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# COVID-19 Protocols & Procedures

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MOUNTAINAIRE CAMPGROUND AND RV PARK  
1092 Spruston Road, Nanaimo V9X 1R2

## INTRODUCTION

This document provides interim guidance for preventing the transmission of COVID-19 to Mountaineer Campground and RV Park employees and guests. To limit the spread of COVID-19, the Provincial Health Officer has issued Orders that impact the hospitality industry. These Orders outline conditions and provide specific direction regarding the services provided at Mountaineer Campground and RV Park. This document will outline new measures put into place across the park and will be revised as needed based on provincial and district direction. This document applies to all employees and guests. This document is fluid and will be updated as we progress in our operation.

## GENERAL INFORMATION

At all times you must maintain a physical distance of two metres from others including guests, our employees and dogs. COVID-19 is spread through large liquid droplets when a person infected with COVID-19 coughs or sneezes. The virus in these droplets can enter through the eyes, nose or mouth of another person if they are in close contact with the person who coughed or sneezed. COVID-19 is not transmitted through particles in the air and is not something that can enter the body through the skin. The symptoms of COVID-19 are similar to other respiratory illnesses, including the flu and the common cold. These symptoms include cough, sneezing, fever, sore throat and difficulty breathing. People infected with COVID-19 may experience little or no symptoms, with illness ranging from mild to severe. People who are contacts of a confirmed COVID-19 case, meaning they have been or could have been exposed to the virus, but do not have symptoms, are required to self-isolate. Self-isolation means staying home and avoiding situations where you could come in contact with others. Isolated individuals may NOT use any common areas or implements, including ice or pop machines, shared laundry facilities, washroom and showers, playground, etc. You must stay at home and self quarantine for 14 days if you are sick to avoid spreading illness to others. Practice diligent hand hygiene at all times by washing with plain soap and water for at least 20 seconds. Practice cough etiquette by coughing into your elbow or covering your mouth and nose with a disposable tissue when you sneeze. Immediately dispose of used tissues and wash your hands. Do not touch your eyes, nose or mouth with unwashed hands. Do not share food, drinks, utensils, cigarettes, vaping devices, joints or bongs.

## **COVID-19 Safety Protocol of Amenities, Services and Activities**

**Health and Safety** We are fully compliant and will remain so with the directions provided by government health authorities and workSafe BC regarding our capacity allowance for campsites and RV Glamping units.

**Social Distancing** We ask that all guests not within their households or their safe social circle maintain a social distancing of at least 2 meters and that parents maintain full supervision of their children.

**General** Additional signages regarding physical distancing have been posted through out the property in multiple key locations to maximize visibility for guests and visitors on site.

Security sweeps continue daily throughout the night.

All guests have read and accepted our Guest Covid-19 Code of Conduct document before booking. Keeping in mind we cannot police all guests; we must do our best to remain kind and supportive if we do need to remind guests of appropriate conduct during this time.

**Check in** All transactions (check-ins, documents, waivers, etc.) can be done electronically and in advance of check-in, in order to maintain social distancing measures. Assistance will be made available for those that are unable to or have difficulty submitting documents electronically.

### **Office, Store and Arcade**

Store will be open from 10:00am to 7:00pm Monday to Saturday and 1-7pm on Sunday. Firewood, ice and some light groceries will be available for sale. Vending machine with cold drinks will be available as well. Regular full sanitization is done by our staff twice a day, in the morning and evening. Arcade is currently closed as we cannot properly accommodate social distancing rules in the Arcade room.

All touch surfaces will be sprayed with Project Clean's Maxim Orderly disinfectant (approved by Health Canada against Covid-19 virus) twice a day, one in the morning before business hour and one in the evening after business hour. Staffs are requested to perform hand washing with soap practices before and exiting the store and office. Masks are mandatory for all staffs. Face shields are also welcomed if applicable. Plexiglass shields are in place in the office and store. Safe contact-free shopping is available. Masks are mandatory for all the guests or staffs to enter the store. Only members from one household up to 4 people are allowed inside at a time.

**Washroom & Showers** The washroom and showers are open with maximum 4 people allowed at the same time. Mask wearing is required to enter washrooms and can only be taken off when taking a bath. After taking the bath, please put your mask back on. Regular full sanitization is done by our dedicated staff twice a day, in the morning and evening.

