

NIMMO BAY

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NIMMO BAY

Safety Plan

COVID-19 Policies and Practices

Operational Season:

Team, Visitor, and Contractor Use

Abstract:

This document outlines the essential protocol and practices that Nimmo Bay will implement in the 2021 Operational Season.

Please note that this document is currently under construction and is being revised by Nimmo Bay's Joint Health and Safety Committee. Updated versions of this document will be available here and will be posted, in complete form, prior to the commencement of our 2021 operational season.

Nimmo Bay Policies and Practices: COVID-19

1.0 Purpose

This document provides practical advice and guidelines to ensure safe operations, as Nimmo Bay prepares to welcome limited numbers of team members and guests back onsite during the Covid 19 Pandemic.

1.1 Operational Season

Specific protocols and procedures will be listed herein that describe the policies and practices that each team member, contractor, and guest are expected to adhere to while visiting Nimmo Bay property. We ask that each person please read through the following information and ensure that they are comfortable with the policies in place, and the risks associated with visiting and living in an isolated communal space. Your time at Nimmo Bay is in accordance with your 2021 Employment Agreement/Employment Contract or the terms and conditions of your guest stay. The choice to travel to, work for and reside at Nimmo Bay lies with each individual. In choosing to work for or visit Nimmo Bay you agree to follow the following guidelines and acknowledge the risks associated with being on-site and living/visiting a remote communal setting.

1.2 Public Health Directives

The Provincial Health Officer is the senior public health official for B.C., and is responsible for monitoring the health of the population across the province, and providing independent advice to the ministers and public officials on public health issues.

The responsibilities of the Provincial Health Officer (PHO) are outlined in the Public Health Act and include the following:

- Provide independent advice to the ministers and public officials on public health issues
- Monitor the health of the population of B.C. and advice on public health issues and on the need for legislation, policies and practices
- Recommend actions to improve the health of the population of B.C.
- Deliver reports that are in the public interest on the health of the population and on government progress in achieving population health targets
- Establish standards of practices for and conduct performance reviews of Medical Health Officers
- Work with the B.C. Center for Disease Control and Prevention and B.C.'s Medical Health Officers across the province to fulfill their legislative mandates on disease control and health protection

1.3 WorkSafeBC Directives

(Workers Compensation Act/OHS Regulation Requirements)

WorkSafeBC helps businesses meet their obligations under the *Workers Compensation Act* and the Occupational Health and Safety Regulation. WorkSafeBC is a provincial agency dedicated to promoting safe and healthy workplaces across B.C. They partner with workers and employers to prevent work-related injury, disease, and disability. Their services include education, prevention, compensation and support for injured workers, and no-fault insurance to protect employers and workers. All employers in British Columbia have an obligation under the *Act* to ensure the health and safety of workers and other parties at their workplace. With respect to COVID-19, that responsibility includes protecting workers by following the orders issued by the office of the Provincial Health Officer, guidance provided by the BC Centre for Disease Control and the latest news released from the government. In addition, employers must implement policies and procedures to protect workers from the risk of exposure to COVID-19. Employers should consider how best to communicate about potential exposure to COVID-19 in the workplace to workers. A system should be introduced whereby workers (including joint health and safety committee representatives and worker representatives) are able to inform management of concerns related to being exposed to COVID-19 in the workplace. Open communication is key to finding out about specific tasks that concern workers as well as gaining input on appropriate control measures to keep workers safe.

Workers should know and understand their workplace health and safety responsibilities, and those of others. Workers have three key rights:

1. The right to know about hazards in the workplace
2. The right to participate in health and safety activities in the workplace
3. The right to refuse unsafe work

1.4 Right to refuse unsafe work

Workers in B.C. have the right to refuse work if they believe it presents an undue hazard. An undue hazard is an “unwarranted, inappropriate, excessive, or disproportionate” risk, above and beyond the potential exposure a general member of the public would face through regular, day-to-day activity. In these circumstances, the worker should follow some specific steps within their workplace to resolve the issue.

At Nimmo Bay, team members should practice the following steps if an issue were to arise surrounding work that the team member deemed to be ‘unsafe’ to complete:

- Report any undue hazard directly to the Health and Safety Officer or any member of the **HUB** or Health & Safety Committee for investigation.
- Nimmo Bay will then consider the aforementioned issue on a case-by-case basis, and will work towards finding a suitable solution.
- If the matter is not resolved, the team member and the HR Manager must contact WorkSafeBC and a prevention officer will then investigate and take steps to find a workable solution for all involved.

If commencing work at Nimmo Bay, team members must:

- Read, complete, and submit the **‘Nimmo Bay Covid-19 Pre-Screening Questionnaire’** prior to arriving onsite. Detailed directions regarding the successful completion and submission of this document are found directly on said form. Nimmo Bay will ensure any individual who intends to arrive onsite has successfully completed this form prior to their arrival.
- Comply with Nimmo Bay’s Covid-19 policies and practices as outlined herein, as well as those outlined once onsite.
- Wash their hands frequently and/or use hand sanitizer
- Take the necessary steps in order to minimize potential exposure and spread of Covid-19 while both off-site and on-site at Nimmo Bay.
- Have diligently adhered to all current Public Health Orders prior to arriving onsite.

1.5 Recognize Hazards/Assess Risks

Nimmo Bay will regularly assess all potential hazards within its operations and will take the appropriate steps to eliminate or control such associated risks. This process is referred to as a risk assessment.

