



COVID-19 Safety Plan 2021

1 Areas of Risk

All aspects of our operations have been thoroughly assessed in order to accurately identify areas of risk. Areas of risk have been separately identified and addressed based on their location/category. Policies have been put in place to reduce risk.

2 Policies

The following policies have been put in place:

- a) Food & Beverage Preparation and Service
- b) Cleaning, Sanitation, and Disinfection
- c) Personal Health and Hygiene (Guests & Staff)
- d) Activity Policies

3 Employee Training

All employees have been trained on our new policies and guidelines we have in place. We have also posted signage to reiterate some of our new policies such as effective hand-washing practices and physically distancing whenever possible.

4 Monitoring, Assessing, and Addressing Policies

We will continue to monitor, assess, and address our policies in place. When needed, we will happily update and improve our current policies to ensure the safety of our guests and staff. We are dedicated to providing memorable, safe, and enjoyable experiences for all people on our resort grounds.

★ Thank you!

We appreciate your understanding, patience, and compliance during these times.



Food and Beverage Preparation and Service Policy

Areas of Risk

The following areas of risk have been identified:

- 1) Preparation of Food & Beverages
- 2) Cleaning & Sanitation of Kitchen Area
- 3) Serving of Food & Beverages in Dining Area
- 4) Cleaning & Sanitation of Dining Area

Reducing the Risk

The following procedures are in place to reduce the risks previously identified:

1 Preparation of Food & Beverages

- Kitchen staff will maintain a distance of 2 metres (6ft) between workers and others wherever possible, by revising work schedules and organizing work tasks
- Access into the kitchen will be restricted and the number of staff on each kitchen shift will be limited to prevent crowding
- Masks will be worn throughout meal preparation

2 Cleaning & Sanitation of Kitchen Area

- High contact areas will be regularly cleaned and sanitized throughout each meal service
- The kitchen will be thoroughly disinfected after each meal service
- Kitchen staff will strictly maintain personal health and hygiene
- Additional hand-washing procedures are in place for all kitchen staff preparation

3 Serving of Food & Beverages in Dining Area

- All guests will be privately seated with their household/group separated by physical barriers or at a minimum distance of 2 meters (6 ft) from any other guests
- Meals will be served to the guests by kitchen staff
- Water will be provided for the table, sealed beverages such as carbonated drinks will be served upon request
- Condiments are available upon request
- Masks will be worn by kitchen staff when serving food and beverages to guests

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Cleaning & Sanitation of Dining Area

- Sanitizer will be readily available at the dining area entrance/exits
- All dishes and items used at each table will remain until the customers are finished eating and have left the dining area to maintain a high level of sanitation in the kitchen while food is still being served
- The dining area will be thoroughly cleaned, sanitized, and disinfected after each use



Cleaning, Sanitation, and Disinfection Policy

★ Areas of Risk

The following areas of risk have been identified:

- 1) Facilities with Hard (non-porous) Surfaces
- 2) Rafting, Yoga, and Other Activity Equipment
- 3) Guest Services Centre, Electronics and POS
- 4) Shuttle Vehicles
- 5) Accommodation and Laundry Facilities

★ Reducing the Risk

COVID-19 is susceptible to disinfectants and sanitizers. The following protocols have been implemented to reduce the risk of spreading COVID-19:

- Increase cleaning and disinfection frequency of high-touch surfaces and high-traffic areas
- Implement a sign-off process that indicates frequency for all cleaning and disinfection

1 All Facilities with Hard (non-porous) Surfaces

Facilities include: Kitchen, Dining Area, Bathrooms, Showers, Yoga Stages, Campfire & Entertainment Area, Check-in & Retail building, Accommodation & Laundry

- Clean dirty surfaces using detergent or soap and water prior to disinfection
- Discard disposable gloves and cloths after cleaning/disinfecting hard surfaces
- Reusable gloves and cloths are used exclusively to clean and disinfect surfaces for COVID-19, not for other purposes (clean between each use)
- Follow the manufacturer's instructions for cleaning/disinfection products
- Clean hands immediately after gloves are removed
- Use EPA-approved products for COVID-19, follow the manufacturer's instructions for concentration, application method, and contact time
- If bleach is safe for the surface, use diluted bleach solutions - 20 ml of unscented household bleach (1000ppm) per 980 ml of water
- Make a fresh bleach solution each day.
- Allow proper ventilation during and after application

