



# COVID-19 BUSINESS SAFETY PLAN

Camp Property: Keats Camps, Keats Island  
Keats Office: 3-5707 Sidley Street, Burnaby BC

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## **Introduction**

The COVID-19 pandemic has had a tremendous impact on our society this year. Summer camps have been deemed a non-essential service, and therefore many have had to shut their doors for the season. Keats Camps has been fortunate enough under the provincial health guidelines in phase 3 to operate this summer. Keats Camps will be providing cabin rentals for families during a nine-week period beginning July 5, 2021 – September 25, 2021. Our management team has been doing research to ensure that we are current on all relevant information, so we are able to operate in a safe and secure manner for the summer of 2021.

We have reviewed our daily routines to ensure we can meet a high standard of customer service in a safe and comfortable manner. Each area of our facility has been reviewed, and we have implemented changes/closures as required.

Keats Camps are committed to the health and safety of its employees and guests and will be following all BC Government protocols for the various areas within the operation at the facility.

In keeping with current Provincial Health Office restrictions, we are operating our workplace with COVID-19 safety protocols. All staff and guests to the property are required to wear a mask when inside and not seated at the dining table. Please do your part to keep Keats Camps open.

The following measures will be taken to ensure that all spaces on the property are following WorkSafe BC guidelines to ensure elimination, engineering and administrative controls and proper implementations of personal protective equipment where physical distancing is not possible.

## **General Cleaning Protocols**

During and After Guests Stay:

1. Staff will practice diligent hand hygiene at all times during their shift.
2. Do NOT provide housekeeping service within guests' rooms during their stay.
3. All guest rooms must be fully cleaned and disinfected after every use.
4. Staff will NOT enter guests' rooms until authorized.
5. Cleaners must practice diligent hand hygiene before entering and after leaving each guest room
6. When gloves are used, a new pair will be used for each guest room
7. Proper hand hygiene must be performed after removing gloves
8. Staff should wear disposable gloves to remove waste from guest rooms and common areas.
9. A single, sturdy, leak-resistant garbage bag is sufficient for containing waste
10. If a garbage bag is punctured or contaminated, it should be placed into a second bag.

## **Arrival Day Procedures & Transportation on Arrival**

Keats Camps guests will arrive at Gibsons BC no later than 11:00 am. They will be greeted by a Keats Camps team member that will help them with parking and loading questions. Once parked, families will register as a family at the registration desk, where our staff will take their luggage and load it onto a Keats Camps vehicle. Each family's luggage will be tagged and delivered to the cabin they are assigned.

### **Arrival & Registration:**

1. While families are parking, Keats Camps staff members will ensure guests are aware of social distancing protocols and will be reminded of frequent hand sanitizing.
2. Greeters will be equipped with hand sanitizer.
3. Once parked, guests will be required to check-in at a designated station.
4. Guests will be limited to one family unit at each station
5. Guests will be required to stay 2 meters apart
6. Check-in staff will wear masks when 2 meters apart is not possible
7. Hand sanitizer will be provided
8. Guests will be required to complete a health self-declaration form upon arrival. (One form per family household)
9. Staff will clean and sanitize the registration table after each family check-in is completed
10. Greeters will ensure guests wait for boat transportation services (via private water taxis) in the designated areas (Gibsons Government Dock) to reduce the risk of over-crowding the public wharf.

### **Guest Transportation (Private Water Taxis)**

1. Prior to loading guests, the boat captain and Keats Camps staff will ensure that the self-assessment declaration is completed by all guests.
2. Guests will be transported in family bubbles.
3. All Guests will be required to wear masks while onboard any vessel.
4. Guests will obey guidelines and policies set out by water taxi companies.

5. All guests' luggage will be transported via private barge and delivered to guests upon arrival.

#### Guest Transportation (Keats Camps Vessels)

1. Prior to loading guests, the boat captain or Keats Camps staff will ensure that the self-assessment declaration is completed by all guests.
2. Guests will be transported in family bubbles; no other guests or staff members will be combined on water taxi runs.
3. All guests are required to load and unload their own luggage (if outside registration/departure times). Captains and greeters are not able to help with this process.
4. All boat captains/drivers will wear masks while in guest's company. This will include loading and unloading of luggage during the transport and unloading of passengers.
5. All guests are required to wear a mask while onboard any vessel
6. Boats will be sanitized after each guest or staff boat run. This will include wiping down all seats, backrests, door handles, windows, as well as the steering wheel, buttons and controls.

#### Staff Transportation

1. All staff must complete a self-assessment declaration prior to boarding boats
2. A maximum of 6 staff can be transported at any time on small boats (Evergreen), and eight staff on large boats (Tymac)
3. Seating for staff must allow for an open seat between each team member.
4. All staff (including operators) are required to wear a mask while onboard any vessel
5. Boats will be sanitized after each guest or staff boat run. This will include wiping down all seats, backrests, door handles, windows, as well as the steering wheel, buttons and controls.

