



HILLSIDE LODGE & CHALETS

chalets • lodge rooms • weddings

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Hillside Lodge is taking the risk and safety measures of COVID-19 very seriously and we continue to monitor and research sources such as the Government of Canada, BCDC, WHO, WorkSafeBC and other reliable sources for the most accurate, up-to-date information. We will continue to adjust our response protocol as more information becomes available and any changes are announced by health authorities and government officials.

General Guidelines (for all)

Reducing the likelihood of catching the virus is the goal. Please ensure you are adhering to the following:

- Wash your hands often with soap and water for a minimum of 20 seconds
- Avoid touching your face
- Cover your mouth and nose with your arm or tissue when coughing or sneezing
- Avoid anyone who is unwell
- Stay home when you are sick, especially if displaying symptoms of COVID-19
- Avoid greeting with handshakes and hugs
- Follow social distancing guidelines (see below)

Social Distancing Guidelines

Maintaining a safe, social distance is critical. All our guests are asked to maintain social distance with other Hillside Lodge guests while on property.

To protect yourself and others:

- Keep at least 6 feet (2 m) from others (staff or guests)
- Avoid areas where you see other guests
- Use the hand sanitizer located throughout the property to ensure cleanliness
- Cover coughs or sneezes with a tissue or elbow
- Avoid touching your face

Cleaning and Disinfection

Hillside Lodge's top priority has always been to offer the highest standard of cleanliness to our guests.

- Cleaning: refers to the removal of visible dirt, grime and impurities. Cleaning does not kill germs but helps remove them from the surface
- Disinfecting: refers to using chemicals to kill germs on surfaces. This is most effective after surfaces are cleaned.

Hillside Lodge has increased the cleaning and disinfecting protocols in all cabins and common spaces.

Areas of particular attention (above and beyond what was being done before) include:

- All exterior and interior door handles
- Light switches, toilet handles, faucets and taps
- Thermostats
- Remote controls and buttons on devices
- Payment processing equipment
- BBQ/Firepit area

Hand sanitizer is available in certain locations throughout the property.

All rugs and other unnecessary amenities have been removed from each cabin. Curtains and futon covers will be steam cleaned and disinfected after each stay.

Housekeeping Chemicals

Product	DIN	Use
Vinegar, water solution	NA	Cleaning of counters, bathroom sinks, handles and any other hard surface
Lysol Toilet Cleaner & Disinfectant	0227565	Toilet bowls
EcoLab Asepticare Spray		Door knobs etc
Microban Sanitizing Spray	02490730	Curtains & upholstery
EcoLab Asepticare Spray		Shower & Tub

COVID-19 Program

- **Housekeeping**
 - **Laundry**
 - Wear disposable gloves and mask when handling dirty laundry and discard after each use. Wash hands after gloves are removed.
 - Refrain from shaking or agitating dirty linens when possible
 - Launder items using the warmest/hottest possible water setting and completely dry linens
 - Clean and disinfect all bins and hampers
 - **Cabins (PPE (mask & gloves) must be worn AT ALL TIMES)**
 - Step 1: Remove all linens, towels, garbage **including mattress & pillow protectors.**
 - Step 2: Bleach bath for all dishes
 - Step 3: Bathroom – clean then disinfect.
 - Step 4: Bedroom – fresh protectors and linens, **disinfect all surfaces and fabrics.**
 - Step 5: Kitchen – clean, then disinfect all surfaces and touch points.
 - Step 6: Vacuum floors, then disinfect.
 - Step 7: Disinfect all touch point throughout cabin
 - Step 8: exterior door and lock hardware
 - **Stay-over Service** is not available during this time.
 - **Toiletries & Amenities**
 - Quantity will be increased to reflect duration of stay
 - Additional items are available via text or call to office and can be packaged up and dropped at cabin door.
 - **Garbage Service**
 - There is no garbage service at this time. Guests are asked to deposit garbage in the central bins for staff to dispose of.
 - Extra bags are available in each cabin.
- **Front desk**
 - Front desk will not be open. Phone call or text inquiries only.
 - Door codes and check in information will be emailed prior to check in.
 - Credit card authorization forms are sent along with reservation confirmation.
- **BBQ Area**
 - **BBQ**
 - Guests must contact front desk via text or email when finished with the grill so staff can disinfect touch points
 - Each cabin is equipped with BBQ utensils to use
 - Social distance must be maintained
 - Only one cabin/group may occupy the BBQ hut at any given time – VACANT/OCCUPIED & CLEAN/IN USE signs are installed
 - **Fire pit**
 - Social distance must be maintained