2 Rafting, Yoga, and Other Activity Equipment

- Hard or non-porous surfaces must be cleaned and disinfected by following the Hard Surface (Non- Porous) procedure outlined above. These surfaces include paddles, archery bows and arrows, first-aid cases and some rescue gear

- Clean rafts thoroughly using manufacturer-recommended cleaning products
- Fabric or porous items, such as PFDs, wetsuits, boots, splash tops, helmets, yoga mats, and yoga straps and blocks, must be cleaned using a manufacturer-recommended product
- Place customer equipment in a rotation to ensure minimal use between guests
- Bleach and some disinfectants are not recommended for use because they can damage fabrics.

3 Guest Services Centre, Electronics & POS

- There is a occupancy limit of 15 people in the Guest Services Centre (GSC)
- Everyone will be advised to wear masks inside the GSC
- A health check will be performed by each guest before entering the GSC
- Sanitizer will be readily available upon entry and exit
- All surfaces of the GSC will be cleaned/disinfected throughout each day
- After each use, payment terminals will be cleaned/disinfected
- Follow manufacturer's instructions for all cleaning/disinfection products
- If no manufacturer instructions are available, use alcohol-based wipes or sprays that contain at least 70% alcohol to disinfect touch screens
- Allow surfaces to dry thoroughly

4 Shuttle Vehicles

- PPE will be worn when disinfecting vehicles
- With a hand sprayer, liberally spray all interior surfaces of vehicles. This includes the steering wheel, armrests, seats, safety handles, lower console, cubbies, cup holders, reverse switch, keys, straps, clips, walls, windshield, and floors.
- Discard gloves and cloths used for cleaning before touching the vehicle again

5 Accommodation & Laundry Facilities

- All guest rooms will be fully cleaned/disinfected after every use
- Hard or non-porous surfaces must be cleaned and disinfected by following the Hard Surface (Non- Porous) procedure outlined above. These surfaces include furniture in accommodation units, counters and laundry machines
- Staff will wear PPE when cleaning guest accommodation and handling laundry.
- Fabric or porous items, such as linens, blankets, and towels must be cleaned using a manufacturer-recommended product
- Use the warmest water settings, dry all items thoroughly
- Clean/sanitize front loading area of laundry machines frequently
- Clean and disinfect clothes hampers according to Hard Surface procedures

★ Suggested Areas for Cleaning & Disinfecting

Surfaces include counters, door handles, transaction machines, phones, remotes, keyboards, debit/credit machines, washroom surfaces and anything that customers and employees touch.

Check-in / Restaurant / Public Areas / Accommodation:

- Doorknobs / door push bar / door handles
- Counter tops / service tops / bar tops
- POS terminals / merchant terminals / handheld devices
- Handrails / light switches / thermostat controls
- Chairs / customer seating areas / tabletops
- Beds / tables / chairs / other furniture

Bathrooms / Showers / Kitchens:

- Doorknobs / door push bar / door handles
- Counter tops / sinks / basins
- Toilets / paper dispensers / hand wash areas / showers
- Prep areas / kitchen line / service pass

Staff Room / Offices:

- Doorknobs / door push bar / door handles
- Counter tops / workstations / desktops / keyboards / computers
- Chairs / staff seating / staff break area



Personal Health and Hygiene Policy

★ Areas of Risk

The following areas of risk have been identified:

- 1) Health Check
- 2) Hand Hygiene
- 3) Respiratory Etiquette
- 4) Wearing Masks
- 5) Reporting Illness

★ Reducing the Risk

The following procedures are in place to reduce the risks previously identified:

1 Health Check

Guests will be asked to declare their health before entering the Guest Service Centre for check-in by filling out a health check form. Guests who have any symptoms of Covid-19 or who have come in contact with someone who has Covid-19, will not be able to proceed to check-in and will have to reschedule their trip.

2 Hand Hygiene

Regularly wash hands with soap and water for a minimum of 20 seconds. If soap and water is not available use alcohol-based hand rubs/sanitizer.

