

Safety Procedures for Re-Opening the Filberg Gift Shop during COVID-19, Phase 3

March 22, 2021 update

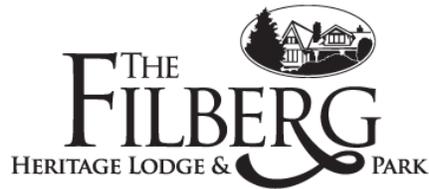
These measures are expected to remain in place for 12-18 months or until the Provincial Health Officer lifts the current emergency requirements.

This document will be updated as recommendations and guidelines change

Core Personal Measures, applicable to Volunteers and Customers:

- No hand shaking, hugging or fist bumping
- Practice good hygiene:
 - Frequent hand washing with soap and water, or use of hand sanitizer when soap and water are not available. (*Hand sanitizer dispensers are located at all of the main access points*)
 - Avoid touching your face
 - Cough or sneeze into a tissue or the bend of your arm (not your hand). Dispose of used tissues as soon as possible in a lined wastebasket as wash hands afterward
 - Disinfect all frequently touched surfaces regularly
- Maintain physical distancing (minimum 2 meters) as much as possible and use non-medical masks or face coverings at all times.
- If you have symptoms of a cold, flu or Covid-19, including coughing, sneezing, runny nose, sore throat, or fatigue *you must stay at home* and keep a safe distance from others in your family until all symptoms have completely disappeared.
- Whenever possible wipe down high touch surfaces after you have finished, for example; after using tools, using the washroom, using a computer or telephone, countertops, fridge, cupboard door handles, lunchroom table.
- Avoid sharing common tools with others if possible, if not possible wipe after use.
- Please do not bring food to share.
- If you are at increased risk of more severe illness or have a compromised immune system or underlying chronic health conditions, you are responsible for making the best decisions that are safe for you. By coming to Filberg Lodge to volunteer or shop you acknowledge that there may be the possibility of exposure to COVID-19 and other flu viruses by the nature of being in a public environment.

Protocols and Procedures: Arrival – Volunteers



(Dec. 7 update) the provincial health officer has issued an order that includes a requirement for employers in all regions to ensure that every worker (including volunteer workers) consent to a daily health check before entering the workplace.

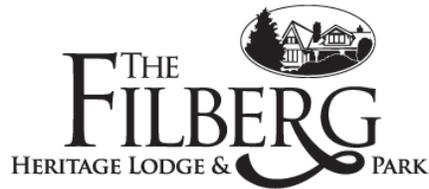
- The Gift Shop Team Leaders (Norma Dean, Anne Marie Bowen and/or Mo MacKendrick) will verbally screen all volunteers to confirm that:
 - They are not currently exhibiting flu-like symptoms such as fever, tiredness, cough or congestion
 - They have not returned from outside of the province in the past 14 days
 - To the best of their knowledge, they have not been in contact with someone with a confirmed or probable case of COVID-19
 - They will be compliant with all protocols and procedures

<https://www.worksafebc.com/en/about-us/covid-19-updates/health-and-safety/health-checks>

- A volunteer who does not pass or does not consent to the daily health check will be sent home.
- When volunteers arrive at the Lodge for their shift by entering through the kitchen, hands must be sanitized. A hand sanitizer dispenser has been installed inside the kitchen door to your immediate left, or you may wash them in either the laundry sink or the kitchen sink with soap and water before entering the rest of the lodge.
- The day's team leader will provide any updates to the processes and or procedures prior to the start of shift.
- Masks and gloves are available, or you may bring your own non-medical facemask. Masks must be worn at all times while on your shift unless you are eating or drinking in which case you must sit in the kitchen. There is an infographic poster in the kitchen by the sign in book and at the main door with detailed instruction on the proper use of non-medical masks and face coverings, please familiarize yourself with it.
- If a volunteer refuses to wear a mask they will be asked to leave.
- Any person that feels ill after arriving at work must go home and seek medical attention if symptoms persist.

