

NIMMO BAY

2021 COVID-19 Safety Plan

Operational Season Updated: July 1, 2021

Abstract:

This document outlines the Covid-19 Safety protocols that Nimmo Bay will adopt during the operational season. It may be made available to the public upon request.

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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 Creating Nimmo Bay's Covid-19 Safety Plan

Nimmo Bay's Covid-19 Safety Plan outlined herein has been developed in accordance with the Provincial Health Orders of British Columbia, BC Center for Disease Control, WorkSafe BC and other approved resources. Front line workers, department managers, executive team and members of the joint health and safety committee have been included in developing these policies and best practices.

1.2 Covid-19 General Information

What is COVID-19?

COVID-19 is a respiratory infection caused by a newly identified virus (SARS-CoV-2). The infection has symptoms similar to other respiratory illnesses, including the flu and common cold: cough, sneezing, fever, sore throat and difficulty breathing. Other symptoms can include fatigue, muscle aches, diarrhea, headache, or lost sense of smell. For the full list of symptoms visit the symptoms page on the BCCDC website. While most people infected with COVID-19 experience only mild illness, severe illness can occur in some people, especially in those with weaker immune systems, the elderly and those with chronic medical conditions.

How is COVID-19 Spread?

COVID-19 is spread through liquid droplets when an infected person coughs or sneezes. The virus in these droplets can enter the body directly through the eyes, nose or mouth of another person if they are in close contact with the person who coughed or sneezed or if the virus lands on a surface and someone touches that surface and then touches their face, eyes, nose or mouth.

Understanding the Risk

The risk of person-to-person transmission can vary depending on the closer you come to other people, the amount of time you spend near them, whether you are indoors or outdoors and the number of people you come near. The risk of surface transmission is increased when many people touch the same surface, and when those contacts happen in short intervals of time. Physical distancing measures and effective cleaning and hygiene practices help mitigate risk.

1.3 Covid-19 Resources

The province of British Columbia has created a phone service to provide non-medical information about COVID-19, which is available from 7:30 a.m. – 8:00 p.m. at 1-888-COVID19 (1-888-268-4319) or via text message at 604-630-0300.

- [BC Centre for Disease Control](#)
- [BC Provincial Health Officer – Orders, Notices, and Guidance](#)
- [WorkSafe BC – COVID-19 and the Workplace](#)

1.4 Responsibilities

Employers, employees, owners, prime contractors, and other people at the workplace all have a responsibility to prevent exposure to COVID-19 in the workplace.

1.4 A: Employer Responsibility

Nimmo Bay is responsible for the health and safety of their guests and team members at the workplace including contractors and visitors. Nimmo meets its responsibility to complete and execute a Covid-19 Safety Plan for its team members by developing and executing these policies and ensuring they are being followed in a fair, consistent way throughout the workplace.

1.4 B: Team Member Responsibility

Team members are responsible for taking reasonable care to protect their own health and safety and the health and safety of other people at the workplace. In the context of COVID-19, this means team members are responsible for:

- Following the procedures put in place by Nimmo Bay to control the risks associated with COVID-19, as outlined herein and posted on-site at Nimmo Bay.
- Their own personal self-care, which includes frequent hand washing and staying home when sick.
- Reporting unsafe conditions to their employer.
- Take the necessary steps to minimize potential exposure and spread of Covid-19 while on-site at Nimmo Bay. This includes abiding by the current Public Health Orders while off-site.

1.5 Right to Refuse Unsafe Work

Team members have the right to refuse work if they believe it presents an undue hazard. An undue hazard is an “unwarranted, inappropriate, excessive, or disproportionate” hazard. In the context of COVID-19, an “undue hazard” would be one where a team member’s task places them at increased risk of exposure and adequate controls are not in place to protect them from that exposure. If team members have a concern about undue hazards, and has exercised their right to refuse unsafe work, the following steps will be taken by the Nimmo Bay:

- 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.

1.6 Mental Health, Bullying & Harassment

A public health emergency, like the COVID-19 pandemic, can cause heightened stress, anxiety, fear, and a feeling of lack of control that impacts the workplace and home life. Nimmo Bay is

implementing the following Mental Health Strategy to help reduce workplace stress and anxiety and will:

- Encourage team members to practice self-care daily while onsite.
- Asks for open, honest communication and for each team member to communicate their needs daily to the team.
- Clearly communicating and systematically enforcing the COVID-19 controls and practices through a designated Health and Safety Committee to avoid any potential for additional stress, or misunderstandings regarding proper conduct.
- Encourages frequent one on one meetings with direct reports.
- Continue to offer private, personal coaching support appointments through the Human Resources role, who can also provide referrals for additional counselling and support.

