



## HAVEN FOUNDATION COVID-19 SAFETY PROTOCOLS

The Haven is concerned about the safety of our employees, participants, guests, faculty, interns, and the Gabriola Community at large in this time of a global pandemic. We have spent many months researching WorkSafe BC (WCB), Island Health Authority (VIHA), Public Health and Health Canada requirements and suggestions for keeping our community safe. This document is the result of that research and contains the specific protocols we believe important to implement to safeguard our whole community.

Our goal with this plan is to create a safe space for employees and other stakeholders and an enhanced awareness of mandated and suggested COVID-19 health and safety protocols.

**DATE OF PLAN:** March 31, 2021  
**COVID-19 CONTACT** Christine Purfield, Director Finance, HR & Operations  
250.247.9211 Ext 227 (cell: 250.751.4820)  
[christine@haven.ca](mailto:christine@haven.ca)

**COPY OF THIS PLAN FOR GUESTS:** Available at [www.haven.ca](http://www.haven.ca)

As per the Public Health Order issued **March 12, 2021** and available at <https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-order-gatherings-events.pdf> , at this time Haven is not holding indoor or outdoor social gatherings of any number of people on its property.

### ROOM CAPACITY:

#### Overall Property:

- 45 single occupancy rooms: 45 guests maximum. This may be increased to 50 when couples or people in the same cohort/"bubble" share a room.
- Dining areas: The dining areas are closed at this time.
- Deck: A maximum of 6 people either in the same "bubble" or separated by a distance of no less than 2 meters.

- Hot tub: maximum one person at a time unless part of the same “bubble” and by reservation only.
- Store: maximum of one person in the store at any time.
- Guest Laundry room: maximum one person at a time by reservation only.
- Shuttle van: maximum of two passengers at any time.

*The fitness room and Reps Library will remain closed at this time.*

### **Separate session/meeting rooms:**

In accordance with the current Public Health Order, Haven is not hosting events or meetings at this time. The property is open for room occupation by resort guests and for food take-out.

### **RISKS IN THE WORKPLACE:**

The following risk areas have been identified in our operations:

We have identified the following job roles, tasks and processes where workers frequently work in close proximity to one another for periods of time that are longer than 15 minutes:

- Food preparation
- Housekeeping
- Front Desk
- Maintenance

We have identified that the following are high touch surfaces that must be subject to rigorous cleaning protocols:

- Point of sale terminals machines and computers
- Doorway handles and cooler doors
- Toilet flushing mechanisms, stall doors handles
- Light switch plates, faucet handles, counter tops
- Kitchen cupboards, small appliances, staff microwave

**In order to reduce risk, we have created the following protocols:**

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- Masks are mandatory in all indoor public spaces including, but not limited to, the lodge.
- Masks are mandatory in outside areas where it is not possible to maintain a distance of at least 2 meters and when lining up for entry to an indoor space.
- We have created signage to clearly separate entering and exit doors.
- Catering staff will remind guests and participants to keep 2 meters apart when in the service area.
- Whenever feasibly possible, we will open all windows and session room doors to allow fresh air into the space while limiting the use of fans.
- We have closed our buffet, self-service coffee & tea stations and opted for plated meals.
- We have removed the public microwave in the lodge and the shared participants' fridge. Guests/participants will have a fridge, microwave, and tea and coffee making facilities in their rooms where possible.
- All salt and pepper shakers, napkin dispensers, and other tabletop items will be removed from the dining room. These items will be provided on request. Cutlery will be handed out with the meal wrapped in a napkin.
- Food handlers will wear an apron to allow the server to have an extra layer between their clothes and the guest/participant.
- No Haven staff will be allowed in the kitchen.
- Please see the separate COVID-19 safety plan prepared by Ground Up, our food service providers.