#### Arrival at Keats Camps

1. Guests will be unloaded at Keats Landing by Keats Camps Staff. Onsite hosts and staff will welcome guests in a safe and secure manner and bring them to the camp property.
2. Hosts will welcome guests with reminders of frequent hand washing and social distancing measures.
3. Staff will guide all guests towards the camp property while going over basic COVID protocols.
4. Upon arrival, Keats Staff will direct guests to their accommodations
5. All guests' luggage and belongings will be delivered outside their accommodations. Staff will not enter guest accommodations at this time.
6. Staff remain socially distanced from families during luggage loading.

#### Accommodations

##### Guest Accommodations

Keats Camps has 15 Cluster cabins (Capacity: 14, Bunk Bed Style) and 12 Pilot House Cabins (Capacity: 6, Bunk Bed Style). All cabins are equipped with a full washroom (Showers, toilets,

Sinks) and electricity. All guest Cabins will be assigned to family households and will not be entered into by Keats Camps staff or other Guests unless an emergency situation arises. All Cabins will allow for 24 hours vacancy period between guests.

1. Each cabin will only accommodate family households.
2. Each cabin washroom will be equipped with: paper towel, hand soap, and toilet paper.
3. Cabins will be marked with guests' names on the door, and only those listed are permitted to access.
4. Cabins that are not in use will be locked.
5. Cabins will only be entered into by designated guests.
6. Staff will not clean cabins while guests are onsite.
7. Cabins will be fully cleaned and sanitized prior to guests arriving.

### Staff Accommodation

1. We will be housing staff in traditional spaces, however with reduced occupancy. We will ensure each staff member has accommodation for their placement. We have encouraged staff that personal belongings be kept to a minimum.
2. Limit of 2 staff members per living accommodation in both the Atco's and Officers Quarters.
3. Barriers will be between beds that are cannot be 6' apart.
4. Staff will share shower facilities and will be cleaned twice a day.
5. Staff cabins must be kept clean and sanitary. These spaces will be cleaned regularly by staff members who dwell in the space.
6. No staff members are to enter another staff member's living accommodations that has not been assigned to them.
7. Staff are encouraged to socialize in outdoor spaces.

### First Aid Treatment:

1. Any First Aid treatment needed will require the appropriate PPE of both the attendant and guest.
2. First aid room has been expanded using an outdoor tent, to allow for more room as well as Band-Aid and antiseptic wipes are available for guests to access at anytime.
3. Any guests that have symptoms of COVID-19 will be asked to leave camp and return home to receive a test. No refund will be given if this occurs.

### Food Service Protocols

#### Kitchen

1. Kitchen staff members will be limited to a maximum of 6 people per shift, to allow for proper social distancing and to avoid over crowding. No other members of summer staff will be permitted to enter the kitchen area.
2. All team members are required to follow social distancing measures and wear a mask at all time inside the kitchen.
3. Frequent hand washing will be practiced.
4. Bathroom facilities in the kitchen will be for kitchen staff members only and will be cleaned and sanitized thoroughly throughout the day.

5. Chefs will ensure kitchen is clean and tidy at all times and ensure all food safe standards are being upheld
6. During meal service, kitchen staff members will remain in the kitchen to prepare and re-stock food for servers.

#### Dishwashing Area:

1. Maintain directional flow of dirty and clean dishes (no crossover between the two)
2. Staff and volunteers (Deckhands) will be assigned dishwashing aprons for daily use, not shared
3. All staff and dishwashing staff will wear proper PPE at all times.

#### Meal Time Services

Traditionally we offer a combination of self serve and staff served buffet style service. Instead, we will have Keats Camps team members serving all meals from the buffet in the dining hall. This will include firsts and seconds. To ensure we are social distancing, staff will stand behind the buffet two meters apart from one another when possible and will serve guests over the buffet to allow proper social distancing. All staff members serving food will be equipped with proper PPE for the job. While in the dining hall, family bubbles will be distanced 6 feet apart with appointed tables and each family bubble will come up to the buffet separately. Hosts will explain meals and how service will work.

1. Entrances will be equipped with hand sanitizer.
2. All entrances into the dining hall and exits will be one way.
3. All family bubbles will be situated at a table together 6 ft apart from other family bubbles (Max.6 guests per table).
4. All guests and staff are required to wear a mask, unless they are seating at a table.
5. Keats Camps staff members will serve meals off the buffet line, while wearing masks.
6. All condiments will be served by Keats staff members.
7. Guests plates and cutlery will be place on tables prior to meal times to avoid cross contact from other families or staff.
8. Water pitchers for each table will be refilled by the host upon request.
9. All tables will be cleared by guests.
10. Once meal service is complete; camp staff members will remove all items from table and will clean and sanitize tables and chairs between meals.
11. Dining room will be closed to public between meals
12. Whenever self serve stations are provided (coffee/tea) there will be hand sanitizer and signage requiring guests to sanitize hands before getting anything.

