Great Blue RESORTS

Family Traditions Start Here

OUR SAFETY GUIDE FOR PROTECTING EMPLOYEES, COTTAGE OWNERS, GUESTS AND OPERATIONS DURING CORONAVIRUS

Contents

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Family Traditions Start Here

.....1

PROTECTING EMPLOYEES, COTTAGE OWNERS, GUESTS AND OPERATIONS DURING CORONAVIRUS 3

WHAT IS THE CORONAVIRUS? 3

CHANGES TO OUR RESORT OPERATIONAL PROCEDURES 4

Enhanced Daily Protocols.....4

Employee Supports 4

Our Commitment 4

COMMUNICATIONS 4

STAFF COMMUNICATIONS.....4

WE ENCOURAGE ALL EMPLOYEES, COTTAGE OWNERS AND GUESTS TO PRACTICE THE FOLLOWING CONTROLS:.....5

WELCOME CENTRE CONTROLS 7

COTTAGE OWNERS AND GUEST IMPACTS.....7

COVID-19 Screening Questionnaire 7

Health Questionnaire: (Yes or No).....8

RENTAL CONTROLS 9

AMENITIES & FACILITIES 11

BEACH CONTROLS..... 11

FOOD & BEVERAGE CONTROLS..... 12

MARINA CONTROLS 12

MUTICOURT CONTROLS..... 13

PLAYGROUND CONTROLS 13

SWIMMING POOLS/SPLASHPAD CONTROLS 13

WASHROOM CONTROLS..... 13

FITNESS CENTRE..... 13

GOLF CONTROLS 14

RESPONSE PLANNING 20

EMPLOYEE IMPACTS 20

MANAGING ANXIETY/STRESS INFORMATION FOR OUR EMPLOYEES 22

PROPERTY MAINTENANCE, EQUIPMENT OPERATORS AND GENERAL LABOURERS CONTROLS 22

As we move towards stage 3 reopening:..... 24

PROTECTING EMPLOYEES, COTTAGE OWNERS, GUESTS AND OPERATIONS DURING CORONAVIRUS

WHAT IS THE CORONAVIRUS?

Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases. A novel coronavirus is a new strain, and COVID- 19 is the particular strain of virus that was discovered late in 2019 in China and has spread across the world in the past few months.

UNDERSTAND COVID-19

Those who are infected with COVID-19 may have little to no symptoms.
You may not know you have symptoms of COVID-19 because they are similar to a cold or flu.

- Symptoms may take up to 14 days to appear after exposure to COVID-19.
- This is the longest known infectious period for this disease.

Health officials are currently investigating if the virus can be transmitted to others if someone is not showing symptoms. While experts believe that it is possible, it is considered to be rare.

Symptoms have included:

- fever
- dry cough
- shortness of breath
- pneumonia in both lungs in severe cases
- infection can lead to death

People can catch COVID-19 from others who have the virus or by touching these objects or surfaces, then touching their eyes, nose, or mouth. It is possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes.

If you, an employee, or a guest are ill and must visit a health care professional, we recommended that the affected individual call ahead or inform on arrival at a medical facility about respiratory illness. The individual may be asked to wear a mask while waiting for or receiving treatment to prevent the spread of the illness.

Considering the ever-changing nature of this global issue, please consider that suggestions, data, and communications contained within this document can change at any time. We encourage you to visit the Ontario Covid19 website at https://covid-19.ontario.ca/ where the government will be posting the most up-to-date information for the foreseeable future. We urge you to always act with public health safety as your top priority, and to maintain a calm, professional stance on this issue.

Great Blue Resorts will continue to abide by the government and local Health Department safety requirements and protocols.

CHANGES TO OUR RESORT OPERATIONAL PROCEDURES

Enhanced Daily Protocols

In light of the extreme fluidity and unprecedented nature of this entire pandemic, there will be consistent necessity for flexibility and adaptation in our policies and protocols. It is important to stay vigilant about necessary changes to our response planning.

Fundamentals of utmost importance will of course be enhanced cleaning maintenance protocols, but it is also necessary to consider the implications of reduced operation requirements (related to reduced staffing or mitigating the spread of infection), as well as high needs from owners and rental guests who potentially become ill while on our property.

