

NIMMO BAY

2021 COVID-19 Safety Plan

Operational Season Updated: August 11, 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.

In choosing to work at Nimmo Bay as set forth in your Employee Contracts, you acknowledge the risks associated with living and working in a small communal setting during the COVID-19 Pandemic. Team members understand that any breach in these policies will result in verbal and written warnings and in extreme cases, termination.

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 for every shift of work, to avoid any potential for additional stress, or misunderstandings regarding proper conduct.
- Encourage a culture where team members are looking out for each other instead of trying to bring each other down.
- 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.
- **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

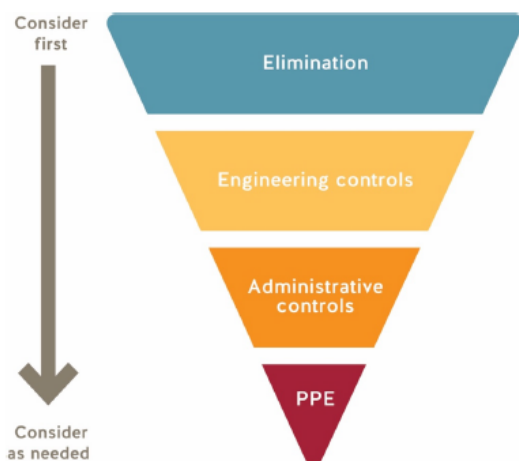
All shared resort boats. All shared tools and equipment not limited to small tools, maintenance equipment, and others. Kitchen appliances, utensils and small tools.

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.

3.1 A: Elimination of Non-Private Guest Activities and Excursions

Nimmo Bay will not carry out guest activities in which different guest “groups” engage in the same activity at the same time. Guest activities are booked as private excursions are limited to the guest “bubble”. Resort amenities are restricted to the guest “bubble”.

3.1 B: Rescheduling Work Tasks

Nimmo Bay will implement reasonable measures and reschedule work tasks to keep team members and others at least 2 meters apart, whenever possible. This includes and is not limited to assigning tasks to team members to complete individually if safe to do so, staggering work schedules to minimum close contact, and adjusting the physical space to encourage physical distancing where possible.

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. This includes the furniture around the Guest Fire Dock, Anchor Lodge and Little River.

3.3 Third Level Protections: Administrative Controls & Effective Hygienic Practices

Nimmo Bay has outlined the rules and guidelines for how team members should conduct themselves to reduce the risk of person-to-person transmission, and implemented rigorous cleaning and hygienic practices to help reduce the spread of Covid-19. These rules and guidelines have been clearly communicated to team members through a combination of training and signage, outlined in section 5.0 Communication Plans and Training. 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

Guest Group Sizes, Cohorts and Bubbles

- Each group or “party” of guests will be considered their own household or “bubble”.
- Guest activities are booked as private excursions are limited to the guest “bubble”.
- Resort amenities are restricted to the guest “bubble”.
- All individuals must observe social distancing measures in place.

Team Group Sizes, Cohorts and Bubbles

- Team members are considered an individual bubble during the first 5 days on site. After which, if the team member is still asymptomatic and in good health, they 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.
- All individuals must observe social distancing measures in place.

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 should avoid touching their face without washing hands first
- 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 FLEX team.
- Nimmo Bay uses disinfecting products advised by Health Canada as directed by the label to avoid introducing other hazards to the workplace.
- Nimmo Bay provides PPE to the cleaners to protect against the cleaning chemicals.

3.3 B: Transfer Points

- Prior to arrival at a transfer point, guests will receive information about Nimmo Bay’s Covid-19 Safety protocols and expectations of protocols for guests and team members when on site.
- All guests will receive a “Welcome Wellness Kit” at their arrival transfer point that includes a non-medical face mask or covering.
- A mask or face covering is required for all team members, guests, contractors and visitors on all transfers to and from Nimmo Bay, regardless of transportation method. An N95 mask will be provided on transfer points to and from Nimmo Bay when available.
- All guests must adhere to any Covid-19 safety protocols that will be implemented at all transfer points to and from Nimmo Bay.
- Vessels will operate with an appropriate COVID-19 capacity as dictated by Transport Canada.