1.7 Disciplinary Action Plan

Team members, contractors, and visitors are required to follow the health and safety rules including 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. Please see "**On-Site Employee Appendix**" for further disciplinary action in relation to Covid-19.

If a team member feels excessively targeted for following COVID-19 policies and practices, that their safety is being jeopardized by others on-site who are not adhering to the COVID-19 policies and practices, or 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. Nimmo Bay will proceed with the Bullying, Harassment and Discrimination Policy as outlined in the **On-Site Employee Appendix**.

2.0 Workplace Risk Assessment

2.1 Identifying Where Team Members Gather

- Water Taxi, Nimmo Vessel and/or air transportation via seaplane or helicopter to and from the resort for regular scheduled shifts.
- Central team member dining area, crew housing and shared bathrooms.
- Department specific gathering areas including Greenway, Gym, Guide Shack, Guide Office, Little River, Kitchen, Operations Office. Housekeeping Room and crew leisure areas.

2.2 Identifying Close Proximity Job Tasks

- Water Taxi and or air transportation via seaplane or helicopter (if applicable) to and from the resort for regular scheduled shifts.

- Worker vehicles and boats where two or more team members are sharing a company vehicle or transporting guests.
- **HUB:** Consistent interaction with guests in the office; generally working with 3-4 other team members in close proximity when in the operations office.
- **Housekeeping:** Limited interaction with guests other than room cleaning services and or lodge common rooms; generally working with 2 other team members at all times.
- **Wellness:** Consistent interaction with guests, providing spa services and treatments; generally working alone or with 1 additional team member at a distance.
- **Guides:** Consistent interaction with guests in the dock station area and in close proximity to guests during activities; generally working with 1 other team member at a distance.
- **Maintenance:** Limited interaction with guests other than when entering guest designated areas for job duties; generally working alone or with 1 team member at a distance.
- **Front of House:** Consistent interaction with guests in Little River; generally working with 1-2 team members at a distance at all times.⁴
- **Kitchen:** Limited to zero interaction with guests; generally working with 4 team members at a distance.
- Receiving deliveries, putting away products into walk in fridges, walk in freezers and dry storages.
- **First Aid:** Consistent interaction with guests and team members in the First Aid Room and or on location; generally working alone.

2.3 Identifying Shared Tools & Equipment

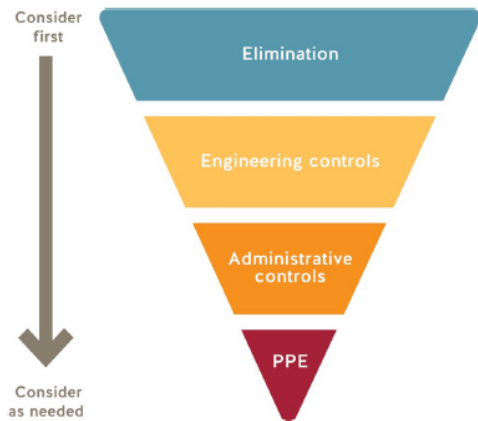
All shared resort boats. All shared tools and equipment not limited to small tools, maintenance equipment, and others. Kitchen appliances, utensils and small tools.

2.4 Identifying High-Touch Surface Areas

Door handles, railings, light switches, countertops, desks, washrooms, VHF and repeater radios.

3.0 Protocols for Minimizing Risk

Nimmo Bay has developed the following protocols for minimizing risk to team members in accordance with all safety requirements and within industry specific guidelines. Protocols that are specific to relevant sectors and business lines of Nimmo Bay are implemented to the extent that they are applicable to the risks at the workplace. It is understood that each department will have unique tasks that will need to be adjusted, eliminated, and or substituted.



3.1 First Level Protections: Elimination

Nimmo Bay will consider eliminating and/or postponing work tasks that may create an undue risk of exposure to COVID-19. Various operational processes will be adjusted to minimize contact between individuals.

3.2 Second Level Protections: Engineering Controls

Whereby risks cannot be eliminated, Nimmo Bay has installed physical distancing measures and signage to keep 2 meters between individuals where possible. Furniture has been removed or rearranged to allow physical distancing and reduce traffic and congestion where possible.

3.2 Third Level Protections: Administrative Controls & Effective Hygienic Practices

Detailed below is Nimmo’s administrative control measures and hygienic practices that all team and guests must follow, with additional controls applicable to each department’s operations.

3.3 A: Resort Wide

Bubbles Definitions

- Each group or “party” of guests will be considered their own household or “bubble” and will be encouraged to stay within their group bubble when not in privately guided activities.
- Team members are considered an individual bubble during the first 5 days on site. After which, if the team member may join the “Nimmo team bubble”
- Nimmo Team bubble is defined as any team member that has been on site for 5 or more days.
- A welcoming handshake between guests and team is permitted with consent from both parties.

