



Standard Operating Procedures

Post COVID 19 return to work:

All employees shall self-assess for COVID 19 symptoms daily. If any of the following symptoms are present, please stay home and continue to monitor symptoms: contact tele-health for further instructions.

Fever

Cough

Chills

Shortness of Breath

Sudden loss of smell or taste

Sore Throat

If someone in your house is showing these symptoms please stay home and contact tele-health for further instructions.

If someone in your house has been diagnosed with COVID 19 please self-quarantine for 14 days.

Cleaning Procedures*

1. Ensure area is well ventilated
2. Wear appropriate PPE according to manufacturer
3. Remove any items and dirt from surface
4. Using approved cleaner, completely wet surface.
5. Allow sufficient drying time (according to manufacturer)
6. Remove and discard PPE and wash hands thoroughly
7. Discard wipes/papertowel used in cleaning

Chalet

Opening/Operating:

1. Ensure safety signage is posted
2. Wipe with disinfecting wipes/spray, all commonly used keyboards and phones.*
3. Clean all washrooms with special attention to faucets, door handles and other commonly touched surfaces as required.*
4. Ensure multi-use washrooms are closed. Opening multi-stall washrooms will be dependent on public health recommendations.
5. Ensure all closed areas of the Chalet are well signed and blocked off.

6. Ensure signage and barricades are in place to maintain "one way" traffic flow through Chalet (Traffic flows in through the front doors, and out through the West Wing doors).
7. Ensure all cleaning products and PPE is well stocked.
8. Prior to public access, ensure adequate signage is posted outside regarding current public health recommendations for entering a public building.
9. Ensure any barriers and floor markings are in place to maintain physical distancing.
10. Chalet will be limited to 10 customers at a time.

Closing:

1. Ensure all floors are vacuumed.
2. Ensure all common surfaces have been disinfected.
3. Clean individual use bathrooms, paying attention to door handles, toilet handles, faucet handles.
4. Lock all doors and set alarm.

Guest Services:

1. Using approved disinfectant, clean any commonly used electronics such as keyboards, phones, handles, countertops, staplers and scissors etc. This should be done at least twice throughout the day and immediately prior to close.* These items should be cleaned immediately after use if possible.
2. Ensure any areas to be visited by customers will allow physical distancing.
3. Disinfect rental desk, pens and Grab and Go Fridge and coffee maker. Frequency will be dictated by usage.*
4. Disinfect railings twice daily.*
5. Guest Service staff will wear appropriate PPE when dealing with customers.
6. Cashless/Contactless payment transactions are available and strongly encouraged.
7. Wash or sanitize hands immediately after any exchange of products or paperwork with customer.

Retail/Rentals/Service:

1. Using approved disinfectant, clean all counter tops, phones, frequently used tools at various times a day: upon opening, mid day, and before close.
2. Any tools used should be disinfected by the user immediately after use.*
3. Ensure barriers and markers are in place prior to opening to the public to ensure physical distancing can be maintained.
4. Retail/Rental/Service staff will wear appropriate PPE when dealing with customers.
5. Rental Bikes must be disinfected prior to each use and after the customer is finished.

6. Bike helmets must be disinfected prior to use paying special attention to adjustment dial, straps, and shell, helmets should be used on a rotational basis allowing several days between uses if possible.
7. Wash or sanitize hands immediately after any exchange of products or paperwork with customer.

Maintenance and Vehicles:

1. Cleaning and disinfecting fleet vehicles and equipment should occur at various times throughout the day by the user. These times include: the **start of shift**, **between employee usages**, and at the **end of shift**.
2. Keep the vehicle's doors open for ventilation and clean outdoors when possible.
3. When cleaning vehicles vigorously wipe down the dash, indoor and outdoor door handles, steering wheel, shifter, radio dials/dash touch screens and any other frequently touched items in the vehicle.*
4. Latex/ nitrile gloves will be provided specifically for frequently contacted equipment that is shared between employees (i.e. at vehicle fueling stations).
5. As always, if you require safety gloves for PPE, these safety gloves are to be worn in the usual manner and are not to be replaced with latex/nitrile gloves.
6. For your consideration, if you are using fabric gloves, be mindful that some **viruses can remain viable on fabrics for anywhere between several hours to several days**.
7. Disinfect the high contact areas of the diesel and gasoline refueling areas (i.e. pump handles) after each use.
8. In an effort to control the spread of the virus, this cleaning practice also applies to any tools that are shared between employees, as well as our unlicensed fleet (i.e. tractors).
9. During the pandemic, and in order to maintain social distancing, only **one staff member should be assigned to one enclosed vehicle** at any given time. Remember to keep a distance of at least 6 feet (2 arms lengths) from others as much as possible.

HQ

1. Door knobs to building and washrooms will be disinfected twice daily.*
2. Kitchen touch point surfaces (fridge, faucet, etc) shall be disinfected as required.*
3. Any meetings shall take place in locations allowing participants to keep 2m distance.

Personal workstations

Each employee will be responsible for their own work station.

1. Wash hands or use hand sanitizer prior to approaching workstation to minimize any contamination.
2. Disinfect all surfaces on desk, chair, lights switches and door knobs at least twice daily (including prior to close).
3. Disinfect all electronics (keyboards, mouse, radio) at least twice daily (including prior to close).

Safety Practices

Maintain 2m distance from others

Use only assigned radio

Avoid touching face

Bring own cutlery/dishware daily

Use Single use gloves whenever possible

Read label on disinfectant to ensure proper use

Use only single user washrooms

Wash hands frequently

Wash clothing after each shift

Wear PPE when using cleaners

Dispose of single use gloves immediately after use

One person per enclosed work vehicle