



The Shepherd's Inn Motel COVID-19 Safety Plan

This COVID-19 Safety Plan is our business' step-by-step response to increased awareness and our enhanced protocols for, the health and safety for our staff and our customers.

Our business is committing to following the steps outlined in each of the 6 areas mandated by WorkSafe BC and the official Public Health Order. Our plan includes outlining our physical changes, our increased protocols and our required usage of PPE. We also outline the training we will be providing for our staff to ensure that the processes are followed.

Our goal with this plan is to create a workplace that is aware and responsive to the new protocols and physical changes to our workplace as a result of COVID-19. We have listed the following 6 measures in order of priority.

- 1 – Creating more space between guest and staff in our business.
- 2 – Reducing the number of people in our business at any one time according to the latest Public Health Order.
- 3 – Adding physical barriers between people working in our establishment that cannot otherwise maintain physical distancing.
- 4 – Established rules and guidelines for our staff to follow to help keep people physically distanced and to enhance our cleaning regimens.
- 5 – Defining what positions and in what situations our staff will safely be using PPE, including masks. This includes training on how to use masks correctly.
- 6 – Limiting private gatherings to no more than 50 people in accordance with the PHO.

Our plan is current as of this date: May 31, 2021

Our contact for COVID-19 related concerns is: Ryan Hotston 250-793-4568

You can reach our COVID-19 contact by email at:

manager@theshepherdsinn.ca

Our customer-facing version

of this plan is available online at:

www.theshepherdsinn.ca



All staff and motel guests are must follow the recommendations below.

To reduce the likelihood of catching the virus, follow BC Centre for Disease Control (BCCDC) recommendations:

- wash your hands often with soap and water for at least 20 seconds
- avoid touching your face.
- cover your mouth and nose with your arm or a tissue when coughing or sneezing avoid others who are unwell.
- stay home when you are sick.
- avoid greeting with handshakes and consider hands-free greetings, such as a wave.

Risks in Our Motel

We have worked with our staff and identified the following risk areas in our workplace. We have accessed both physical proximity issues as well as surface contamination issues.

We have identified the following areas in the Motel where people gather as points where 2 meters of physical distancing could be a challenge.

- Laundry Room
- Guests Rooms
- Fitness Room

We have identified that the following equipment in the Motel and areas are high touch surfaces that must be subject to rigorous cleaning protocols:

- Room Door handles
- Bathroom door handles
- TV Remotes
- Light Switches
- Desk chair backs and arms.
- Bathroom Faucet/Toilet
- Fitness Equipment
- Heater controls



We have identified that the following locations in the Motel as high touch surfaces that must be subject to rigorous cleaning protocols:

- Guest Rooms
- Fitness Room

We have created new policies for reducing risk

In collaboration with our staff and in accordance with the WorkSafe BC guidelines for Motels and the Public Health Order, we have outlined the following processes for reducing risk in our workplace.

Our enhanced motel procedures are:

- **Room Bookings**
 - When booking a duration for 14 days or longer guests will be asked if they are doing so to self-isolate.
 - Unites States citizens are welcome to stay provided they follow the standard COVID safety policies as recommended by the provincial health authority.
 - International travelers must have self-isolated for the recommended 14 days prior to staying at the motel.
 - Using the motel to quarantine or self-isolate will not be allowed unless directed by the provincial health authority.



- **Room Check In**
 - Motel check in is done in the c-store.
 - There is a glass barrier in the store that separates guests from staff.

- **Overnight Stays**
 - Room Cleaners will not enter a guest room while the guest is in room.
 - For overnight guests all bedding will be removed and cleaned after each guest, including comforters etc.
 - Room cleaners will wear gloves and change them out after each room so as not to cross contaminate.
 - Masks will be worn at the cleaner's discretion and have been provided to them.
 - Each guest room has a dedicated cleaning cloth so as not cross contaminate.
 - An approved disinfectant will be used in the cleaning of each room.
- **Long term stays**
 - Beds will NOT be made by our room cleaners for guest stays longer than a one-night duration.
 - All bedding will be cleaned once a week.
 - Room cleaners will wear gloves and change them out after each room.
 - Mask will be worn at the cleaner's discretion and have been provided to them.

Using the motel to quarantine or self-isolate for COVID

- Guest that communicate they are staying for the sole purpose of self-isolation will be directed to an appropriate quarantine facility.
- At this time, guests needing to self-isolate due to COVID will not be allowed to do so unless they have already been staying in the motel.
- Quarantine in the motel may be ordered by the provincial health officer.
 - The minister may by order designate a place as a quarantine facility if the minister reasonably believes that the temporary use of the place for the purposes of isolating or detaining infected persons is necessary to protect public health.



Our Staff Policies have changed to respond to COVID-19.

The Public Health Officer (PHO) has issued an order for all workplaces requiring all staff to complete a daily health check prior to starting work.

