



SANDPIPER  
RESORT

# - WorkSafe Policy -



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*Updated September 1, 2020*

Due to BC Health's social and physical distancing requirements after launching Phase 3 of the Covid-19 pandemic, we have revised our resort policy to better manage the flow of people and to exercise best practices as we continue to flatten the curve and protect all guests and staff.

Please take a few minutes to review our 'New Normal' WorkSafe Policy:

## Public Areas

- Enhanced sanitization procedures are in place at front desk and pro shop counters.
- Plexi partitions have been installed at front desk.
- Hotel lobby furniture and dining/breakfast room furniture have been repositioned to follow physical distancing guidelines.
- Frequently touched surfaces including doorknobs, railings, carts, computers and chairs are disinfected many times throughout the day.
- Hand sanitizer is available throughout the resort.

## Amenities

- Our swimming pool is closed.
- Meeting space is cleaned regularly with scheduled and documented cleaning procedures.
- Public washrooms are being cleaned frequently throughout the day.

## Guest Rooms & Housekeeping

- All high-touch items and surfaces including doorknobs, light switches, thermostats, irons, phones, fridges, clocks, televisions and remote controls are receiving extra cleaning and disinfecting.
- Single serve bathroom amenities are in the accommodations.
- Some items in our guest rooms have been removed, such as decorative pillows, bed scarves, paper amenities and pens.
- Linens & towels are being washed at high temperatures.

# Clubhouse Restaurant

## DELIVERIES AND KITCHEN

- Delivery times will be staggered to prevent crowding with pre-arrangements made whenever possible.
- Access to the food preparation area is restricted by delivery agents, members of the public, and other staff. A staging area, at our side entrance, has been created to allow for unpacking.
- Receipt of delivery will be provided by email to avoid in-person signatures.
- Any staff feeling ill or around anyone feeling ill will be told to stay home.
- Working staff will not be sharing utensils.
- Working staff will remain in designated stations, practicing physical distancing.
- Kitchen appliances, dishware, and communal surfaces (i.e. freezer handles, cupboards) will be sterilized before preparing or cooking any foods and sterilized upon shift completion.

## RESERVATIONS

- Inn guests are given first priority, followed by first come, first served.
- To make a reservation, please call 604.491.9079 (extension 3)  
For specialty requests, please email [kelly@sandpiperresort.ca](mailto:kelly@sandpiperresort.ca)  
For all event inquiries, please email [cara@sandpiperresort.ca](mailto:cara@sandpiperresort.ca)
- Our renovated, heated and sheltered patio is open throughout the year.
- Contact information will be required of all guests (First & Last Name, phone number, email address, and city of residence) and held for 30 days. This information will be stored in the event there is a need for contact tracing by a medical health officer.
- A deposit is not required at the time of booking, but we may revise this policy in the future.
- Reservation software (online application or a phone app) is not available to make a reservation, but we may revise this policy in the future.
- No line-ups are encouraged or will be allowed. Please stay in your vehicle until it is your actual reservation time to avoid the gathering of guests in lobby areas.
- Dine-in and take-out are available. Please see [our website under DINE](#) to view the menu before arriving.
- Sandpiper Resort reserves the right to do a body temperature check and refuse service to any guest showing signs of a high temperature.

## SEATING FORMAT

- Limited seating is available and will not exceed government-mandated restrictions.
- Priority will be given to accommodation guests.
- All tables are placed a minimum of 6 feet apart. Only households and government-defined Covid-19 bubbles may dine together, up to a maximum of 6 people at one table.
- One chair may be removed per table, allowing for the server to approach the area without squeezing between guests.

- Patrons must remain a distance of 6 feet away from other diners at neighboring tables or while waiting to be seated; unless a physical barrier is available. Even if diners at a table know diners at another table each table must be 6 feet away unless a physical barrier is used.
- Patrons must remain in their assigned seats unless using the washroom facilities, a self serve station, or they are leaving the premises. Patrons may not wander around the premises, congregate or interact with other tables.
- See physical and social distancing signage and foot decals throughout the resort grounds.
- Buffets and other self-serving amenities remain paused, including Brunch.

