup for coffee refills
- If customers ask to take unfinished food with them, provide packaging and let the customer put the food into the container.
- Staff should explain to patrons all Covid Protocols
 - Maximum 6 people per table
 - Maximum occupancy for the bathrooms is 2 people
 - To stay in their seat when not using rest room facilities (No wandering)
 - Payment is to be made at the table
 - Credit card machines will be wiped
 - Safety is our priority right now above service
 - How food and drinks will be distributed
 - That menus are single use if not using QR codes
 - Quality checks will not happen in an effort to minimize contact. Please raise your hand if you need us
 - Guests will be expected to package up their own leftovers
 - Guests will be asked if they want a drink garnish or a straw.
- Bartenders and servers must wear masks.
- Never handle any beverage/glass (full or empty) at the rim.
- Staff need to palm the body of all beverages.
- Staff must sanitize and wash hands constantly.
- Do not deliver any new food or drink without cleaning your hands.
- Avoid placing your hands anywhere near your face.
- Down time is to be used for sanitizing and cleaning!
- Before and after shift, serving trays must be washed.
- Avoid close contact during table service.

112 Restaurant & River City Pub - Back of House Staff

- We believe the kitchen to be the most vulnerable area because of close proximity, cross over and equipment. It is here we must be ultra-aware of our protocols. Both physically and equipment wise.
- Masks are to be worn at all times unless a 2-metre distance can be maintained.
- All equipment and tools must be cleaned before and after use.

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- All Managers must create a cleaning schedule for end of day as well as tasks that need to be done thru out the day to ensure clean safe working environments.
- Kitchen work areas can be tight, so we want to ensure that managers have a continual cleaning routine that promotes a clean kitchen.
- Kitchen staff must use their designated station tools for the duration of their shift. These tools must be thoroughly washed prior to the shift changeover.
- If there is even the remote possibility of food contamination from coughing, sneezing or any other agent. Food must be immediately discarded, and the entire work area sterilized
- Kitchen dishwashing staff are to wear gloves and masks at all times
- Staff are not to use cell phones at any time in the kitchen area
- Managers must have their cleaning procedures and hygiene programs written down and outlined for the staff. If need be, create check lists that need to be completed during a shift.

It is especially important for all staff to be aware of themselves and their surroundings while away from work. Please be aware of possible risks you and your cohort may have been exposed too.

Hotel Operations - Rooms **Housekeeping & Laundry Staff Requirements**

- Mandatory Hand washing when entering the building
- Masks must be worn in all public areas
- PPE - Gloves and masks must be worn when cleaning rooms and doing laundry
- Gloves must be changed between room services. Mask to be changed once they become wet
- Stayover service to only include towels and toiletries unless the guest requests as full-service cleaning. These rooms should be sprayed with mister and chemicals first.
- Rooms will be fully cleaned on check out. Please allow as much time as possible before entering and cleaning the room
- Room sanitization standard in accordance with our cleaning list must be rigorously followed

Hotel Operations – Front Desk **Front Desk Requirements**

- Mandatory Hand washing when entering the building
- Keep the door to the front desk office locked. Masks must be worn if more than 1 person in the workspace

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- Mandatory mask wearing when stepping away from the front desk and entering public areas.
- Gloves and a mask must be worn when leaving the desk area to go to guest rooms
- Sanitization standard in accordance with our cleaning list must be rigorously followed
- High Touch Points sanitizing, and cleaning requirements must be enhanced and done hourly.
- All guests must provide their telephone number or email address for contact tracing
- Guest Key cards sanitized after every use (basket for used cards on front desk)
- Encouraging guests to sanitize before approaching the front desk
- Reduce instances where staff touch their cards or items
- Encourage use of sanitized pens and providing “used pens” basket right next to it for immediate sanitization.
- Let our guests know that stays of more than one night will not receive housekeeping – towels and amenities are available.
- Night Audit shift will use Electrostatic Sprayer to treat Pub and 112 restaurants, kitchens and public areas after they close to give time for disinfection before housekeeping come in the next morning.

Section #3 Implementation of Policies

We have adapted our policies in our manuals to reflect the changes since Covid 19.

Section #4 Communication Plans and Training

All staff have been provided this document as well as additional training resources associated with this and other manuals

Department managers are required to train all staff on the aforementioned documents and staff must mark that they have understood the plans

Section #5 Monitoring Plan and Updates

The current plan will be dated, with updates being made weekly at our department managers meeting, which will now include a section for our Safety representative

Section #6 Monitoring Plan and Updates

When currently closed departments re-open, all risks will have been assessed in prior sections of this document. This document will continue to be updated based on guest and staff feedback, which will be reviewed on a weekly basis.



Regent Hotel - Exposure Policy

At home and work we all must be vigilant. No chances can be taken with Covid-19 regarding exposure or transmissions. In the event that we have staff have exposure, we will take the following steps immediately.