Handwashing and Sneeze Etiquette

- Regular hand washing and established handwashing procedures are required by all team members. At minimum when they arrive at the worksite, between job tasks, when encountering an item used by the public, when entering a new work area, immediately

before and after any breaks, when entering or exiting the team dining area, before the end of a shift, and when hands are visibly soiled. Additional hand sanitizing is required between the use of any currency or goods exchange between guests.

- Handwashing facilities are accessible throughout the resort. Team members are required to use alcohol-based hand sanitizer if handwashing stations are not available; sanitizer is available at all entrances to rooms across the resort.
- Team members must practice good cough and sneeze etiquette.

High-Touch Surface Areas

- The HUB and Department Heads conducted a survey of the resort to determine high-touch surfaces and created disinfecting schedules as advised by WorkSafeBC to limit the potential for contaminated surfaces in '**Covid-19 Cleaning and Disinfecting Checklists**'.
- Daily cleaning and sanitizing checklists are visible and adhered to by each department; monitored and regulated by the HUB team.
- Nimmo Bay uses disinfecting products advised by Health Canada as directed by the label to avoid introducing other hazards to the workplace.
- Rags or soft cloths used in the disinfecting process will only be used once; after use will be added to a separate laundry bin and laundered/disinfected overnight.
- Nimmo Bay provides PPE to the cleaners to protect against the cleaning chemicals.
- Radios must be sanitized thoroughly at the start and end of each shift.

3.3 B: Transfer Points

- All guests will receive a "Welcome Wellness Kit" at their arrival transfer point that includes an individual hand sanitizer, and information about Nimmo Bay's Covid-19 Safety protocols.
- All guests must adhere to any Covid-19 safety protocols that will be implemented at all transfer points to and from Nimmo Bay including but not limited to completing a digital Covid-19 Health Check prior to boarding.
- Vessels will operate with an appropriate COVID-19 capacity as dictated by Transport Canada.

Luggage and Freight

- 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.
- Team members will deliver luggage to the cabin and will not enter the room. Luggage will be placed just outside the cabin door. Upon check out, guests are asked to leave luggage just outside the guest cabin for team members to collect and will deliver to the guest departure mode of transportation.

3.3 C: HUB

Arrivals

- Prior to arrival, guests will receive a confirmation phone call and email providing information on the arrival process, individualized check-in, resort services and amenities, fast check-out, covid-19 policies and more.

- Guests will be toured by bubble. During the tour, guest's will be informed of all relevant and updated COVID-19 protocol information, shown signage, verbally debriefed on their responsibilities, and the measures Nimmo Bay is taking to ensure everyone's health and safety.

Check In

- Full check-in details will be provided to guests in their confirmation email prior to arrival.
- Nimmo Bay satisfies its requirement to collect contact information for all guests through Guest Information Form.
- Team members will not enter guest rooms upon arrival and will outline room amenities from the entrance.

Cabin Maintenance Issues

- A HUB representative will schedule an in-room inspection for urgent in-room repairs between the maintenance department and the guest. A member of the maintenance team will enter the guest room to conduct the investigation and find a resolution; guests are requested to vacate the room during this time.

Check Out

- Square can be used throughout the property and is sanitized before and after use.

Flex Role

- A rotating sanitation position that reports to the HUB team. This role is designed to help maintain the Cleaning and Disinfecting Checklists for departments, housekeeping on changeover days, crew spaces as defined by "Crew Facilities" in 3.3 J and resort amenities as required.

3.3 D: Housekeeping

Cabin Service

- Stayover service will only be conducted with the consent of each guest.
- Housekeeping will not enter cabins while guests are inside said cabin. If a housekeeper should arrive for stayover service, and the guest is in their cabin, we will arrange a time to come back when the guest has vacated the cabin.
- Wash hands regularly with soap and water for at least 20 seconds between cabin changes. Wear disposable gloves when handling dirty laundry or trash.
- Will increase ventilation during stayover service in the way of a bathroom fan on, room window or balcony-facing doors when possible.
- Only necessary tools, cleaning supplies, and required amenities will enter the room.
- Tools and equipment will be sanitized regularly as per the cleaning checklist.
- If bio-hazardous material is present in the guest cabin, the housekeeper will don all required PPE and place contaminated material in a bio hazardous bag to appropriately remedy the situation.

Change Over Days

- Guest rooms are fully cleaned and sanitized between guests. This includes, but is not limited to, hard surfaces, soft surfaces, high touch points, and items in the room.
- Any item that cannot be properly sanitized will be removed and replaced with a fresh one or enter an isolation period before being reused.

