

COVID-19 Safety Plan

Last updated on June 7, 2020

In accordance with Worksafe BC and the Public Health Officers requirements for opening restaurant facilities in Phase 2 of the BC re-start plan. We have comprised our COVID-19 Safety Plan which addresses the 6 points listed below provided by Worksafe BC. This document was created and approved by Ownership, Management, and Front-Line Workers of The Regent Hotel. This document encompasses all areas of the property; The Rivercity Pub & Patio, The 112 Restaurant & Lounge, The Begbie Room, The Selkirk Room, The Mount Revelstoke Room, and the Hotel Rooms division.

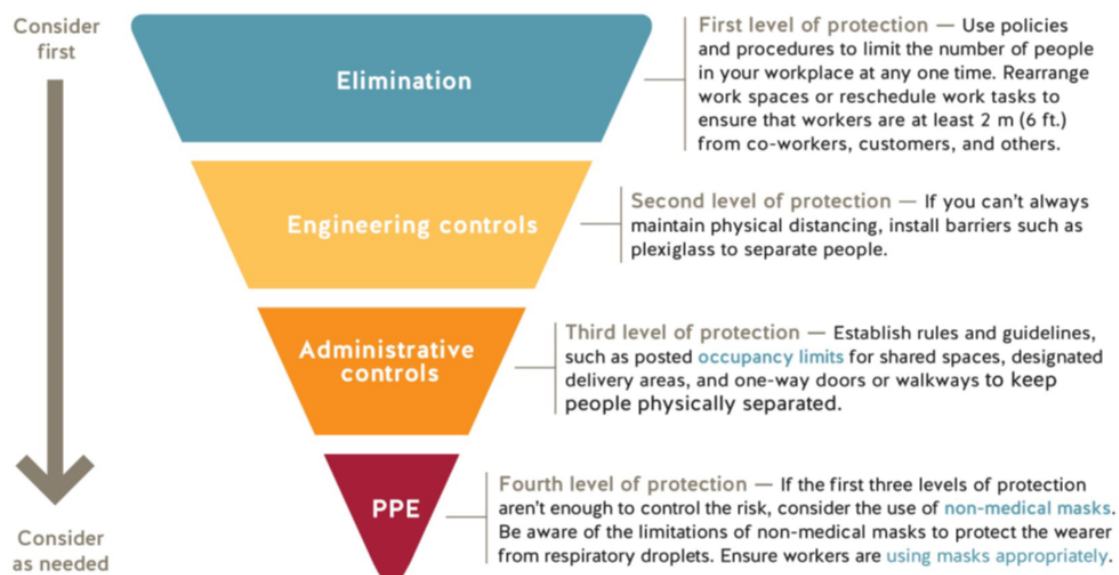
If you are concerned about symptoms of COVID-19, call 8-1-1 or visit HealthLinkBC.ca. At HealthLink BC, you can speak with a health service navigator, who can also connect you with a:

- registered nurse any time, every day of the year
- registered dietitian from 9am to 5pm PT, Monday to Friday
- qualified exercise professional from 9am to 5pm PT, Monday to Friday
- pharmacist from 5pm to 9am PT, every day of the year

Contact Information for COVID-19

- Worksafe BC 1-888-621-7233
- Brady Beruschi (Hotel safety representative)

The Regent Hotel Safety Committee Members: Sherri McEwen, Jay Wellstein, Malcolm Bagg, Brad Murphy, Remie Batalla, Irene Parsons





Introduction

The Regent Hotel is committed to the safety of our Staff and Guests. Within our Company we have a variety of departments with special safety requirements in each. In this document you will find a comprehensive list of all our safety procedures to protect people from the spread of COVID-19. If at any time you have further questions relating to this document, our Front Desk agent is the appointed safety officer for all shifts in the hotel and is open 24 hours a day. The safety representative is Brady Beruschi, the owner of the property. All management staff are also heavily versed in our policies and procedures. Below is a list of policies.

Please be aware this is a working document and is subject to change based on new risks assessed by staff and management.

Section #1 Risk Assessment of Areas

We have involved frontline workers, supervisors, and the joint health and safety committee in this risk assessment.