Within the tourism and hospitality industry, there are many routine situations where team members will have contact with guests, coworkers, shared living spaces and the physical environment itself (surfaces, doors, equipment etc.). These encounters could give rise to contact with COVID-19, if not controlled adequately. Nimmo Bay will do its best to consider all risks associated with the workplace and will take the appropriate steps to control them. Such controls will include adhering to current public health orders, if applicable, public health advice, as well as implementing best practices.

1.6 Exposure Control Monitoring

Nimmo Bay will undertake regular inspections of the workplace and remedy unsafe or harmful conditions without delay. With respect to potential COVID-19 exposures:

1. Nimmo Bay will ensure that physical distancing is maintained wherever possible.
2. Nimmo Bay will review work procedures to ensure appropriate prevention control measures are taken.
3. Nimmo Bay will identify potential means of transmission on common surfaces and minimize worker contact with such surfaces while ensuring resort property and areas of surface contact are clean and sanitary.
4. Nimmo Bay will stay informed of all public health orders, directions, and requirements, and will take appropriate action in the workplace to prevent the transmission Covid-19.

Covid-19 Operational Policies and Practices

1.7 Overview

Within this section, you will find an outline of best practices that Nimmo Bay will consider when implementing COVID-19 related controls in the workplace.

Nimmo Bay will work to ensure that it selects the best and most effective combination of the following safeguards in order to provide its team members, guests, surrounding communities and territories with the maximum amount of protections possible. These practices will be monitored on an ongoing basis, and will be improved upon as often as is necessary, in order to create the safest environment possible.

1.8 Hierarchy of Controls

Before delving deeply into the policies and practices that will be implemented in response to COVID-19, it is first important to understand the '**Hierarchy of Control Methods**' that are used when creating safe and effective policies during the Covid-19 pandemic.

The hierarchy of controls (In order of their effectiveness):

1) Elimination or substitution:

Nimmo Bay will fully consider eliminating and/or postponing work tasks that may create an undue risk of exposure to COVID-19 for team members. Various operational processes will be adjusted to minimize contact between individuals. Operational Covid-19 policies and practices that will assist in this will be outlined herein, addressed onsite, and posted on signage throughout Nimmo Bay property. However, it is understood that each department will have unique tasks that will need to be adjusted, eliminated, and or substituted during this time.

Nimmo Bay will assist in developing safe and reasonable processes for each department with the input of the Executive Team, Department Heads, and HR Manager.

2&3)Engineering Controls and Administrative Controls:

Nimmo Bay will work to implement engineering and administrative controls where necessary. These include, but are not limited to, the designation of space strictly for quarantined goods arriving onsite, the designation of certain float houses for those self-isolating upon arriving onsite, contactless payment methods for purchases, hand sanitizer will be provided, cleaning product stations and PPE receptacles will also be situated throughout the property etc... New policies surrounding meal times, shared living spaces, sanitization and self isolation etc... all fall under this category.

4) The Use of PPE

*See below for detailed information on this control method**

1.9 Detailed Operational Policies and Practices

Nimmo Bay will consistently work towards ensuring all team members, contractors, and guests are communicated with effectively regarding COVID-19 policies and practices during this time of global crisis. Nimmo Bay will work to ensure team members are kept informed, up to date, and fully understand all expectations around hygiene, company policies, safe work practices and protocols to be followed. This will be done through onsite training, however, other options for communications will also be utilized, such as emails, signage, video meetings etc.

Nimmo Bay Team Policies and Protocols - General Outline

As team members at Nimmo Bay, we live and work in a small, remote and communal setting. As such, each team member is considered their own personal “household/bubble”. As such thorough safety measures and protocols will be enforced within each “household” to ensure the safest possible environment for team and guests alike. Each group of guests will be considered their own personal “household” or “bubble”. As such, Nimmo Bay has developed policies and protocols in the following areas in order to minimize potential hazards and risks associated with operations during and following the COVID-19 Pandemic:

Detailed information regarding these policies can be found below

Covid-19 Operational Policies and Practices List:

- 1. Pre-Screening and Policy Information Sharing**
- 2. Transportation to and from Nimmo Bay**
- 3. First Seven Days Working Onsite**
- 4. Team Housing, Physical Distancing, and the use of PPE**
- 5. Sanitation and Hygiene**
- 6. Team Meal**
- 7. Occupational Health and Safety Training Upon Returning to Work**

8. **Mental Health Bullying and Harassment**
9. **Disciplinary Action Plan**
10. **Covid-19 Exposure Response Plan**

Pre-screening and Policy Information Sharing:

- Individuals who are considered to pose potential risk for the transmission and/or spread of COVID-19 will not be permitted on Nimmo Bay property.
- Prior to arriving at Nimmo Bay, all team members, contractors, and guests must successfully complete the '**Nimmo Bay Covid-19 Pre-Screening Questionnaire**'
- Nimmo Bay will determine each individual's eligibility to safely be on Nimmo Bay property based on the successful completion of said form.
- Any team member, contractor or visitor who intends to be on Nimmo Bay property will be sent the relevant documents associated with Nimmo Bay's COVID-19 protocols and practices. By choosing to be on Nimmo Bay property, it is expected that each individual is familiar with the content of these documents and willing to comply with all directives found therein.

