

COVID-19 Protocols & Procedures

Phase Three (UPDATED: November 27th, 2020)

INTRODUCTION

This document provides interim guidance for preventing the transmission of COVID-19 among Tofino Hostel / HI Whalers On The Point Guesthouse employees and guests.

To limit the spread of COVID-19, the Provincial Health Officer and the Centre for Disease Control have issued Orders and Guidelines that impact the hospitality industry. These Orders and Guidelines outline conditions and provide specific direction and recommendations regarding the services provided at Tofino Hostel / HI Whalers On The Point Guesthouse. This document will outline new measures put into place across all departments and will be revised as needed based on provincial and district direction.

This document applies to all employees and each employee has acknowledge that they have read and understood the information outlined in this safety plan. This document is fluid and will be updated as we progress in our reopening of Tofino Hostel / HI Whalers On The Point Guesthouse.

GENERAL INFORMATION: How COVID-19 SPREADS

COVID-19 is an infectious disease that mainly spreads among humans through direct contact with an infected person and their respiratory droplets. Respiratory droplets are generated by breathing, speaking, coughing, and sneezing. Your exposure risk is greatest when you have prolonged close contact with an infected person.

The virus can also spread if you touch a contaminated surface and then touch your eyes, mouth, or nose. A surface can become contaminated if droplets land on it or if someone touches it with contaminated hands.

These viruses are currently **not known** to spread through ventilation systems or through water.¹

COVID-19 affects different people in different ways. Most infected people will develop mild to moderate illness and recover without hospitalization.

¹ <https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/diseases-conditions/coronavirus/about-coronavirus-disease-covid-19/about-coronavirus-disease-covid-19-eng.pdf> (Public Health Agency of Canada, published April 28th, 2020)

Most common symptoms:

- Loss of taste or smell
- Fever
- Dry cough
- Tiredness

Serious symptoms:

- Difficulty breathing or shortness of breath
- Chest pain or pressure
- Loss of speech or movement

Less common symptoms:

- aches and pains
- Sore throat
- Diarrhoea
- Conjunctivitis
- Headache
- A rash on skin, or discolouration of fingers or toes (chilblain)

People with mild symptoms who are otherwise healthy should manage their symptoms at home. On average it takes 5–6 days from when someone is infected with the virus for symptoms to show, however it can take up to 14 days to develop symptoms.

If you experience any of the above symptoms:

- Use the COVID-19 BC Support App and Symptom Self-Assessment Tool OR [BC COVID Self-Assessment tool](#)² OR
- **Call 8-1-1**
- Notify your shift supervisor and manager

If you need to visit a doctor: Always **call before visiting your doctor or health facility.**

If guests staying with us approach you and inform you that they have any of the above symptoms:

- o Ask guests to use the COVID-19 BC Support App and Symptom Self-Assessment Tool or [BC COVID Self-Assessment tool](#)³ or
- o To call 811
- o Inform your supervisor / Juliane

General rules: All staff are trained and required to practice the following:

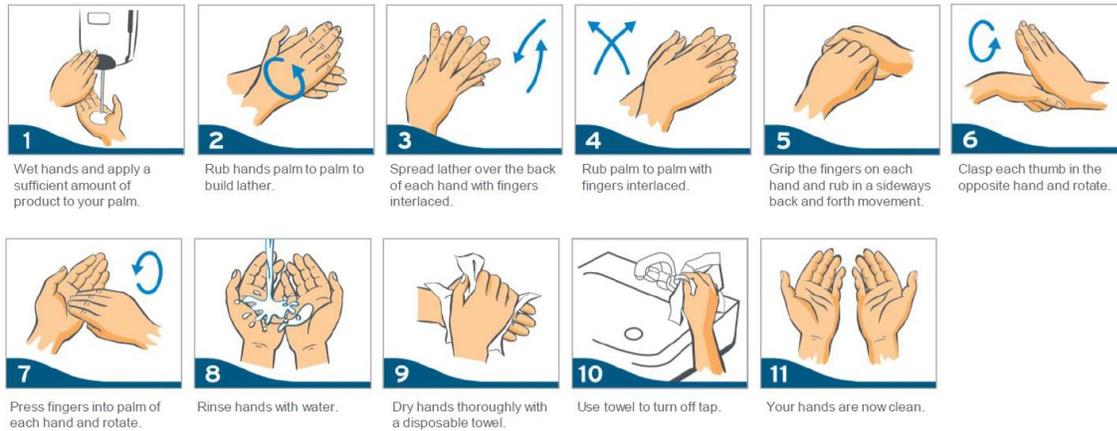
- **Keep 2m distance from guests and other staff at all times whenever possible. Where 2m distance is not possible, staff is required to wear PPE (face mask).**
Why? When someone coughs, sneezes or speaks they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person coughing has the disease.
- **Avoid touching** eyes, nose and mouth with unwashed hands
Why? Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.
- **If you sneeze or cough:** Cover your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately and immediately wash or sanitize your hands.
Why? Droplets spread virus. By following good respiratory hygiene, you protect the people around you from viruses such as cold, flu and COVID-19.
- **Do not share** food, drinks, utensils, cigarettes, vaping devices, joints or bongs.

² Link to the BC COVID-19 Self assessment tool: <https://www.thrive.health/bc-self-assessment-tool>

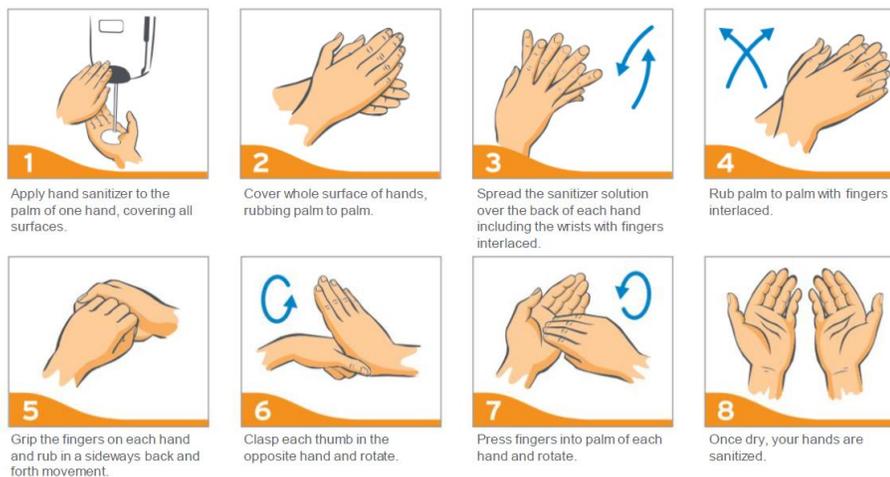
³ Link to the BC COVID-19 Self assessment tool: <https://www.thrive.health/bc-self-assessment-tool>

- **Wash your hands** frequently (min. 20 seconds and use soap+water or an alcohol-based hand rub – you apply the hand sanitizer the same way you wash your hands with soap)
 - o There is **one staff-only bathroom** on the ground floor (next to room V) that can be used for handwashing
 - o In addition, there will be **hand sanitizer stations** on all entrances to the building, kitchen, common areas, bathrooms and in the office

HAND WASHING TECHNIQUE



HAND SANITIZING TECHNIQUE



SELF-ISOLATION + SELF-QUARANTINE

Our workplace policies ensure that **staff as well as guests showing symptoms of COVID-19 are prohibited from access to our building**. This includes:

- Anyone who has had symptoms of COVID-19 in the last 14 days.
- Anyone directed by Public Health to self-isolate.
- Anyone who has arrived from outside Canada or who has had contact with a confirmed COVID-19 case must self-isolate for 14 days and monitor for symptoms
- Visitors are prohibited from entering the hostel. Only staff and registered guests are allowed.