3.3 C: HUB

Arrivals

- Guest arrivals will be greeted by a member of management and will be spaced out to allow for individualized guest check-in.
- Guests will be toured by bubble. During the tour, guest’s will be informed of all relevant and updated COVID-19 protocol information, verbally debriefed on their responsibilities, and the measures Nimmo Bay is taking to ensure everyone’s health and safety.
- Team members will deliver luggage to the cabin and will not enter the room. Luggage will be placed just outside the cabin door.

Check In

- Check ins are conducted by the group “bubble” at the office while physically distancing.

- Nimmo Bay satisfies its requirement to collect contact information for all guests through Guest Information Form.

On Site Activity Booking

- Guest activities will be booked onsite at a safe physical distance with members of the HUB team. This is most often done individually in the office and outdoors on the Guest Fire Dock.

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

- Check out extensions are not being offered at this time. Guests will vacate their cabin(s) at a time outlined by the Operations Manager onsite.
- 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. It is sanitized before and after use.
- If luggage assistance is desired, 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.

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.
- 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.
- Will wear gloves while in the guest cabin, with a fresh pair of gloves worn for each new cabin. Housekeepers wash or sanitize hands whenever removing or changing gloves.
- Will increase ventilation during stayover service in the way of a bathroom fan on, room window or balcony-facing doors when possible.
- May handle the guest items approval of the guest and must change gloves after handling any guest item.
- Only necessary tools, cleaning supplies, and required amenities will enter the room. No items that have been removed from a previous room will enter another guest 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 following the housekeeping checklist. 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.
- Additional amenities are available upon request. Items will be delivered to the guest cabin.

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

- All guided activities below require pre-booking.
- 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.

Practitioners and Treatments

- Practitioners greet guests outside of their cabins and escort them to their treatment room.
- Individual and side-by-side treatments are available in accordance with the Wellness Menu.
- Masks are mandatory in all indoor spaces including treatment rooms and when face up on massage tables. When N95 Masks are available, wellness practitioners are encouraged to use this mask during close-proximity treatments.
- An adequate cleaning time is allotted between all treatments to provide a clean, safe space for the next incoming guest. 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 by instructor and guests is not mandatory as physical distancing can be achieved; masks can be worn upon request if preferred.
- Yoga classes will be conducted outdoors when applicable.
- Yoga mats and a towel will be provided for each guest and placed 2m apart.
- The instructor will not do hands-on adjustments.
- Any props utilized will be properly sanitized before and after use.
- 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)

- Team members should maintain a 2-metre distance from the tables whenever possible.
- Guests are seated for dining experiences within their group “bubble” and are asked not to mingle with other diners within 2m of their bubbles.

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 with a new cloth between seatings.
- All bar counters will be sanitized after each guest.

Glassware

- All bar service ware will be behind the bar. Only certain wine glasses will be in open areas and a cleaning/ final polish will be done before each use.
- All barware and utensils will be placed in “used” and “sanitized” containers. Barware is to be used only when it has been properly sanitized.

Side Duties and Laundry

- Regular and thorough sanitization of workstations and high touch areas as per the cleaning and disinfecting checklist.
- Crayons, coloring pages or other items distributed to children will be thoroughly sanitized between uses and enter an isolation period between guest groups.

Guest Facing Duties

- Guest facing duties include but are not limited to; greeting guests, taking orders, order dissemination, table service and wine service.
- Team members may handle the guest coat at the approval of the guest and must sanitize hands after handling any guest item.
- Menus are provided verbally. Paper copies are available at the request of the guest and will enter an isolation period between guests, or disposed of if soiled.
- At the approval of the guest, napkins can be refolded if they vacate the table and tables should be crummed as service requires.

Service Duties

- Service duties include but are not limited to; running food, clearing plates, making cocktails, pouring wines.
- 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.
- Any leftovers requesting to be taken, we will provide guests with a clam shell/bag & they will package themselves.
- The coffee station will still be available, sanitation instructions before and after each use will be posted.

Bar Program

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

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. Service team will maintain 2m distance and wear a mask.

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.
- Team members must have a work-related purpose and permission from the kitchen prior to entering any of the following spaces: kitchen, dish pit, pastry and food storage facilities.
- 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.
- All personal dishes are to be put in the designated dish area and are not to be left out.
- 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 Little River and transferred to New Crew where it will be served out of New Crew building at designated meal times.
- Team members are required to wear a mask or face covering when transferring meal to and from Little River, or dishing their plates from the service table.
- 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.
- Team members are encouraged to dine outside at scheduled meal times.
- 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: Pro Shop

- One size of each style and color will be available in the Pro Shop, remaining sizes are stored in storage. Guests will still be able to try on different sizes and styles of items.

