

Step 1: Assess the risks at your workplace

- We have involved frontline workers, supervisors, and the joint health and safety committee/ worker health and safety representative.
- We have identified areas where people gather, such as break rooms and meeting rooms.
- We have identified job tasks and processes where workers are close to one another or members of the public, in the workplace, in worker vehicles, or at other offsite work locations.
- We have identified the equipment that workers share while working.
- We have identified surfaces that people touch often, such as doorknobs, elevator buttons, and light switches.

Step 2: Implement protocols to reduce the risks

First level protection (Elimination): Limit the number of people at the workplace and ensure physical distance whenever possible

- The management team will work from home wherever possible. If it becomes necessary to visit or work in the office, all work is to be completed in the back office and not at the front desk when another agent is present.
- Work Schedules have been adjusted for one staff member only to be at each location. Passover between shifts is to be in written format and left at the front desk for the next staff member. Any verbal explanations are to occur at a two-metre distance between staff.
- When a second staff member is in the office, a two-metre distance between staff is to be adhered to at all times. At the Deer Lodge location, the second staff member is to work from WS3 where possible. At Glacier Lodge, any printing needed by a second staff member or a Manager working in the back office is to be left at the marked printing drop area for pick up.
- Only WRS staff are to be in the office areas – any visitors are to be met with in the lobby areas of both locations. The only exception to this would be any contractors needing to fix urgent items in both offices.
- Only one party of guests are to be served at a time. At Glacier Lodge, any waiting guests are to wait in the lobby or behind the marked lines. At Deer Lodge, any waiting guests are to wait outside the lobby on marked lines. Signage is in place to specify both of these waiting areas.
- We have established and posted an occupancy limit for our premises, as well as for common areas such as break rooms, meeting rooms, change rooms, washrooms, and elevators.

Second level protection (Engineering): Barriers and partitions

- We have installed barriers where workers can't keep physically distant from co-workers, customers, or others. These barriers are installed in front of all workstations across both desks.
- We have included barrier cleaning in our cleaning protocols. This is scheduled once per day at both offices.
- We have installed the barriers so they don't introduce other risks to workers.

Third level protection (Administrative): Rules and guidelines

- We have identified rules and guidelines for how workers should conduct themselves.
- We have clearly communicated these rules and guidelines to workers through a combination of training and signage.
- Staff are to follow the one-way entry and exit at the Deer Lodge location noted by the arrows on the floor. Staff are to ensure guests and visitors to the building also follow this protocol.
- At Glacier Lodge, staff are to ensure guests and visitors to the building follow social distancing guidelines posted at the desk and around the building in all common areas, including the lobby.
- All staff are to bring any dishes/cutlery needed for breaks with them to work and take them home at the end of shift. These are not to be left at either property.

- Drink bottles may be left at either location as long as they are left in a labelled, sealed bag and placed in the designated spot after each use.
- At the start of every shift, the work area (keyboard, mouse, computer monitor, pens, desk chair, desktop), all regular touch surfaces (doorknobs, printer number panel, door pin-pads etc.), the kitchen area and all other areas are to be disinfected using the office fogging machine. Any additional equipment used is to be disinfected directly after use.

Fourth level protection: Using masks (optional measure in addition to other control measures)

- All staff are to wear a mask when there is another staff member at the desk, including during shift changeover, unless staff are stationed at workstations that are either separated by plexiglass or two metres apart. When staff move from the workstations a mask must be put on.
- Masks are to be used if training of a new staff member is necessary. Masks have been provided for use only when one on one instruction is needed during a training shift.
- All staff needing to use a mask are to refer to the 'How to use a mask' poster from Work Safe BC posted at both desks.
- Masks are to be worn when staff are travelling in a vehicle together for work purposes.

Reduce the risk of surface transmission through effective cleaning and hygiene practices

- We have reviewed the information on cleaning and disinfecting surfaces.
- Our workplace has enough handwashing facilities on site for all our workers. Handwashing locations are visible and easily accessed.
- We have policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers. All staff are to wash or sanitise hands after; unit inspections, building walk throughs, eating, breaks away from the desk.
- We have implemented cleaning protocols for all common areas and surfaces such as washrooms, tools, equipment, vehicle interiors, shared tables, desks, light switches, and door handles. The office surfaces are to be sprayed and wiped once per day. This is to occur just before cash out at Deer Lodge and on the overnight shift at Glacier Lodge.
- Workers who are cleaning have adequate training and materials.
- We have removed unnecessary tools and equipment to simplify the cleaning process. This includes all of the communal kitchen items, except for the microwave at both locations and toaster oven at Deer Lodge. Cleaning of the inside of these items must occur after use and disinfecting of the handles/buttons is to be completed before use.
- Gloves must be used when swiping guest credit cards or hands washed/sanitised after guest interaction. Staff must avoid touching their face during guest interaction.
- Pens are to be sanitised regularly and guest pens are to be placed in the appropriate labelled container.

Step 3: Develop policies

- Our workplace policies ensure that workers and others showing symptoms of COVID-19 are prohibited from the workplace, such as anyone who has had symptoms of COVID-19 in the last 10 days. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache, anyone directed by Public Health to self-isolate, or anyone who has arrived from outside of 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 or limited in the workplace.
- We have a working alone policy in place.
- We have a work from home policy in place for certain staff members.

- We have ensured workers have the training and strategies required to address the risk of violence that may arise as customers and members of the public adapt to restrictions or modifications to the workplace. Ensure an appropriate violence prevention program is in place.
- All staff are to either call in or be asked in person the screening questions listed below by the Glacier Lodge staff member prior to entering the office for each shift. Glacier Lodge staff member is to record their own initials and the staff members initials who answered the questions on the COVID screening tracking sheet. If any staff member answers yes to any of the questions, they are to call Sam or Clare immediately and not enter the office. Sam or Clare will advise whether they need to go home and call 811.
 - Have you travelled outside Canada within the last 14 days?
 - Have you been identified by public health as a close contact of someone with COVID and been asked to isolate?
 - Are you experiencing any (new or worsening) symptoms listed on the poster?
- The COVID screening poster is displayed on the front door of each office.

Step 4: Develop communication plans and training

- We have a training plan to ensure everyone is trained in workplace policies and procedures.
- All workers have received the policies for staying home when sick.
- We have posted signage at the workplace, including occupancy limits and effective hygiene practices.
- We have posted signage at the main entrance indicating who is restricted from entering the premises, including visitors and workers with symptoms.
- Supervisors have been trained on monitoring workers and the workplace to ensure policies and procedures are being followed.

Step 5: Monitor your workplace and update your plans as necessary

- We have a plan in place to monitor risks. We make changes to our policies and procedures as necessary.
- Workers know who to go to with health and safety concerns.
- When resolving safety issues, we will involve joint health and safety committees or worker health and safety representatives (or, in smaller workplaces, other workers).

Step 6: Assess and address risks from resuming operations

- We have a training plan for new staff.
- We have a training plan for staff taking on new roles or responsibilities.
- We have a training plan around changes to our business, such as new equipment, processes, or products.
- We have reviewed the start-up requirements for vehicles, equipment, and machinery that have been out of use.
- We have identified a safe process for clearing systems and lines of product that have been out of use.