Amenities

- Each guest room is stocked with fresh and sanitized amenities for each guest's stay. Nimmo encourages guests to communicate any amenities that they would like brought to their cabin prior to departing for the day's guided activities.

Laundry Room

- All linens, waste, and items that need to be changed between guests will be removed from the room prior to fresh items for the next guest being brought in. There will be no cross-contamination between guests.
- Gloves will be worn by team members when handling any soiled laundry.

3.3 E: Guest Activities (Guides)

Guided Activities

- Each group's activities will be privately guided to ensure that guests can safely socially distance and maintain the integrity of their "bubble".
- 3rd Party Activities providers such as West Coast Helicopters have specific Covid-19 requirements for travel and activities communicated to guests upon booking. All guests must adhere to any Covid-19 safety protocols that will be implemented by 3rd party activity providers.
- Equipment, vessels, gear and other modes of transport are cleaned according to government health regulations between each guest activity.

Other Areas

- Guides are responsible for cleaning and disinfecting the following resort areas: 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.

3.3 F: Wellness

- All wellness treatments including yoga classes are by appointment only and can be arranged on site through the Operations Manager.
- Individual and couples treatments are available as availability allows.

Practitioners and Treatments

- Practitioners greet guests outside of their cabins and escort them to their treatment room.
- Practitioners will continue to wear a mask during any treatments that are in close proximity to guests.
- There will be an appropriate window of time between appointments to allow for proper cleaning and sanitation of the space. The team member is to change into new gloves when remaking the room with fresh linens and will follow the laundry procedures outlined in housekeeping.

Yoga Classes

- Mask use not required by instructor and guests, though masks can be worn upon request if preferred.
- A Yoga mat, towel and any necessary props will be provided for each guest.

- Team members to wash hands and put on new gloves to sanitize the mats and leave them to rest in the studio. Any linens used in class will immediately be taken to laundry facilities.

Other Areas

- The Wellness Team is responsible for cleaning and disinfecting the following resort areas: Cascade Room, Cedar Room, Yoga Space, Pro Shop.

3.3 G: Front of House (Little River)

Table Setting

- The lodge and outdoor spaces will be reset between every trip and tailored to the number of guests on site.
- All tables, table settings, chairs will be sanitized between seatings.
- All bar counters will be sanitized after each guest.

Service Duties

- In the event of any food returned to the kitchen with plates that have touched the guests table will require the entire plate to be remade. The returned plate cannot touch the kitchen pass but rather will be handled by team members.

Side Duties and Laundry

- Regular and thorough sanitization of workstations and high touch areas as per the cleaning and disinfecting checklist.
- Menus are provided verbally. Paper copies are available at the request of the guest
- At the approval of the guest, napkins can be refolded if they vacate the table and tables should be crummed as service requires.

Offsite Dining

- In the event that offsite dining is available to guests, all protocols and standards outlined above will be matched in an off-site dining environment.

Other Areas

- Front of House team members are responsible for cleaning and disinfecting the following resort areas: Little River front of house, liquor storage.

3.3 H: Kitchen

- No guests will be allowed into the Kitchen area including family members and visitors.
- 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.
- 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 and the potential for any cross contamination
- Gloves are used in food handling whenever possible and applicable.

Dish Pit

- All food returning on plates from guests is immediately placed in the compost before placing in the dishwashing area.
- Dishwashing area is neat and organized to provide space for all used dishes.
- 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 processes (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.

Team Meal

- Team meal will be prepared in the New Lodge and transferred to New Crew where it will be served out of New Crew building at designated meal times.
- Team members will continue to wear their masks when dishing up from New Crew.
- Signs reminding team members to wash or sanitize their hands before touching self-serve food, drink, or other items are posted throughout the kitchen.
- There will be no guest leftovers available for team consumption.
- Team members are only permitted to use the team-fridges in New Crew that are labeled as such. There will be snacks readily available in New Crew.
- Dishes from team meals will be organized into disinfecting bins in New Crew and the Flex position will run the dishwasher to achieve disinfecting after each meal service. Vessels returned to New Lodge from team meals will be disinfected through the Dish Pit.

Other Areas

- Kitchen team are responsible for cleaning and disinfecting the following resort areas: Kitchen, New Crew, dry storage.

3.3 I: Crew Facilities

Cleaning and disinfecting protocols are in place as laid out in the Cleaning and Disinfecting checklist and are executed by the flex position and rotating sanitation team.

Team members are responsible for completing cleaning duties assigned to their team accommodation and shared bathrooms. The Flex role will support the sanitation of team accommodation spaces.

Crew Accommodation & Common Areas	Remain open provided cleaning protocols are observed by each team member using these spaces, as laid out in the Cleaning and Disinfecting checklist.
Laundry	Remains open
Indoor and Outdoor Gatherings	Will be permitted provided they observe the current PHO rules.
Gym	Remains open provided all sanitization processes are followed.
Team Gear	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. Signage and instructions for the proper sanitation and storage of equipment/gear will be posted in the Guide Shack.

