



Scandinave Spa Whistler – Covid-19 Safety Plan

A. Step 1: Assess the risks at your workplace

Together with the managers of all departments (Guest Experience, Spa Experience, Maintenance, Massage Therapy, Sales and Marketing, Finance and Human Resources) we have identified areas where there may be risks. Those areas identified include but are not limited to the staff lunch room, the therapists lunch room, the staff entry way/linen room, the clock-in/out station, the lobby washroom, the administrative offices, the Reservations office, the Maintenance shop and pool rooms, the front desk stations, the company's vehicle, the storage areas, the Bistro kitchen as well as the entire Spa site and guests zones.

In all those listed areas, we have reviewed the job tasks, and the equipment and tools that workers are using and sharing as well as the highly touched surfaces.

B. Step 2: Implement protocols to reduce the risks

As a team, we have reviewed the following industry-specific protocols:

- [CMTBC Interim Guidelines – May 29th 2020](#)
 - [Vancouver Coastal Health: Guidelines for swimming pools – May 5th 2020](#)
 - [Vancouver Coastal Health: Guideline for Food Service Establishments – May 9th 2020](#)
 - [Vancouver Coastal Health: Guideline for Recreation & Athletics Facilities – May 14th 2020](#)
 - [WorkSafe BC: Personal services – May 22nd 2020](#)
 - [WorkSafe BC: Restaurants, cafés, and pubs – May 22nd 2020](#)
 - [WorkSafe BC: Gym and fitness centres – May 22nd 2020](#)
- a. First level protection (elimination): limit the number of people at the workplace and ensure physical distance whenever possible.*
- Overall capacity of the Spa has been reduced to accommodate physical distancing.
 - Floor markers have been added to display the 2 meters or 6 feet distance.
 - Maximum occupancy has been reviewed throughout the different locations of the Spa including front and back of house and signage has been added to reflect the new capacities.
 - Workstations have been adjusted to ensure physical distancing is followed by workers: fewer workstations available at the Front Desk and in Reservations.
 - Administrative and management staff schedule has been adjusted to ensure we limit the number of workers on site at any given time. Whoever is able to work from home does so.



- Lunchrooms occupancy limit has been clearly communicated to all staff and a break schedule is in place to mitigate the number of people wishing to have lunch at the same time:

Scandinave Spa Whistler Lunch Break Roster for all Departments.	
Guest Experience	New Break time
Team Leader AM	1:30pm*
8:30 AM Shift	12:00pm
9:30AM Shift/MID	12:30pm*
12:30 PM Shift	3:30pm
1:00PM Shift	4:00pm
Team Leader PM	4:00pm
Bistro	
8:30am Shift	2:00pm
12:30pm Shift	3:30pm
Reservations	
AM TL	1:30pm
8:30am Shift	1:00pm
8:30am Shift	12:30pm*
1:00pm Shift	4:30pm
PM TL	4:30pm
Spa Experience	
AM Shift	12:30pm
AM Shift	1:00pm
MID Shift	5:30pm
PM Shift	7:00pm
PM Shift	7:30pm
Day Cleaning	
AM Shift	11am
PM Shift	7pm
Maintenance	
AM Shift	11am

- Capacity markers and floor markers are available in the staff and therapists' lunchrooms, guest changing rooms and elevator, as required.
- b. *Second level protection (engineering): Barriers and partitions.*



- We have installed 4 plexiglass screens at the front desk to protect the 4 workstations (only two stations will be in use for the time being).
 - We have installed 2 plexiglass screens in the Bistro, one in front of the payment station and one where the food is being passed to the customer.
 - We have installed 1 plexiglass screen at the Massage Pavilion desk to protect the check-in agent for massages.
 - We have limited the use of our company's vehicle to one person at a time.
 - The Reservations office is already equipped with partitions between each workstation and we will still ensure that agents are at least 2 meters apart from each other by only scheduling a limited number of workers at once.
- c. *Third level protection (administrative): Rules and guidelines.*
- We have put together a safe return to work guideline for our employees: Employee cheat sheet.
 - We have put together a checklist for managers to ensure they review the guidelines with employees coming back to their workplace or starting a new job at the Spa. This includes training on new processes, regular review of the work tasks, and daily check-in with workers: Manager cheat sheet.
 - Handwashing etiquette, respiratory (coughing and sneezing) etiquette, and "how to choose, wear and care for a mask" posters have been displayed throughout the site for staff to review. Those etiquettes and guidelines are part of the training provided by the managers prior to workers returning or starting to work.
 - Cleaning checklists and cleaning records are displayed and followed throughout the day.
- d. *Fourth level protection: using masks (optional measure in addition to other control measures).*
- We have reviewed the information on selecting and using masks and instructions on how to use a mask, displayed that information throughout staff zones and reviewed that information with our workers and trained them on those practices.
 - All our workers have been given two cloth reusable masks each. In case they forget their masks, disposable ones are available to them.
 - All our therapists have been given one cloth reusable mask each. In case they forget their masks, disposable ones are available to them.
 - We have identified that our Spa Experience workers will need to wear a mask whenever they need to speak to our guests while respecting our code of silence.
 - We have identified that if more than one worker is working in a specific workspace (Bistro for example), all workers will need to wear a mask.
 - We have identified that when our Bistro workers are leaving the Bistro area (plexiglass shield protected) to tidy and clean tables and chairs, they will need to wear a mask.