**Laundry Room** The laundry room will be open from 10:00am to 7:00pm but limited to one household at any time. Mask wearing is required. Regular full sanitization is done by our dedicated staff twice a day, in the morning and evening.

**Playground** The playground is open with sanitization protocol followed by our dedicated staff twice a day, in the morning and evening. Playground users should be at least two metres away from people from another household. People should wash their hands before and after using the equipment, cover all coughs and sneezes and avoid touching their face.

**Trail** remains open with social distancing rule in effect.

**RV Sites** We are accommodating RVs. In the morning, our dedicated staff will spray the picnic tables, benches and plug poles of the vacated sites with Project Clean's Maxim Orderly dis-infectant.

**RV Glamping** We have several Mountaineer's own travel trailers available for your on-site stay. Currently only family members from one household are allowed to stay within one unit. Cleaning and sanitization protocols can be found in a separate document.

**Snowbirds and Full-Time RV'ers** We are accommodating returning Snowbirds and full-time RV'ers.

**Tent Camping** Tent camping will be accepted starting from April 5, 2021, after the Easter long weekend. In the morning, our dedicated staff will spray the picnic tables, benches and plug poles of the vacated sites with Project Clean's Maxim Orderly dis-infectant.

**Day-Visitors** We are sorry that we are not accepting day-visitors currently; Registered guests only.

**Activities** We may not be able to have our special events this year due to the restrictions of group sizes. We might be able to show outdoor movies if the situation allows. Together we can still have a fun and safe camping season.

You and your party agree to obey this Code of Conduct while at Mountainaire Campground and RV Park.

### **Guest COVID-19 Code of Conduct**

The undersigned and the rest of your reservation party agree to obey this Code of Conduct while at Mountainaire Campground and RV Park. Strict enforcement of this Code of Conduct will be in place for all registered guests. Anyone breaching this Code of Conduct may be asked to leave for the remainder of their reservation period.

#### **Households**

Households are defined as those people that live in one home and have maintained social distancing with others during the Covid-19 outbreak.

#### **Group**

Each group in a campsite must be from one household unit and their safe social circle. According to BC's top health officer's instruction, outdoor gathering up to 10 people is allowed. People should stick to the same group of people, rather than meet with several different groups. Kids who meet should stick to their same school cohorts. Indoor gathering should still be limited to only one household. No un-registered guests are permitted at your campsite or staycation unit at any time.

#### **Social Distancing**

Your household group must always maintain 2-metre (6 feet) separation from other group when at our park and during outings. According to BC's top health officer's instruction, Safety measures including social distancing should still be followed outside.

#### **Parental Supervision of Children**

Parents must ensure that their children maintain a 2-metre (6 feet) separation at all time from other children/people from other groups during your stay. People should wash their hands before and after using the equipment, cover all coughs and sneezes and avoid touching their face.

#### **Mask Wearing**

Mask wearing in our store, laundry, washroom and showers(except when taking a shower) are required.

#### **Hand Washing or Sanitizing**

Wash hands for at least 20 seconds in warm water and with soap every time you enter or exit your unit. Alternatively utilize hand sanitizer if warm water or soap are not available.

#### **Returning from Outings**

If you leave the property for any reason, everyone in the group must wash their hands with warm water and soap (or disinfectant) for at least 20 seconds. Please consider washing your grocery and beverage packaging followed by 20 seconds of handwashing.

#### **Be Kind and Supportive**

Be kind and supportive – Remember we are all in this together.

## NOTICE TO USERS OF THE PARK FACILITIES

### **Assumption of Risk and WAIVER and Release of Claims**

PLEASE READ CAREFULLY - These conditions will affect your legal rights.

“**Activities**” shall mean, without limitation, all activities in any way associated with or related to water sports, recreational vehicle camping, hiking, fishing and any recreational activities offered by Mountaineire Campground and RV Park, including training and instruction, as well as but not limited to use of play structures, picnic areas, fields, sports fields, beaches, lakes, man-made lakes, swimming pools, parks, trails, walking paths, roads, grounds and parking lots.