**Our staffing protocols are as follows:**

- Employees are required to declare that they will not come to work if they have had COVID-like symptoms in the 10 days prior to their shift. Should staff experience COVID-like symptoms they are required to contact Public Health at 8-1-1 and immediately self-isolate.
- We also require that employees 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 Canada must follow Federal Government guidelines for isolating for 14 days, while monitoring for symptoms before they can return to work at The Haven.
- All staff must wash their hands upon arrival at work at the beginning of each shift and upon return from any breaks.
- Visitors for deliveries and service are required to leave contact information with the front desk. Deliveries, other than kitchen deliveries, will be left in the storage area in the Housekeeping building.

**Our guest protocols are as follows:**

- We have a hand sanitizing station and sign when people enter the front door to immediately clean hands before registering on the property.
- We will collect and retain the first and last name of at least one guest in a party. A “party” is defined as people in the same cohort or “bubble”.
- Guests will be required to wait at a distance of no less than 2 meters where queueing is required.
- Signage is posted at the entrance of the lodge to ensure that no one with symptoms of COVID-19 or who has had contact with someone diagnosed with COVID-19 will enter the premises.
- Only two passengers will be allowed in our shuttle van at any given time, each seated in different rows. Masks are mandatory in the van for both driver and passengers. People arriving or leaving by shuttle van will handle their own luggage. Luggage is not to be brought into the lodge. Windows will be kept open as weather permits to ensure adequate ventilation. The interior of the van will be wiped down with disinfecting wipes between trips.
- The changing rooms for the hot tub will be closed. Guests are required to shower in their room prior to and after using the hot tub.
- Staff will not enter accommodation or session rooms when guests/participants are present.
- Only one person at a time will be allowed in reception.

**CLEANING AND DISINFECTION:**

We have selected Health Canada approved methods and products to clean and disinfect surfaces for all common areas in our business. We have installed hand-washing signage in the washrooms and the lodge.

- Housekeeping staff will wear gloves to prevent contact with an infected individual or contaminated items. Hands will be washed immediately upon removal of gloves.
- Disinfecting high touch surfaces, such as door handles/switch plates, POS (Point of Sale) machines, computer keyboards, telephones will be done using disinfecting peroxide or wipes. High touch surfaces will be cleaned at every opportunity throughout the day.
- Our public washrooms are frequently cleaned. All entry/exit stall door handles, toilet seats, flush mechanisms and sinks will be cleaned regularly. Session room washrooms will be cleaned at a time determined by our Facilities Manager in collaboration with program Leaders and at a time when participants are in session and the washrooms are not in use.
- Reception desk and bar counters and front door handles are wiped down with approved sanitizers frequently.
- Between guests, dining room tables and chairs will be cleaned and sanitized. Kitchen staff will remove everything from the table between guests and clean the table completely.
- POS machines will be sanitized between guests who have used the keypad.
- When staff switch positions, any shared equipment will be sanitized.
- Staff will perform regular hand washing with soap and water following the official hand-washing guidelines. Handwashing will be done:
  - Before and after breaks
  - After touching or cleaning tables/surfaces that may be contaminated
  - After sneezing, coughing, or nose blowing
  - After touching their hair or face
  - After using the washroom
  - After using shared equipment
- Hot tub: there has been no evidence that sitting in a public hot tub is conducive to spreading the virus, however high touch surfaces will be wiped down with a disinfectant between each guest. The hot tub washroom and the area surrounding the hot tub will be cleaned twice daily.

## **GUEST ROOM PROTOCOLS**

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Page 2 of 9

- All non-essential items (pillows, decorative blankets, binders, additional dishware and cutlery etc.) have been removed from all guest and session rooms.
- All linens, including sheets, towels, shower curtains, duvets, blankets, mattress covers, and pillows are changed and laundered at a high temperature, fresh for every guest's arrival.
- Dishes and cutlery items have been reduced to 1 set per room.
- Coffee and tea making facilities and a small bar fridge are provided in each guest room.
- Our vacuums have HEPA filters to capture microscopic particles including pollen, dust, bacteria and viruses.
- While housekeeping services will not be provided during a guest's stay, cleaning materials will be provided.
- Linen and towel replacements can be requested by phoning reception.

## **SESSION ROOM PROTOCOLS:**

At this time Haven is not hosting onsite programs, events, or conferences. Session room protocols are being reviewed and will be posted on our website prior to the resumption of onsite programs.