Transportation to and from Nimmo Bay:

- Team members, contractors, and visitors who are required to travel by road vehicle, prior to boarding a vessel/aircraft into Nimmo Bay, are expected to travel with minimal passengers. If travelling with passengers cannot be avoided, it is required that each individual wear the appropriate Personal Protective Equipment (PPE).
- If travelling in a personal vehicle, it is your responsibility to ensure that surfaces of the vehicle are sanitized and that hand sanitizer is available to all passengers.
- Team members, contractors, and visitors arriving at Nimmo Bay via boat will be provided with a survival suit and will be expected to remain outside of the vessel's cabin for the duration of their journey into Nimmo Bay, and will be required to wear masks while on board. All vessels will operate at the appropriate capacity, as deemed by Transport Canada, during the COVID-19 pandemic.
- Boat passengers will follow the directions of the Town Logistics Coordinator and boat driver, as well as the protocols found within this document, when loading and unloading vessel freight.
- Passengers are responsible for their personal belongings/luggage and are to be the only individuals handling their personal belongings.
- Nimmo Bay will ensure that high contact surfaces on board vessels transferring team members, contractors, and visitors are thoroughly cleaned and sanitized.

While Working Onsite:

Upon arriving to work at Nimmo Bay, you are expected to socially distance from the rest of the team while onsite. This includes all of the protocol and practices as outlined within this document, plus a strict adherence to the following:

- Diligent Social Distancing
- Use of PPE every single time you are unable to maintain a distance of six feet from any individual
- Do not enter any crew-house other than your assigned building, for any reason, outside of retrieving meals from the designated serving area in New Crew.
- Follow diligent personal hygiene procedures as outlined herein and on signage posted throughout the resort.
- The Sauna is off-limits for the first seven days of your time onsite and the Gym is by appointment only and must be fully sanitized after each use.

Team Housing, Physical Distancing and the use of PPE:

- Each person visiting Nimmo Bay will be assigned a private room for their personal use. This will be considered your household.
- Team members must be the only ones to handle their personal belongings, and personal belongings are to be put directly into assigned rooms.
- Team members will be assigned specific housing groups with a limited number of residents per building
- Team members must not gather inside crew-houses that are not their assigned living quarters.
- Each team member will limit their contact with other members of the team, contractors, and visitors onsite, if a safe physical distance of 6 feet cannot be maintained.
- If for some reason safe physical distancing cannot be maintained, Personal Protective Equipment (PPE) must be worn.

Sanitation and Hygiene:

Respiratory viruses like coronavirus disease (COVID-19) spread when mucus or droplets containing the virus get into your body through your eyes, nose or throat. Most often, this happens through your hands. Hands are also one of the most common ways that the virus spreads from one person to the next. During a global pandemic, one of the cheapest, easiest, and most important ways to prevent the spread of a virus is to wash your hands frequently with soap and water.

Below is a step-by-step process for effective handwashing, to remove all traces of the virus:

1. Wet hands with warm water (not hot or cold).
2. Apply Liquid or Foam Soap
3. Lather soap, covering all surfaces of hands for 20-30 seconds. Including the back of hands, between fingers and under fingernails

4. Rinse thoroughly under running water
5. Dry hands with a clean cloth or single-use towel
6. Use towel to turn off faucet

- Nimmo Bay will ensure that materials for adhering to proper hand hygiene are easily and readily available on the premises, including disposable paper towels for drying hands.
- It is each person's personal responsibility to wash their hands often and thoroughly before arriving at Nimmo Bay and while on Nimmo Bay Property.
- Those on-site must wash their hands before and after their shift, after using the washroom, before and after eating, before and after touching their face if there is a need to do so, after handling objects potentially soiled by respiratory or other bodily secretions, and after touching high contact surfaces.
- Nimmo Bay will ensure that the property is equipped with easily accessible cleaning products, stationed throughout resort property, which effectively sanitize surfaces.
- Team members, contractors, and guests are responsible for cleaning and sanitizing commonly used surfaces after each personal use. An example of this includes bathroom sinks, countertops and door handles in team accommodations.
- A rotating schedule of team members responsible for site-wide sanitation practices will be in effect - These duties will be performed daily and in assigned intervals throughout the course of each day. This checklist will be signed off on daily.

Team Meal

- Diligent hand-washing as outlined in the hygiene guidelines must be performed before and after eating, as well as before, during and after meal preparation.
- Team Meal will begin at a designated time.
- Team members must arrive on time, stand 6 feet apart in line, and follow the posted signage which outlines the flow of traffic in meal areas.
- Team members are asked to sanitize their hands, serve themselves and then depart the food service area.
- It is important to minimize the number of people in the food preparation area, as such, team members should remain out of the kitchen area if they are not essential to food service.
- On good-weather days team members are asked to eat outdoors
- On bad weather days, team members are asked to return to their designated building and eat indoors.
- The kitchen and dining area will be diligently cleaned and sanitized routinely. Tasks may be appointed to specific team members to help in this matter.
- All personal dishes are to be put in the designated dish area and are not to be left out on counters.
- Cooking equipment and utensils will be washed using a dishwasher that is capable of achieving disinfection (high temperature rinse cycle). If washed by hand, the three sink

process (wash, rinse, sanitize) will be performed, ensuring that all equipment and utensils are disinfected. Particular temperature and chemical requirements apply to commercial equipment disinfection; see BCCDC and Provincial Health Services Authority Dishwashing Requirements for more details.

Occupational Health and Safety Training Upon Returning to Work:

- Upon arrival and/or return to Nimmo Bay after a period of absence, team members, contractors and visitors, will receive an orientation/training surrounding Covid-19 protocols.
- If you are returning to Nimmo, this may be a review, but it is asked that each person pay close attention as policies and procedures may be adjusted, as time goes on, in order to fit Nimmo Bay's need to sustain a healthy and safe work environment.
- This orientation/training will include a list of existing Covid-19 policies and practices as well as any updated information that may be relevant to operations during/post the Covid-19 Pandemic.
- Team members are expected to be familiarized with up-to-date safe work/living practices, potential hazards, cleaning practices, and rules surrounding the reporting of symptoms associated with Covid-19.
- Ideally, this training will take place prior to, or immediately following, the disembarkation of the vessel/aircraft that visitors to Nimmo Bay arrive on.