3.3 J: Resort Amenities

We ask all guests to enjoy these amenities in their party or “bubble”. We kindly ask that guests check in with the HUB team at the office prior to using resort amenities. Cleaning and disinfecting protocols are in place and are executed by the sanitation team.

Hot Tubs & Rain Shower	Remain open to guests. Hot tub towels are available in the hot tub area and are replaced between each group’s use.
Fire Dock	Remains open to guests
Floating Sauna	Remains open to guests.
Gym	Remains open to guests and is sanitized between each use.
Kayaks	Remain open to guests.
Anchor Lodge	Remains open to guests and is sanitized between each use. Mini-bar items made available through Little River.

3.4 Fourth Level Protections: Personal Protective Equipment (PPE)

3.41 Masks

Guests of Nimmo Bay will adhere to the advice of BC Health that mask use is recommended in indoor public settings, but is not required and is at the discretion of the individual.

- Team members will wear masks when indoors and within 2m a guest. This will be reviewed within 15 days of Stage 3.
- Team members will wear masks when indoors and within 2m of another team member for the first 5 days of their shift.
- Wellness team members will wear a mask during treatments that involve a proximity to guests closer than 2m.
- All team members will keep a mask on their person and don one at the request of any individual. The team has been trained on the proper use of masks as outlined in section 5.0 Communication Plans and Training.

3.42 Gloves & Other PPE

Gloves and other PPE are available for team members for additional protection for tasks involving higher risk including but not limited to housekeeping services. Supplies are available throughout resort property and team members will be trained to the location of these items.

4.0 Covid Related Policies

Nimmo will treat any individuals presenting potential symptoms of COVID-19, or who may have come into contact with COVID-19 with respect and dignity. Nimmo Bay has implemented the following policies on addressing illness that arises in the workplace, and how team members can be kept safe in adjusted working conditions.

4.1 Property Access

- No individual who is experiencing symptoms related to COVID-19 as defined by **WorkSafe BC Entry Check, Covid-19 Symptoms**, has been identified by Public Health as a close contact

of someone with Covid-19, or has otherwise been directed by Public Health to self-isolate will be permitted to arrive at Nimmo Bay property.

- No individual will be permitted to visit Nimmo Bay for the purposes of quarantine or self-isolating.
- Any individual arriving from outside of Canada must complete their required self-isolation before being permitted on the property.

4.2 Potential Covid-19 Infection: Team Members, On Site

If a team member begins to experience symptoms related to COVID-19 as defined by **WorkSafe BC Entry Check, Covid-19 Symptoms**, has been identified by Public Health as a close contact of someone with Covid-19, or has otherwise been directed by Public Health to self-isolate while on site at Nimmo Bay, the following process will be followed:

Step 1: Isolate & Report

Who	Action
Team Member	Isolate in their personal room.
Team Member	<ul style="list-style-type: none"> - Conduct a self-check using BC COVID-19 self-assessment tool. - Report symptoms and or exposure potential to their direct manager. If the direct manager is not on site, please report to the Operations Manager. - If the worker is severely ill (IE difficulty breathing, chest pain), the direct manager will immediately inform the HUB and involve first aid who will call 811 and activate emergency evacuation procedures for the team member.

Step 2: First Aid Check & Info Collection

Who	Action
Direct Manager	- Disclose all relevant information to the HUB who will arrange for an OFA3 first aid attendant to visit the team member.
OFA 3 Attendant	<ul style="list-style-type: none"> - Perform a first aid check in conjunction with 811 Health which includes a temperature check. - <u>Collect close contact information</u>: defined as any individual who could have been exposed to the case's respiratory droplets from coughing, sneezing or speaking. - Report close contact information to the Operations Manager.

Step 3: Escalate if Required

If it is determined by the team member and/or confirmed by the OFA3 attendant and public health nurse via 811 that **further steps are not required**:

Who	Action
Team Member	- Self-monitor for 10 days using the BC COVID-19 self-assessment tool and report any new symptoms to the OFA3 attendant.