#### Keats Camps Staff Meal Services:

1. Camp Staff team members will be required to wash and sanitize their hands prior to entering the dining hall for meal service.
2. All staff will be wearing masks and gloves to serve food to guests
3. Staff members will not enter the kitchen unless asked to do so by the Head Chef or Deckhand Director
4. If not assigned to serving, staff members will remain seated at a table until called by Guest Services for their meal service.

5. Camp Staff members that are assigned to serving at meals services will have an allotted meal time before or after standard meal times.
6. Staff members will sit with a maximum of 5 people per table to allow for proper social distancing. Water jugs will NOT be provided to staff, personal water bottles should be brought to each meal.

## **Facilities and Maintenance**

### General Standards:

1. All public washrooms have signs demonstrating proper hand washing techniques
2. All communal buildings have one-way entrances and exits
3. Buildings have been labeled with capacity limits
4. All entrances/exits have sanitizers available.
5. Staff will remain 2 meters apart from guests whenever possible; if required to be with 2 meters, masks will be worn
6. All water fountains have been closed to stop the spread of COVID-19

### Mariners Inn (Camp Store)

1. Maximum capacity 2 Family Units inside at all times.
2. Express Line available outside store. Physical distancing markers are placed to remind guests.
3. Hand Sanitizer will be available upon entry
4. Surfaces will be sanitized frequently
5. There will be specific markers for people to line up and stay physically distanced
6. Barriers will be placed between Keats Camps Staff.
7. Orders will be placed on the counter for guests to step up and pick up, nothing will be handed directly to guests
8. No cash will be accepted. Debit and Credit only.

### Staff Meetings:

1. Guests are not permitted inside the staff area (Bilge)
2. Daily socially distance staff meetings
3. COVID protocol reminders
4. New staff will be debriefed and instruction on the protocols of the workplace and review safety plan prior to starting work
5. Review any issues or safety concerns
6. Staff will receive weekly schedule at the beginning of the week with responsibilities
7. Staff and Guests are identified by colored wristbands/name tags.

### Maintenance Department

Keats Camps maintenance department will be lead by our Facilities Manager and will be compromised of 2-4 summer staff to assist. Daily maintenance of camp includes lawn maintenance, general maintenance.



1. Tools will not be shared amongst staff members, and when needing to do so will be cleaned and sanitized in between uses.
2. Keys will not be left in/on any machinery or vehicles to avoid unnecessary use. High touch surfaces will be sanitized before/after use.
3. High touch surfaces in the workshop will be cleaned and sanitized regularly.

**Site Risk Assessment**

For Covid-19 Workplace Exposure.

A thorough assessment of all areas at Keats Camps has been completed. Areas that have been identified with a risk of exposure have precautionary measures in place. The objective of this assessment is to determine all jobs, tasks and procedures for which exposure and likelihood to exposure to COVID-19 would occur. We have created a Workplace Exposure Control Plan to mitigate risk of exposure to workers onsite. This plan will be updated as changes and communication is released from the Provincial Health Authority.

<u>Area</u>	<u>Risk of Exposure</u>	<u>Precautionary Measures Taken</u>
<u>Buildings and Areas</u>		
Keats Landing	Low	This is public space is labeled with social distancing markers (managed by SCRD). Sanitizer will be available for when guests arrive.
Chart Room	Moderate	Maximum 50 Guests at a time. Seating area will be distanced 6' apart. Family households are to sit together. Sanitizer will be available upon entry. High touch areas will be sanitized three time a day.
Clam Shack (Games Room)	High	Maximum 12 guests. All are required to wear masks while in the Clam shack and maintain 6' distance when possible. Guests are required to sanitize their hands before entry. Suggested that members of family households will be allowed to play together. If guests from different family units would like to play together and 2 meters physical distancing is not possible, guests must wear masks while playing. Guests will be asked to disinfect all handled equipment (paddles, balls, handles etc.) Staff will be cleaning and sanitization twice daily.
Mariners Inn	High	Maximum capacity: 2 Family Units inside at a time. Guests can order from the express window (if not purchasing clothing or merch). All families will be required to wear a mask upon entry and maintain 6' between other guests. Hand Sanitizer will be available upon entry. Surfaces will be