Mental Health, Bullying and Harassment:

A public health emergency, like the COVID-19 pandemic, can cause heightened stress, anxiety, fear and a feeling of lack of control. It can challenge individuals in different ways, impacting the workplace and home life, as they try to cope. People may not cope or behave as they typically would and this could lead to the manifestation of mental health concerns, escalating violence and bullying and harassment. This being said, an increased sense of stress and tension may be felt by the team as we adjust to this new and different work environment. We are implementing the following Mental Health Strategy to help reduce workplace stress and anxiety:

- Nimmo bay will encourage team members to practice self-care daily while onsite.
- Nimmo Bay asks for open, honest communication and for each team member to communicate their needs daily to the team.
- Nimmo Bay is committed to clearly communicating and systematically enforcing the COVID-19 controls and practices through a designated Health and Safety Committee for every shift of work, to avoid any potential for additional stress, or misunderstandings regarding proper conduct.
- Nimmo Bay will encourage a culture where team members are looking out for each other instead of trying to bring each other down.
- Nimmo Bay will continue to offer private, personal coaching support appointments through the HR Manager who can also provide referrals for additional counselling and support.

- If a particular team member feels excessively targeted for following COVID-19 policies and practices, or if they feel that their safety is being jeopardized by others on-site who are not adhering diligently to the COVID-19 policies and practices, or if a team member feels ridiculed or humiliated for any reason surrounding Nimmo Bay's COVID-19 policies and practices, these cases will be taken seriously, and will be considered a case of workplace harassment and bullying, as per the "2020 On-Site Employee Appendix (page 28-31)".

Disciplinary Action Plan:

It is Nimmo Bay's responsibility to meet the requirements of occupational health and safety legislation in dealing with the COVID-19 Pandemic. Team members, contractors, and visitors are required to follow the health and safety rules, as well as the COVID-19 practices and policies, as laid out by Nimmo Bay. Nimmo Bay will ensure that these policies are being observed and practiced to the best of each team member's ability. Nimmo Bay will proceed with a COVID-19 Disciplinary Action Plan, which includes verbal and written warnings, and in extreme cases, termination if team members are observed to be disregarding COVID-19 protocols, thus putting the health and safety of all on-site at increased risk of exposure to COVID-19 or other biological agents.

Violence Prevention Program Training, Working at Home and Working Alone :

Nimmo Bay's Joint Health and Safety Committee is currently working on developing the above listed training programs. All team members will be provided with access to these training programs prior to the start of the operational season. The details of these programs will be found here prior to our operational season commencing.

COVID-19 Exposure Response Plan

Potential Covid-19 infection on-site:

- If a team member, contractor, or guest becomes sick, begins to experience symptoms related to COVID-19, or learns of exposure to a confirmed case of COVID-19, it is mandatory that this be reported immediately to any member of the Health and Safety Committee, **HUB**, or Executive Leadership in a safe and prompt fashion.
- Nimmo Bay will treat any individuals presenting potential symptoms of COVID-19, or who may have come into contact with COVID-19, with respect and dignity.
- If an individual on-site presents with symptoms associated with COVID-19, they will immediately be given directions to self-isolate in a location that is safe and separate from all other individuals on-site, while safe transportation is arranged for you to isolate from your personal household.

- If an individual becomes sick, or has potentially been exposed to COVID-19, their workspace will be cleaned and disinfected immediately.
- If an individual on-site needs to self-isolate entirely from the rest of those onsite, the space they are provided with will have access to all basic needs, as well as provide a comfortable and safe quality of life.
- If it is determined by the Health and Safety Committee, First Aid Attendant, Hub, and/or Executive Leadership that there is a potential case of COVID-19 on Nimmo Bay property, Nimmo Bay will then follow appropriate mandated Public Health Directives and Occupational Health and Safety Legislation. In doing this, Nimmo Bay will work to ensure that any individual on-site, who becomes sick or develops symptoms, is able to seek the medical counsel and resources that they require.

2.0 Guest Communications and Departmental Operational Protocols

Guest and Team Interactions:

As mentioned earlier in this policy and practices document, each group of guests will be treated as an individual household/ “bubble”. Therefore, in order to keep our guests and team members safe and healthy, we have implemented COVID-19 protocols and practices that are specific to each department. Below, you will find a letter that guests will have received prior to arriving onsite, and a detailed list of protocols that each department will implement during the operational season.

Guest Facing Letter:

NIMMO BAY

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Nimmo Bay Resort, P.O. Box 696
1978 Broughton Blvd, Port McNeill, BC, Canada V0N 2R0

Dear Guests,

We look forward to welcoming you to Nimmo Bay, whether it is for the first time, a return visit, or for one of many visits which have spanned the course of decades.

Nimmo Bay has always been a place where individuals, families and friends can gather and experience wild places, while creating connections with nature and one another. It is our goal to provide you with the safest space we possibly can in the midst of the COVID-19 pandemic, a place where you can also explore untamed wilderness and find moments of connection, reflection and adventure. As such, we at Nimmo Bay are working tirelessly to both follow and exceed industry guidelines and public health directives surrounding COVID-19.

In order to diligently ensure we do our part to keep our guests, team members, surrounding territories and communities safe and healthy, we have made some necessary changes to how we operate for the 2021 season. We would like to share these with you so you can rest assured that your health and safety is of paramount priority to us.