3.3 J: 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 Housing

- 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 that stringent cleaning protocols are observed by each team member using these spaces, as laid out in the Cleaning and Disinfecting checklist.
Laundry	Remains open; laundry rooms are assigned by building of residence.
Team Events	Will be permitted provided they are executed in a socially distant manner that follows all public health orders.
Gym	Remains open to one team member at a time, provided sanitization processes are followed.
Team Gear	<p>Team members are strongly encouraged to bring their own gear for post work activities.</p> <p>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.</p>

3.3 K: Resort Amenities

We ask all guests to use these amenities in their party or “bubble” only, unless noted differently below physical distancing can be achieved. We also ask our guests to abide by their scheduled use times to allow all guests an opportunity to enjoy these spaces. Cleaning and disinfecting protocols are in place and are executed by the sanitation team.

Hot Tub	Remain open to guests; please check in with the HUB team prior to use as this space is being pre-booked. Hot tub towels are available in the hot tub area.
Rain Shower	Remains open to guests; please check in with the HUB team prior to use as this space is being pre-booked and sanitized between each use. Towels are available in the hot tub area.
Fire Dock	Remains open to guests; all furniture spaced 2m apart between bubbles.
Floating Sauna	Remains open to guests; this facility is always pre-booked with an Operations Manager prior to use.

Gym	Remains open to guests and is sanitized between each use; please check in with the HUB team prior to use as this space is being pre-booked.
Kayaks	Remain open to guests; please check in with the HUB team prior to use as this equipment is being pre-booked.
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

Masks as part of the PPE strategy are used when elimination, engineering and administrative controls cannot be implemented.

- Non-medical face masks and coverings are examples of personal protective equipment that are used to protect the wearer from **respiratory droplets** and liquid contaminating the face.
- N95 respirators and surgical masks are examples of personal protective equipment that are used to protect the wearer from **airborne particles** and from liquid contaminating the face.
- **High Risk Activities** are defined as activities where guests and team are interacting in close proximity and in enclosed, indoor spaces where social distancing cannot be achieved.
 - Transport to and From Nimmo Bay
 - Enclosed indoor spaces in confirmed spaces – enclosed boats
 - Close proximity wellness treatments

Guest Mask Use:

All guests will wear a non-medical face mask or covering:

- On all modes of transport to and from Nimmo Bay for the duration of the trip.
 - When advised by the captain of the transport vessel, all guests will wear a provided N95 respirator mask.
- When engaging in “high risk” activities
 - When on enclosed boats for activities.
 - When in wellness treatments within 2m of a team member and are on face up on the massage table.

Team Mask Use:

All team members will wear a non-medical face mask or covering:

- On all modes of transport to and from Nimmo Bay for the duration of the trip.
- When indoors and within 2m of a guest.
- When indoors and within 2m of another team member for the first 5 days of their shift.
- When transporting any team meals from LR to New Crew and when dishing up food from New Crew.
- At the request of any individual.

Team members will wear a provided N95 respirator mask:

- When engaging in “high risk” activities

- When advised by the captain of the transport vessel. This includes boat and air transportation.
- Guides on enclosed boats for guided activities.
- Wellness team during treatments that involve a proximity to guests closer than 2m.

Exemptions for required mask use will be granted as per the **PHO Mask Mandate Order**:

- People with health conditions or with physical, cognitive, or mental impairments who cannot wear one.
- People who cannot remove a mask on their own.
- Children under the age of 12.
- People who need to remove their masks to communicate due to a hearing impairment.

3.42 Gloves & Other PPE

Gloves and other PPE are available for team members for additional protection for tasks involving higher risk. Supplies are available throughout the property and team members will be trained on their use.

