



Phone: 250-542-4548
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Silver Star Mountain BC
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Updated: September 28th, 2020

Our COVID-19 Response

The Pinnacles Suites and the Peaks at The Pinnacles are committed to maintaining the highest standards in cleanliness and sanitization while navigating the coronavirus pandemic.

In this document you will find our Exposure Control Plan for Covid-19, Appendix A cleaning and disinfecting in accordance with WorkSafe BC and Appendix B government issued accommodation protocols.

We will be continually monitoring the situation and remain up to date with procedures and policies.

We have made several changes to ensure the safety of our guests and our staff:

- **Contactless Check-Ins and Check-Outs**

We have introduced a new system to ensure zero contact check-ins and check-outs.

- **Closure of Public Spaces**

Our Guest Lounge located in the lobby of our Central Lodge will be closed until further notice which includes all board games, books/magazines and movies previously found in the Guest Lounge.

Our Lobby will remain open with limited hours; however, we can always be reached at our 24/7 contact number.

We are encouraging our guests to use the outside doors to their suites as much as possible. Every suite at The Pinnacles has an outside door.

- **Housekeeping**

We will be firmly adhering to our check-in and check-out times to allow our housekeeping department time to fully clean and sanitize rooms between guests. Guests can rest assured knowing that rooms were cleaned/disinfected prior to their check-in.

We will no longer be offering in-suite housekeeping services. If guests require anything throughout their stay, they will need to contact the Front Desk or on





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call number. Any necessary towel or linen changes will be arranged in advance and will be dropped off at the door of the suite on the scheduled day.

All housekeeping staff are temperature checked at the start of their shift.

- **Cancellation and Guarantee Policy**

Winter:

We know times are uncertain right now so we want to ensure you can still book your winter getaway with confidence. For refund requests made prior to 30 days before arrival, we will fully refund up to a \$20 + GST booking fee.

For refunds within 30 days of your booking, please contact us to discuss further, 1-800-551-7466.

COVID-19 presents a challenge for businesses such as The Pinnacles Suites and the Peaks at The Pinnacles, where connecting with our guests in person is at the heart of what we do. However, we understand the necessity of prioritizing travel safety and travel flexibility. Our intention is to respect the procedures set forth, while ensuring an inviting, warm and memorable experience. We thank you for your understanding and wish you good health and safe travels – now and in the future.





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EXPOSURE CONTROL PLAN for COVID-19 (Coronavirus)

Statement of Purpose:

The Pinnacles Suites is committed to providing a safe and healthy workplace for all our employees and guests. Measures will be used to minimize worker exposure to COVID-19 at our workplace.

1. Risk Identification:

COVID-19 has been declared a global pandemic and a public health emergency in British Columbia. It is transmitted by three primary sources:

1. Breathing in airborne droplets.
2. Close physical contact between individuals.
3. Contact with contaminated surfaces.

Symptoms of COVID-19 can include fever, cough, sneezing, sore throat and difficulty breathing.

People with underlying health issues are at a higher risk of requiring medical attention if infected with this virus.

2. Risk Assessment:

Using the OHS table from Regulation Guideline G6.34-6, we have determined the risk level for our workplace is *moderate*.

3. Risk Control:

- Workers who are ill with COVID-19 should stay home until fully recovered and received instructions from their doctor.
- Physical distancing of 2 meters (6 feet) needs to be maintained wherever possible.
- Workers shall wash their hands when entering the workplace, and again, frequently throughout the day, using soap and warm water. If soap/water is not available, use hand sanitizer.
- Avoid touching your face, mouth, nose and eyes.
- Cough/sneeze into a tissue or the bend of your elbow.
- Regular cleaning of all work surfaces including desk tops, counters, phones, CR-DR machines, door handles, etc.





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4. Procedures:

Room cleaning shall follow the “48 hour” protocol:

- No cleaning staff shall enter a suite until 24 hours after the guests have checked out.
- No new guests may enter a suite until 24 hours after cleaning has been completed.