Setting

Nestled in the heart of the Great Bear Rainforest, Nimmo Bay's tranquil and remote location provides an abundance of wide open spaces to explore, relax, and awaken your senses. With private cabins, a spacious brand new lodge, customized and private excursions, we are confident that we will be able to provide you with an unforgettable and safe experience. During this time, certain common spaces will be available to book for private use in order to facilitate safe physical distancing, these include spaces such as our new games room and the gym. Our team will be happy to arrange this for you once you are onsite.

Arrival

Each individual travelling to Nimmo Bay will be asked a series of COVID-19 pre-screening questions. This will be carried out by our concierge team online or over the phone. If flying to Nimmo Bay via Port Hardy, you will also be asked these questions in person prior to boarding your aircraft. Upon arrival at Nimmo Bay, you will be greeted by a member of our team and will be provided with a mask for your personal use, as well as personal hand sanitizer and guidelines regarding our COVID-19 policies and practices. You and your group will be given a private tour of the resort facilities. Within this tour you will be guided through our onsite policies and practices which have been thoughtfully designed to keep you and our team as safe and healthy as possible.

Team

Each member of our team has completed a certified course in COVID-19 transmission, symptoms, and prevention. For additional peace of mind, we would like you to know that Nimmo Bay has created a collection of thorough company policies designed to minimize the risk of potential transmission and/or spread of COVID-19 onsite. Each member of our team adheres to these policies while working and living at Nimmo Bay. If you would like to know more detail about these policies, just ask!

Sanitization

While we always pride ourselves on going above and beyond industry standards in this regard, we have also implemented a wide range of additional cleanliness and sanitation practices during this time. Some examples of these practices are as follows: High touch areas such as door handles and light switches are sanitized continuously throughout the day, public washrooms are cleaned after each use, and hand sanitizer is readily available throughout the lodge, in all public spaces, and on board each vessel.

Cabin

You can rest assured knowing that each cabin is private and that only you and your travel companions will have access to this space for the duration of your stay. Our exceptional housekeeping team meticulously cleans and sanitizes each cabin prior to your arrival. Special attention is paid to thoroughly sanitizing high touch areas on hard surfaces. We will also be steam cleaning all soft surfaces within the cabins prior to your arrival. During this time in-cabin housekeeping services such as turndown are available upon requests and will only take place while you are outside of your cabin.

Adventure

At Nimmo Bay, we specialize in customizing all activities and excursions to provide a truly unforgettable and seamlessly personalized experience in the wild. During COVID-19, this also means tailoring activities to ensure safe social distancing practices can be maintained. Whether exploring the surrounding waters by boat, or hiking through the lush Great Bear Rainforest, we will do our best to ensure that you are able to safely socially distance, and we will also provide you with appropriate Personal Protective Equipment (PPE). Any apparel and/or gear provided to you by Nimmo Bay will be sanitized and stored by our guide team. Certain activities such as kayaking, stand up paddle boarding and use of our sauna will now need

to be booked ahead of time, once onsite, to allow for proper sanitation practices between uses. Our team members will happily guide you through this process. If venturing via helicopter, your pilot will inform you of all relevant COVID-19 policies mandated by Transport Canada and West Coast Helicopters.

Culinary

Dining experiences at Nimmo Bay are designed to be enjoyed in the heart of nature, in wild and open spaces. We would like to assure you that whether enjoying a gourmet picnic on a remote beach, or dinner in our spacious new lodge, your meal will be a safe and memorable experience. Our kitchen team has always ensured that food is prepared and served in a manner that exceeds food safety legislation standards. We assure you that this attention to detail will be upheld and additional sanitation measures will be taken during COVID-19. Please note that we have assessed the capacity of all of our buildings this season to ensure safe social distancing practices can be maintained. As such, meal times may be staggered between guests to ensure these practices can be carried out effectively.

Wellness

Our wellness team is here to instill peace of mind whilst providing our guests with a myriad of treatment and massage options. Although there are some limitations on capacity, we are still committed to offering rejuvenating massages and innovative yoga classes. Immerse yourself in the mountain air by selecting an outdoor experience such as a tidal massage, sauna dock scrub and guided forest meditation. Our proshop can be visited by appointment and we will continue to carry ethically sourced clothing, local guidebooks and novels, and other beautiful and locally handcrafted items.

We hope this letter finds you and yours healthy and well. If you have any questions or concerns, or would like any additional information, please don't hesitate to reach out to: heli@nimmobay.com or by phone at (800) 837-4354. It is our desire to provide you with a safe, memorable, and restorative experience, particularly in light of these trying times.

Sincerely and with warmth,

The Nimmo Bay Team

Department Specific Protocols

Hub & Health and Safety Committee (HSC)

The Hub and the Health and Safety committee are responsible for upholding protocols, policies, and practices related to COVID-19 as outlined herein. The Hub & Health and Safety Officer are also responsible for amending practices and protocols as the pandemic progresses. The Hub and HSC will act as an information resource for inquiries related to COVID-19 policies onsite from team members and guests alike. The Hub and HSC will work with Housekeeping to develop a rotating schedule of team members who are responsible for the cleanliness and sanitation of Nimmo Bay Property. The Hub will work diligently with the team to ensure that health and safety guidelines are being followed and practiced in a way that is effective and preserves the health and safety of each individual onsite.

How will guest arrivals differ due to COVID-19?

- Guests will be toured privately and will only be with members of their specific group/household. During the tour, guest's will be informed of all relevant and updated COVID-19 protocol information, they will also be shown signage, verbally debriefed on their responsibilities, and the measures Nimmo Bay is taking to ensure everyone's health and safety.

How will the waiver signing process differ onsite?

- Guests will be brought into the office one group at a time. The table and writing utensils will be sanitized between each group's use.

How will allocating team members and Nimmo resources look differently this season?