4.0 Covid Related Policies

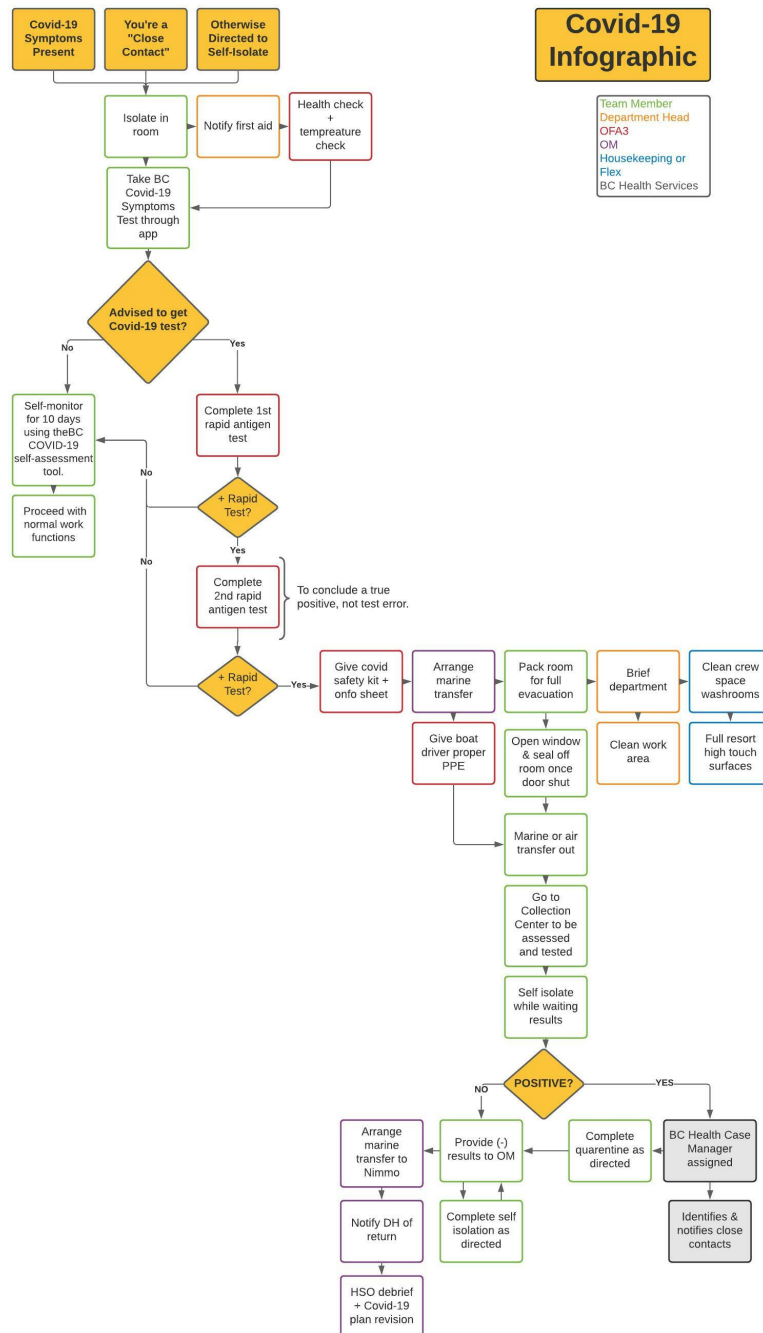
Nimmo will treat any individuals presenting potential symptoms of COVID-19, or who may have come into contact with COVID-19 with respect and dignity. Nimmo Bay has implemented the following policies on addressing illness that arises in the workplace, and how team members can be kept safe in adjusted 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.
- As of August 9, 2021: American citizens and permanent residents of the United States, who currently reside in the United States and who meet specific criteria to qualify as fully vaccinated and qualify for the fully vaccinated traveler exemption as set by the [Government of Canada](#) may enter Nimmo Bay 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	- If severely ill (IE difficulty breathing, chest pain), immediately inform First Aid who will call 811 and activate emergency evacuation procedures for the team member. - Isolate in their crew room.
Team Member	- Report symptoms and or exposure potential to their direct manager. - If the direct manager is not on site, please report to the Operations Manager.

Step 2: First Aid Check & BC Covid-19 Self-Assessment Tool

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	- Don all appropriate PPE for a Covid Check including an N95 mask and face shield. - Perform a first aid check which includes a temperature check and complete a Nimmo Bay Covid form. - Assist the team member complete a BC COVID-19 self-assessment tool . - Call 811 via Nimmo Bay Sat Phone if unsure of symptoms or results of the BC Covid Self-assessment tool.

If a Covid-19 Test is **NOT recommended** from the BC Self-Assessment Test and/or confirmed by the OFA3 attendant and public health nurse via 811:

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.
Direct Manager	- Arrange for their workspace to be cleaned and disinfected. - Arrange for thorough cleaning and disinfecting of shared bathroom. - Reaffirm H&S protocols and advise increased safety measures.