Customers Arrival and admittance:

- **Please stay home if:**
 - you are exhibiting any of the following symptoms: flu-like symptoms such as fever, tiredness, cough or congestion
 - If, to the best of their knowledge, they have been in contact with someone with a confirmed or probable case of COVID-19
 - If you will not be able to be compliant with all protocols and procedures



- We are limiting the number of people in our building to help fight against Covid-19. Please queue up at the main entrance to the Lodge observing social distancing markers. A Volunteer greeter will let you know when you may enter.
- Please sanitize your hands before entering the building
- Masks must be worn at all times
- Lodge/Gift Shop capacity: no more than 4 volunteers and 8 customers at a time
- You must observe social distancing while in the Lodge

No more than 8 customers total at a time, 6 downstairs 2 upstairs

Tasks and Responsibilities

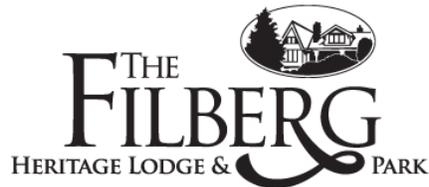
Social Distancing

- All individuals (staff, volunteers and customers) must maintain a social distancing measure of 2 meters from each other on the work floor
- The total number of customers allowed in the Lodge will be limited to 8 at a time; 6 downstairs, 1 at the cash desk (upstairs) and 1 in the upstairs bedroom.
- Social distancing will be maintained at the entry door while waiting by the volunteer greeter. All volunteers and customers must social distance while in the building.
- Social distancing must be maintained on the stairs at all times. 1 person only at a time.
- Entrance to the Lodge will only be through the main door to the living room, there will be no exit that way.
- Markers will be placed outside at the entrance (main Lodge door) to help maintain socially distanced lineups to enter.
- The Gift Shop door will be EXIT only and the stairs to the driveway will be marked no entrance.
- A volunteer downstairs can send customers upstairs when given the ok by the volunteer at the top of the stairs.

All Customers and volunteers must wear face masks at all times.

Volunteers

- If you have tested positive for Covid-19 and/or been notified to self isolate, please let one of the Gift Shop Coordinators or the Executive Director know as soon as possible. Here is what you need to do:
Quarantine (self-isolate) means that, for 14 days you need to:
 - ***stay at home and monitor yourself for symptoms, even if mild***
 - ***avoid contact with other people to help prevent transmission of the virus at the earliest stage of illness***



➤ **do your part to prevent the spread of disease by practicing physical distancing in your home**

Your name will be taken off the volunteer roster until you have completed your quarantine and are permitted to resume normal activities.

Staffing (Volunteers)

- **Downstairs, no more than 6 customers at a time** - A volunteer will be stationed at the main Lodge door to explain the procedures and control entry.
- **Down stairs volunteers:** 2 volunteers will be stationed downstairs; 1 at the main door to the Lodge to control flow of customers and explain procedures and 1 to help customers, enforce social distancing and answer questions.
- **Upstairs, no more than 2 customers at a time** – A volunteer will be stationed at the top of the stairs to control traffic; 1 customer can be at the cash while 1 can be in the bedroom.
- **Upstairs Volunteers:** 1 volunteer at cash desk and 1 at the top of the stairs to control traffic. (upstairs volunteers can alternate) If 1 volunteer is wrapping packages the volunteer at the cash will be responsible to monitor the stairs and control traffic.

NOTE: the main stairway should be one way only, UP, customers should be discouraged from coming down the stairs. Customers will be asked to exit the Gift Shop and go back around to the main entrance, or may go down the stairs provided that the up/down customer ration is maintained at all times.

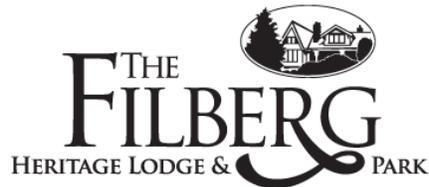
Volunteers may use the main stairwell in both directions provided it is safe to do so.