- The Hub will have to schedule guest activities in a manner that allows for thorough sanitation of spaces and gear to occur, while minimizing the interactions between separate groups of guests.

How will the HUB arrange, communicate, and disseminate sanitation needs throughout the property?

- The Hub will work in tandem with each department to build a sanitation map and cleaning schedule.
- The Hub will be responsible for checking in with each department to ensure that the sanitation schedule is working and is being completed daily.
- The Hub will work with the team to develop a rotating schedule of team members who are responsible for upholding sanitation practices.

- Information will be shared onsite via whiteboards, checklists, Slack and during meetings

How will checkout differ for guests onsite this season?

- Guests will be encouraged to post-bill incidentals incurred onsite as well as gratuities
- If Guest's prefer to check out using Square, the machine will be sanitized before and after use. Square can also be used throughout the property and the hub will work towards providing this service in open areas where social distancing can be maintained.

Guides

Members of the guide team interact directly with guests for the majority of their shift/day. It is imperative that protocols and practices are followed to maintain the safety of our team and our guests. Each group's activities will be privately guided to ensure that guests can safely socially distance and maintain the integrity of their household/"bubble". Guided activities will be scheduled to allow for full sanitation of equipment, gear, and spaces used for activities to occur between guest uses. Guides and guests will wear masks during all activities

How will guest luggage be handled this season?

- Guest luggage will be loaded into carts by guides. Anyone handling luggage is required to wear a mask and gloves. The cart handles must be sanitized after each use. Hands are to be thoroughly washed and sanitized after gloves are removed. Luggage is to be delivered to the cabin door and guides will not enter guest cabins.

Are we sanitizing guest luggage?

- When applicable, touch points on luggage will be sanitized prior to being handled.

Which guided activities pose a risk to safe social distancing between guests and guides and require that both guides and guests wear PPE?

- Helping guests into/out of kayaks, onto and off of paddle boards, passing guests their paddles, ensuring guest's have safely and correctly put on their gear (ex Bird's Nest Harnesses), on board smaller vessels such as Kingfisher, helping guests over debris on hikes, and utilizing the Bird's Nest.

Which buildings and what equipment are members of the guide team responsible for sanitizing/ensuring proper sanitation practices have occurred if performed by other team members?

The guide team is responsible for the Guide Office - front and back, Guide Shack, Dry Room, Sauna, rooms that are being utilized as isolation spaces for gear, vessels, kayaks, paddle boards, gear, safety equipment & apparel. There will be a sanitization team that will help with daily/hourly sanitization of the spaces listed above. The Head Guide is responsible for training

team members on how to correctly carry out the sanitization of the aforementioned equipment and spaces, and will be responsible for ensuring sanitation has occurred.

How will materials be sanitized?

- Please see Petzl and Mustang's instructions for the cleaning and sanitation of their products: [Petzel](#) and [Mustang](#).
- All hard surfaces/gear will be sanitized with a BCCDC approved sanitizer.

Who is responsible for sanitation of team members' activity gear?

- For ease, team members are strongly encouraged to bring their own gear for post work activities.
- If a team member uses Nimmo Bay gear and/or equipment for an activity, they take responsibility for the sanitation and cleaning of said equipment. In using Nimmo Bay gear and/or equipment, team members are also required to seek the counsel of the Head Guide to ensure that they are aware of the correct sanitation procedure for any items they may use. Signage and instructions for the proper sanitation and storage of equipment/gear will be posted in the Guide Shack.

What material(s) is needed for these expectations to be met?

- Sanitization stations at the sauna dock, guide shack, guide office, dry room, on all boats and in any other spaces guides work.
- Full PPE will be available in the spaces listed above.

Kitchen

The kitchen team is responsible for prepping, creating and plating guest and team meals. The measures put in place are to protect our team members and guests. As a team member, you will need permission from the kitchen prior to entering any of the following spaces: kitchen, dish pit, bakery and food storage facilities on site. Hands must be washed prior to entering these spaces. Masks must be worn during dinner service and anytime you enter these spaces.

How will food preparation and service change?

- Food preparation will remain similar to before and diligent hand washing and sanitation of spaces will be upheld to a standard that meets and exceeds all industry guidelines.
- Breakfast, canapes and dinner will be served to each individual group/household's table.
- Different guest groups/households will not be seated together. Guest "households" will be seated separately from one another.
- Table capacity will be in line with PHO guidelines
- PPE will be worn at all times.

- Outside of service times, team members are required to wear a mask anytime they enter the kitchen if it is within the first seven days of their time onsite.

List of changes to staff snacks and meals:

- There will be no leftovers available for staff consumption.
- When guest lunches return, any remaining food will be immediately placed in the compost.
- Items such as additional snacks, cream, sugar etc will be stored in a separate packed lunch and will be served by guides to mitigate food waste.
- We ask that no team member help themselves to any food in the fridges. There will be snacks readily available. Those snacks include chips, fruit , veggies and bars. Snacks can be found in New Crew.
- The coffee station will still be available, but please follow the sanitation instructions before and after each use.

Front of House

The Front of House team is responsible for the dining room, the front room in the old lodge, the bar and outdoor dining/fire areas. Food and food safety is an imperative piece in our guests' experience at Nimmo Bay. While masks and hourly sanitation will be mandatory, a sense of ease and peace in the dining room should still remain, with sanitation and safety remaining a top priority.

How will FOH sanitize their spaces, in between meals?