Gathering areas

The Rivercity Pub & Patio, The 112 Restaurant & Lounge, The Begbie Room, The Selkirk Room, The Mount Revelstoke Room and the Hotel Rooms division, all public Washrooms, Entrances and Exits to all locations, All Kitchens, Administrative Offices, Front Desk Lobby Area, Guest Fitness Center, Guest Hot Tub

Phase 2

The Rivercity Pub & Patio opened with modified hours with 50% Capacity. Take out is available

Future Phase 3

- The 112 Restaurant & Lounge
- Our Function Rooms (Begbie Room & Selkirk Room, Mount Revelstoke Room) have opened
- The Regent Hotel Rooms division opened
- Guest Fitness Center is open opened with modified hours
- Guest Hot Tub is open opened with modified hours
- Guest Sauna is currently closed

Job Tasks and Processes where people work closely together

Table Service, Bar Area, The Hotel Front Desk, Kitchen, Office

Tools and Equipment shared while working

Kitchen utensils and cooking equipment, POS Terminals, Credit/Debit Card Machines Pop Gun, Liquor Gun, Draft Taps, Server Trays, TV remote controls, Telephone, Hard liquor bottles, Bus bins, Ice Machine & Ice Machine buckets Ice machine scoop

Surfaces that people touch often



Door handles or door knobs throughout the room, Counter tops, Tabletops and chairs backs, Light switches, Handrails, Pens, ATM, Credit Card Machines, BC Lotto Keno & Pull tab machine, Pool table balls and cues, pool table itself, ledges, plexiglass

Bathrooms: toilets handle, sinks faucets, paper towel dispensers, Stalls, door handles.

Section #2 Implement Measures to reduce the risk

Below is a list of protocols that have been adopted to reduce the spread of COVID -19

General Staff Requirements

- Mandatory Hand washing when entering the building
- Mandatory Temperature check of all employees
- All hand to hand contact has been eliminated
- Maximum occupancy for all departments has been reduced and signs posted
- Staff have stations where possible. It is recommended that Staff be assigned and use a specific POS terminal, Moneris terminal and must sterilize both regularly
- Hand sanitizer is provided at all entrances
- Staff schedules and breaks have been staggered to avoid overcrowding
- Non staff are not permitted in employee areas
- Staff have been scheduled into clusters or work pods, so the same staff are working together whenever possible
- Staff wash their hands every 30 minutes
- Hand washing protocol is posted at all hand wash stations
- Guests and staff are asked to stay away should they show any signs of illness
- Staff reserve the right to refuse service to anyone showing signs of illness
- Staff are to maintain a 2-meter distance from one another and guests as much as possible
- Restaurant and Bar guests must now wait outside for a table. A server will be happy to take your number and phone/text you when a table is ready
- Gloves and masks will be provided for any staff to wear on a voluntary basis except where it is stated as mandatory in this document.

Food and Beverage Front of House Staff Requirements

- Staff are to maintain a 2-meter distance from one another

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- Staff may not use cell phones while in employee areas, and must sanitize
- Staff may not touch any guest materials. This includes charging phones for guests behind the bar
- All tables are to be placed 2 meters from each other
- Tables are to be completely clear of all items when not seated. This includes candles, cutlery, salt and pepper shakers, and tent cards.
- Menus are single use. Menus are also accessible on our web site
- Tables are to be cleaned after every use with approved sanitizer from our Chemical Supplier. This includes the tabletop, underside, chairs.
- Servers will drop food and drinks at the end of the table and guests will pass their own food and drinks down.
- Condiments will be provided on request
- Servers will remain 2 meters from table when taking orders
- Credit card machines will be sanitized between every transaction
- When Bussing Tables, gloves are mandatory
- Servers will explain the new dining rules to guests
 - Maximum occupancy for the bathrooms
 - To stay in their seat when not using rest room facilities (No wandering)
 - Payment is to be made at the table
 - Credit card machines will be wiped
 - Safety is our priority right now above service
 - We are working with interior health and Worksafe BC to ensure our staff and guest safety
 - How food and drinks will be distributed
 - That menus are single use
 - Quality checks will not happen in an effort to minimize contact. Please raise your hand if you need us
 - Guests will be expected to package up their own leftovers
 - Guests will be asked if they want a drink garnish or a straw. If so, garnish and straw will be handled by sterile tongs.

Food and Beverage Back of House Staff Requirements

- Staff will maintain a 2-meter distance whenever possible
- Staff working in close proximity will wear a mask
- Access to the kitchen will be restricted to on shift staff only

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- Kitchen staff are to use their designated station tools for the duration of their shift. These tools must be thoroughly washed prior to the shift changeover.
- If there is even the remote possibility of food contamination from coughing, sneezing or any other agent. Food must be immediately discarded, and the entire work area sterilized
- Kitchen dishwashing staff are to wear gloves and masks at all times
- Staff are not to use cell phones at any time in the kitchen area