## **BODYWORK ROOM PROTOCOLS:**

- One person per session. Social distance protocols maintained during sessions.
- Pre-Arrival intake form and payment arranged prior to appointment.
- Masks to be worn at all times. A shield will be placed between practitioner and client.
- Hand sanitizer station at entry and exit.
- Disinfectant cleaning between each client.
- Fresh air ventilation via open windows and doors.
- Personal belongings kept in one designated area.
- Use of props is minimized and all props provided by The Haven and cleaned between each session.

## **HAVEN STORE PROTOCOLS:**

- A sign will be posted that requires the following procedures to be complied with for store entry:
  - Mask wear is mandatory while in the store.
  - Limit of one person in the store at a time.
  - Shoppers will be asked to limit touching the inventory.
- The store will be vacuumed daily by housekeeping staff.
- Reception will wipe down surfaces with the appropriate cleaning products at the end of each day.
- Housekeeping and reception staff will also be required to wear masks while in the store to minimize the risk of droplets and aerosol transmission.
- Reception will monitor and ensure adherence to the above protocols and suggest changes to assist with meeting guidelines and regulations.

## **FRONT DESK PROTOCOLS:**

- All staff will be trained in proper use of PPE and mask wearing.
- All staff must complete COVID-19 training. This includes the traffic flow plan for the Lodge.
- Only one receptionist or registrar is allowed in the Reception work area at one time.
- All staff will wash hands at the start of the shift, before and after using shared tools, any time they return to their workstation, before and after wearing gloves or removing a mask, at the end of the shift and before and after using the staff washrooms.
- A plexiglass barrier has been installed at the reception and bar counters.
- Masks must be worn when providing service to a guest when a 2 metre distance cannot be maintained, and is strongly recommended even when a 2 metre distance is maintained. Serving at the bar area will require a mask by both receptionist and guest.

- Each employee is responsible for disinfecting their workstation at the beginning and end of each shift. This includes light switches, door handles, phones, computer keyboards, printer controls, and handwashing stations.
- All non-reception staff must enter by the side door next to the photocopier to retrieve their mail. No staff other than receptionists and registrars are allowed in the reception/bar areas.

## **PROCEDURE FOR REPORTING COVID-LIKE SYMPTOMS:**

All staff who self-diagnose with COVID-like symptoms are required to stay home and take advantage of paid sick days while phoning the Public Health information line 8-1-1 to determine whether a COVID test is necessary/required. Staff already at work will be required to notify any manager and immediately return home.

Procedure for Faculty/Interns/Guests:

- If you detect COVID-like symptoms stay in your room or return immediately to your room. Do not enter the lodge or session room.
- From your room, phone 0 for the receptionist and advise them of your symptoms. The receptionist will immediately advise a manager.
- Phone the Public Health line from your room at 8-1-1 to ascertain whether a COVID test is recommended/required.
- If a test is recommended/required, contact reception and advise. The receptionist will contact the Gabriola Medical Clinic to arrange for a test. You will either proceed to the Clinic when requested in your own vehicle or the receptionist will arrange transportation for you.

The Gabriola Medical Clinic, VIHA and/or Public Health will advise of further steps. You must remain isolated from other participants and staff until a plan is devised to keep both you and others on property safe. We are committed to your well-being and no stigma or criticism will be attached to your diagnosis. Your right to privacy and confidentiality is important to us.

## **WE ARE COMMITTED TO ADAPTING AND CHANGING AS REQUIRED:**

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 Page 2 of 9



Our management is trained to monitor the workplace, engage with staff, faculty, interns, and guests to ensure that COVID-19 policies and procedures are being followed. Any staff questions or concerns will be addressed in a timely manner. Issues that are identified that require input or advice from the Directors (Christine Purfield, Maria Malmgren, Kevin Wong) or WorkSafe BC will be addressed accordingly and appropriately.

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 1.604.276.3000

When issues are brought forward by staff, faculty, interns, or our guests, and in the event of changes in the Public Health Order or WorkSafe BC recommendations, we will update this document and change the date on the cover page.