How to self-isolate; Dos and Don'ts

- Stay at home. Do not go to work, school, or public areas, do not use public transport or taxis.
- Wash your hands or use alcohol-based hand sanitizer often.
- Ask friends or relatives if you require help with buying groceries, other shopping or picking up medication. Alternatively, you can order groceries and medication by phone or online.
- Do not have visitors in your home except if they are providing care or delivering goods and supplies, and in that case, maintain a distance of 2 metres.
- Clean and disinfect high-touch surfaces.
- Self-isolation can end 14 days after the last contact or return to Canada if you have not developed symptoms.

Our policy also addresses staff who may **start to feel ill to work**. It includes the following:

- Sick workers have to contact their shift supervisor or manager
- Sick workers will be isolated and will be asked to call 811 or use the COVID-19 BC Support App and Symptom Self-Assessment Tool OR [BC COVID Self-Assessment tool](#)⁴ for further guidance related to testing and self-isolation.
- If a staff member is severely ill (i.e. difficulty breathing, chest pain): **Call 9-1-1**
- Immediately clean and disinfect any surfaces that the employee has been in contact with. Monitor all staff who had contact with the sick staff member. It might become necessary to ask these staff members to self-monitor or self-isolate as well.

We are taking the following measures to ensure all staff know how to keep themselves and guests safe:

- We have an extensive training plan to ensure everyone is trained in workplace policies, cleaning procedures and safety protocols.
- All staff has received the policies for staying home when sick.
- We have posted signage at our hostel, including mandatory mask signs, occupancy limits and effective hygiene practices.
- We have posted signage at the main entrance regarding persons who are restricted from entering the premises, including guests and staff members with COVID-19 symptoms.
- All staff measure their temperature at shift start and we maintain a log.
- All staff complete the mandatory health check at shift start.
- Supervisors have been trained on monitoring staff and the workplace to ensure policies and procedures are being followed.

In addition to the above, we are also constantly reviewing our policies and will update them according to information published by Provincial Health Services Authorities, Island Health and the BC Centre for Disease Control.

⁴ Link to the BC COVID-19 Self assessment tool: <https://www.thrive.health/bc-self-assessment-tool>

OPERATIONS: HEALTH CHECK FOR STAFF

Effective November 19th, 2020, the Provincial Health Officer has ordered employers to complete a **daily health check for all workers** (staff or contractors) **entering the workplace**. Daily health checks are only to be completed by staff, not clients or the public.

The order applies to all workplaces, public and private sector across the province until at least December 7, 2020 or when the Provincial Health Officer makes any changes to the order.

This means the employer must ask if you have completed a daily health check when you first attend the workplace for the day. Some of these questions may sound personal, but they are important to help ensure the health and safety of everyone in the workplace and help bend the curve. PHO orders are legally binding.

Staff visiting a workplace from other locations are included; the order does not apply to staff working from home.

Our Shift Start Procedure

- All staff reports to the **reception window** at shift start to have your **temperature** measured and to **complete the health screener** (please ensure the reception window is closed with the exception of opening it slightly to measure forehead temperature).
- For each staff who completed the health screener please put a little “H” next to the temperature record. Do NOT record the answers to the health screener.
- Make sure you wear your mask when you report to work.
- You must maintain two metres physical distancing or be separated by a physical barrier (reception window) during the conversation
- Staff reading and filling out the health screener & measuring temperature: **Shift supervisor** (i.e. the person doing the morning front desk shift OR manager)
- After completion of the daily health check you can enter the office to pick up your HK key and get the HK briefing.
- **Supervisors are responsible for ensuring all onsite workers have been screened prior to starting work.**

If a staff member answers YES to one or more questions in the health screener

- For contractors: They must not enter the workplace or must leave the premises immediately.
- For staff living onsite:
The employee must go directly to their room and contact the manager for next steps.
Furthermore, they must
 - o Use the COVID-19 BC Support App and Symptom Self-Assessment Tool OR
 - o [BC COVID Self-Assessment tool](https://www.thrive.health/bc-self-assessment-tool)⁵ OR
 - o Call 8-1-1 and follow any public health advice they were given.

Please print the following screener (next page) and keep a copy at FD. No need to fill it out or record the answers. Just make sure everybody answers it at shift start.

⁵ Link to the BC COVID-19 Self assessment tool: <https://www.thrive.health/bc-self-assessment-tool>

1. Are you experiencing any of the following new or worsening symptoms?

Fever or Chills

Nausea and/or vomiting

Cough

Extreme fatigue or tiredness

Sore throat

Body aches

Difficulty breathing

Loss of appetite

Diarrhea

Headache

Loss of sense of smell or taste

Yes No

2. Have you traveled outside of Canada, including the United States, within the last 14 days?

Yes No

3. Have you been identified as a close contact of a COVID-positive case by Public Health?

Yes No

4. Have you been told to self-isolate by Public Health?

Yes No

If you have answered “YES” to questions 2 or 3:

You should leave the workplace and use the COVID-19 Self-Assessment Tool or call 8-1-1 to determine testing for COVID-19 or seek medical advice from your health practitioner.

If you answered “YES” to question 4:

You must return home immediately and continue to self-isolate.

OPERATIONS: MAXIMUM OCCUPANCY + SOCIAL DISTANCING

Public Health has advised that the prohibition on gatherings of greater than 50 people refers to “one-time or episodic events” (e.g. weddings, public gatherings, etc.), and is therefore not intended to apply to workplaces. However, limiting the number of people in a workplace is an important way to ensure physical distancing is maintained.

We are following instructions set by WorkSafe BC and Public Health regarding the maximum allowable number of persons in our communal areas. Public Health has developed a [guidance for the retail and grocery store sector](#) that requires at least **5 square metres of unencumbered floor space per person**.

We have reduced the capacity in our **shared rooms/dormitories** by 50% (only one person per bunk bed, top bunks will not be used). Each dormitory ensures 5 square metres of unencumbered floor space per person. The beds are arranged head to toe to allow for a 2m distance between guests.

We have established and posted **signs with occupancy limits** for all communal areas (i.e. kitchen, dining room, BBQ area, games room, lounge area, and washrooms) that specify the maximum allowable number of persons in this area at any given time.

Only **one guest at a time is allowed in our reception area**. We have installed **floor decals** in front of the building, the reception area, and all key areas:

- Kitchen + BBQ area
- Shared bathrooms

This will ensure the required **safety distance of 2 metres** is maintained between everybody using these areas at all times. In addition, **facemasks are mandatory** for all guests and staff while in the building (with the exception of eating in our dining area or being in their room).

In order to reduce the number of staff sharing office space we have **limited the number of staff to two persons in the office at all times**. Staff is required to either maintain a 2m distance from their co-worker while being in the office or use a non-medical facemask. Staff is also required to frequently air out the office during their shift.

We have two full workstations in the office. Whenever possible we will only schedule one person to work in the office while the second staff member scheduled for the same shift is asked to either work from home as much as possible.

OPERATIONS: BARRIERS & PARTITIONS

Dining room area + communal bathrooms

We have installed Lexan barriers in key areas where physical distancing might otherwise be difficult or impossible:

- Dining room area:
 - o All tables have Lexan barriers that were installed in the middle of the table. All tables are spaced 2m apart. We allow a maximum of 2 persons per table.
- Communal bathrooms
 - o All double or triple sink counters have Lexan barriers installed on the countertop between the sinks.

Cleaning and disinfecting of the barriers is included in our cleaning protocols.