	- Continue to proceed with normal work functions following all H&S guidelines and protocols.
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If it is determined by the team member, the OFA3 officer, or at the advice of the public health nurse via 811 that **further steps are required**:

Who	Action
Command Centre	-Notify close contacts of potential exposure.
Command Centre	- Arrange a marine transfer for the individual(s) and all identified close contact(s) off of Nimmo Bay Property to Port McNeill where the individuals are advised to visit a Rapid Testing Facility
Direct Manager	- Brief the direct team of a potential exposure within the department. - Arrange for their workspace to be cleaned and disinfected. - Reaffirm H&S protocols and advise increased safety measures and self-monitoring for the next 48 hours.
OFA3	Close contacts checks - Perform a first aid check in conjunction with 811 Health which includes a temperature check.
Direct Manager	Coordinate an appropriate meal service to be delivered to the crew room if a marine transfer can't be arranged within 4 hours of reporting. Meals will be delivered outside of the door; dishware will be collected after the symptomatic person(s) are vacated.
Housekeeping Department Head	- Arrange for the exposed room(s) to have a window opened to encourage ventilation and to seal the outside door. - Arrange for thorough cleaning and disinfecting of shared bathroom and to collect any dishes from meal service provided. - Arrange for any relocated roommate(s) to return to their crew accommodation. - Arrange for thorough cleaning and disinfecting of a vacated safe crew room.

In the event that a team member must be evacuated from Nimmo bay for the purpose of Covid-19 testing, Nimmo Bay will:

- Cover the costs of the marine transfer from Nimmo Bay to Port McNeill.
- Will not provide food, and/or accommodation while the team member awaits results or completes their self-isolation. Team members are responsible for having a designated safe space that they can travel to and stay at while waiting for test results and or self-isolation mandated periods.

4.3 Positive (+) Test Results Procedures:

When a person tests positive for Covid-19, they become a “case”.

- The infected individual(s) are required to complete their mandated quarantine off-site in their personal “safe-space”. They will not be permitted to return to resort property until they can produce a documented negative Covid-19 test result.

- Nimmo Bay will help to arrange transportation and/or lodging for any person(s) required to quarantine who may need assistance. The cost of transportation and lodging will be incurred by the individual.
- The Operations Managers will inform guests and team members of positive test result(s).
- Those already self-isolating and any additional individuals that have self-identified or have been identified via contact tracing as having potentially been exposed to COVID-19 are required to quarantine offsite for 14 days.
- The Command Centre will debrief and examine the Covid-19 plan effectiveness.

4.4 Negative (-) Test Results Procedures:

- The individual can only return back to work when they feel well enough to do so, can present negative Covid-19 test result documentation, and proof that they have completed their required self-isolation period in accordance with BC Health. This documentation can be submitted via email to the Health and Safety Officer and/or Operations Managers, who will inform the First Aid team and the Department manager.
- The Hub team will arrange for the team member to return to Nimmo Bay Resort via scheduled marine transportation.
- The individual will be required to diligently clean their assigned team accommodation.
- They can return to normal work duties, operating in a safe manner.
- They will be asked to self-monitor symptoms for a complete 14-day cycle and report any new covid symptoms to the department manager.
- Management will debrief about adherence to protocols and any adjustments required to processes.

4.5 Potential Covid-19 Infection: Team Member, Off Site

If a team member begins to experience symptoms related to COVID-19 as defined by **WorkSafe BC Entry Check, Covid-19 Symptoms** has been identified by Public Health as a close contact of someone with Covid-19, or has otherwise been directed by Public Health to self-isolate while **off site** of Nimmo Bay, that individual must:

- Not return to Nimmo Bay Resort.
- Visit the nearest rapid testing facility and self-isolate while they await results.
- Immediately report a potential exposure and share close contacts to Nimmo Bay's Health and Safety Officer or Operations Managers.

The Health and Safety Officer and/or Operations Managers will then immediately:

- Notify close contacts of potential exposure and activate procedures outlined above.
- Brief the direct team on a potential exposure within the department and arrange for their workspace to be cleaned and disinfected.
- Arrange for a thorough cleaning and disinfecting of the crew accommodation and shared bathroom
- Arrange for work coverage if it's expected that you will not be able to return to Nimmo Bay for your regularly scheduled shift.
- Activate positive and negative test protocols based on the notice from the individual.

4.6 Potential Covid-19 Infection: Guests, On Site

If a guest begins to experience symptoms related to COVID-19 as defined by **WorkSafe BC Entry Check, Covid-19 Symptoms**, has been identified by Public Health as a close contact of someone with Covid-19, or has otherwise been directed by Public Health to self-isolate while on site at Nimmo Bay, the following process will be followed:

Step 1: Isolate & Report

Who	Action
Guest & Party	<ul style="list-style-type: none">- Guest and party (close contacts) immediately isolate themselves in their guest cabin.- Conduct a self-check using BC COVID-19 self-assessment tool.- Report symptoms and or exposure potential to the Operations Manager.- If the guest is severely ill (IE difficulty breathing, chest pain), the Operations Manager will activate emergency evacuation procedures for the guest.

