



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 moving around the property or 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. We will also require a pre-screening questionnaire to be completed 24 hours prior to arrival.

- Anyone displaying symptoms of Covid-19 is asked to remain at home.
- If guests have travelled outside of Canada, they are not permitted on our premises until they have self isolated for a minimum of 14 days and not shown symptoms of Covid-19.
- All guests must individually sign a Liability Waiver (or Informed Consent Form for guests under 19 years) before entering our premises.

Staff

Staff will be responsible for maintaining distance from both guests and other employees. They will be trained on all Covid-19 protocols that we are implementing and returning staff will have refresher training when they arrive on the premises.

- All staff are required to confirm that they have passed a daily health check before entering the premises.
- Any staff member who shows symptoms of Covid-19 will be required to self isolate immediately.
- Maintain physical distance with guests and other staff members of at least 2 metres when possible.
- Follow proper mask wearing procedures at all times.
- Avoid touching their face as much as possible.
- 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 have lowered the occupancy inside in order to allow for physical distancing.
- There will be a limited 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.
- UV air purifiers have been installed and run continuously.
- We ask that masks are worn unless you are seated at the dining table.
- Posters will be displayed showing correct mask procedures and hand washing.
- We will have a one way system where possible.
- 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.
- UV air purifiers have been installed in our Great Room.
- We will use a PAX 100 Electrostatic Sprayer with Vital Oxide (a hospital grade, 100% biodegradable, hypo-allergenic and Health Canada approved disinfectant solution) after each food service in the Great Room, as a final sanitization of guest rooms after change over is

completed, on our vessels and in other lodge common areas. This works on both hard and soft surfaces.

- There will be disinfectant spray bottles with disposable towels available in all communal areas for staff to clean high touch areas after they have been used.
- 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. Some meal times may be staggered to ensure there is ample space and dinner service will be plated to minimize contact and allow you to relax.

- We have rearranged seating to ensure physical distancing and reduced occupancy can be achieved.
- We ask that masks are worn unless you are seated at the dining table.
- All service staff will wear masks at all times and disposable gloves when dealing with dirty dishes.
- Dirty plates and cutlery will be placed in soapy water and then taken straight to the dish washing station.
- The kitchen will be cleaned and disinfected regularly throughout the day and kitchen staff will wear masks at all times.
- Breakfast times will be staggered to allow for physical distancing.
- Buffet service will remain for breakfast (and for lunch for in-house guests), guests will sanitize their hands before moving through the buffet and utensils and high touch areas will be continuously cleaned. Physical distancing will be maintained throughout.
- Individual lunches will be made for guests to take with them each day.
- We will remove sugar, salt, pepper, ketchup etc and replace with one time use containers to minimize common touch surfaces.

Housekeeping

While staying at Farewell Harbour Lodge, only you and your household will have access to your room for the duration of your stay. 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 will not be available at this time, however, we ask that you alert a member of the staff for anything you may need. We will then deliver it outside your room without contact.
- There will be a copy of our safety guidelines in your room.
- There will be hand sanitizer in each room and we ask that guests use it when entering or leaving their room.

- If maintenance needs to enter your room at any time it will be an agreed time when you are not present. Masks and gloves will be worn and the area they work in will be disinfected before and after.
- Guest rooms will be vacant for a minimum of 5 hours between occupants.
- All dirty linen and towels will be removed and kept separate from clean linens at all times. These collection bins will be disinfected daily.
- Special attention will be paid to all high touch areas including but not limited to light switches, door handles, faucets and surfaces.
- A final disinfection using a PAX 100 ElectroStatic Sprayer will be administered before the rooms are sealed for guest arrival.

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.
- Each boat will be cleaned and disinfected each morning before guests board and each evening when guests disembark.
- Any rain gear you use during your stay will be disinfected each evening by guides.
- 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.
- We will have allocated stops for guests to eat and drink during the day to allow space to physically distance.
- If we are hiking, we will allow time and space for guests to have adequate distance so that they can remove their masks.
- We have reduced our capacity on our boats to allow for extra space.

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.
- The shuttle bus and water taxi will be cleaned and disinfected after guests depart.
- Luggage will be handled by staff only and will be disinfected upon arrival.