Front desk & reception hours

The office will be staffed from 9:30am – 12:00pm and from 5:00pm to 9:00pm daily.

Our check-in will happen with as little contact as possible through a closed glass window to prevent any droplet exchange. All staff is required to wear a face mask when in the office.

All keys have been properly sanitized after the guests checked out. We currently only accept contactless payment means: No cash, guests can pay with credit and debit cards.

Our main entrance front door will remain closed at all times. Only registered and checked-in guests with room keys are allowed inside our hostel. **NO visitors** are allowed at our hostel.

OPERATIONS: COMMUNAL SPACE

Our hostel has the following communal areas that are shared by staff and guests:

- Kitchen
- Patio area with BBQ + outside kitchen
- Shared bathrooms
- Shared single use showers
- Dining room area
- Lounge area
- Games room – is closed to guests and only available to staff

We have identified the following rules and guidelines for the use of communal and shared areas to reduce the risk of transmission. We have clearly communicated these rules and guidelines to our staff through a combination of training and signage. For our guests these rules and guidelines will be communicated at check-in and through signage in the respective areas.

All guests will receive a **guest agreement** that is emailed with their confirmation emails and needs to be signed and returned before they check in. This guest agreement contains a health screener, COVID-19 related information about our hostel and our COVID-19 policies. For guests who have booked a stay in the dormitory the guest agreement also contains information about the daily lockout time from our dorm

rooms: All guests in a dorm must leave their dorm room at 10AM in the morning and are not allowed back until 5PM. This will ensure that our housekeeping can safely enter a dormitory at 1PM (i.e. after the 3 hours waiting period) and sanitize and clean beds of dorm guests who have checked out.

Kitchen + BBQ usage

To allow a safe usage of the kitchen we have assigned kitchen usage times for staff and guests:

- The kitchen and cooking areas (including the outside kitchen and BBQ area) will be available for **one member** of each travelling group as follows:
 - o 30 minutes between 8am and 11am
 - o 30 minutes between 12pm and 2pm, and
 - o one hour between 5pm and 8:45pm
- The kitchen and cooking areas (including the outside kitchen and BBQ area) will be available **for staff only**:
 - o before 8am
 - o between 2PM and 5PM
 - o after 10PM
- The kitchen is **closed for thorough cleaning and disinfection**:
 - o between 11am to 12pm
 - o between 2pm to 3pm
 - o between 8:45pm to 10pm

Guests and staff will be required to enter their names on a sign in sheet to book a cooking slot. This will ensure that only three people at a time will use the kitchen and only two people will use the outside cooking areas (BBQ and outdoor kitchen).

Indoor cooking areas are separated by floor markings and signage. The maximum number of people allowed in the kitchen is three persons. All staff and guests using the kitchen must ensure a 2m social distance when using the kitchen **and** wear a non-medical face mask. All three fan-hoods are switched during kitchen opening hours to ensure proper airflow. We encourage staff and guests to leave windows and the patio door open as much as possible to ensure proper air exchange in our kitchen.

Everybody using the kitchen is responsible for washing and sanitizing their own dishes, drinkware, cutlery, and cookware using the hostel's undercounter dishwasher (90sec high heat sanitizing cycle). Cooking areas also must be wiped down after each usage. We are providing sanitizer spray bottles in the kitchen. Instructions are posted in the kitchen (how to use the dishwasher, kitchen usage policy). Staff is sanitizing and cleaning the kitchen three times a day (see above cleaning and sanitizing schedule).

Staff will have their own cutlery, dishware and pots that will be stored in a separate area in the kitchen.

Dining room area

The capacity in dining areas has been reduced to maintain two-metre distancing between individuals or those travelling together. While only one member of a group can use the kitchen at one time, everybody who belongs to a group can all eat together as long as the maximum occupancy of the areas is not exceeded.

The dining room area will be accessible in combination with mealtimes for staff and guests. The dining room will be cleaned and disinfected during the same times like the kitchen + outside cooking/BBQ area.

Bathroom usage

- Staff will have their own assigned bathroom:
 - o Bathroom in female dorm section (room S: toilet, sink, shower)
- The staff bathrooms is included in the daily housekeeping (cleaning + sanitizing shifts)
- Staff will be able to use the communal showers that are also used by the guests (showers in the communal bathrooms or single use showers on the ground floor) if they want.
- Guests will use the shared bathrooms (female only bathroom + male only bathroom), the ensuite bathrooms (room A, B, C, D, U), and the small single use bathrooms downstairs (two single use bathrooms with toilet + sink, two single use showers)
- All communal bathrooms as well as staff only bathrooms will be cleaned and sanitized three times per day:
 - o 8AM cleaning
 - o 10am – cleaning + sanitizing
 - o 2pm – cleaning + sanitizing
 - o 9pm – cleaning + sanitizing

Games room

The games room is staff-only usage and not open to guests. Staff can use the games room together. All staff must maintain social distance of 2m and wear protective gear (face mask) when in the games room.

The room is limited to five people at a time.

Staff using the games room are responsible for cleaning and disinfecting all equipment they come in contact with.

OPERATIONS: BIKE RENTAL

To ensure a safe operation of the hostel's bike rental all bike equipment that is handed to the guests (i.e. bike handles, bike saddle, helmet, lock, bike lights) will be disinfected upon return.

OPERATIONS: RULES & GUIDELINES

We have identified the following rules and guidelines for how our staff should conduct themselves to reduce the risk of airborne transmission in the workplace. We have clearly communicated these rules and guidelines to our staff through a combination of training and signage.

Pods of workers

Most of our staff (10 fulltime / parttime staff members) are living onsite and are considered to be part of the same pod / social bubble.

Office space

We have two full workstations in our office. Staff is required to sanitize their assigned workstation and all office equipment that they have been in contact with during their shift. They must sanitize the equipment at the start and at the end of their shift with an alcohol-based sanitizer (70% alcohol).

Housekeeping equipment

All housekeeping equipment that is used during a shift will be sanitized at the end of the shift. This includes but is not limited to:

- Vacuums + vacuum handles
- Spray bottles
- Mop handles
- Laundry machine + dryer doors
- Hill Injection steamer
- Any other equipment that a staff member touches during their housekeeping shift

OPERATIONS: GUESTS & CHECK-IN SAFETY PROTOCOLS

All guests are required to answer a set of health screening questions before staff checks them in. These questions are emailed to all guests with their confirmation emails. We ask all guests to complete the health screener BEFORE their arrival at Tofino Hostel / HI-Whalers On The Point Guesthouse.

If a guest has not completed the health screener prior to their arrival, staff will complete this health screener at check-in. Staff will only check-in a guest if the guest replies "No" to all questions in the below screener:

Do you or anybody in your group have any of the below symptoms:

- | | | |
|-----------------------------------------------|-----|----|
| - Fever (38.0°C or higher) | Yes | No |
| - Any new or worsening symptoms | Yes | No |
| o Cough | | |
| o Sore throat | | |
| o Runny nose | | |
| o Shortness of breath or difficulty breathing | | |
| o Feeling unwell / fatigued | | |
| o Nausea / vomiting/ diarrhea | | |

1) Have you or anyone in your group travelled outside of Canada in the last 14 days or arrived from outside Canada in the last 14 days?

Yes / No

2) Have you or anyone in your group had close contact (face-to-face contact within 2 meters / 6 feet) with someone who is ill with cough and / or fever in the last 14 days?

Yes / No

3) Have you had close contact (face-to-face contact within 2m/6 feet) in the last 14 days with someone who is being investigated or confirmed to be a case of COVID-19?