- All chairs, inside and out, table surfaces and areas used by the guests will be washed with hot soapy water and sprayed with a BCCDC approved sanitizing cleaning product
- Soft surfaces such as linen chairs will be steam cleaned between guest uses
- Cleaning will be done while wearing a mask
- The Front of House department head will ensure that any individual who is assisting in sanitizing Front of House spaces is properly trained in sanitation practices of said spaces

How will bathrooms be sanitized?

- Washrooms will be cleaned and sanitized after every use
- Washing of bathrooms between guests includes: wiping down all high touch surfaces with a bleach solution (sink handles, toilet handle, door handles and sink counters). Each bathroom is expected to be deep cleaned three times per day and at the end of any food service meal in the lodge. Deep cleaning includes washing floors, toilet bowls, mirrors etc.
- If there are only two groups on site, each group will have a designated bathroom.

How will breakfast and dinner service change for FOH team members?

- Guests will be seated in numbers and with spacing that follow all current PHO capacity guidelines
- One team member will have guest facing duties which include but are not limited to; greeting guests, taking orders, order dissemination.
- One team member will have service duties which include but are not limited to; running food, clearing plates, making cocktails, pouring wines.
- Liquor service times will remain in line with all current PHO's.
- Guests will only be permitted to dine with members of their own "household"
- Tables will seat no more than 6, even if the "household" group exceeds this number.

How will the bar program operate differently?

- Only one team member behind the bar at one time.
- All servers must be wearing a mask while behind the bar.
- All barware will be kept in disinfectant solution between uses, disinfectant will be changed every hour.

How will the cocktail program operate differently?

- Garnishes are still allowed to be used, but they must be premade and can not be cut to order. The garnishes must be properly dehydrated and stored in a sanitized container before going onto drinks.

How will wine service look different?

- All wines will be handled by service staff only and will be stored in the wine prep area on the side bar.
- If a guest requests to pour their own wine, the serviceteam will no longer handle the bottle after it has been presented to the table.

How will the dining room look different?

- The lodge and outdoor spaces will be reset between every trip and tailored to the number of guests on site.
- Glassware can remain in the lodge, but should be placed lips down in an open space
- All bar serviceware will be behind the bar out of guest site lines. Only certain wine glasses will be in open areas and a cleaning/ final polish will be done before each use.

How will side duties look different?

- There will be frequent loads of laundry running for napkins and cleaning cloths

Housekeeping

The housekeeping team will experience the most significant changes in operations due to COVID-19. Stayover service will only occur while guests are outside of their cabin. Any items that guests would like laundered or removed will be placed outside of the cabin door and these items will be replenished and left on a sanitized surface just outside of the cabin door. There will also be a system implemented which will allow guests to order cabin amenities during the course of their stay. We will encourage guests to communicate any amenities that they would like brought to their cabin prior to departing for the day's guided activities. Cabins will not be used back to back if this can be avoided. This creates an isolated resting period between guest departure and entrance into the cabin by housekeepers. Due to increased levels of sanitation, cabin flips will take longer. Avoiding assigning the same cabin back to back creates extra time for housekeepers to perform thorough cabin flips.

What tasks will housekeepers perform on non-changeover days?

- Stayover service is only permitted when guests are not within the cabin.
- Replenishing items that guests have requested - These items are to be delivered on a sanitized surface, just outside of cabin doors.
- If cabins have not been booked back to back, housekeeping will be able to perform aspects of cabin flips on non-changeover days.
- The head housekeeper will work with the Hub to manage the lodge-wide Covid-19 sanitation schedule.
- Cleaning, sanitation and disinfecting of high volume areas lodge-wide. Examples of spaces include massage rooms, office, lodges, gym, sauna dock, guide shack, storage rooms etc.
- Deep cleaning tasks that are not directly inside any of the occupied cabins.

How many team members can be in a cabin cleaning at once?

- It is possible to safely maintain distance between a maximum of 2-3 team members. However, we will try to operate with one housekeeper per cabin

How many team members can be in the housekeeping room at once?

- It is possible to safely maintain distance between a maximum of 3-4 team members.

What items will be removed from cabins?

- All non-essential items. Including but not limited to, extra throw pillows, extra blankets, cabin critters, extra beverages and the basket under the sink containing small items that a guest may have forgotten, books and eye masks. All of these items will be available for guests on the housekeeping order slip.

How will hard-surfaced items be cleaned, sanitized and disinfected between guests?

- All surfaces including counters, walls, doors, mirrors, light fixtures, light switches, door handles and all bathroom surfaces will be treated with a BCCDC approved disinfectant.

Is the housekeeping team responsible for team spaces?

- Housekeeping is responsible for monitoring crew spaces and ensuring they are kept to a high standard of cleanliness and sanitation.
- Yes, the housekeeping team is responsible for all bathrooms and common areas in crew spaces with the exception of changeover day. On changeover days, a cleaning schedule will be created including the entire team, to rotate through.
- The housekeeping team is not responsible for individual rooms, team members are responsible for the deep cleaning of their own room before they leave Nimmo. This includes their linens being placed directly into the washing machine.

Proshop

There will be a hand sanitizing station upon entering the pro-shop. Guests will be encouraged to let a team member know when they are using the pro shop during their tour. Only one size and style of each item will be in the Pro shop, with additional sizes stored in storage.

Will guests still be able to try on items in the Proshop?

- Yes, guests will still be able to try on different sizes and styles of items. The clothing items will then be steam cleaned before being returned to storage or display.
- Any non clothing items that are touched will be sanitized immediately after their appointment.

Yoga

Yoga will now be by appointment only. The OM will create a signup list and ask each guest the evening before the class who is interested. There will be a maximum capacity depending on the size of the yoga room.*

Will yoga classes still be available for guests?

