



# COVID-19 SAFETY PLAN

## General Practices

Farewell Harbour Lodge is located on Berry Island where there is plenty of space for guests to be able to not only enjoy relaxing at the lodge but also explore the surrounding area. In order to minimize the risk of exposure to Covid-19, we have developed and implemented a number of safety protocols for our guests and staff to follow. Regular monitoring will take place to ensure these guidelines are followed so that we can maintain a safe environment for everyone. We ask that anyone travelling to Farewell Harbour practice the following protocols:

- Maintain physical distance of at least 2 metres when possible.
- Sanitize hands when entering any communal area and regularly wash hands after touching any high contact surfaces such as door handles or handrails.
- If a guest starts to present symptoms of cold, cough or fever, the individual must self-isolate immediately, let a member of staff know and contact a doctor if symptoms persist.
- We require everyone to wear masks when in any communal areas, unless seated and maintaining physical distance.
- Regular cleaning of high touch surfaces and communal areas will be a priority.
- All guidelines must be followed even if you have been vaccinated.

## Guests

We request that all our guests read and review our Covid-19 Agreement before arrival. This will outline our expectations and behaviour that must be followed while at Farewell Harbour.

- Anyone displaying symptoms of Covid-19 is asked to remain at home.
- We are happy to welcome guests who have travelled outside of Canada so long as they have followed the government regulations regarding international travel, have not tested positive for Covid within the past 10 days, and are not showing any symptoms of Covid-19.
- All guests must individually sign a Liability Waiver (or Informed Consent Form signed by parent/guardian for guests under 19 years) before entering our premises.

## Staff

Staff will be responsible for maintaining distance. They will be trained on all Covid-19 protocols that we are implementing.

- All staff will do a daily health check.
- Any staff member who shows symptoms of Covid-19 will be required to self isolate immediately.
- Maintain physical distance of at least 2 metres when possible.
- Follow proper mask wearing procedures at all times.
- Wash or sanitize their hands at the beginning of their shift, before entering any communal area, after touching common surfaces and at the end of their shift.

## Great Room

Our Great Room has always been a hub for guests and staff. We enjoy hearing about each other's days and having a glass of wine watching the sunset. We do not want to lose that spirit but we ask you to be mindful of a few policies we have implemented for this space.

- We are able to limit the number of people at each table and we have expanded our outdoor dining to accommodate this.
- There will be sanitization stations set up at each entrance to the communal area.
- We ask that masks are worn unless you are seated at a dining table.
- We have increased regular cleaning and disinfection of high touch surfaces including but not limited to light switches, door handles, coffee station, tables, chairs and faucets.

## Cleaning

While we have always gone above and beyond with cleaning protocols at Farewell Harbour Lodge, we have put in place additional practices for the upcoming season.

- Cleaning of our communal areas will occur regularly throughout the day.
- High touch points have been noted and will be cleaned and sanitized throughout the day.
- All dirty linens will be kept separate from clean linens at all times.
- Regular deep cleaning and disinfection of the kitchen will occur before and after each food service.

## Dining

Our kitchen and front of house staff exceed food safety standards when it comes to preparing and serving meals for guests. During this time, additional measures will be taken with extra sanitization processes and regular cleaning of all communal areas.

- We are able to arrange seating to allow for distancing, and our outside seating has been expanded to accommodate this.
- We ask that masks are worn unless you are seated at a dining table.
- All service staff will wear masks at all times

- The kitchen will be cleaned and disinfected regularly throughout the day and kitchen staff will wear masks at all times.
- Individual lunches will be made for guests to take with them each day.
- We will have one time use containers for condiments to minimize common touch surfaces.

### Housekeeping

We clean and disinfect each room meticulously before your arrival with special attention paid to high touch areas in order to make your stay safe and comfortable.

- Daily cleans are now available, however, if you would prefer nobody to enter your room please let us know.
- There will be hand sanitizer in each room and we ask that guests use it when entering or leaving their room.
- All dirty linen and towels will be removed and kept separate from clean linens at all times.
- Special attention will be paid to all high touch areas including but not limited to light switches, door handles, faucets and surfaces.

### Our Tours

Our trips into the Great Bear Rainforest and Broughton Archipelago are always special and we have worked hard to make it as easy as possible to maintain safety practices whilst out in the field.

- All guests and staff must wear masks at all times while on boats.
- Hands must be sanitized when entering and exiting the boat.
- Boats will be cleaned and disinfected each morning before guests board and each evening when guests disembark.
- On our crew boats that have washrooms, these washrooms will be cleaned and disinfected daily and guests are asked to use hand sanitizer before and after use.
- If we are hiking, we will allow time and space for guests to have adequate distance.

### Transfers

We offer shuttle bus ground transfers between the Port Hardy Airport, local hotels and Alder Bay as well as our water taxi transfers between Alder Bay and Farewell Harbour.

- Our shuttle bus and water taxi will be cleaned and disinfected each morning before guests enter.
- All guides/drivers and guests must wear masks while on board.
- Guests will sanitize their hands before entering the shuttle bus or water taxi and will space adequately to allow for physical distancing.
- The shuttle bus and water taxi will be disinfected between guests.