Yes / No

If any guest answers **YES** to any of the screening questions **they will not be permitted to enter the hostel**. Please direct the guest to self-isolate or arrange for testing.

Staff will deny entry to any guest:

- whom they believe may be unfit stay at our hostel.
- who has travelled outside Canada in the last 14 days.
- who does not adhere to our posted safety protocols or refuses to wear a mask. These guests will be asked to leave the premises.

Guests (as well as all staff) are required to **wear face covering or masks when inside the hostel and not in their rooms OR eating in the dining room area**. Face masks are mandatory in our shared bathroom facilities, kitchen and any other communal area that is used together with other guests. Guests and staff are only allowed to remove their masks when eating their meals (only allowed in dining room area) or when in their rooms.

Guests and staff are required to maintain good hand hygiene with hand sanitizer and hand-washing stations provided

Guests and staff are required to maintain good cough/sneeze etiquette with tissue and garbage cans provided

OPERATIONS: PPE

Face masks

Staff at Tofino Hostel / HI Whalers On The Point Guesthouse are living onsite and will be using communal areas that are also used by guests of Tofino Hostel (i.e. kitchen area, dining room area, lounge area, BBQ area). This leaves us with limitations in terms of protecting staff from the risk of infection outside their working hours (i.e. when using the hostel facilities during their spare time).

To guarantee staff safety and minimize and ideally eliminate the risk of infection for all staff it will be required for guests and staff to wear a facemask when outside their room and in communal areas. The Public Health Agency of Canada recommends to “wear a non-medical mask or face covering (i.e. constructed to completely cover the nose and mouth without gaping, and secured to the head by ties or ear loops) to protect the people and surfaces around you”⁶.

All staff have been trained how to properly wear their masks.

Staff has also been made aware of and educated about the limitations of masks to protect the wearer from respiratory droplets.

Facemasks must be worn at all times in or on the way to the following areas. In addition, wherever possible, a safe 2m distance must be kept between everybody using the respective area:

- In the hallways
- On the way to the bathroom and as much as possible inside the bathrooms
- In the kitchen
- In the dining room area when not eating
- In the lounge area

All our staff is aware that wearing a face masks does not eliminate the requirement of keeping a 2m physical distance to others outside their pod at work.

It is currently not required to wear a facemask in the outside areas of the hostel (i.e. patio/BBQ/outside kitchen area) as these areas are well ventilated. However, physical distancing of 2m is to be maintained when using the outside sitting areas and while on the premises whenever possible. Protective face masks must be worn whenever physical distancing (2m minimum) is not possible - even outside.

Type of masks to wear

Guests can bring their own face mask or are required to buy a mask at check-in. We offer the following two types of masks for guests to purchase:

- Cotton mask (reusable) – cotton masks need to have 3 layers (i.e. at least 2 layers of densely woven cotton + 1 filter layer OR 3 layers of densely woven cotton)
- Surgical mask (disposable)

⁶ <https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/diseases-conditions/coronavirus/about-coronavirus-disease-covid-19/about-coronavirus-disease-covid-19-eng.pdf>
(Public Health Agency of Canada, published April 28th, 2020)

Each staff must wear a **triple layer cotton mask OR surgical masks** that are provided free of charge to each staff member. Staff are required to wear the masks when they are working or whenever they are inside the hostel and not in their personal rooms. Staff have been instructed about mask usage and are required to change their masks for a new one at least every 8 hours.

In addition, staff needs to wear **surgical masks** when they:

- Handle dirty laundry in the laundry room
- Clean + disinfect bathrooms
- Make beds in guest rooms
- During their front desk shift if more than one person is in the office

Appropriate use of non-medical mask or face covering⁷

When worn properly, a person wearing a non-medical mask or face covering can reduce the spread of his or her own infectious respiratory droplets.

The mask has to be worn in a way that it **covers nose and chin** with the **metal piece pressed onto the nose bridge**.

Non-medical face masks or face coverings **should**:

- allow for easy breathing
- fit securely to the head with ties or ear loops
- maintain their shape after washing and drying
- be changed as soon as possible if damp or dirty
- be comfortable and not require frequent adjustment
- be made of at least 2 layers of tightly woven material fabric (such as cotton or linen)
- be large enough to completely and comfortably cover the nose and mouth without gaping

Some masks also include a pocket to accommodate a paper towel or disposable coffee filter, for increased benefit.

Non-medical masks or face coverings **should**:

- not be shared with others
- not impair vision or interfere with tasks
- not be placed on children under the age of 2 years
- not be made of plastic or other non-breathable materials
- not be secured with tape or other inappropriate materials
- not be made exclusively of materials that easily fall apart, such as tissues
- not be placed on anyone unable to remove them without assistance or anyone who has trouble breathing

⁷ <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html>

HOW TO SAFELY USE A NON-MEDICAL MASK OR FACE COVERING

DO'S



DO wear a non-medical mask or face covering to protect others.



DO ensure the mask is made of at least two layers of tightly woven fabric.



DO inspect the mask for tears or holes.



DO ensure the mask or face covering is clean and dry.



DO wash your hands or use alcohol-based hand sanitizer before and after touching the mask or face covering.



DO use the ear loops or ties to put on and remove the mask.



DO ensure your nose and mouth are fully covered.



DO replace and launder your mask whenever it becomes damp or dirty.



DO wash your mask with hot, soapy water and let it dry completely before wearing it again.



DO store reusable masks in a clean paper bag until you wear it again.



DO discard masks that cannot be washed in a plastic-lined garbage bin after use.

DO YOUR PART.

Wear a non-medical mask or face covering to protect others when you can't maintain a 2-metre distance.

NON-MEDICAL MASKS ARE NOT RECOMMENDED FOR:

→ People who suffer from an illness or disabilities that make it difficult to put on or take off a mask

→ Those who have difficulty breathing

→ Children under the age of 2

DON'T JUDGE OTHERS FOR NOT WEARING A MASK.

Kindness is important as some people may not be able to wear a mask or face covering.

DON'TS



DON'T reuse masks that are moist, dirty or damaged.



DON'T wear a loose mask.



DON'T touch the mask while wearing it.



DON'T remove the mask to talk to someone.



DON'T hang the mask from your neck or ears.



DON'T share your mask.



DON'T leave your used mask within the reach of others.

REMEMBER, wearing a non-medical mask or face covering alone will not prevent the spread of COVID-19. You must also wash your hands often, practise physical distancing and stay home if you are sick.



Public Health Agency of Canada / Agence de la santé publique du Canada

Canada

Do's

- DO wear a non-medical mask or face covering to **protect others**.
- DO ensure the mask is made of **at least two layers of tightly woven fabric**.
- DO inspect the mask for tears or holes.
- DO ensure the mask or face covering is clean and dry.
- DO wash your hands or use alcohol-based hand sanitizer before and after touching the mask or face covering.
- DO use the ear loops or ties to put on and remove the mask.
- DO ensure your nose and mouth are fully covered.
- DO replace and launder your mask whenever it becomes damp or dirty.
- DO wash your mask with hot, soapy water and let it dry completely before wearing it again.
- DO store re-usable masks in a clean paper bag until you wear it again.
- DO discard masks that cannot be washed in a plastic lined garbage bin after use.

Don'ts

- DON'T reuse masks that are moist, dirty or damaged.
- DON'T wear a loose mask.
- DON'T touch the mask while wearing it.
- DON'T remove the mask to talk to someone.
- DON'T hang mask from your neck or ears.
- DON'T share your mask.
- DON'T leave your used mask within the reach of others.

Remember, wearing a non-medical mask or face covering alone will not prevent the spread of COVID-19. You must also wash your hands often, practise physical distancing and stay home if you are sick.

