



## **Tidal Bore Rafting Resort Covid 19 Plan**

### **Version 4**

Current Update 02 April 2021

### ***Previous revisions***

Rev 1 – March 30, 2020

Rev 2 – June 20, 2020

Rev 3 – November 13, 2020

### **Background**

The TBRR is committed to understand and practice all public health orders as may arise and change as the pandemic progresses. We must provide practices that mitigate the risks of Covid 19 transmission from guest to guest, from staff to guest, or from guest to staff in each of our three business areas: 1. Rafting, 2. Accommodations, 3. Special Events/Food and Beverage

### **Customer and Supplier Interactions**

1. All staff must wear masks over nose and mouth when any member of the public is in the Rafters Lodge or the Sandbar.
2. Customers are notified at every entrance of the requirement to stay 6 feet apart from other guests and staff, unless bubbled in a group of 10 or less, to wear masks, and to wash hands frequently.
3. There will be separated entrances and exits to the Rafters Lodge and the Sandbar, unidirectional travel flow and signage to indicate the path.
4. Guests may arrive at the Lodge one or two at a time to check in, or may elect a contact free check in which is preferable.
5. Couriers are instructed to deliver material to the Porch of the Lodge and not to enter the Lodge
6. Only the group leader shall enter the Lodge to check in for either rafting or lodging, and only 2 group leaders at a time may be in the Lodge (and staying 6 feet apart, masked).
7. For each reservation for lodging and or rafting, a name, address, phone number and email will be recorded for potential contact tracing.
8. Guests who are at an event must wear masks inside or out, unless they are seated and eating or drinking something. If they get up to move, go to the bathrooms, enter or leave, etc they must wear a mask.
9. No walk up Bar service is permitted in this revision, in favour of staff service for both food and beverages.
10. TBRR Management monitors Public Health guidelines weekly to ascertain changes which may have arisen, including participation in Dr Strang / Premier webinars.

### **Masks in the workplace**

1. Non-medical masks are mandatory in all TBRR public places (Lodge, Sandbar, parking lots), and signage is posted at every entrance.
2. Staff and Management will let non compliant guests in these places know that masks are required. or they will have to leave.
3. TBRR will supply masks if need be. TBRR will supply masks to staff, and to guests who forget them.
4. Masks are not required on the rafts or in and around the immediate vicinity of lodging that the guests might occupy.

### **Special Events, Food, and Beverage**

1. TBRR will comply with all Public Health rules regarding gathering limits, acceptable activities, hours of operation, and safeguards to protect staff and the public.
2. Entrances to the Rafters Lodge and the Sandbar will be clearly marked and segregated.
3. Bathrooms are limited to two persons at a time.
4. Bathrooms and contact surfaces are cleaned and disinfected twice daily if in use and every 2 hours during a hosted event.
5. Guests in either the Rafters Lodge or the Sandbar are required to a)wear a mask unless they are seated and eating or drinking, b)stay within their bubbled cohort, c)socially distance by 2m.
6. Sanitizer and hand washing stations will be placarded with the recommendation to wash and sanitize often.
7. TBRR will comply with rules for food and bar service as may range between served buffet to plated served meals.
8. Tables will be separated by at least 6 feet to allow for distancing between bubbled cohorts.

### **Cleaning**

1. Since Viruses can live on surfaces for days. TBRR will clean and then disinfect equipment and tools shared by multiple people.
2. TBRR will, aside from our standard cleaning protocol, clean and disinfect public facilities twice a day if they are being used, and every two hours if there is an event being hosted.
3. Contact surfaces will be sprayed and wiped with chlorinated water and or other effective disinfectants. Frequent disinfecting of high-touch surfaces such as countertops, faucets, remotes, thermostats, door handles and debit / credit machines.
4. In all public locations hand sanitizer will be supplied.

### **Equipment**

1. TBRR will limit the sharing of equipment to the extent possible.
2. Guest arriving from rafting with rain jackets are required to sanitize them and then rinse them in provided facilities
3. The swimming pool usage is limited to bubbled groups, and socially distanced, on a time limited first come first serve basis. Reservations are recommended.
4. Staff who clean facilities and equipment are required to wear PPE.

5. Effort will be made to leave Lodging units dormant for as long as possible between non bubbled guests to the extent possible.
6. Rafting showers will be available to bubbled groups and guests will be asked not to congregate and to sanitize when arriving and leaving.

### **Employees**

1. All employees must monitor for signs of Covid and declare these immediately to management.
2. They must go home and isolate if they are experiencing any symptoms, whether vaccinated or not. They must then undertake a negative Covid test before coming back to work
3. All employees treat our guests with distancing and masking in order to help stop the spread of C19
4. All employees are required to understand and comply with this plan and bring any Covid related matters to the attention of management promptly.

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