Step 2: First Aid Check & Info Collection

Who	Action
Operations Manager	<ul style="list-style-type: none">-Disclose all relevant information to OFA3 first aid attendant.
OFA3	<ul style="list-style-type: none">- Perform a first aid check in conjunction with 811 Health which includes a temperature check.- <u>Collect close contact information</u>: defined as any individual who could have been exposed to the case's respiratory droplets from coughing, sneezing or speaking.- Report close contact information to the Operations Manager.

Step 3: Escalate if Required

If it is determined by the guest and/or confirmed by the OFA3 attendant and public health nurse via 811 that **further steps are not required**:

Who	Action
Team Member	<ul style="list-style-type: none">- Self-monitor for 10 days using the BC COVID-19 self-assessment tool and report any new symptoms to the OFA 3 attendant.- Continue to proceed by following all H&S guidelines and protocols.

If it is determined by the guest, the OFA3 officer, or at the advice of the public health nurse via 811 that **further steps are required**:

Who	Action
Command Centre	-Notify close contacts of potential exposure.
Command Centre	- Arrange a marine transfer for the individual(s) and all identified close contact(s) off of Nimmo Bay Property to Port McNeill where the individuals are advised to visit a Rapid Testing Facility.
Operations Manager or Health and Safety Officer	- Brief the team(s) of a potential exposure. - Arrange for their workspace to be cleaned and disinfected. - Reaffirm H&S protocols and advise increased safety measures and self-monitoring for the next 48 hours.
OFA 3	- Perform a first aid check in conjunction with 811 Health which includes a temperature check.
Operations Manager	- Coordinate an appropriate meal service to be delivered to the guest cabin. - Meals will be delivered outside of the door; dishware will be collected after the symptomatic person(s) are vacated.
Housekeeping Department Head	- Arrange for the exposed room(s) to have a window opened to encourage ventilation and to seal the outside door. - Arrange for thorough cleaning and disinfecting of the guest cabin.

In the event that a guest must be evacuated from Nimmo bay for the purpose of Covid-19 testing, Nimmo Bay will:

- Cover the costs of the marine transfer from Nimmo Bay to Port McNeill.
- Cover the costs of food and accomodation while awaiting Covid-19 test results.
- Assist with organizing logistics associated with organizing food and lodging. Nimmo Bay will not cover the costs associated with these pieces.
- Work with the guest in trip organizing in the event that a guest needs to defer, or cancel aspects of their trip including returning to Nimmo Bay to complete their trip in the event that it is approved.
- Guests are responsible for having a designated safe space that they can travel to and stay at while waiting for test results and or self-isolation mandated periods.

4.7 Covid-19 Leave

As per the Employment Standard Act, an employee can take unpaid, job-protected leave related to COVID-19 if they're unable to work for any of the stated reasons. If an employee is on a leave covered by the Employment Standards Act, their employment is considered continuous. When leave ends, an employee can come back to their job or one like it. The employer must contact the employee to arrange the employee’s return to work.

4.8 Working Alone Policy

To safely work independently, team must have access to proper communication tools and safety equipment.

- Have an assigned resort radio with sufficient battery life on them at all times. If work tasks are out of radio range, they must have an appropriate other method of communication with sufficient battery life at all times including but not limited to: a satellite phone or VHF radio.
- Be properly trained on how to safely operate equipment and it must be safe for them to do so independently.

4.9 Violence Policy

Nimmo Bay does not tolerate any workplace violence and has implemented the following strategy to prevent violence towards team members. Workplace Violence defined as “violent acts”, including physical assaults and threats of assault, directed toward persons at work or on duty.”

1. **Prevention Through Education.** Nimmo Bay ensures all individuals entering Nimmo property for work or otherwise are aware of Nimmo Bay’s Covid-19 Safety plan and its expectations of individuals including but not limited to a mask policy, occupancy limits and social distancing rules.
2. **Intervene with Early Detection.** Identify behaviors that signal the risk of violence.
3. **Follow the Security Measures.** Follow the measures have been specifically designed and implemented to protect you from an outside threat and always should be followed.
4. **Report and Document.** Tell a supervisor, manager or co-worker who can get appropriate assistance.
5. **Keep Calm and Leave if You Need to.** Maintaining non-threatening eye contact, use supportive body language and a calm voice. Don’t isolate yourself and leave if the situation is escalating.

5.0 Communication Plans and Training

Nimmo Bay will ensure that all individuals entering Nimmo property for work or otherwise is aware of Nimmo Bay’s Covid-19 Safety Plan by executing the following measures:

5.1 Guest Communication

- First Aid assistance is available to guests through the operations office.
- If guests have questions or concerns about Nimmo’s Covid-19 policies or procedures, they can inform any team member and a member of Management will speak with them momentarily.
- Guests receive pre-arrival communication emails and a Wellness Kit upon arrival that detail Nimmo’s Covid-19 Safety Plan. The touring team member will also provide a safety overview during orientation.