“**Property**” shall mean, without limitation, any premises, lands, buildings, facilities, play structures, fields, sports fields, beaches, lakes, man-made lakes, swimming pools, parks, trails, walking paths, roads, grounds and parking lots and equipment owned or leased by Mountaineire Campground and RV Park.

“**Park User**” shall mean all adults, children or wards in the registered parties group.

In consideration of Mountaineire Campground and RV Park allowing the **PARK USER** onto its Property to use and enjoy the Property and to participate in Activities, the **PARK USER** agrees as follows:

1. **The Park User assumes and accepts, without limitation, all risks and dangers** associated with the **PARK USER’S** use and enjoyment of the Property and participation in any of the Activities.
2. **The Park User ASSUMES FULL RESPONSIBILITY** for understanding and following the rules and safe practices associated with the use and enjoyment of the Property, participation in any of the Activities, and for his or her own personal safety.
3. **The Park User WAIVES ANY AND ALL CLAIMS** that he or she has or may have in the future against Mountaineire Campground and RV Park and its parent, subsidiaries and affiliated entities and their respective directors, officers, employees, agents, volunteers, contractors and assigns arising from or connected, directly or indirectly, with the **PARK USER’S** presence at, or use and enjoyment of the Property, and the **PARK USER’S** presence at, or participation in, any of the Activities.
4. **The Park User RELEASES Mountaineire Campground and RV Park** from any and all liability for any loss, damage, physical injury, illness or expense that he or she may suffer or incur by reason of his or her presence at, or use and enjoyment of, the Property, and presence at, or participation in, any of the Activities, due to any cause whatsoever, **INCLUDING NEGLIGENCE, BREACH OF CONTRACT, OR BREACH OF ANY STATUTORY DUTY OF CARE, INCLUDING ANY DUTY OF CARE OWED UNDER ANY APPLICABLE OCCUPIERS’ LIABILITY LEGISLATION ON THE PART OF Mountaineire Campground and RV Park OR OTHER PARTICIPANTS, OR ANYONE ELSE.**

## **Cleaning and Sanitizing Protocol for RV Glamping**

### **PRE CHECK IN**

After a unit has been cleaned manager will periodically check for perfection. Walk through and do a thorough check of the following areas:

- Inside and outside of fridge and freezer
- Inside and outside of microwave and oven
- Coffeemaker, kettle, toaster, butcher block, fronts of cupboards
- Sink and sink stopper, faucets polished
- Kitchen table, dining table and chairs
- Straighten couch cushions
- Be sure all heaters are dusted
- Check window sills for sand and dust
- Toilet bowl inside and outside, base and around back of the base
- Bathroom fixtures clean and streak free
- Chrome fixtures polished
- inside drawers
- All mirrors and screens streak and fingerprint free
- Windows locked and radio off
- All furniture is in place and square to the room
- If the unit is in need of a few minor touch-ups the manager should take the time to do so. If the unit has not been cleaned to the Mountaineire standard or this is a regular error by the same employee, call them back and retrain on the missed task. Once the unit has been cleared, call the office and advise it is now ready for check-in.
- Once you have finished inspecting a unit, dispose of your used gloves and wash your hands. Put on a new pair of gloves and replace face mask if needed.

## FRONTRUNNING

**When a unit has checked out it is now available to be front run. This is the process of disinfecting, clearing out all items used by a guest, emptying garbages, cleaning windows, etc, in order to prepare unit for cleaning, and stocking for the incoming guest.**

- Prior to entering a unit, all frontrunners must don the appropriate PPE (mask, gloves, safety glasses)
- Bring in 110V Ultraviolet Germicidal lamp (for RV with 2 rooms, use 2 lamps) Following manufactures directions set germicidal lamp and exit the unit until sterilization is complete.
- Turn on all lights, checking for burnt out bulbs
- If necessary open windows to air out the unit. Make sure all blinds are opened.
- Bring in the bins for the RV and place in easily accessed area.
- Remove all linens from bedroom(s), bathroom(s) and kitchen areas. Do not shake out linens and place in bin.
- Remove glass plate from microwave and place in bin with all used dishes to be washed in dishwasher.
- Pull out the hide-a-bed and check that there are not any linens left on it.
- Remove garbage from all rooms and place in black bag, tie the black bag shut and take outside.
- Vacuum couches, chairs, cushions, and mattresses.
- Take garbage to main bin.
- Load dishes into dishwasher
- Load linens into washing machine (if available) obtain change at store for coin op washers, set timer to return to move to drier. If washers are not available, drop bin off at office.