Cleaning and disinfecting shall be carried out in accordance with the WorkSafeBC protocol. (Attached as Appendix A.)

Industry Specific protocols for the hotel industry should be followed at all times and wherever possible. (Attached as Appendix B.)





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Appendix A

[COVID-19 Health and Safety](#)

CLEANING AND DISINFECTING

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

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.

Cleaning and disinfecting

Effective cleaning and disinfection involves a two-stage process.

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 or detergent as a cleaning agent.

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.

What surfaces you should clean and disinfect

Start by cleaning and disinfecting all the common surfaces that workers and customers touch. Examples include doorknobs, light switches, handles, countertops,





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desks, tables, phones, keyboards, touch screens, toilets, faucets, gas pump handles, and ATM machines.

Conduct a survey of your workplace to determine if there are other surfaces that workers, customers, or children touch regularly. A workplace where the public can come and go will need a more thorough assessment and plan than a small shop where there are normally just a few workers.

Clean and disinfect common high-contact surfaces inside and outside to limit the chance of the virus spreading through touching contaminated surfaces.

What you can use to clean and disinfect

For cleaning, you can use regular soap and water or another cleaning solution. Depending on how many people are in the space and how it's used, you may need to clean some spaces more frequently.

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's 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 to your workplace.

One of the most common disinfectant solutions is water and bleach. You can make a 500 ppm bleach solution by adding 42ml (3 tablespoons) of bleach to 4L (1 gallon) of water. For other quantities, use this [bleach calculator](#). Never mix bleach with other disinfecting products. This can result in dangerous fumes. For more information, visit the BC Centre for Disease Control's [Cleaning and Disinfecting](#) webpage.

Some sanitizing solutions contain up to 70 percent alcohol and will release flammable vapours. Use these with caution, and don't use them if there are ignition sources nearby.

Make a plan for cleaning and disinfecting your workplace

Ask the following questions when making your plan:





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- What surfaces and objects are workers likely to touch? Do they share any tools or equipment?
- What cleaning materials and supplies will you need? Buy a reasonable supply.
- How often will you need to clean? Clean at least once a day for most surfaces and at least twice a day for high-contact surfaces. Consider how many workers are in the space; whether customers, children, or other members of the public are in the space; how long they're in the space; and how they use the space.
- When is the best time to clean? Consider cleaning before or after shifts, or before opening or after closing. Allow enough time for a thorough cleaning. Time the cleaning so it limits worker and customer exposure to cleaning and disinfecting odours.
- Who will do the cleaning? You may need to limit the number of cleaners and ensure they have time to clean effectively. Make sure workers who are cleaning have been trained to use the cleaning products safely.
- What person protective equipment (PPE) will the cleaners need to protect against the cleaning chemicals?

There may be some machinery or equipment in your workplace that isn't used often. To reduce the amount of cleaning you have to do, consider cleaning these items and then boxing them or covering them with plastic drop sheets or tarps until you need them.

Handwashing

Regular handwashing is an important part of maintaining clean surfaces. Establish handwashing procedures and communicate them to workers. Establish policies to ensure that workers are washing their hands regularly: at a minimum, when they arrive, immediately before any breaks, and just before leaving. This may be the most important infection control for your workplace.

Ensure workers have access to handwashing facilities. If none are available, set up handwashing stations or provide alcohol-based hand sanitizer.

Let's all do our part

When workplaces in British Columbia are healthy and safe, they contribute to a safe and healthy province. As COVID-19 restrictions are lifted and more businesses resume operations, let's all do our part. For more information and resources on workplace health and safety, visit worksafebc.com.





