

COVID-19 Preparedness Plan for MountainView Accommodation

MountainView is committed to provide a safe and healthy workplace for all workers and guests. To ensure this, we have developed the following plan in response to the COVID-19 pandemic. Managers and workers are all responsible for implementing this plan. Our goal is to mitigate the potential for transmission of COVID-19 in our facilities, and that requires full cooperation among our staff and guests. Only through this cooperative effort can we establish and maintain the safety and health of all persons in our workplace.

Management and workers are responsible for implementing and complying with all aspects of this COVID-19 Preparedness Plan. MountainView Accommodation managers and supervisors have full support in enforcing the provisions of this policy and we encourage our workers to ask questions, raise safety and health concerns and offer suggestions related to the plan and its implementations.

Our employees are our most important assets. We are serious about safety and health and keeping our employees working at MountainView Accommodation. Worker involvement is essential in developing and implementing a successful COVID-19 Preparedness Plan. We have involved our workers in this by hearing their concerns and integrating their suggestions into developing this plan. Our plan follows [WorkSafeBC](#) guidance for our business, Centers of Disease Control and Prevention (CDC) Guidelines, federal Occupational Safety and Health Administration (OSHA) standards related to safety and health precautions required in response to COVID-19 and applicable executive orders. The plan addresses the following:

1. Policies and procedures that assist in the identification of sick workers and ensure sick workers stay home;

Workers have been informed of and encouraged to self-monitor for signs and symptoms of COVID-19. If a worker is experiencing any of the symptoms he or she will notify management immediately and be sent home. All staff are prohibited at the workplace if; showing any symptoms in the last 10 days, directed by Public Health to self-isolate, arrived from outside of Canada in the last 14 days or have had contact with a confirmed COVID-19 case. All employees have received the policies for staying home when sick.

2. Implementation of engineering and administrative controls for social distancing;

Social distancing of six feet will be implemented and maintained between workers in the workplace. We have identified areas where people gather, such as break rooms, lobby, elevators and hallways, as well as identified job tasks and processes where workers are close to one another in the workplace, such as vehicles, front desk, hotel rooms. All staff will keep at least 2 meters apart from co-workers and guests. Clear floor stickers will indicate where guests can wait for assistance to ensure they keep their distance and respect social distancing guidelines.

3. Worker hygiene and source controls;

Worker hygiene controls are implemented at our workplace at all times. We have identified the tools, machinery and equipment that workers will share while working, such as computers, cleaning carts, vacuums, housekeeping tools and supplies. All tools and equipment will be sanitized between users and when being put away. Gloves and masks are provided for housekeepers when using toxic chemicals and when dealing with waste or laundry from vacated hotel rooms. Masks are available for staff use in situations where two or more employees must breach 2 meter protocol. We have reviewed the information on selecting and using masks and use instructions. We have trained employees in the proper use of masks.

4. Workplace building and ventilation protocols;

Reopening the workplace includes necessary sanitation of the workplace.

5. Workplace cleaning and disinfecting protocols;

Routine sanitization of the workplace and frequent sanitization of high-touch areas, including (countertops, pens, light switches, elevator buttons, railings, doorknobs, etc.) is being practiced. Workers have been instructed that personal equipment and tools should not be shared and, if shared, should be disinfected between users. We have reviewed the information on cleaning and disinfecting surfaces. Our workplace has enough handwashing facilities on site for all our workers. We have policies that specify when workers must wash their hands. Handwashing and Cover coughs and sneezes posters are visible as a reminder for staff and guests. Housekeepers will wait at least 3 hours once a room has been vacated before cleaning the room. While cleaning, housekeepers must keep a minimum of 2 meters apart from each other. Finish each room cleaning by whipping all contact surfaces with germicide. After each room, housekeepers will remove used gloves, wash their hands. Masks must be worn while housekeepers remove and dispose of dirty linens and garbage. All rooms will be left vacant after cleaning, for at least 24 hours. A checklist will be provided to housekeepers to remind them of all protocols.

6. Drop-off, pick-up and delivery practices and protocols;

Deliveries will be dropped off either outside building front doors or in front of the office. No delivery service workers are permitted inside the back office. Any delivery should be sanitized before being brought inside the office. Staff will wash their hands after receiving the package. Spraying surfaces of delivered items as needed.

7. Communications, training and supervision practices and protocols;

Our plan was communicated to all the workers prior to reopening and necessary training was provided. Managers and supervisors are to monitor how effective the program has been implemented by touching base with other workers and observing the workplace, and updating the training as necessary. This plan has been certified by

MountainView Accommodation management and is posted throughout the workplace. It will be updated as necessary.

8. What guests can do to minimize transmission

All guests will be asked to sanitize hands upon arrival of the building, and follow social distancing stickers on the floor to ensure 2 meters of space is taken. All common areas will be “no loitering zones” and guests will be asked to keep moving. Elevator protocol is noted under **10 Protections and protocols to limit face-to-face interactions**

9. Protections and protocols for receiving and exchanging payment

After any payment or exchange, staff will immediately disinfect hands and any surfaces touched. Payments are limited to credit card payment. Cash exchange will only be available for coin laundry.

10. Protections and protocols for managing occupancy

In order to reduce the number of people at the worksite, we have considered work-from-home arrangements, virtual meetings, rescheduling work tasks, and limiting the number of guests and visitors. Occupancy limits have been established and posted for common areas such as (Back office: 2, Front Desk: 2, Lobby: 3 and Elevators; 1 group of the same household/travel group).

11. Protections and protocols to limit face-to-face interactions

When at all possible, staff will work from home or in the back office. Interactions between staff and guests will be kept at least 2 meters apart. Whenever possible, questions and concerns will be addressed via phone or email. Housekeeping services to in-house guests will be limited to drop off and pick up of supplies and linens at the unit door and only upon request. Maintenance will only enter an occupied unit in the case of an emergency. Any belongings or personal items left at check out will be disposed of.

12. Protections and protocols for distancing and barriers.

A plexiglass barrier will stay installed during all front desk hours to lower risk of spreading infection during check-ins and check-outs or questions guests have for front desk clerks. Distance markers will be displayed throughout the lobby, public spaces and parking.

Certified by: _____

(Signature) _____

(Title of management official) _____