If a Covid-19 Test **IS recommended** from the BC Self-Assessment Test and/or confirmed by the OFA3 attendant and public health nurse via 811:

Step 3: Administer a Rapid Antigen Test

Who	Action
OFA 3 Attendant	- Administer a Rapid Antigen Test. Supervision of a registered nurse not required.

If the Rapid Antigen Test produces a Negative Result:

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.
Direct Manager	- Arrange for their workspace to be cleaned and disinfected. - Arrange for thorough cleaning and disinfecting of shared bathroom. - Reaffirm H&S protocols and advise increased safety measures.

If the Rapid Antigen Test produces a Positive Result:

OFA 3 Attendant	<p>- Immediately administer a second rapid antigen test. Supervision of a registered nurse not required.</p> <p><i>This is to ensure that a positive result was not due to contamination or other factors.</i></p>
OFA 3 Attendant	<p>If a second positive result is relieved:</p> <ul style="list-style-type: none"> - Activate the Command Center - Provide the individual with a personal wellness covid kit and Info Sheet on what do after your covid test - Instruct the individual to pack all belongings in their room for a full evacuation. - Instruct the individual to open their window and place a towel over the closed door gap once they vacate the bedroom, go immediately to the transportation mode arranged. - Thoroughly scrub down immediately exiting the call.
Command Centre	<p>- Arrange a transfer for the individual(s) off of Nimmo Bay Property where the individuals are required to complete a PCR test at an appropriate facility.</p> <p>In the event of a marine transfer where a team member is directly involved in their transport:</p> <ul style="list-style-type: none"> - Provide boat driver with appropriate PPE including an N95 mask and face shield. - Open all possible windows for increased ventilation during transport.
Direct Manager	<ul style="list-style-type: none"> - Brief the direct team of a potential exposure within the department. - Arrange for their workspace to be cleaned and disinfected. - Arrange for thorough cleaning and disinfecting of shared bathroom. - Arrange for a full resort high touch surfaces sanitization. - Reaffirm H&S protocols and advise increased safety measures.

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.

Step 4: After Nimmo Bay Evacuation

Team member	<ul style="list-style-type: none"> - Find a collection center to be assessed and get tested (<i>see the end of this document for Northern Vancouver Island collection centers</i>) - Self –isolate after your Covid-19 Test while you wait for your test result
Team member	<p>Sign up to receive your Covid-19 Test Results:</p> <p>Text: https://results.bccdc.ca Online: www.gov.bc.ca/healthgateway or go to your health region website. Phone: 1-833-707-2792 Call for results even if you do not have a personal health number (PHN). <i>You will need a valid BC health number to do this.</i></p>

Team member	<ul style="list-style-type: none"> - Keep Direct Manager apprised of test result so we can properly notify guests and team of a Positive case. Your identity will not be revealed. - Keep Direct Manager apprised of expected return to work based on the advice of BC Health
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4.3 Positive (+) Test Results Procedures:

- The Operations Managers will inform guests and team members of positive test result(s), and that BC Health will be in touch with individuals directly for any close contacts that are identified. They will not disclose the team member’s identity.
- Close Contacts will be identified by Island Health’s public health team, where they are provided further instruction.
- Team members on site that are identified as Close Contact must disclose this information to their Direct Manager, who will activate the Potential Covid-19 Infection process, as detailed in section 4.2
- 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.
- The Command Centre will debrief and examine the Covid-19 plan effectiveness.

4.5 Close Contacts Identified on Site

- If you are a contact of a confirmed case, a member of the public health team will contact you to let you know you may have been exposed.
- If you have symptoms, you will be sent for testing off of Nimmo Bay Property. If you do not have symptoms, you will be asked to self-isolate off of Nimmo Bay Property so that if you develop COVID-19, you won’t spread it to others in the community, as per BC Centre for Disease Control.
- If you’re identified as a “Close Contact” you are required to disclose that information to your direct manager.

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:

- Report possible exposure to their direct manager and not return to Nimmo Bay Resort.
- Visit the nearest testing facility and self-isolate while they await results.
- Provide results to the direct manager.