1. Assess the department & contract trace all staff using the previous 7 days of the staff schedule.
2. Tracing will focus who worked with the infectious team member.
3. All staff who was in contact with said individual will be required to self- isolate for 14 days. They must monitor for listed symptoms.
4. If symptoms occur staff must go for testing.
5. Staff who are required to isolate will receive follow up phone calls so that we can follow their progress.

WHAT HAPPENS WHEN IT HAPPENS?

WORKERS DISPLAYING SYMPTOMS OF COVID-19?

The provincial health officer and the BC Centre for Disease Control have issued the following guidance around self-isolation. Employers should ensure that the following workers do not come to work:

- Anyone who has had symptoms of COVID-19 in the last 10 days must self-isolate at home.
- Anyone under the direction of the provincial health officer to self- isolate must follow those instructions.
- Anyone who has arrived from outside of Canada must self-isolate for 14 days and monitor for symptoms.

IF WORKERS REPORT HAVING COVID-19-LIKE SYMPTOMS WHILE AT WORK:

- Immediately isolate that person from others and send them home to recover for the prescribed self-isolation period. Encourage the use of the BC COVID-19 Self-Assessment Tool or call 8-1-1 to determine if testing is warranted. Refer them to the BCCDC self-isolation guidance for more information.
- Once the individual has self-isolated from others, clean and disinfect the department in which they work; Their workstation and or the workplace/tools that they were using as part of their job.
- All staff that came into contact with the sick employee must call 8-1-1 and see if they need to isolate or get tested. Note: at this time, only people with symptoms of COVID-19 or people who are referred to testing by a health care professional should be tested

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for COVID-19. Routine asymptomatic testing of employees or staff is not recommended in BC.

- Follow any directions from public health. If an employee has a COVID-19 positive diagnosis, the local public health department will identify any co-workers or clients who may have been exposed to the stock employee.
- Per the BCCDC, you should be reassured that if you have not been contacted by public health then there is no issue or concern that was identified by public health.

SHOULD I SELF ISOLATE IF I COME INTO CONTACT WITH SOMEONE THAT HAD CONTACT WITH A CONFIRMED COVID POSITIVE TEST?

If you were a close contact of someone who was diagnosed with COVID-19, it is recommended that you quarantine for 14 days from the last day of contact with that person. If you were around someone who was identified as a close contact of someone diagnosed with COVID-19, then you should monitor for any symptoms. You would not need to self-quarantine in this case unless you develop symptoms or if the person identified as a close contact develops COVID-19.

What is close Contact?

Close contact means being closer than six feet or two meters apart for a total of 15 minutes or more in a 24-hour period while the person was infectious, which starts two days before any symptoms began (or for people without any symptoms, two days before the day they got tested) and continues until they are recovered. Close contact does not mean being more than six feet or two meters away in the same indoor environment for less than 15 minutes, walking by, or briefly being in the same room.

Examples of close contacts

- You live in the same home
- You are intimate partners
- You rode in the same car while the person was infectious

Examples of NOT close contacts

- You are a Server who gave the person food or drinks
- You were their cashier at the grocery store
- You were in front of the person in line at the store

ENHANCED CLEANING RECOMMENDATIONS

Your premises are likely already following an enhanced cleaning and disinfection regimen. Further cleaning and sanitation of food handling areas where the ill employee worked, and cleaning and disinfection of high touch areas is highly recommended. These spaces include the following:

- Employee break areas, washrooms
- Door handles, light switches
- Equipment handled by the employee

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Coronavirus COVID-19

BC Centre for Disease Control | BC Ministry of Health



Hand Hygiene

SOAP OR ALCOHOL-BASED
HAND RUB: Which is best?



Either will clean your hands:
use soap and water if hands
are visibly soiled.



Remove hand and wrist jewellery

HOW TO HAND WASH



1
Wet hands with warm
(not hot or cold)
running water



2
Apply liquid or foam soap



3
Lather soap covering
all surfaces of hands
for 20-30 seconds



4
Rinse thoroughly
under running water



5
Pat hands dry thoroughly
with paper towel



6
Use paper towel
to turn off the tap

HOW TO USE HAND RUB



1
Ensure hands are visibly
clean (if soiled, follow hand
washing steps)



2
Apply about a loonie-sized
amount to your hands



3
Rub all surfaces of your hand
and wrist until completely
dry (15-20 seconds)



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BC Centre for Disease Control

If you have fever, a new cough, or are
having difficulty breathing, call 8-1-1.

COVID19_HA_024



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REDUCE THE SPREAD OF COVID-19



PHYSICAL DISTANCING IN PROGRESS

**Maintain a distance of at least
2 arms lengths from others.**



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having difficulty breathing, call 8-1-1.