Our staff policies are as follows:

- Everyone must have completed a daily health check when you first attend the workplace for the day.
- To better facilitate the Daily Health Check a list of the daily health check requirements will be posted in the break room/laundry room and Office. Staff responsibility is to look at those questions and if the answer to all the questions is NO then you will initial next to your name and date on the Daily Health Check tracking document.
- Daily health checks are effective until at least January 8, 2021 or when the Provincial Health Officer makes any changes to the order. If you have any questions, please contact management.

Our staff policies are as follows:

- All staff have signed off on our Commitment to Safety document.
 - We require staff to declare that they will not come to work if they have had symptoms of COVID-19 in the 10 days prior to their shift.
 - Should staff experience symptoms of COVID-19, they are required to contact Public Health at 8-1-1 and self-isolate for 10 days if required.
 - We have also required staff to refrain from coming to work if they have had close exposure to a person currently diagnosed with COVID-19.
 - Anyone who is returning to our workplace after travelling outside of the country must have self-isolated for 14 days while monitoring for symptoms before they can work in our business.
- All staff must wash their hands upon arrival at work at the beginning of each shift and upon return from any breaks.
- All staff have agreed to the enhanced cleaning and sanitizing of our workspace.



We are committed to Training.

We have provided restart training for all our staff to ensure that any changing regulations are enforced.

Our goal for our training is to ensure that our staff is safe in our workplace. Each staff person has agreed to sign our Commitment to Safety policy.

Our training covers:

- Physical distancing measures
- New sanitation and cleaning processes
- Sanitation and cleaning product instructions and sitting time
- Daily cleaning and deep cleaning checklists
- Mask Wearing

If staff have any COVID related questions the manager is always available to help with any concerns.

Mask are required.

We are supplementing the measures above with use of non-medical mask, medical masks, cloth masks and face shields in the following core positions and for the following core tasks.

- Doing Dishes
- Clearing Tables
- Serving Tables
- Bakery Prep Area
- C-Store Staff
- Meat Slicing
- All public areas
- All common break areas
- The Office



We have enhanced our cleaning and hygiene practices in response to COVID-19.

We have selected Health Canada approved methods to clean and disinfect surfaces for all common areas and surfaces of our business.

To clean in rooms, we are using: **Ecolab Peroxide Disinfectant and Glass Cleaner RTU - DIN02451409**
LYSOL WIPES

Hand-washing: We have hand-washing signage at sinks in washrooms, in the kitchen and staff room. To support proper hand-washing, we have done a demonstration of proper hand-washing technique for 20 seconds.

Bathrooms: Our public bathrooms are cleaned regularly and the schedule is posted in each bathroom.

- All entry/exit door handles, toilet seats, flush mechanisms and sink faucets will be sanitized each time.

High Touch Locations: High frequency touch locations are cleaned frequently. All entry/exit, kitchen door handles, cooler and freezer door handles are cleaned frequently and prep counters will be cleaned each time.



Our Enhanced Cleaning schedule is:

- Serving counter and front door handles are wiped down frequently with approved sanitizers.
- Between customers, tables, chairs, menus and any condiments that have been brought to the table must be cleaned and sanitized between parties.
- For counter service, POS machines will be sanitized between patrons who must touch the number pad.
- When staff shift change, any shared equipment will be sanitized. This will include all repeated contact surfaces such as ordering terminals, keyboards, POS machines.
- All kitchen surfaces, equipment used and handles of all types will be sanitized at the end of shift following the product cleaning specs.
- Our front of house staff will remove everything from the table after guests leave and clean and sanitize the table completely.



Handwashing

Regular handwashing is an important part of maintaining clean surfaces and staying healthy.

Perform regular hand washing with soap and water for 20 seconds. See official guidelines at each handwashing stations. Use hand sanitizer where soap and water are not available.

- **Frequency(The following are mandatory)**
 - Start of work.
 - After using the bathroom.
 - After cleaning the bathroom.
 - After sneezing, coughing or nose blowing.
 - After touching your face or hair.
 - After using personal phones.
 - Before and after using gloves.
 - After handling dirty dishes and before handling clean dishes.
 - Before and after breaks.
 - Before and after eating.
 - After handling cash or material that have come in contact with the public.
 - Before and after handling shared kitchen tools and equipment.
- Staff will utilize the hand sanitizer stations after washing hands and frequently throughout the day.

We have posted at the entrance to our business.

- Our current occupancy limit;
- Our core hygiene practices for both staff and guests;
- The core public facing elements of our COVID-19 Safety Plan;
- Our restriction from entering the premises for any visitors or staff with symptoms of COVID-19.



We are committed to safety

Please Be Patient with us.

We are aware that some guests may have a difficult time with the new protocols and we apologize about that. Please feel free to contact Ryan Hotston 250-793-4568 with any concerns you may have.

WorkSafe BC can be contacted at 1.888.621.7233 for Health and Safety Questions. To report a concern, WorkSafe BC's confidential call line is 604.276.3000.

This document will be updated as issues/recommendations and directives from Worksafe BC and the PHO arise.