## HOUSEKEEPING

Always clean the bathroom then bedrooms, working your way to the front door. By doing so, you are not backtracking over clean areas and are making sure your supplies work their way to the front door.

**Reminder to use a new clean rag to wipe down each new surface. When you enter the RV to clean, open a bag liner so you have it ready to store all dirty rags rather than collecting them as you finish a room.**

## BATHROOMS

- Wipe up any water from the shower or tub bottom with a dry rag. Using Project Clean's Maxim Orderly disinfectant, spray all surfaces inside excluding glass.



- Wipe the complete area starting at the top and working your way down. Replace your rag and spray areas again as needed to be sure you are removing any rings, soap scum and hair remaining. Polish the chrome and showerhead with a dry rag to remove streaks. Wipe the surround area, outside the tub and corners as well.
- Wipe glass inside and out until dry and then spray with Windex. Using two rags, one rag for wiping off Windex and the second to polish and remove streaks.
- Next clean the toilet. Spray the inner bowl, seat, lid, and base with Project Clean's Maxim Orderly. Use the toilet brush to scrub the inner bowl and neck. Wipe the seat, lid, and exterior with a clean dry rag. Flush the toilet when you have finished scrubbing the bowl. Put the seat and lid down.
- Sink area is next. Start by spraying the mirror with glass cleaner and wipe with a dry cloth until streak free. Spray disinfectant on the walls and back of the door and wipe down. Spray the sink basin with disinfectant and wipe all areas. Polish the faucets with a dry rag
- Clean garbage can with disinfectant spray. Be sure the garbage can has a can liner in the bottom and line the bin with a fresh one too. Place the can on top of the toilet until the floor has been cleaned.
- Change the toilet paper roll (IF NECESSARY) and fold the starting sheet with a 'V'. Be sure an extra roll is either in the vanity under the sink or on top of the toilet. There should be one box of Kleenex in the bathroom as well.
- Restock all towels and cloths.
- Wipe all areas a guest may have touched during their stay including (but not limited to) blow dryer, light switches, fan switch, towel racks and bars, toilet flush buttons, drawer handles and doorknobs.
- Dispose of gloves and replace with a fresh pair.

## **BEDROOMS**

- Clean all areas a guest may have touched including but not limited to: doorknobs, light switches, drawer handles, hangers and bars, TVs, remote controls, clock radio, floor thermostat, side lamps, window locks.
- Start by making the bed. Be sure there is a clean mattress encasement as a base layer. Next put the fitted sheet on smoothing it out. Put on new duvet cover. Tuck in sides and bottom. New pillowcases over top of pillow protectors and neatly tuck in the open edge.
- Clean garbage can with disinfectant spray. Place a liner in the garbage can, make sure there is an extra one in the bottom and place on top of the chair. Use Project Clean's Maxim Orderly to dust the headboard, nightstands, dresser drawer interiors, top of dresser, tv, remotes, heater, hangers if applicable.
- Spray the mirrors with glass cleaner and wipe with a dry rag until streak free. Use Project Clean's Maxim Orderly to wipe down all light switches and thermostats in unit.

## **KITCHEN**

- Clean all areas a guest may have touched including but not limited to: all cupboard knobs, soap bottle, salt and pepper shakers, compost bucket, plug ends, drawer handles, blind pulls if applicable.
- Use Project Clean's Maxim Orderly to clean the kitchen. Start with the fridge, spraying the inside of the freezer and wiping it down. Spray the inside of the fridge and wipe it down – all shelves, door, drawers, etc. Clean the exterior front, sides, handles and top.
- Clean the microwave interior and exterior. Wipe out the interior once cleaned and clean glass tray.
- Wipe down the windowsills. Clean all counter appliances. Clean the countertops, spray with Project Clean's Maxim Orderly and wipe down the fronts and sides of all cabinets and cupboards.
- Wipe down all appliances. Dry out the coffee maker and kettle, wrap cords around bases.
- Clean the stove and oven (only use oven cleaner if necessary).
- Spray and wipe the tabletop and wipe down each chair, seat back and legs.
- Clean the inside and sides of the garbage can and place a fresh white bag in it.
- Clean the sink. Polish the chrome with a clean dry rag.
- Restock kitchen with fresh inventory.
- When dishwasher has finished return dishes to RV, reference inventory list to ensure all RVs remain fully equipped at all times