Nimmo Bay will:

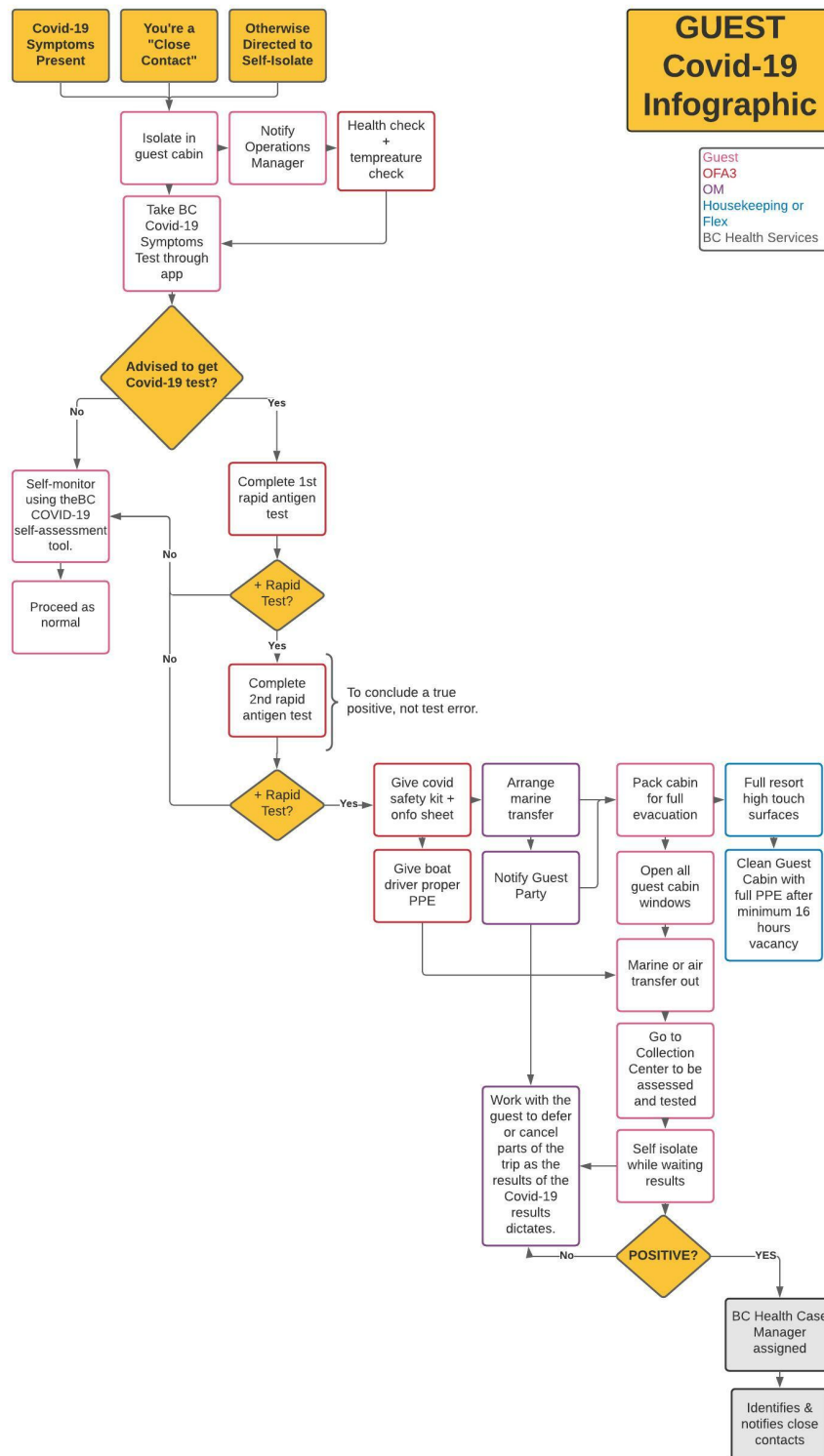
- Conduct a full resort high touch surfaces clean upon notice of potential exposure
- The Direct Manager will arrange for work coverage if it's expected that the individual may not be able to return to Nimmo Bay for their regularly scheduled shift.
- Activate positive and negative test protocols based on the notice from the individual.

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. For more information, please visit the [link](#).