- We have available disposable masks for purchase for customers who wish to wear them.
- Massage therapy customers are being advised at time of booking that they will need to bring a mask, otherwise, a disposable mask will be available for purchase at the front desk.

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

- Staff common area daily cleaning checklist.
- General cleaning procedures.
- Day Cleaners and Spa Experience Attendants are responsible for disinfecting high frequency touch points during the day. Day Cleaners are responsible for cleaning the lobby washroom and staff room every day. For cleaning schedule, please see the HKD Daily Snapshot. For equipment, please reference COVID 19 procedures.
- There are enough handwashing facilities for our workers: hand sanitizer available within each work area, lobby washroom available to staff only.
- 8 hand sanitizer dispensers have been added throughout the site for our guests.
- Hand washing and good hygiene practices have been reviewed with our team; signs are displayed throughout the staff zones.
- Washrooms are cleaned and sanitized 11x times per day.
- Lunchrooms are cleaned and sanitized 3x times per day. Workers are required to sanitize all surfaces, microwave, fridge handle and any other used appliance before and after each use.
- Tools and equipment are to be cleaned after each use or after final use if used by only one person.
- Company's vehicle needs to be sanitized before and after each use (record sheet updated each time inside vehicle).
- Workstations (computers, phones, desk, etc.) are to be tidied, cleaned, and sanitized before and after each use.
- All highly touched areas are sanitized regularly throughout the day.
 - Bistro cleaning checklist
 - Front Desk / Lobby cleaning checklist
 - Reservation office cleaning checklist
 - Lobby washroom cleaning procedure
 - Staff areas cleaning checklist
- Training has been provided to workers responsible for cleaning.
- Unnecessary tools, equipment and miscellaneous items have been removed from front and back of house.

C. Step 3: Develop policies



Our workplace policies ensure that workers and others showing symptoms of Covid-19 are prohibited from the workplace:

- Exclusion from the Workplace procedure: Checklist, Incident Report and Return to Work Form created to identify and follow the right steps if a worker shows symptoms, has been directed by Public Health to self-isolate, has had direct contact with a confirmed Covid-19 case and has travelled outside of Canada within the last 14 days.
- Guests capacity has been limited.
- First Aid attendants have been provided OFAA protocols for use during the Covid-19 pandemic.
- A working alone policy does not need to be implemented as there is always at least two employees working at any given time.
- We have a work from home policy in place: Remote Work Policy.

Our policy addresses workers who may start to feel ill at work:

- Sick workers are advised to report to first aid, even with mild symptoms.
- Sick workers are asked to wash their hands, wear a mask, and go home, as per the Exclusion from the Workplace procedure. They are also asked to and assisted in getting the medical assistance they need.
- All surfaces, equipment, and tool they may have been in contact with is thoroughly disinfected.

D. Step 4: Develop communication plans and training

- Training plan in place to ensure everyone who enters the workplace is aware of our policies and procedures.
- All workers are aware of the policies for staying home when sick.
- All signage is displayed in staff zones.
- Signs indicating who is restricted from entering have been placed by the 3 entrance ways: main pathway, accessible parking pathway and staff entrance.
- Managers and supervisors are trained to monitor workers to ensure policies are followed.
- Relaunch plans have been created for all departments:
 - Guest Experience Relaunch Plan
 - Massage Therapy Relaunch Plan

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

- As part of our Joint Occupational Health and Safety Committee, we have a plan in place to monitor risks and apply changes as needed, by meeting monthly and reviewing our workplace and work tasks regularly.
- Workers know who to go to with Health and Safety concerns.
- Any changes made as part of the risk assessment protocol is shared with relevant employees.

F. Step 6: Assess and address risks from resuming operations



- All managers have prepared a Covid-19 orientation training for staff returning to work as well as new hires.
- All procedures that needed adjustment due to Covid-19 have been revised and shared with relevant staff members.
- All equipment that hasn't been in use for an extended period of time during our closure has been or is scheduled for regular service maintenance including coffee machine, ice machine, ducting, water fountains, all pools, steam rooms and sauna systems.
- Our site has been entirely deep clean and refreshed, from back of house flooring to handrails throughout the site, massage rooms, changing rooms, etc.