## **LIVINGROOM**

- Using Project Clean's Maxim Orderly, dust all surfaces
- Clean fireplace door, TV and remote
- Wipe all blind pulls and window locks

## **FLOORS**

- Put on a fresh pair of disposable gloves as everything you will touch or move has been sanitised in your earlier cleaning efforts.
- Begin by sweeping all floors, starting in the back and working your way forward towards the door.
- Move furniture such as TV stands, chairs, nightstands, and sweep underneath if applicable.
- Empty the dustpan into can liner that has been placed outside the door with your cleaning caddy. Place the broom and dustpan back in their designated spot
- Get your mop and Project Clean's Maxim Orderly spray. Start at the back of the cabin again working your way towards the front door. Spray the floor generously with the Project Clean's Maxim Orderly and then mop in a left to right motion, always pulling the mop on an angle towards you so that any debris that is gathered will be brought out of the room.
- While you are mopping, replace furniture and garbage cans to their original positions. Shut off lights and check thermostats are at an appropriate temperature. Using a clean

wet rag, do one final wipe up of the small debris pile that the mop has gathered and brought to the door.

- Empty bin liner of rags into tote and cover with disinfectant to wash later.

The cabin is now ready for inspection. Replace all your cleaning supplies and used rags (collected as you go in one can liner) on your cart. Check in at office and let them know that the unit is ready for their inspection. Dispose of used gloves, garbage, etc in main garbage bin. Wash your hands. Top up any cleaning sprays that need, grab extra rags and disposable gloves, and change your face mask if necessary. At the end of the day, be sure to fully sanitize the cleaning caddy.

## **COMMUNICABLE DISEASE AND/OR ILLNESS POLICY**

The purpose of this policy is to provide direction to employees of Mountaineer Campground and RV Park in preparing for and responding to communicable diseases and illnesses that may threaten the safety of its employees and guests.

For the purposes of this policy, 'communicable disease or illness' means an infectious disease or illness transmissible by an infected individual via direct or indirect means.

For the purposes of this policy, 'Mountaineer Community' includes: all current employees, contractors working on site who agree to submit to the processes under this policy, anyone residing on site, visitors and guests, and, anyone using Mountaineer Campground and RV Park facilities.

This policy applies to all members of Mountaineer Community.

Management will provide members of the Mountaineer Community with the best information possible and adopt prudent public health and health care practices. Mountaineer Campground and RV Park will follow the medical advice and direction from the appropriate medical authorities (Regional Medical Health Officer, BC Centre for Disease Control, and Health Canada).

Individuals who have or suspect they may have a communicable disease or illness are required to report their concerns to the local health professionals and management team at Mountaineer Campground and RV Park.

Mountaineer Campground and RV Park will reasonably accommodate individuals affected with a communicable disease or illness without putting other members of the Mountaineer Community at unnecessary risk. This may include excusing an employee from their duties with the intent that they quarantine themselves for a given period of time.

Pursuant to the Freedom of Information and Protection of Privacy Act, Mountaineer Campground and RV Park will take all reasonable steps to protect the privacy of individuals who have a communicable disease or illness. In administering this policy, Mountaineer Campground and RV Park will not disclose the identity of any individual who has a communicable disease or illness, except as authorized or required by law. Mountaineer Campground and RV Park may be required to disclose personal information if there is a risk of significant harm to the health or safety of the public or a group of people or if requested by the medical health officer or designate under the Public Health Act.

Mountaineer Campground and RV Park will keep informed of the recommendations on travel from Health Canada and educate and inform the Mountaineer Community as needed. Mountaineer Campground and RV Park will follow any applicable WorkSafe BC requirements.