Non-medical masks are **not recommended** for:

- people who suffer from an illness or disabilities that make it difficult to put on or take off a mask
- those who have difficulty breathing
- children under the age of 2 years

How to correctly wear a medical (surgical) facemask

Wear your surgical mask with the **white side in** or the absorbent side facing the mouth or the nose. The white layer keeps the mask and face dry. It is absorbent and prevents germs from being released in the atmosphere, thus preventing others from getting infected.

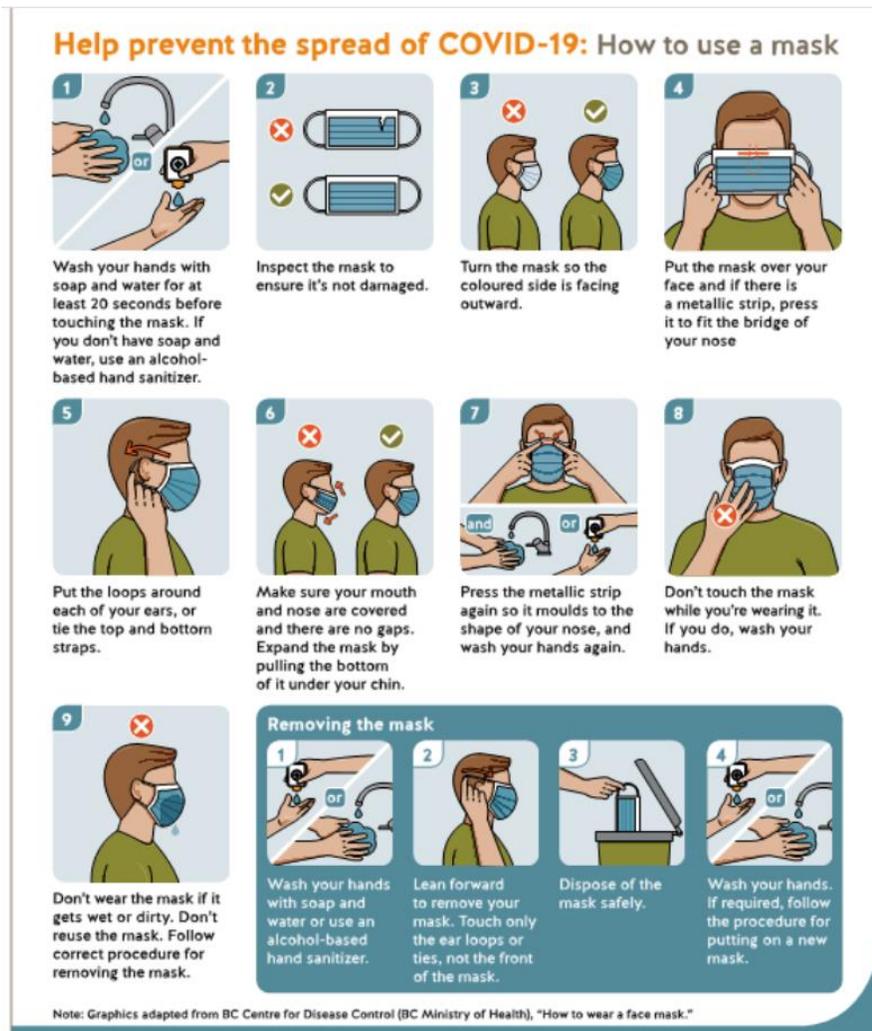
The blue coloured side must face out because it locks moisture and filters fluids from others.

A facemask can only be used within 8-10 hours.



Recommended way of how to wear a surgical mask. | Photo by Richard D. Meriveles

All staff have been trained on how to safely remove and put on a mask:



Gloves

Gloves are available and optional.

It is recommended to wear gloves when cleaning bathrooms. Make sure you thoroughly wash your hands after you removed the gloves!

Each staff member can decide if they want to wear gloves for cleaning areas other than bathrooms. Gloves will **not protect** you from catching the virus. Diligent and frequent handwashing, on the other hand, will.

Staff members are strongly advised to, instead of wearing gloves, **wash their hands frequently and every time after they:**

- leave a guest room and finished the cleaning for this room.
- finish cleaning the bathrooms.
- finish cleaning an area in the hostel (e.g. kitchen / BBQ, dining room area, etc.)

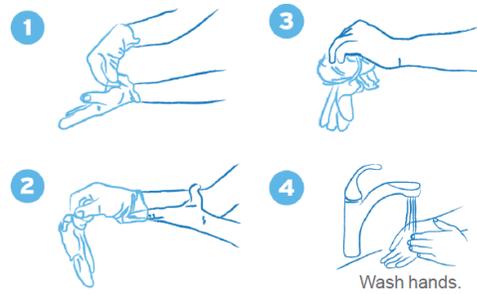
How to correctly don/remove gloves

PROPER GLOVING

How to **DON** disposable gloves



How to **REMOVE** disposable gloves



ECOLAB



Resuming Operations: Hospitality

Safety glasses

Are available and optional.

CLEANING & DISINFECTING

The virus that causes COVID-19 can be destroyed with **mild soap and water**. This works well for handwashing, but cleaning surfaces effectively can be a challenge. That's why it is important to clean and disinfect surfaces, especially high-contact surfaces, which are surfaces that are contacted frequently and/or by many people.

All staff have been trained on the following cleaning and sanitizing procedures.

Effective cleaning and disinfection involve a two-stage process.

Stage 1: Cleaning

To disinfect a surface effectively, you must clean it first to remove surface dirt and debris. Any residue left on work surfaces and equipment may deactivate the disinfectant.

Use soap/soapy solution or detergent as a cleaning agent.

Stage 2: Disinfection

After cleaning, apply a disinfectant to the surface. You need to leave the disinfectant on for a specified contact time to neutralize any remaining organisms. Look for recommended contact times on product instructions.

There are a number of products you can use for disinfection. Health Canada has a list of disinfectants for use against COVID-19. They all have an assigned drug identification number. These are consumer products that don't require a safety data sheet, like some controlled products you may be familiar with. However, it is still important to follow whatever safety information is available for the product. Use these products with caution, as directed on the label, to avoid introducing other hazards into your workplace.

At Tofino Hostel we are **Oxivir** or a disinfectant solutions made of water and bleach. Please mix the bleach solution according to the following recommendations by CDC:

- Mixing 5 tablespoons (one-third cup) of bleach per gallon of water or
- Mixing 4 teaspoons of bleach per quart of water

IMPORTANT: Ensure proper ventilation when using diluted bleach or mixing the diluted bleach solution!

IMPORTANT: Never mix bleach with other disinfecting products. This this can result in dangerous fumes. For more information, visit the BC Centre for Disease Control's [Cleaning and Disinfecting webpage](#).

If you use **Isoprop Alcohol** or sanitizing solutions that **contain up to 70% alcohol**: These can release flammable vapours. Use these sanitizing products with caution, and don't use them if there are ignition sources nearby.



DO NOT MIX THESE CLEANING PRODUCTS

BLEACH + VINEGAR

Bleach and vinegar mixture produces chlorine gas, which can cause coughing, breathing problems, burning and watery eyes.



BLEACH + AMMONIA

Bleach and ammonia produce a toxic gas called chloramine. It causes shortness of breath and chest pain.



BLEACH + RUBBING ALCOHOL

Bleach and rubbing alcohol makes chloroform, which is highly toxic.



HYDROGEN PEROXIDE + VINEGAR

This combination makes peracetic/peroxyacetic acid, which can be highly corrosive.