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Appendix B

Protocols For Accommodation

General considerations

- Where possible, employers should consider work from home options for workers who do not require on-site attendance.
- Advise guests at the time of booking of the facility's policies around guests with symptoms of COVID-19, who have travelled from outside of Canada, and who have had close contact with someone with COVID-19. Post signage at entrances advising of this policy.
- Ensure physical distancing can be maintained between workers and guests throughout the workplace. The configuration of some workplaces will not allow for physical distancing to be maintained – for example, at some reception and concierge desks where the width of the desk will not ensure adequate distance. In these cases, consider other ways of maintaining distance, such as tape on the floor to indicate where guests should stand, or install a [physical barrier](#) to reduce the risk of transmission.
- Install markers on the floor (or wall, or otherwise) 2 metres apart to support physical distancing at reception desk and other areas where guests may line up.
- Place hand sanitizer dispensers (touchless, where possible) at guest and employer entrances and high contact areas, including lobby reception areas and employee entrances, other hotel lobby areas, restaurant entrances, meeting spaces, elevator, and other public areas.
- Avoid sharing equipment, such as pens, radios, computers, walkie-talkies and cell phones. If equipment is shared, disinfect after use.
- Empty and clean garbage cans in public areas regularly.
- Develop a [cleaning and disinfecting](#) protocol that indicates the frequency of cleaning common places (door handles, inside elevators, counters, and bathrooms). Consider eliminating unnecessary items from reception areas, including magazines, brochures, and leaflets to facilitate this process.
- Establish and post [occupancy limits](#) for areas such as elevators, cleaning supply closets, worker break rooms, and laundry rooms to ensure physical distances can be maintained.





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- If staff common rooms are small and do not allow for physical distancing, consider repurposing unused spaces such as banquet rooms.
- Display signs encouraging [hand hygiene](#), [respiratory etiquette](#), and physical distancing for staff and guests, particularly in high-traffic areas, including the front lobby, reception areas, as well in back of house areas.
- Ensure staffing plans allow for new levels of cleaning requirements and that heightened risks of violence and harassment from guests (potentially due to amended service level) are planned for.

Check in/out procedures

- Consider using every other workstation, or otherwise separating workstations, at reception to ensure separation between front desk agents. Where physical distancing cannot be maintained, consider the use of physical [barriers](#). Where possible, schedule agents so that consistent groups (cohorts) work together exclusively to prevent the risk of broader transmission through the workplace.
- Implement physical distancing measures at reception and other areas where guests may line up.
- Consider using every other workstation or otherwise separating workstations at reception to ensure separation between front desk agents. Where physical distancing cannot be maintained, consider the use of physical [barriers](#).
- Encourage one-way guest flow with marked entrances and exits.
- Reconfigure public seating areas to promote physical distancing.

Supporting guests in self-isolation

- Requirements on supporting guests in self-isolation are provided in provincial health officer's [Guidance to the Hotel Sector](#).
- If possible, have self-isolating guests enter and exit through an exterior door that is not used by other guests. If possible, place self-isolating guests in rooms away from other guests. Depending on occupancy levels, designate a particular floor or wing for self-isolating rooms.
- Complete the registration card for the guest, or check them in online so that they do not have to stop at the front desk.





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Cleaning protocols

- See the provincial health officer's [Guidance to the Hotel Sector](#) for cleaning protocols (Section C. Environmental cleaning). This includes guidance for general cleaning, housekeeping procedures both during and after guests' stays, waste management, and laundry.
- Ensure that all cleaning products are used in accordance with manufacturers' instructions, that appropriate supplies are provided, and that staff are trained on all enhanced cleaning protocols.
- Consider removing in-room binders and replace with a single sheet summary that can be disposed of, or provide the information on a website that can be accessed on cell phones. Otherwise, ensure room service folders/binders and other in-room information is cleaned and disinfected after each guest stay.
- Reduce the amount of kitchen equipment in the suite to bare essentials required.

Engineering and maintenance

- Do not perform any non-urgent room maintenance until a room is no longer occupied and has been cleaned.
- If room maintenance is necessary when room is occupied, practice proper hygiene and physical distancing to ensure the safety of staff and guests.
- Clean and disinfect all shared tools and equipment after each shift or when tools are transferred between workers.