- Yes. Depending on WSBC's capacity, there will be a maximum of 3-4* spots for guests.
- We will be offering outdoor yoga classes as well as additional, staggered yoga classes to meet the demand for our guests.

Will guests need to sign up beforehand?

- Yes, the evening before, the OM will ask guests who are interested and reserve spots by appointment.

Is hand washing necessary before classes?

- Yes, both guests and teachers will be required to sanitize their hands before and after their class.

Will there still be yoga mats and props available during classes?

- Mats and towels will still be provided, they will be properly sanitized before and after.
- Classes will be designed to reduce the use of props, but if used will be properly sanitized before and after use.

Massage

Will all treatments still be offered?

- Yes, with the exception of face massages.

Are guests required to wear face masks during their treatment?

- Guests will be required to wear facemask when they enter the room, while filling out their intake form and when face up on the massage table.

Are team members required to wear face masks during a guests treatment?

- Yes, team members will be wearing a mask any time they enter either of the massage rooms, cedar and cascade.

What sanitation protocols are put in place to ensure the safety of our guests and team members?

- Both guests and team members are asked to wash their hands before and after any treatments.
- There will be a 30 minute window in between each massage to allow for proper cleaning and sanitation of the space.
- All non-essential items will be taken out of both massage rooms.

Hot tubs, rainshower and the gym

Will these facilities still be open for guest use?

- Yes, guests are asked to check in with the HUB prior to each use.

Who is responsible for the cleaning and sanitation of these spaces?

- The housekeeping team is responsible for overseeing this area, however, they will be helped by the rotating sanitation team.

How will these spaces be properly cleaned, sanitized and disinfected?

- Guidelines for how these spaces are expected to be maintained can be found at the bottom of this document, listed under resources.

Maintenance

Is the maintenance team allowed to enter a cabin to fix any issues that may arise?

- Yes, under three conditions;
 1. It is an urgent repair.
 2. The guest is not inside the cabin.

Appendix 1: Environmental Hygiene and Decontamination Solutions

Current evidence suggests that Covid-19 may remain viable for hours to days on surfaces made from a variety of different materials. The thorough cleaning of surfaces and structures, followed by disinfection, is therefore a best practice measure for prevention of Covid-19.

For disinfection purposes, common household disinfectants such as ready-to-use disinfecting wipes and pre-made solutions (no dilution needed) can be used. □□ Always follow the manufacturer's instructions printed on the bottle. Ensure that the disinfectant product has a Drug Identification Number (DIN) on its label. Always follow product instructions for dilution, contact time and safe use. All visibly dirty surfaces should be cleaned with water and detergent before disinfection commences.

If access to pre-made disinfection products isn't available, the following bleach concentrations should be applied, taking great care when mixing.

Surface disinfection: Chlorine (household bleach- sodium hypochlorite, 5.25%) should be applied at a concentration of 1 part bleach to 100 parts water (10 ml bleach to 990 ml water). This concentration should be used for disinfecting surfaces (e.g., hand railings, grab handles, door knobs, cupboard handles). Make fresh daily and allow surfaces to air dry naturally.

Disinfecting surfaces contaminated with body fluids: Chlorine (household bleach - sodium hypochlorite, 5.25%) should be applied at a concentration of 1 part bleach to 50 parts water (20 ml bleach to 980 ml water). This concentration should be used for disinfecting surfaces contaminated with body fluids and waste like vomit, diarrhea, mucus, or feces (after cleaning with soap and water first). Make fresh daily and allow the surface to air dry naturally.

Quaternary Ammonium Compounds (QUATs) noted as 'alkyl dimethyl ammonium chloride' □□s' on the product label, may be used for disinfecting surfaces (e.g., floors, walls, furnishings).

Cleaning equipment should be designated for particular areas and colour coding may assist in the identification of specific equipment that is used for specific tasks.

Resources:

<https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus>

<https://www.worksafefbc.com/en>

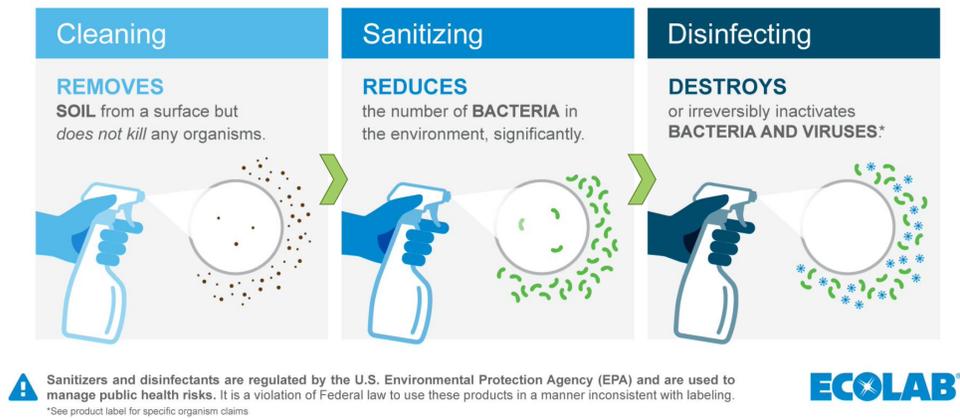
<https://www.go2hr.ca>

<http://www.hotelassociation.ca>

<https://www.tiabc.ca/advocacy-policy-development/covid-19-updates/>

<http://www.bearviewing.ca/sites/default/files/CBVA Best Practices C19 FINAL May 2020.pdf>

Differences between
CLEANING, SANITIZING AND DISINFECTING



http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_Handwashing%20Poster_MD%20offices.pdf Picture of Handwashing to be inserted from this PDF link please. *Amy*