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	<ul style="list-style-type: none"> -If severely ill (IE difficulty breathing, chest pain), immediately inform First Aid who will call 811 and activate emergency evacuation procedures. - Isolate in their guest cabin. - Report symptoms and or exposure potential to the Operations Manager

Step 2: First Aid Check & BC Covid-19 Self-Assessment Tool

Who	Action
Operations Manager	<ul style="list-style-type: none"> - Disclose all relevant information to the OFA3 first aid attendant to visit the guest cabin.
OFA 3 Attendant	<ul style="list-style-type: none"> - Don all appropriate PPE for a Covid Check including an N95 mask and face shield. - Perform a first aid check which includes a temperature check. - Complete a BC COVID-19 self-assessment tool with the guest. - Call 811 via Nimmo Bay Sat Phone if unsure of symptoms or results of the BC Covid Self-assessment tool.

If a Covid-19 Test is **NOT recommended** from the BC Self-Assessment Test and/or confirmed by the OFA3 attendant and public health nurse via 811:

Who	Action
Guest	<ul style="list-style-type: none"> - Self-monitor for using the BC COVID-19 self-assessment tool and report any new symptoms to the Operations Manager who will inform the OFA3 attendant. - Continue to proceed as normal following all H&S guidelines and protocols.

If a Covid-19 Test **IS recommended** from the BC Self-Assessment Test and/or confirmed by the OFA3 attendant and public health nurse via 811:

Step 3: Administer a Rapid Antigen Test

Who	Action
OFA 3 Attendant	<ul style="list-style-type: none"> - Administer a Rapid Antigen Test. Supervision of a registered nurse not required.

If the Rapid Antigen Test produces a Negative Result:

Guest	<ul style="list-style-type: none"> - Self-monitor using the BC COVID-19 self-assessment tool and report any new symptoms to the OFA3 attendant. - Continue to proceed as normal following all H&S guidelines and protocols.
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If the Rapid Antigen Test produces a Positive Result:

OFA 3 Attendant	<ul style="list-style-type: none"> - Immediately administer a second rapid antigen test. Supervision of a registered nurse not required. <p><i>This is to ensure that a positive result was not due to contamination or other factors.</i></p>
OFA 3 Attendant	<p>If a second positive result is relieved:</p> <ul style="list-style-type: none"> - Activate the Command Center

	<ul style="list-style-type: none"> - Provide the individual with a personal wellness covid kit and Info Sheet on what do after your covid test - Instruct the individual to pack all belongings in their cabin for a full evacuation. - Instruct the individual to open their window and go immediately to the transportation mode arranged when instructed. - Thoroughly scrub down immediately exiting the call.
Operations Manager	<ul style="list-style-type: none"> - Notify remainder of guest party of potential exposure - Arrange a transfer for the individual(s) and remainder of guest party off of Nimmo Bay Property where the individuals are required to complete a PCR test at an appropriate facility. <p>In the event of a marine transfer where a team member is directly involved in their transport:</p> <ul style="list-style-type: none"> - Provide boat driver with appropriate PPE including an N95 mask and face shield. - Open all possible windows for increased ventilation during transport. <ul style="list-style-type: none"> - 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 person(s) are vacated.
Operations Manager	<ul style="list-style-type: none"> - Brief all team of a potential exposure. - Arrange for a full resort high touch surfaces sanitization. - Reaffirm H&S protocols and advise increased safety measures.

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.
- 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.

5.0 Communication Plans and Training

5.1 Guest Communication

- First Aid assistance is available to guests through the operations office or in guest cabins for privacy.
- 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 or team rooms for privacy.
- If team members have questions or concerns about Nimmo's Covid-19 policies or procedures, they are to inform their direct manager or speak with the Health and Safety Officer.
- 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 each department as well as in crew spaces dedicated to all health and safety information for team members, which includes Covid-19 information and Nimmo's Covid-19 Safety Plan.

5.3 Team Training

- Nimmo Bay will provide a formal Health and Safety Training session during team building /orientation 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. This Health and Safety Training session will include: reviewing the Nimmo Covid-19 Safety Plan, proper mask use, effective cleaning and hygienic practices.
- 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 in a physically distanced space, 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 Additional Resources