## HEALTH AND PROTECTION

- Sandpiper Resort reserves the right to do a body temperature check and refuse service to any guest showing signs of a high temperature.
- To respect distancing measures, we have limited staff on each shift.
- All staff will continue to wash hands for a minimum of 45 seconds between every single interaction. This includes food preparation, serving, and touching any soft or hard surfaces as tables rotate.
- Handshaking, hugging, or any sort of physical contact is prohibited between guests and between guests and staff except for households and government defined Covid-19 bubbles.
- Any guests that feel ill must stay home. We may conduct a contactless temperature check upon arrival.
- All surfaces are sanitized frequently and after any guest interaction, including tables, doorknobs, light switches, and payment systems. menus may be viewed online.
- Guests must wash their hands for a minimum of 45 seconds upon leaving. Please avoid touching surfaces to protect yourselves and our staff. Sanitization stations are also available throughout the resort.
- Bathrooms and all communal areas are cleaned regularly throughout the day.

## DINING EXPERIENCE

- Liquor service is only permitted to diners that are seated.
- Please visit DINE on our website at [sandpiperresort.ca](http://sandpiperresort.ca) to view our menu. We have complimentary WiFi available.
- Salt and pepper shakers and candles will not be available at the table. We will only provide them if requested and sanitize after usage.
- Water and coffee carafés will be left at each table for guests to self serve.
- Self serve food and drink stations will have a hand-washing station or hand sanitizer with instructions for use prior to service.
- Uneaten items may be packaged by each guest in provided take-out containers.
- Tap payment is preferred. Guests will handle the payment process themselves and keypads will be sanitized after each use.

## Accommodations

- The colonial 1920s Rowena's Inn on the River is available for small pre-booked events of 50 or fewer people including staff.
- Housekeeping procedures require that staff wear masks and disposable gloves in addition to frequent handwashing.
- Housekeeping staff will sterilize surfaces before and after all small events.
- Cabins:
  - » *Cabins are fully sanitized and will remain vacant between room stays, allowing for deep cleaning.*
  - » *Reduced cabin inventory is available for 1-bedroom rustic classic cabins and 1, 2, and 3-bedroom luxury nature series cabins.*
  - » *Guests can be texted their cabin door code to drive directly to their unit, thereby avoiding the Front Desk area and lobby.*
- Each guest group must be from the same household or government defined Covid-19 bubble.
- For food and beverage options, see the Clubhouse Restaurant section.
- The eagle forest trail and surrounding cabin grounds are open to explore.
- We will not be hosting anyone who has been diagnosed with the virus nor the people they reside with. For current bookings, anyone suspecting they may be infected is to notify us immediately. We will gladly reschedule their visit at a later date. All guests are required to complete a Guest Health Screening Form before arriving, which is available on our website to download, complete, and email to [rayna@sandpiperresort.ca](mailto:rayna@sandpiperresort.ca). Alternatively, Front Desk can email the form.

## Golf

- All tee times can now only be booked online. No tee times will be booked over the phone.
- Tee time intervals are spaced to allow for adequate physical and social distancing measures.
- Golf groups must be from the same household or a government defined Covid-19 bubble.
- Guests are to arrive 15 minutes before their tee time and depart as soon as their game is over. No loitering will be tolerated.
- Pro Shop staff is only accepting credit and debit card payments to reduce hand-to-hand contact. Tap payment is preferred.
- A restricted number of people will be allowed in the Lobby/Pro Shop area at once and must always practice physical and social distancing. Management reserves the right to ask anyone not following protocol to leave the resort without reimbursement or compensation.
- Power carts are available for use.
- No rental clubs are available for use.
- No beverage carts are available for service. Policy may be revised at a later date.
- No handshaking, hugging, or physical touching of any kind.
- Golfers are not to touch golf pins, exchange scorecards, tees, balls, markers etc. Bunker rakes are removed.

- See **Clubhouse Restaurant Take-Out Menu** for food & beverage options.
- All staff are to practice social and physical distancing measures and frequently hand wash.

## Weddings And Events

- Please see our **Weddings and Events Safety Plan**.

