



SANDPIPER  
RESORT

# - 2021 WorkSafe Policy -



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# - WorkSafe Policy -



Due to British Columbia's Public Health Order and the new Regional Measures Order for the Fraser Health Authority, as announced on September 28th, 2021, we have revised our resort policy to exercise best practices as we continue to protect all guests and staff.

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

## Public Areas

- Masks must be worn by all people ages 12 and older in all public indoor areas.
- Enhanced sanitization procedures are in place at front desk and pro shop counters.
- Plexi partitions have been installed at front desk. Staff that are not behind plexi-glass are in masks.
- 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 indefinitely.
- Meeting space is cleaned regularly with scheduled and documented cleaning procedures.
- Public washrooms are 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.

# River's Edge Clubhouse Restaurant

## VACCINATION STATUS CHECKS

- As mandated by the Provincial Public Health Order and the new Regional Measures Order for the Fraser Health Authority, in order to dine at the restaurant, either inside or on the patio:
  - » *effective September 29th, all guests ages 12 years and older are required to show proof of being fully vaccinated with two doses of a COVID-19 vaccine*

## 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.
- Staff and contractors are proactively having their temperature checked throughout the day and are required to wear masks.
- 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

- Accommodation guests are given first dining priority, followed by first come, first served.
- 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.
- 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.
- Indoor and outdoor dining are currently permitted. Please see [our website under DINE](#) to view the menus.
- Sandpiper Resort reserves the right to do a body temperature check and refuse service to any guest showing signs of illness.
- Contact tracing information is collected upon arrival.

## SEATING FORMAT

- Indoor and outdoor patio seating is available. Seating will not exceed government-mandated restrictions.
- Priority will be given to accommodation guests.
- All tables are placed a minimum of 6 feet apart, and up to a maximum of 6 people may dine 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 illness.
- 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 amongst government-defined covid bubbles.
- Any guests that feel ill must stay home. We are conducting contactless temperature checks and require masks.
- 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. Sanitizing stations are also available throughout the resort.
- Bathrooms and all communal areas are cleaned regularly throughout the day.

## DINING EXPERIENCE

- Masks must be worn by all diners upon entrance to the restaurant and may only be removed while eating and drinking.
- 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 menus. We have complimentary WiFi available.
- 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 closed until further notice.
- Guests are not permitted to gather at another guest's cabin unless:
  - » *all individuals in attendance age 12 and older are fully vaccinated; or*
  - » *the gathering is limited to the occupants of the cabin and:*
    - the occupants of one other cabin; or
    - a maximum of five additional people.
- Housekeeping procedures require that staff wear masks and disposable gloves in addition to frequent hand washing.
- Housekeeping staff will sterilize surfaces before and after all small events.
- Cabins:
  - » *Cabins are deeply sanitized between room stays.*
  - » *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. A Contact Tracing form must be completed and submitted to Front Desk.*
- For food and beverage options, see the Clubhouse Restaurant section.
- The eagle forest trail and surrounding cabin grounds are open to explore.
- The outdoor pool is closed by the order of Fraser Health until further notice.
- 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 online to complete and submit.

## Golf

- All tee times can now only be **booked online**. We will be taking pre-payment of all online green fees to reduce in-person contact
- Tee time intervals are spaced to allow for adequate physical and social distancing measures.
- 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 wear a mask and practice social distancing of at least 6 ft. Management reserves the right to ask anyone not following protocol to leave the resort without reimbursement or compensation.
- All staff are to practice social and physical distancing measures and frequently hand wash.
- Hours of operation are from dawn to dusk seven days a week.

The course is out in fresh air and we are fortunate to be located in a forested setting. We advocate that golf is excellent for one's mental health

## Weddings And Events

- Please see our [Weddings and Events Safety Plan](#).