Housekeeping & Maintenance Staff Requirements

- Mandatory Hand washing when entering the building
- All hand to hand contact has been eliminated
- Gloves must be worn at all times
- Gloves must be changed between room services
- Stayover service to only include towels and toiletries unless the guest requests as full-service cleaning.
- Rooms will be fully cleaned on check out.
- Room sanitization standard in accordance with our cleaning list must be rigorously followed

Front Desk Requirements

- Mandatory Hand washing when entering the building
- All hand to hand contact has been eliminated
- Gloves must be worn when leaving the desk area to go to guest rooms
- Gloves must be changed when leaving the service area to a guest area
- Sanitization standard in accordance with our cleaning list must be rigorously followed

Cleaning Requirements

- All department cleaning protocols are to be rigorously followed with provided checklists by department manager
- In addition to this, all public washrooms will be cleaned and sanitized no later than every 2 hours



Section #3 Implementation of Policies

We have adapted our policies in our manuals to reflect the changes since Covid 19.

Section #4 Communication Plans and Training

All staff have been provided this document as well as additional training resources associated with this and other manuals

Department managers are required to train all staff on the aforementioned documents and staff must mark that they have understood the plans

Section #5 Monitoring Plan and Updates

The current plan will be dated, with updates being made weekly at our department managers meeting, which will now include a section for our Safety representative

Section #6 Monitoring Plan and Updates

When currently closed departments re-open, all risks will have been assessed in prior sections of this document. This document will continue to be updated based on guest and staff feedback, which will be reviewed on a weekly basis.

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Help prevent the spread of Coronavirus (COVID-19)

We are vigorously monitoring the ongoing situation regarding the spread of the Coronavirus.

The health of our guests and team members is our paramount concern.

In accordance with CDC guidance, we ask that you diligently adhere to the following precautions to mitigate further transmission of the virus.

**Avoid close contact
with people who are sick.**



**Cover your cough
or sneeze with a
tissue, then
throw the tissue
in the trash.**



**Avoid touching
your eyes, nose
and mouth.**



**Clean & disinfect frequently
touched objects & surfaces.**



**Stay home if you are sick,
except to get medical care.**



**Wash your hands often
with soap & warm water
for at least 20 seconds.**



www.asiregh.com

For more information: www.cdc.gov/COVID19

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STOP THE SPREAD OF GERMS AT WORK



- **COVER YOUR MOUTH AND NOSE WHEN YOU SNEEZE OR COUGH.** Cough or sneeze into a tissue and then throw it away; use your arm or sleeve to cover if you do not have a tissue.

CLEAN YOUR HANDS OFTEN. •

Wash your hands with soap and water, vigorously rubbing together front and back for 20 seconds. Or use alcohol-based hand sanitizers, rubbing hands until they are dry.



• CLEAN SHARED SURFACES AND EQUIPMENT OFTEN.

- Use disinfectants to clean commonly touched items such as doorknobs, faucet handles, copy machines, coffee pot handles, desktops, handrails, microwave buttons, keyboards, and elevator buttons. Germs travel fast with multiple hands touching shared surfaces.



• AVOID TOUCHING YOUR EYES, NOSE OR MOUTH. •

Germs need an entry point, and the average adult touches his or her face once every three or four minutes. Keep hand sanitizer at your desk to use after meetings or before grabbing one of those doughnuts from the breakroom.



STAY HOME WHEN YOU ARE SICK AND CHECK WITH A HEALTH CARE PROVIDER WHEN NEEDED.

When you are sick or have flu symptoms, stay home, get plenty of rest and check with a health care provider as needed.

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HAND WASHING



1 Wet your hands with hot, running water (at least 100° F/38° C).



4 Rinse thoroughly under running water.



2 Apply **Hand Soap**.



5 Dry hands and arms with a single-use paper towel.



3 Scrub hands and arms for at least 20 seconds. Clean under fingernails and between fingers.



6 Turn off faucet using paper towel.

HAND SANITIZING



1 Dispense adequate amount of approved **Hand Sanitizer** to fully cover your hands.



2 Rub hand sanitizer to cover the entire surface area of the hands, paying special attention to the area between fingers and around nails.



3 Rub until dry. **DO NOT RINSE.**

PROPER GLOVING

How to DON (put on) disposable gloves

1



Wash hands.

4



2



5



3



6



How to DOFF (take off) disposable gloves

1



3



2



4



Wash hands.



World Health
Organization

How to **put on, use,** **take off and dispose** of a mask

1



Before putting on a mask, wash hands with alcohol-based hand rub or soap and water

2



Cover mouth and nose with mask and make sure there are no gaps between your face and the mask

Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water

3



Replace the mask with a new one as soon as it is damp and do not re-use single-use masks

4



To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; wash hands with alcohol-based hand rub or soap and water