		sanitized frequently. Orders will be placed on the counter for guests to step up and pick up, nothing will be handed directly to guests. Cash will not be accepted for any transactions.
Staff Offices	Moderate	High touch areas including computers, printers and desks will be cleaned and sanitized regularly.
Guest Accommodations	Moderate	All washrooms are outfitted with hand soap, paper. Limit 1 family household per cabin. Staff members are not permitted to enter guest cabins. Once guests have left, staff will clean and sanitize spaces for next group. Family groups will be present Monday – Saturday.
Staff Accommodations	Moderate	Reduced cabin capacities to 2 people per room. Washrooms have been outfitted with hand soap, paper towel, and sanitizer. All high touch areas will be cleaned and sanitized regularly.
Dining Hall	High	Entrances and exits will be labelled one way. Entrance will be equipped with hand sanitizers and reminders of frequent hand washing protocols. High touch areas will be sanitized frequently. Families will be situated 6 meters apart once seated in the dining hall. Signs will be posted to remind all guests and staff to social distance during meal service. Families will be called up one at a time to the Dining Hall by the host. Meals will be served by a masked staff member. Water jugs will be replaced by camp staff members
Kitchen	Moderate	Maximum of 6 team members at any time. All team members are required to follow social distancing measures and wear a mask at all time inside the kitchen. Frequent hand washing will be practiced. Bathroom facilities in the kitchen will be for kitchen staff members only and will be

		cleaned and sanitized thoroughly throughout the day. Chefs will ensure kitchen is clean and tidy at all times and ensure all food safe standards are being upheld. During meal service, kitchen staff members will remain in the kitchen to prepare and re-stock food for servers.
Bilge (Staff Lounge)	Moderate	Maximum 50 Staff. Masks are required upon entry. Sanitizer will be available upon entry. Seating will be distance in order to minimize close contact. Room will be sanitized twice a day.
Public Washrooms	Low	Public washrooms will be cleaned and sanitized 3 times a day. Capacity limits are posted outside. Signs on proper hand washing are posted.
Pilot House	Low	This area is closed.
Fire Pits/Seating	Low	Limit one household per fire pit. Seating will be distanced 6' apart. Seating will be sanitized three times a day.
<u>Program Areas</u>		
Waterfront/Reach Rock	Low	This is an outdoor activity. Maximum Occupancy is 50 people All guests and staff under the age of 18 must be accompanied by a "buddy" within the family unit (if guest) or staff pod (if staff). Children under 8 years of age MUST be within arm's reach of a parent or guardian 16 years of age or older at all times. Staff will sanitize ladders, rails, and touchpoints regularly. Staff will wear a mask when 2m distancing is not possible. Guests are encouraged to bring their own lifejacket.
High Ropes	Moderate	This is an outdoor activity. The Ropes Course and Giant Swing will be open during free time or scheduled times, when certified staff are present. Maximum of 6 family units or 16 guests

		allowed on the course at one time. This will be monitored by certified staff. Guests will need to keep 2m physically distancing from other family grouping while on course. Face Masks are required at all times on course. Staff will wipe down and sanitize all equipment and high touch areas on a regular basis.
Low Ropes	High	Closed.
Canoeing/Kayaking	Moderate	This is an outdoor activity. PFD's will be sanitized after each use. Canoes/Kayaks will be cleaned and sanitized in between each use. All Gear (paddles, bailers, etc.) will be cleaned and sanitized between uses.
Paddle Boarding	Moderate	This is an outdoor activity. PFD's will be sanitized after each use. Paddleboards will be cleaned and sanitized in between each use. All gear (paddles, bailers, etc.) will be cleaned and sanitized between uses.
Wakeboarding	Low	This is an outdoor activity. PFD's will be sanitized after each use. All gear (Boots, helmet, rope handle, etc.) will be cleaned and sanitized between uses.
Tubing	Moderate	This is an outdoor activity. Only families will be able to tube together. Multiple families cannot participate at the same time. PFD's will be sanitized after each use. All tubes will be cleaned and sanitized between uses.
Rock Climbing	Moderate	This is an outdoor activity. The Climbing tower will be open during free time or scheduled times, when certified staff are present. Maximum of 2 family units allowed at one time. This will be monitored by certified staff. Guests will need to keep 6' physically distancing from other family grouping while on course. Face Masks are

		required at all times on course. Staff will wipe down and sanitize all safety equipment.
Archery	Low	This is an outdoor activating. All equipment will be cleaned and sanitized between each rotation. Staff will remain socially distanced whenever possible and wearing mask when social distancing is not possible.
Sports Equipment/Courts	Low	Only 1 family unit inside Sports Shop at a time. One family unit at a time in Gaga Ball. Guest will need to physical distance on volleyball and basketball court. Guests will be encouraged to sanitize hands before and after playing. Hand Sanitizer will be available for guests as they enter to retrieve equipment. Staff will sanitize sports equipment 3 times a day.