5.2 Team Communication

- First Aid assistance is available through the Guide Office.
- If team members have questions or concerns about Nimmo’s Covid-19 policies or procedures, they are to inform their direct manager.

- Team members will receive the Nimmo Bay Covid-19 Safety Plan digitally via email alongside other departmental training material prior to arrival.
- There is a designated information area in the New Crew and the Operations Office dedicated to all health and safety information for team members, which will include Covid-19 information and Nimmo’s Covid-19 Safety Plan.

5.3 Team Training

- Formal Health and Safety Training session during team building led by the Health and Safety Officer and or to any new employees that begin after resort-wide orientation, have new or amended job duties, or if the Covid-19 policies change.
- Nimmo Bay will provide formal training and strategies required to address the risk of violence that may arise as guests and members of the public adapt to restrictions or modifications to the workplace.
- Supervisors and managers will participate in a formal training session on monitoring team members and the workplace to ensure policies and procedures are being followed.
- The Health and Safety Officer will lead formal training for employees related to their departmental policies on a monthly basis.
- First Aid Attendants have been provided OFA3 protocols for use during the Covid-19 pandemic and will receive training with the Health and Safety Officer during their orientation.

6.0 Monitoring and Updating Plans

Nimmo Bay is prepared to monitor and update this Covid-19 Safety plan to reflect current PHOs and guidance set forth by BC’s Center for Disease Control and WorkSafe BC. Nimmo has a plan in place to monitor risk and to make changes to our policies and procedures as necessary.

6.1 Monitoring Risk

- Nimmo Bay’s Joint Health and Safety Committee meets once a month chaired by the Health and Safety Officer. This meeting will include a portion designated to Covid-19 topics including collecting feedback from members on the Nimmo Covid-19 Safety Plan, monitoring risk, and potential areas of improvement.

6.2 Updating Plans & Communicating Changes

- The Health and Safety Officer is responsible for updating the Nimmo Bay Covid-19 Plan as necessary in consultation with the Joint Health and Safety Committee (and by extension the team), and Department Heads in adherence to all public health guidance.
- The Health and Safety Officer is responsible for communicating changes to guests and department heads who will in turn communicate to team members.
- The Health and Safety Officer is responsible for keeping communication boards and information sheets updated.

7.0 Resources and Annexes

7.1 Province of British Columbia Orders and Notices

- [**BC's Restart Plan**](#)
- [BC Employment Standards Act](#)
- [PHO Federal Quarantine Order](#)
- [PHO Food and Liquor Service Premises](#)
- [PHO Gatherings and Events](#)
- [PHO Mask Mandate Order](#)
- [PHO Travellers and Employers Order](#)
- [PHO Workplace COVID-19 Safety Plans](#)
- [PHO Workplace Safety](#)

7.2 BC Center for Disease Control

- [BC CDC Beaches](#)
- [BC CDC Contract Tracting](#)
- [BC CDC Disinfecting and Cleaning](#)
- [BC CDC Disinfection for Non-emergency Transport Vehicles](#)
- [BC CDC Guideline for Group Low Intensity Exercise](#)
- [BC CDC Hotels and Tourism](#)
- [BC CDC Guideline for Playgrounds](#)
- [BC CDC Guideline for Recreation Facilities](#)
- [BC CDC Guideline for Swimming Pools](#)
- [BC CDC Parks and Recreational Facilities](#)
- [BC CDC Print Resources](#)

7.3 WorkSafe BC

- [WorkSafe BC Accommodation Protocols for Returning to Operation](#)
- [WorkSafe BC Cleaning and Disinfecting](#)
- [WorkSafe BC Covid-19 Safety Plan Outline](#)
- [WorkSafe BC COVID-19 Safety Plan OHS Guideline](#)
- [WorkSafe BC Entry Check, Covid-19 Symptoms](#)
- [WorkSafe BC How to Use a Mask](#)
- [WorkSafe BC Mental Health – Employers](#)
- [WorkSafe BC Mental Health – Workers](#)
- [WorkSafe BC OFAA Protocols](#)
- [WorkSafe BC Personal Services Protocols for Returning to Operation](#)
- [WorkSafe BC Reviewing and Updating Covid-19 Safety Plans](#)
- [WorkSafe BC Retail Protocols for Returning to Operation](#)
- [WorkSafe BC Selecting and Using Masks](#)
- [WorkSafe BC Violence in the Workplace](#)

7.4 Internal Documents to Support

- **Nimmo Bay Departmental Covid-19 Cleaning and Disinfecting Checklists**
- **On-Site Employee Appendix**

Annex 1: Covid-19 Infographic

