

# CLUBLINK

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## COVID-19 STANDARD OPERATING PROCEDURES (SOP) FOR RESORTS

Updated as of July 15, 2021

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# GENERAL BEST PRACTICES

The procedures outlined herein are designed to help protect employees, Members and their guests alike. It is imperative that we all follow these protocols to reduce the risk of spreading the coronavirus.

## PROTECTING YOURSELF AND OTHERS

- Stay home if you or anyone you live with:
  - Are feeling unwell,
  - Are experiencing any COVID-19 symptoms,
  - Are waiting for test results,
  - Traveled outside Canada within the past 14 days,
  - Had close contact with a confirmed or probable case of COVID-19,
  - Received a COVID Alert exposure notification on your cell phone,
  - Been advised by a medical professional to self-isolate.
- Practice respiratory etiquette, including coughing and sneezing into your arm. Dispose of tissues immediately into trash receptacles.

## HAND HYGIENE

- Wash hands often and for at least 20 seconds with soap and water or alcohol-based hand sanitizer.
- Avoid contact with face and eyes with unwashed hands.
- Avoid common greetings, such as handshakes and instead greet with a wave.
- Avoid contact with high frequency touch points.

## PHYSICAL DISTANCING

- Always maintain a distance of at least 2 meters from others.
- Maintain a safe distance while handing goods and making transactions.
- Protective barriers shall be used to protect cashiers and customers in payment transaction areas.
- Observe floor markings and barriers to maintain proper traffic flow and physical distancing between customers where line-ups can form.
- All government guidelines for maximum occupancy and group gatherings will be enforced.

## ACTIONS TO PREVENT THE SPREAD OF COVID-19

- Enhance housekeeping practices, including cleaning and disinfecting surfaces, equipment, and high frequency touch points.
- High frequency touch points (across all departments and washrooms) will be disinfected at least two times per day.
- Each staff member will be screened for COVID-19 before they are permitted to enter the workplace.

## MANDATORY MASKS AND FACE COVERINGS

- Wearing a mask or face covering is mandatory indoors and recommended wherever physical distancing cannot be maintained.
- A mask or face covering is mandatory while waiting in line for any amenity or service, both inside and outside.
- All staff, customers or visitors are required to wear a mask or face covering while inside public spaces, including but not limited to: bathrooms, golf shop, halfway house, bistro and common areas. A mask or face covering is not required while seated at a table consuming food or drinks. The mask or face covering must cover the nose, mouth and chin. People who are not wearing a non-medical mask or face covering shall not be permitted to enter the building.
- There are some people who have exemptions for mandatory masks (e.g. children under the age of two and people with certain health conditions or employees in designated areas).

# PROPERTY MODIFICATIONS

## PROPERTY ACCESS

- All customers will be screened for COVID-19 symptoms at check in.
- Property access is permitted by appointment/reservation only.
- Building and facility access will operate following all provincial guidelines and health measures, which may differ by location and throughout the season.
- Local management shall determine the appropriate location of the emergency first aid equipment to ensure accessibility with current property modifications.

## CHECK IN/OUT AND PAYMENT

- Payments will be taken in advance when possible (Member account charges, credit and debit are the preferred payment options).
- Floor markings and barriers will be in place to maintain proper traffic flow and physical distancing between customers where line-ups can form.
- Luggage assistance is available.

## HOUSEKEEPING

- Enhanced housekeeping cleaning and disinfection will focus on high frequency touch areas including switches, handles, knobs, major bathroom surfaces, climate controls, television, remotes, and hard surfaces.
- Rooms will not be cleaned for stay overs.
- Upon request, additional room supplies (shampoo, conditioner, towels, etc.) will delivered to a guest's room.
- Rooms with kitchenettes will have provided instructions for guests as it pertains to all plates and cutlery.

## RECREATION

- All outdoor recreation is open with restrictions, including waterfront (weather permitting).
- Canoes, kayaks, pedal boats, and paddle boards are to be cleaned before/after use. Cleaning supplies will be left for guests to self-clean equipment between every use.
- The exercise room is closed.

# FOOD AND BEVERAGE MODIFICATIONS

## RESTAURANTS

- Customers can order food and beverage at designated locations, space permitting.
- Restaurants and patios, including capacity and patron table limits, will operate following all provincial guidelines, which may differ by location and throughout the season.
- Customers in the restaurant must wear face coverings except when eating or drinking only.
- Tables will be spaced so that customers seated at different tables are separate by a distance of at least 2 meters or a physical barrier.
- Food and beverage shall only be served in the restaurant to seated customers. Customers are not allowed to re-arrange seating such as moving chairs or tables closer together.
- A menu will be available and can be viewed by visiting the resort website.
- Employees will not handle re-usable bags or containers, including water bottles, from customers.
- Take-out menu options and available hours will be outlined at each location.



If you have any questions or concerns about the contents of our SOP,  
please email us at **[covid19@clublink.ca](mailto:covid19@clublink.ca)**