
COVID-19 Protocols & Procedures

Released on March 11 2021



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 UPDATE - Amenities, Services and Activities **Updated on March 11, 2021**

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 staycations.

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.

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 Office and store have plexiglass shields in place. Store will be open from 10:00am to 7:00pm. Safe contact-free shopping is available. Masks are mandatory for entering the store. Only one party up to 4 people is allowed inside at a time. Firewood, ice and some light grocery 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 maintain social distancing rules.

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 the bath, please put your mask 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.

Recreational RVs We are currently accepting RVs. In the morning, our dedicated staff will spray the picnic tables, benches and plug poles of the vacated sites.

Staycations We will have three Mountaineer's own travel trailers available for renting as Staycations. Currently only one household is allowed to stay. Booking, 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.

Day-Visitors We are sorry that we will not accept 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.

Others

Additional signage regarding physical distancing etc has 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 will receive a Guest COVID-19 Code of Conduct document for them to adhere to while in our community and on our property. 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.

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

Guest COVID-19 Code of Conduct **Updated on March 11, 2021**

The undersigned and the rest of your reservation party agree to obey this Code of Conduct while at Mountaineer 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 Mountaineer 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 Mountaineer Campground and RV Park.

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

In consideration of Mountaineer 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 Mountaineer 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 Mountaineer 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 Mountaineer Campground and RV Park OR OTHER PARTICIPANTS, OR ANYONE ELSE.**