

Skeena Valley Golf & Country Club

COVID 19 Safety Plan

For Our Guests

ALL GUESTS MUST WEAR A MASK UPON ENTERING THE PREMISES. YOU MAY TAKE YOUR MASK OFF ONCE SEATED IN THE CLUBHOUSE. WHEN NOT SEATED, MASKS MUST BE WORN AT ALL TIMES.

Please do not enter the premises if you are feeling unwell or have been in contact with anyone feeling unwell. Anyone not following these rules or being disrespectful will be asked to leave.

Guest Social Distancing Policy

- Guests will be advised to practice physical distancing by standing at least 2 metres away from other groups of people not travelling with them while standing in line, and when moving throughout the venue.
- Tables will be arranged to ensure appropriate distancing

Hand Sanitizer &PPE

- We will ensure that all guests will have access to hand sanitizer in any high touch traffic areas
- There will be hand sanitizer dispensers available at all building entrances, restrooms and till area.
- We will also inform guests of these locations if they desire.

Signage

- There will be appropriate signage at our entrance and till area reminding guests to practice social distancing and proper hand hygiene

Seating

- All tables have been arranged with a minimum of 2 metres between pulled out chair backs.
- There will be no more than 6 people per table.
- GOLFERS may only sit with there golf partners or family members.
- Guests are asked to sit as far away from other occupied tables as possible.

Table Service

- We will not be taking orders from the bar area unless it is take-out.
- Take-out customers will be asked to sit at a designated table or to wait outside for their order.
- Drinks and food will be placed at one end of the table and guests are asked to distribute them amongst themselves.
- When clearing dishes, guests will be asked to place them at the end of the table to be collected.

Single use menus and other items

- Menus will be sanitized after every use or paper menus will be disposed of each time.
- Any community used items such as salt & pepper shakers, ketchup, etc., will be sanitized between each use by staff.

Payment

- Cash is accepted but preference to contactless payment forms (Debit, Credit Cards)
- The debit machine will be wrapped in plastic and sanitized between users.

Contact Tracing

- Non-Golfers will be asked to submit a Name and Phone number for contact tracing purposes.
- Employees and guests who exhibit any symptoms of COVID 19 while on the premises are asked to immediately notify the manager on duty.
- If we are alerted to a presumptive case of COVID 19 on the premises, we will work with local health authorities to follow the appropriate and recommended actions.
- All parties are required to leave at least one contact name and phone number with the server.
- If a presumptive case of COVID 19 occurs and is confirmed to have been in or occurred in our venue, a party's contact person will be notified of potential risk and exposure.
- Confidentiality will be respected and preserved to the fullest extent possible.

For Our Staff

ALL STAFF MEMBERS

Upon starting employment, all employees will sign a health and safety acknowledgement laying out policy and procedure to ensure guest and employee safety.

PPE

- Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence with provincial mandates.
- Gloves and masks will be available to employees when required.

DAILY HEALTH CHECK

- All Employees will be asked a Daily Health Check before commencing their shift. If any employee does not pass the check list, **The worker must not enter the workplace. They must return home and use the [BC COVID-19 Self-Assessment Tool](#) or follow any public health advice they have been given.**

Self-reporting

- Employees are required to stay home if showing COVID 19 symptoms and inform management they are showing symptoms.
- If an employee tests positive upon showing symptoms on a particular day and had been present at work, any other employee that worked within 6 feet should be considered exposed to the virus.

Physical Distancing

- Employees will be reminded not to touch their face and to practice physical distancing by standing at least 2 metres away from guests and other employees whenever possible.

Handwashing and Hygiene

- All employees must wash their hands, or use sanitizer when a sink is not available, every 30 minutes and after any of the following activities: using the restroom, sneezing, coughing, touching the face, blowing the nose, cleaning, sweeping, mopping, eating, drinking, entering and leaving the restaurant, going on break and before and after a shift.
- Handwashing will be recommended over sanitizer whenever possible. Handwashing or sanitizing will also be mandatory between every customer contact.

SERVERS

Staff interaction with guests

- Masks may be worn at all times.
- Physical distancing should be observed whenever possible.
- Staff will avoid physical contact with guests.
- The server will take a contact name and phone number for each party upon their arrival.
- Door handles will be sanitized regularly
- Counters and equipment behind the bar will be sanitized regularly
- Servers will ensure guests understand and observe physical distancing when in the facility.
- All bar surface areas, including but not limited to countertops, beer taps, cooler doors, liquor bottles, and pop gun will be sanitized regularly and between shifts.
- All food and beverage items will be placed on the table instead of being handed directly to guests.
- Computer mouse, keyboard and screen will be sanitized regularly and between shifts.
- Interac machine will be sanitized between guests.
- If 2 or more servers are working, only one will be designated for pouring drinks and handling the POS system and payments.
- Tables and chairs will be sanitized between guests and allowed to air dry.
- Menus will be single use and disposed of promptly.
- Tabletop items must be sanitized between table uses.
- All common touch areas must be sanitized before next shift starts.
- When receiving food from the kitchen it will be placed on the front counter and then delivered to the guest.
- Dishes will be cleared and placed in a bus pan for the designated dishwasher.
- Servers will only pass through dish area when absolutely necessary to do so.
- No server will enter the line at any time.

BACK OF HOUSE STAFF

- All kitchen employees will be 2 Metres apart whenever possible
- Masks must be worn at all times
- All stations will be sanitized before and after use or shift change.
- All equipment will be washed and sanitized before being returned to proper place.
- All countertops and drawer handles will be sanitized every hour.
- When possible wipe down everything handled with sanitizer.
- Food will be placed on front counter for pick up by server.
- Dishes will be done while wearing gloves and left to air dry.
- Staff will avoid the bar area whenever possible and sanitize any surfaces they may come in shared contact with.
- Cooks will be required to wear a mask or face shield when working.
- Only the designated supervisor will answer the phone.

CLEANING PRODUCTS AND PROTOCOLS

The frequency of cleaning and sanitizing of all high-touch rate areas has been increased with emphasis placed on, but not limited to the following:

Restrooms

All restrooms will be cleaned and sanitized at least 3 times a day for guest and employee safety.

- Posted time sheet will be marked after every cleaning
- Sinks
- Faucets
- Toilets
- Door handles
- Towel dispensers
- Soap dispensers
- Garbage lids where applicable

Dining Room

- Tables
- Chairs
- Windowsills
- Garbage can lids
- Door handles
- Bar and counter areas

Kitchen Area

- Door handles
- Equipment handles
- Ice scoops
- Walk-in door
- Freezer tops
- Sinks
- Soap dispensers
- Towel dispensers
- Staff bathroom surfaces, door, sink, toilet, paper towel dispenser
- Telephone
- Chloe's office

Cleaning products now being include Oxivir Plus disinfect spray and wipes and Clorox wipes.