ENSURE ENVIRONMENTAL HYGIENE

DISINFECTING NON-FOOD CONTACT SURFACES

- **1 PRE-CLEAN**
Pre-clean visibly soiled areas by removing things such as food or dirt. For surfaces with no visible soil, no pre-cleaning is required.
- **2 DISINFECT**
Use a Health Canada registered disinfectant approved for use against SARS-CoV-2 (the virus that causes COVID-19). Refer to the product label for directions for use.
- **3 WAIT**
Allow the surface to remain wet for the time indicated in the directions for use on the product label.
- **4 DRY**
Wipe the surface or allow to air dry.

ENSURE ENVIRONMENTAL HYGIENE

DISINFECTING FOOD CONTACT SURFACES *DURING AN OUTBREAK*



Ecolab presentation (Shared by Aaron Poirier)

What surfaces you should clean and disinfect

The following **high-contact** surfaces have to be cleaned twice a day:

- Doorknobs
- light switches
- handles
- countertops
- toilet
- faucets
- tables
- chairs
- thermostats
- room keys after a guest has checked out

In the office

- counter tops / desks
- phones
- keyboards
- pens
- calculator
- ATM machines

In the Kitchen

- Countertops
- Appliances (e.g. toaster, water kettle, microwave, fridge doors and handles, oven handles etc.)
- Fridge doors + handles
- Stove + stove knobs
- Faucets
- Door handles

Dining room area

- Countertops
- Door handles
- Tables
- Chairs

Games room

- Pool cues
- Remote control
- Countertops
- Sitting area + tables

How often will you need to clean?

Work Safe BC recommends to clean

- **at least once a day** for most surfaces
- **at least three times a day** for high-contact surfaces

At Tofino Hostel will have a minimum of three cleaning rotations per day for high usage surfaces:

- **Bathrooms**
 - o 8am cleaning
 - o 10am – cleaning + sanitizing
 - o 2pm – cleaning + sanitizing
 - o 9pm – cleaning + sanitizing
- **Doorknobs, light switches, handles, faucets** (other high usage areas)
 - o 10am – cleaning + sanitizing
 - o 2pm – cleaning + sanitizing
 - o 9pm – cleaning + sanitizing
- **Kitchen / BBQ / Dining room area:**
 - o between 11am to 12pm
 - o between 2pm to 3pm
 - o between 8:30pm to 10pm
- **Reception / check-in counter**
 - o 9:30am, 12pm, 5pm
- **All other surfaces** (e.g. laundry room, laundry folding room, etc.)
 - o Once a day

HOUSEKEEPING & CLEANING PROTOCOLS

At the start of each shift, check with front desk on the check-out and check-in list and for any extra cleaning and disinfecting.

Make sure the housekeeping cart is properly stocked with hand sanitizer, cleaning rags, garbage bags, orange bags for dirty laundry, linen, towels, bathmats, etc.

All cleaning chemicals must be fully topped up.

Make sure you wear the necessary PPE during your cleaning shift (i.e. surgical mask, gloves, etc.).

Ensure that the housekeeping cart is sanitized at the end of your cleaning shift.

Room set-up

Each room is equipped with:

- Linen, pillows, duvets
- Any unused beds are covered
- Towels + bathmats (1 towel per person that will stay in the room)
- Orange bag
- A printout of our Guest code of Conduct

We are currently not offering any stayover service. If a guest requests fresh towels / bathmats or linen during their stay: Please put these items together with a fresh orange laundry bag in a white laundry bag and hang them on the room door for the guest. Ask the guest to bag their dirty laundry items in the orange bag and move the bag to the laundry room. Include a fresh orange bag for dirty laundry with the new items you give to the guest. If a guest requests bathroom cleaning or tidying (for our rooms with ensuite bathroom): The guest has to inform our frontdesk staff the night before. The guests will need to drop off their keys with our reception at 10am the next morning and is required to leave the window open a little (to allow air exchange). Our housekeeping will enter the room at 1PM to clean the bathrooms. Guests will only be allowed to enter their room again after housekeeping has finished.

Each room will only be set up for the number of people who will stay in the room. All beds that will not be used have to be either stripped of all bedding/linen or covered.

Housekeeping for rooms where a Guest has falls ill with COVID-19 and needs to self-isolate

In the event where a guest falls ill on site and need to isolate: We have informed all guests that our hostel is not able to accommodate any guests who are required to self-isolate or quarantine onsite. Guests are made aware (guest agreement) that in this case they will have to check out and leave the premises.

Once a guests that is required to self-isolate or quarantine has left the room and checked out, we will complete a thorough environmental cleaning on hard surfaces with an approved disinfectant (see cleaning section).

We will properly wash/sanitize any reusable glassware or dishes that we might find in the room (using our in commercial dishwasher).

If required, we will designate specific staff to clean potentially contaminated areas or complete cleaning/disinfection AFTER regular housekeeping. We will provide appropriate PPE and review handwashing procedures.

Launder any removable cloth/plush items. Steam cleaning can be used for areas which are likely to be contaminated but cannot be laundered.

How to clean a room after a guest checked out

Check-out time for all guests is 10AM. Guest are asked to bag their bedding and towels/bathmats in an orange laundry bag that is provided in the room. Guests are also asked to tightly close their garbage bags. Check-out for guests is contactless (they drop their keys and parking passes in a little box near the reception window).

Guests are also asked to open the windows in their rooms when checking out to ensure a constant air exchange during. Our housekeeping maintains a **three-hour waiting period before we enter any room for cleaning.**

- Enter the room not less than 3 hours after a guest has checked out (not before 1PM). Front desk staff will let you know when to start cleaning which rooms in case a guest has checked out later than 10AM.
- Disinfect the door handles (outside handle + inside handle) when entering the room
- Remove the orange bag with dirty laundry from the room (the bag should have been sealed by the guest)
- Place the duvet + pillows in an orange bag and bring it into the laundry room – put through the commercial dryer on high heat for at least 20 minutes
- Remove the garbage bag from the room (the bag should have been sealed by the guest) and throw it outside in the garbage container
- Apply Step1 – use a soapy solution (for cleaning) + Step 2 – use a disinfectant (Oxivir or Bleach Solution): Clean + disinfect all areas a guest may have touched including but not limited to:
 - o All light switches
 - o Window frame
 - o Bed frame
 - o Mattresses
 - o Reading lamps (switch them on and off to check if they are working)
 - o Door (from the inside)
 - o Lockers (outside / inside)
 - o Drawer handles / furniture
 - o Thermostat
 - o Mirror
 - o Any furniture that is in the room
 - o Garbage bin
 - o Tilter (blinds)
 - o Laminated guest info sheet
- Put new linen on the beds: Be sure there is a clean mattress protector as a base layer.
- Put 1xtowel **for each guest** who will stay in the room
- Cover any beds that will not be used by the guest
- Vacuum the room
- Close the window
- Leave the room after you have done a room check.