7.1 Northern Vancouver Island Collection Centers

Health Authority: Vancouver Island

City/Town: Port McNeill

Community Collection Centre Name:	Port McNeill Hospital
Special Criteria/Consideration:	By appointment only. Individuals with symptoms of COVID-19 may call the Island Health COVID-19 Call Centre 08:30 – 20:00, 7 days a week to book an appointment. See website below for more information.
Appointment Required:	Yes
This Site Accept Children (0-16):	Yes
City/Town:	Port McNeill
Address:	2750 Kingcome Pl, Port McNeill
Specific Location:	Tent in hospital Parking Lot
Availability:	Call centre hours below; open statutory holidays. See website for location hours.
Monday:	08:30 – 20:00
Tuesday:	08:30 – 20:00
Wednesday:	08:30 – 20:00
Thursday:	08:30 – 20:00
Friday:	08:30 – 20:00
Saturday:	08:30 – 20:00
Sunday:	08:30 – 20:00
Phone:	1-844-901-8442
Website:	https://www.islandhealth.ca/covid19testing

Health Authority: Vancouver Island
City/Town: Port Hardy

Community Collection Centre Name:	Port Hardy Hospital
Special Criteria/Consideration:	By appointment only. Individuals with symptoms of COVID-19 may call the Island Health COVID-19 Call Centre 08:30 – 20:00, 7 days a week to book an appointment. See website below for more information.
Appointment Required:	Yes
This Site Accept Children (0-16):	Yes
City/Town:	Port Hardy
Address:	9120 Granville St, Port Hardy
Specific Location:	Tent in hospital Parking Lot
Availability:	Call centre hours below; open statutory holidays. See website for location hours.
Monday:	08:30 – 20:00
Tuesday:	08:30 – 20:00
Wednesday:	08:30 – 20:00
Thursday:	08:30 – 20:00
Friday:	08:30 – 20:00
Saturday:	08:30 – 20:00
Sunday:	08:30 – 20:00
Phone:	1-844-901-8442
Website:	https://www.islandhealth.ca/covid

7.2 Private Testing/ Testing for Travel

There are some private pay clinics that offer testing for a fee to people who require asymptomatic testing for reasons that fall outside of B.C. public health recommendations. Please note that the following listings are provided only as a convenience and their inclusion does not constitute endorsement by the Government of British Columbia or the BCCDC.

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/testing/where-to-get-a-covid-19-test-in-bc>

[24/7 Testing](#) (Lower mainland, Kelowna, Nanaimo, Victoria)

[A+ Travel Tests](#) (Vancouver)

[Ace Travel Clinic](#) (Vancouver)

[Amani Travel Clinic](#) (Fort St. John, Prince George, Vancouver)

[Bon Voyage Medical](#) (Coquitlam)

[Burnside Family Medical Clinic](#) (Victoria)

[Care Point Medical Centre – Joyce](#) (Vancouver)

[City Centre Urgent Primary Care Centre](#) - (Vancouver)

[CVM Medical Ltd](#) (Richmond/YVR)

[COVID Test BC](#) (Burnaby, Surrey, Vancouver)

[COVID Travel Vancouver](#) (West Vancouver)

[Elicare Lansdowne Medical Clinic](#) (Richmond)

[FastTest](#) (Vancouver, Burnaby, Surrey)

[Imperial Medical](#) (Burnaby)

Imperial Medical (Richmond): 604-242-3896

[Integrated Wellness Medical Centre](#) (North Vancouver, Port Coquitlam, Langley)

[Iridia Medical](#) (Vancouver)

[London Drugs](#) (Vancouver, Burnaby, Surrey)

[Lower Mainland Family, Urgent and Primary Care Centres](#) (Vancouver, Burnaby, Surrey)

[Loyal Medical Clinic](#) (Vancouver)

[MD Connected Ltd./JC Health](#) (Surrey)

[Midtown Medical Clinic](#) (Richmond)

[Northern Travel and Vaccination Clinic](#) (Prince George/Williams Lake)

[Okanagan Testing Clinic](#) (Penticton, Princeton and Kamloops)

[Onsite Immunization and Wellness](#) (Mobile Service)

[Reel Covid Testing](#) – (Lower Mainland)

[Station Square Medical Clinic](#) (Burnaby)

[Sky Medical Clinic](#) (Vancouver)

[Travel Medicine & Vaccination Centre](#) (Langley, Kelowna, Victoria)

[Travel Safe Immunization](#) (Vancouver)

[Ultima Medical](#) (Richmond)

[Vancouver International Airport](#) (YVR, Richmond)

[Vaxi](#) (Lower Mainland and Fraser Valley)

[Whitecap RSC Medical](#) (BC airports: YVR South, Kelowna, Nanaimo, Terrace and Prince George)