Packaging orders

- Customers who purchase large or bulky items (i.e: dinner sets) may be asked to come back later in the day to pick them up.
- **Packaging of an order:** a table will be set up in the extra office upstairs for packaging smaller items or items from upstairs. The kitchen can be used for packaging larger items from downstairs i.e.: dinner sets. These can be picked up later in the day at the kitchen door.
- **Assembling orders:** sanitize hands before packing an order. Sanitize hands between orders.
- If packaging a large order requires more than 1 person masks must be worn.

Cashiers & Money Handling

- A plexiglass barrier has been installed at the cash desk to protect the volunteer and the customer



- Only 1 volunteer at the cash desk at a time, the Gift Shop Team Leader (see Arrival) will assign a cashier at the beginning of the shift and that person will be the cashier for the entire shift.
- All surfaces at the desk should be sanitized after each transaction.
- Customers are asked to use credit/debit card whenever possible. Cash can be taken if necessary.
- Customers will be asked to exit the gift shop immediately after their purchase.
- Cashiers will clean hands with hand sanitizer after each transaction.

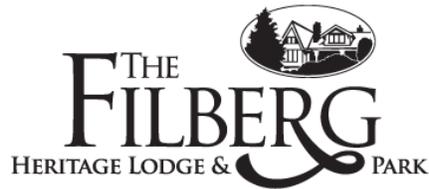
Huddles, meetings and break etiquette

- All meetings or huddles should be held in areas open enough to allow social distancing measures of 2 meters (kitchen)
- No shared towels or rags in the kitchen. Disposable paper towels only.
- **No unpackaged food for sharing. Please bring a lunch if you are working in the Gift Shop**
- Any handouts must have enough for each member to have their own copy
- Breaks will be taken at staggered times with no more than 1 or 2 people in the kitchen at a time to allow for social distancing. **Masks may be removed while eating and drinking but you must remain in the kitchen and seated at all times, social distancing must be observed.**
- At the end of breaks the last person to leave the kitchen is asked to wipe down high touch surfaces with spray cleaner and a disposable towel or sanitizing wipes. High touch areas include cupboard knobs and handles, fridge door, countertops, coffee pot, kettle, microwave and tables etc.

End of day

- All high touch surfaces must be wiped down: a checklist will be posted in the bathroom upstairs and the bathroom downstairs.
- Covid 19 Cleaning products i.e.: wipes, sprays, paper towel etc., hand sanitizer refills, extra masks and gloves will be kept in the main bathroom downstairs in the corner cupboard.
- Volunteers and customers must sanitize their hands upon entering the building. There are sanitizing stations at each exit: Main Lodge door (outside), Gift Shop door (outside), kitchen door (inside) as well as bottles of sanitizer available in various locations throughout the Lodge.

General Housekeeping



- The kitchen and the bathrooms will have sanitizing wipes and hand sanitizer available. Volunteers must let the Executive Director or Facility Team Leader know immediately if we are starting to get low on supplies.
- Wipe down tools i.e: tape dispensers, scissors etc. after each use
- Wipe down phones after each use
- Public washrooms in the Park are open and cleaned daily. The Lodge washrooms are to be used by staff and volunteers only. In the case of a washroom emergency, make sure that the washroom is wiped down with disinfecting wipes immediately after use.
- Please wipe down bathroom surfaces after use.

Donations

- Donations will be accepted by appointment only. Please call the Facility Manager (Joe Julien) to make arrangements to drop off donations at the Lodge. Ph: 250 703-3572
- Donations must be delivered clean and boxed with donor's name and number included
- Donations will not be picked up from private residences until further notice

All of these measures have been put in place, following the Provincial and Federal guidelines, to keep our volunteers and the public safe and healthy. Please follow the plan and be safe!

Updated March 22, 2021

If you have any questions or concerns related to this plan or the procedures it includes please speak to your Team Leader or call/email the Executive Director at 250 339-2715 or lodge@filberg.com.