How to clean a bathroom

- Disinfect the door handles (outside handle + inside handle) when entering the bathroom
- Apply Step1 – use a soapy solution (for cleaning) + Step 2 – use a disinfectant and wipe down:
Clean + disinfect all areas a guest may have touched including but not limited to:
 - o All light switches
 - o Shower doors (inside + outside)
 - o Shower stall doors (inside + outside)
 - o Shower handles
 - o Shower heads (handicap shower downstairs)
 - o Toilet doors (inside + outside)
 - o Toilets + toilet handles + flushers
 - o Countertops
 - o Faucets
 - o Garbage bin
 - o Feminine hygiene bins
 - o Toilet paper dispensers
 - o Brown paper towel dispensers
 - o Soap dispensers
 - o Hair dryers
- Vacuum and mop the floor during the **main housekeeping shift** once a day

How to clean the kitchen – *currently closed to guests*

- Clean + disinfect all areas a guest may have touched including but not limited to: all cupboard knobs, soap bottle, salt and pepper shakers, compost bucket, plug ends, drawer handles, blind pulls, light switches, etc.
- Clean + disinfect fridge and freezer: Spraying the inside of the fridge and wipe it down. Spray the inside of the freezer and wipe it down – all shelves, door, drawers, etc. Clean the exterior front, sides, handles and top.
- Clean + disinfect the microwave interior and exterior. Remove the glass tray and wipe it all out then replace.
- Wipe down the window sills.
- Clean + disinfect Pots and pans.
- Wipe down + disinfect all counter appliances.
- Clean + disinfect the countertops, spray and wipe down the fronts and sides of all cabinets and cupboards.
- Wipe down, clean + disinfect all appliances, shake out the toaster into the garbage bin and wipe the bottom tray. Return all appliances to their given spot on the counters.
- Clean + disinfect the stove and oven including the knobs and handle.
- Clean + disinfect the inside and sides of the garbage can & place a fresh garbage bag in it.
- Clean + disinfect the sink wipe down the faucet.
- Put up new dish cloth and kitchen sponge for each sink.
- Empty compost and wash bin. Line with brown paper towel.
- Check if brown paper towel needs to be topped up. Wipe down, clean + disinfect paper towel dispenser
- Check if dish soap and surface sanitizer have to be refilled
- Wipe down, clean + disinfect and check soap dispenser
- Vacuum + mop

How to clean the BBQ + patio area + outside kitchen area

- Clean + disinfect tables, chairs, and Lexan dividers
- Clean + disinfect BBQ (handles, knobs, BBQ utensils)
- Clean + disinfect cooking range (knobs + glass surface)
- Clean + disinfect sink and faucet
- Put up new dish cloth and kitchen sponge
- Check if dish soap and surface sanitizer, and hand sanitizer have to be refilled
- Clean + disinfect kitchen doorknobs (inside and outside)
- Sweep floor

How to clean the dining room + lounge area

- Clean + disinfect tables, chairs, and Lexan dividers
- Clean + disinfect light switches and window sills/window handles, thermostats
- Steam cleaning can be used for areas which are likely to be contaminated but cannot be laundered.
- Vacuum and mop

How to clean the locker room – *currently closed to guests*

- Clean + disinfect doors and door handles (inside and outside)
- Clean + disinfect light switches and window sills / window handles
- Vacuum + mop

Other areas of the hostel (hallways, staircases, etc.)

- Clean + disinfect all hallway and entrance door handles (inside and outside)
- Clean + disinfect light switches, window sills / window handles
- Vacuum + mop

How to do Laundry

- Wear disposable gloves and a surgical facemask when handling dirty laundry and discard after each use. Wash hands immediately after gloves are removed.
- If reusable gloves are worn, gloves should be dedicated for handling dirty laundry and should not be used for other purposes. Wash hands immediately after gloves are removed.
- **Do NOT shake dirty laundry.** This minimizes the possibility of dispersing the virus through the air.
- Place dirty laundry directly into a linen bag without sorting. Do not overfill bags.
- **Sheets / towels / bathmats**
 - o Place the orange bag in the big commercial washer and empty the bag inside the laundry machine. You can add more than one bag but make sure you do not overfill the machine. Try to disturb as little air/laundry as possible.
 - o Start the washing cycle: **High heat setting / dry on a high heat setting**
- **Duvets / pillows**
 - o Empty the bag with duvets / pillows into the dryer. Try to disturb as little air/laundry as possible.
 - o Dryer setting: **High heat setting for at least 20 minutes**
- **Cleaning cloths / dish towels**
 - o Wash separately (i.e. cleaning cloths washed separately from dish towels) on high heat setting (washer) and dry on high heat setting (dryer)
- Clearly mark laundry bins as 'clean' or 'dirty'. Ensure dirty laundry only contacts dirty laundry bins, and clean laundry only contacts clean laundry bins.

- Clean and disinfect clothes hampers according to manufacturer's guidance. Consider using a liner that can be laundered.
- Clean and sanitize the front-loading area of washing machines at the end of each housekeeping shift.
- Wash and dry items in accordance with the manufacturer's instructions. Use the warmest possible water settings. Dry all items thoroughly.
- Leave the windows in the laundry room open during your housekeeping shift and close by the end of the shift. This will ensure proper ventilation while handling laundry.

OFAA PROTOCOLS DURING THE COVID-19 PANDEMIC

OFAA protocols during the COVID-19 pandemic

A guide for employers and occupational first aid attendants

During the COVID-19 pandemic, occupational first aid attendants (OFAAs) continue to provide treatment to workers as necessary. Because of the possibility of community infection, you may need to modify your standard protocols for first aid treatment to reduce the potential for transmission. This document provides additional precautions you may take to include public health directives such as physical distancing, hand hygiene, and disinfection in your procedures.

1. When you receive a call for first aid, if possible, gather the following information:
 - What are the circumstances surrounding the call for assistance?
 - Are critical interventions likely required? If so, call 911 or have an emergency transport vehicle (ETV) prepared.
 - Are there any obvious signs of COVID-19? If so, send the patient home or to a hospital.
2. If no critical interventions are required, if possible and appropriate, interview the patient from a distance. Ask the following questions:
 - Is anyone sick or in self-isolation in your household?
 - Have you been in contact with anyone who has been sick?
3. When you arrive at the patient's location, assess the situation:
 - Does the patient have a minor injury that the patient can self-treat while you provide direction and supplies?

- If yes, direct the patient to self-treat per your OFA protocols (see the self-treatment scenario below).
4. If the patient can't self-treat, don the appropriate level of personal protective equipment (PPE) for the situation. PPE could include the following items:
 - Face shield or surgical-type mask
 - Pocket mask
 - Gloves
 - Coveralls (disposable or washable)
 - Apron or lab coat
 - Glasses or goggles

Because the global supply of PPE is scarce, you may need to consider other options. There are various types of masks, face shields, and respirators that you can consider.

5. After treatment, sanitize all equipment with either soap and water or 70% isopropyl alcohol. Remove and wash any PPE that is not disposable, as well as any exposed clothing. Wash your hands thoroughly. If critical interventions are required and there is no way of determining background information, don appropriate PPE and limit access to the patient to the number of people required to deal with the critical intervention. It is important to limit the exposure of others.

Scenario: Self-treatment with direction

A first aid attendant receives a call stating a worker has injured her hand. The attendant collects as much information about the severity of the injury as possible. The injury is deemed to be minor with no other concerns, so the attendant goes to the worker, but stays 2 metres (about 6 feet) away. On arrival, the attendant asks:

- Is anyone sick or in self-isolation in your household?
- Are you able to administer first aid to yourself if I tell you what to do and how to do it?

After the first aid attendant has conducted the interview, the attendant visually assesses the patient and the wound from a distance and asks the patient about underlying conditions relating to the injury.

The attendant then places the required first aid supplies on a surface 2 metres from the patient. The attendant steps back and directs the patient to pick up and apply the supplies. The first aid attendant then verbally conducts a modified secondary survey and documents the findings.

Scenario: OFA Level 1 and Level 2 with intervention

A first aid attendant receives a call about a worker who has been struck in the head and is unresponsive. The attendant immediately ensures that 911 is called. On approaching the scene, the first aid attendant conducts a scene assessment and dons appropriate PPE. Once PPE is on, the attendant approaches the patient and conducts a primary survey to determine what, if any,

critical interventions are required. The attendant positions the patient in the three-quarter-prone position to ensure that the airway is open and clear and no further interventions are needed. Only one person (the attendant) needs to be in contact with the patient; all others can stay 2 metres away. The attendant monitors the patient until the ambulance arrives.