Wash your hands:

- When you arrive at REO (for work or leisure)
- Before and after using any of the facilities
- Before and after using equipment
- Before and after guiding/participating in activities
- Before and after using personal protective equipment (eg. masks, gloves)

3 Respiratory Etiquette

- Cough and sneeze into a tissue or as a last resort, your elbow
- Wash your hands with soap and water or an alcohol-based rub whenever you come in contact with your face or droplets from your mouth and nose

4 Wearing Masks

REO Rafting & Yoga Resort is an outdoor resort meaning most of our facilities are open-air. However, there are a few areas of the resort where it is mandatory to wear a mask.

These locations are:

- Guest Service Centre
- Kitchen (staff entry only)
- Dining area (until you are seated)
- Massage room (until you are on the bed)
- Shuttle vehicles
- Any time you cannot maintain 2 meters (6ft) from others

5 Reporting Illness

- Staff and guests are responsible for monitoring and reporting illness
- If illness is noticed, inform a manager and isolate the ill person from others
- Disinfect any surfaces, equipment, accommodation, or facilities that have been used by the ill person



Activity Policies

Areas of Risk

The following areas of risk have been identified:

- 1) Rafting
- 2) Yoga
- 3) Hiking
- 4) Lake activities, Cliff Jumping & Archery
- 5) Star gazing
- 6) Hot tub
- 7) Massage
- 8) Hammock Garden
- 9) Shuttles

Reducing the Risk

The following procedures are in place to reduce the risks previously identified:

1 Rafting

- All gear and equipment will be thoroughly cleaned and disinfected before and after each trip
- Private rafts can be supplied for households/groups of 6+ depending on water levels and size of rafts
- If groups are asked to share rafts, they can be separated by a row of seating in the raft to ensure physical distancing
- If physical distancing is not possible, guests will be advised and can reschedule if they are not comfortable
- The mid-trip snack & beverages will be bagged separately per customer by our kitchen staff following food and beverage safety policies

2 Yoga

- All surfaces and equipment will be thoroughly cleaned/disinfected after each use
- All participants will be separated by 2 meters (6ft) to maintain physical distancing

3 Hiking

- Guided hike participants will be separated by at least 2 meters (6ft) to maintain physical distancing
- Physical distancing is encouraged on the self-guided nature walk
- When physical distancing is not possible, guests will be advised to wear masks

4 Lake Activities, Cliff Jumping & Archery

- Gear and equipment will be thoroughly cleaned/disinfected before & after each use
- Private sessions can be arranged for households/groups depending on availability
- If private sessions are not available, participants will be separated by 2 meters (6ft) to maintain physical distancing
- Guests will be advised to wear masks in shuttle vehicles

5 Star Gazing

- All gear and equipment (eg. telescopes) will be thoroughly cleaned and disinfected before and after each use
- Groups will be separated by at least 2 meters (6ft) to maintain physical distancing

6 Hot Tub

- All surfaces will be thoroughly cleaned/disinfected throughout the day while open
- Pool chemicals will be thoroughly tested and maintained to ensure it is safe for use
- Keep a distance of 6ft whenever possible
- Use at your own risk

7 Massage

- Wear a mask to your appointment until just before your massage starts
- The massage room will be fully cleaned/disinfected after each use
- Hard or non-porous surfaces must be cleaned and disinfected by following the Hard Surface (Non- Porous) procedures outlined above
- Fabric or porous items, such as linens, blankets, and towels must be cleaned according to accommodation and laundry cleaning policies above
- The masseuse will wear a mask during the massage session and will display excellent hand hygiene by washing hands regularly between each session
- Hands will be washed immediately after handling dirty linens

8 Hammock Garden

- All hammocks will be separated by at least 2 meters (6 feet)
- Spray sanitizer will be available at each hammock for customers to use before using the hammocks
- Use at your own risk

9 Shuttles

- Shuttle vehicles will be cleaned/disinfected after each use
- Everyone will be advised to wear masks during any shuttles provided by REO. This includes airport shuttles as well as any shuttles needed for activities.
- Sanitizer will be given each time anyone gets in and out of the vehicle