Scenario: OFA Level 3 — employer ETV for transport with intervention

A first aid attendant receives a call about a worker who has been struck in the head and is unresponsive. The attendant immediately arranges for the ETV to be ready. On approaching the scene, the first aid attendant conducts a scene assessment and dons appropriate PPE. Once PPE is on, the attendant approaches the patient and ensures an open airway. Once the airway is open and clear, the attendant stabilizes the patient's head with an inanimate object (to free the attendant's hands) and inserts an oropharyngeal airway (OPA) to protect and maintain the airway. The attendant then conducts a primary survey to determine what, if any, further critical interventions are required. Only one person (the attendant) needs to be in contact with the patient; all others can stay 2 metres away.

Helpers will be needed to assist the first aid attendant in lifting the patient into the basket and ETV. Use any PPE or other measures available to provide a barrier between the helpers and the patient, including covering the patient with a blanket. Once the patient is loaded, ensure the helpers remove their PPE and wash their hands with soap and water.

Additional resources

Below are links to key resources from the public health agencies that are providing guidance on COVID-19.

Public health agency websites

For more information about the COVID-19 situation, including public health alerts and FAQs, please see the COVID-19 pages on the following websites:

- [HealthLinkBC](#)
- [BC Centre for Disease Control](#)
- [Public Health Agency of Canada](#)

Self-assessment tool

The BC Ministry of Health has developed an online [BC COVID-19 Symptom Self-Assessment Tool](#) to help people determine whether you need further assessment or testing for COVID-19.

Information for employers & businesses

The BC Centre for Disease Control has collected [COVID-19 information for Employers & Business](#), where you will find information for essential businesses.

Canadian Centre for Occupational Health and Safety

To help support workplaces during the COVID-19 pandemic, the CCOHS has made a number of online products and resources available on [its website](#).

Phone resources

- 1.888.COVID19 (1.888.268.4319):
For non-medical information about COVID-19. Available 7:30 a.m. - 8 p.m., 7 days a week.
- 8-1-1 (HealthLink BC): To talk to a nurse if you need advice about how you are feeling and what to do next.

GUEST COVID-19 CODE OF CONDUCT

For the safety and well-being of our community, staff and all our guests for Tofino Hostel, we are asking all guests to read the following information thoroughly and follow our house rules. Please talk to our front desk if you have any concerns or questions.

HAND WASHING

- We ask that you wash your hands frequently when you are staying with us for at least 20 seconds in warm water and soap every time you enter and exit your room, before and after using any common areas, and after entering the building.

FACE MASKS

- You agree to wear a facemask when using any common areas of the building (i.e. whenever you are not in your room or eating in the dining room area). You can bring your own facemask or you will be required to buy a mask at check-in.

SOCIAL DISTANCING

- You / your group (i.e. guests travelling together and sharing a room) agree(s) to use your best efforts to maintain 2 metres social distancing from other guests and staff whenever possible and to wear a face covering when maintaining 2 metres social distancing is not possible.
- You agree that gatherings of more than the maximum allowable number of people in a unit are not allowed at any time.

BE KIND AND SUPPORTIVE: We are doing our best in a crazy time. Please be kind and supportive, remember we are all in this together!

CHECK-OUT: 10AM

For the safety of our housekeeping staff who will clean your room after checkout: On your check-out day, please place the following items in the orange laundry bag that you will find in your room: Flat sheet, fitted sheet, pillow case, towel, bathmat.

- Please leave the duvet, mattress protector and pillows on your bed. We will take care of it.
- Please close your garbage bag tightly.
- Please open the windows in your room.
- Please drop your room keys in the little box in front of the reception door.
- If you have a car: Please move your car out of our parking lot.

THE FOLLOWING AREAS OF TOFINO HOSTEL ARE CURRENTLY CLOSED TO GUESTS

- Kitchen
- Dining room / lounge area
- Outside BBQ area
- Games room

PARKING

- Please make sure you are not blocking any cars. At this point we only offer single row parking. You will be towed if you are blocking other cars in our parking lot.

TOWELS & BATHMATS

- Please bring your towel/bathmat back into your room after you used our bathrooms. **DO NOT** leave them in the shower or bathrooms. They pose a risk of contamination.

PARENTAL SUPERVISION OF CHILDREN:

- Parents with children must use their best efforts to ensure that their children maintain 2 metres of separation from other guests and staff during your stay and wear face masks in the common areas.

VISITORS

- With the exception of paying guests, visitors are not allowed in the building at Tofino Hostel / HI Whalers On The Point Guesthouse.

ARE YOU EXPERIENCING FLU-LIKE SYMPTOMS?

COVID-19 affects different people in different ways. Most infected people will develop mild to moderate illness and recover without hospitalization. **Please be aware of the following symptoms and notify our frontdesk immediately if you experience any of the below:**

Most common symptoms

- Fever
- dry cough
- tiredness

Serious symptoms

- difficulty breathing or shortness of breath
- chest pain or pressure
- loss of speech or movement

Less common symptoms

- Aches and pains
- Sore throat
- Diarrhoea
- Conjunctivitis
- Headache
- Loss of taste or smell
- A rash on skin, or discolouration of fingers or toes

OCCUPATIONAL HEALTH & SAFETY POLICY

Tofino Hostel / HI Whalers On The Point Guesthouse is committed to providing a healthy and safe work environment for its staff and preventing occupational illness and injury. To express that commitment, we issue the following policy update on occupational health and safety.

As the employer, Tofino Hostel / HI Whalers On The Point Guesthouse is responsible for the health and safety of its workers.

Tofino Hostel / HI Whalers On The Point Guesthouse will make every effort to provide a healthy and safe work environment. We are dedicated to the objective of eliminating the possibility of injury and illness.

Supervisors will be trained and held responsible for ensuring that workers, under their supervision, follow this policy. They are accountable for ensuring that workers use safe work practices and receive training to protect their health and safety. Supervisors also have a general responsibility for ensuring the safety of equipment and facility.

The staff of Tofino Hostel / HI Whalers On The Point Guesthouse will be required to support this organisation's health and safety initiative and to cooperate with the Joint Occupational Health & Safety standards outlined in this document.

It is the duty of each staff member to report to the supervisor or manager, as soon as possible, any hazardous conditions, injury, accident, or illness related to the workplace. Also, workers must protect their health and safety by complying with applicable Acts and Regulations and following policies, procedures, rules, and, instructions as prescribed by Tofino Hostel / HI Whalers On The Point Guesthouse.

Tofino Hostel / HI Whalers On The Point Guesthouse will, where possible, eliminate hazards and, thus, the need for personal protective equipment. If that is not possible, and where there is a requirement, workers will be required to use safety equipment, clothing, devices, and materials for personal protection.

Tofino Hostel / HI Whalers On The Point Guesthouse recognises the employee's duty to identify hazards, and supports and encourages workers to play an active role in identifying hazards and to offer suggestions or ideas to improve the health and safety program.

The information in this COVID-19 Safety Plan Protocols & Procedures has been shared with all staff. All staff have undergone additional COVID-19 related training to ensure their compliance with the policies and guidelines defined in this safety plan.

I have read and understood the information outlined in this Safety Plan:

Name of staff member (printed)

Date

Signature

Name of staff member (printed)

Date

Signature

Name of staff member (printed)

Date

Signature

Name of staff member (printed)

Date

Signature

Name of staff member (printed)

Date

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