The requirement for non-medical mask or face covering use within local businesses has come into effect in many of our resort areas. The use of masks will be required while the provincial Emergency Order remains in force or until such time that the MOH lifts the requirement. We will require all employees, owners, rental guests and visitors to wear masks while in the Welcome Centre and any other indoor areas across all of our resorts. Signage will be posted on the Welcome Centre doors, guest will be told at time of reservations.

Access to emergency and essential services will remain vital throughout the vacation season. Emergency contact information will be posted on the front door of the Welcome Centre and in public washrooms.

Great Blue Resorts commits to Insuring that we are communicating all of our policy changes and requirements to our team on a regular basis, as things change, and government requirements are modified.

Employee Supports

Maintaining good physical and mental health is necessary for our employees to continue providing essential services in our organization.

Our Commitment

A Sign off of all Safety Procedures and Guidelines will be signed off by June 15, 2020 and with each new employee hired after that date. A copy of the Employee Sign off will be retained in the Safety Binder in addition to being scanned and retained in the Employee file.

In addition, a copy of OUR SAFETY GUIDE will be kept with the Maintenance team binders and resources, the Welcome Centre front desk and the General Manager office, Sales office and any other common workspace area.

COMMUNICATIONS

It is imperative that communications with staff, guests, and the media are concise and focused on our business. Conscious and compassionate reactions that offer sincere understanding of the serious nature of this global issue are of the utmost importance.

STAFF COMMUNICATIONS

Holding daily overview meetings is recommended, that least in the throughout the various stages of this issue.

GUEST COMMUNICATIONS

- Maintaining an owner email contact list at the front desk in the Welcome Centre will be a useful tool to utilize at this time, to insure we offer all required information electronically and in a timely manner.

WE ENCOURAGE ALL EMPLOYEES, COTTAGE OWNERS AND GUESTS TO PRACTICE THE FOLLOWING CONTROLS:

1. **"Physical distancing"** to maintain a minimum distance of 2 meters between individuals

2. **Proper hygiene** can help reduce the risk of infection or spreading infection to others:
   - Wash your hands often with soap and water for at least 20 seconds, especially after using the washroom and when preparing food
   - Use alcohol-based hand sanitizer if soap and water are not available
   - When coughing or sneezing: cough or sneeze into a tissue or the bend of your arm, not your hand. Dispose of any tissues you have used as soon as possible in a lined waste basket and wash your hands afterwards
   - Avoid touching your eyes, nose, or mouth with unwashed hands

3. **Personal Protective Equipment (PPE)** is provided to staff, specifically property maintenance, golf team, Welcome Centre team and anyone dealing with the public, should they request it:

   - Disposable gloves
   - Disinfectant (wipes and or sprays)
   - Hand Sanitizer dispensers dispersed throughout facilities, in prominent locations
   - Masks

This safety communication is posted at Welcome Centre, gym, laundry and all other areas of potential public gathering areas.

ADDITIONAL CONTROLS

1. We screen workers verbally regularly health issues. Ask employee on every shift if they have a cough, cold, flu like symptoms or headache.

2. If one of our employees develops symptoms of COVID-19, implement procedures for reporting the illness and keeping the worker away from others. For further guidance on screening procedures,
   a. We will consult the Ministry of Health at: http://www.health.gov.on.ca/en/pro/programs/publichealth/coronavirus/docs/2019_operators_guidance.pdf
3. We train employees on possible COVID-19 transmission points in the workplace, what steps are being taken to protect them, and how they can protect themselves, including frequent hand washing or sanitizing, and not touching their face through:

   a. Ensuring each employee reads and signs off on their Safety Commitment
   b. Resort weekly team meetings
   c. 121 discussions during coaching sessions as required if an employee is not following the Safety Guidelines

4. Watch for cottage owners, guests, contractors and suppliers who are sick or have signs of illness (e.g. fever, coughing, sneezing, runny nose, tiredness, shortness of breath) must self isolate, notify their employer and call a doctor or healthcare provider.

5. We provide Personal Protective Equipment (PPE), which is effective only if it's appropriate for the situation and employees wear it correctly. Ensure PPE training includes the fit, use, care, putting on and taking off, maintenance, cleaning and limitations of the PPE.

   Some examples of PPE that may be suited to lawn care workers would include:

   a. Gloves – gloves can help limit contact with equipment, surfaces etc. When removing soiled gloves, we put those into closed waste receptacles.

   b. Masks – are provided to employees as requested

   c. Counter shields provide barriers and separation from other employees, owners, guests and vendors.

WELCOME CENTRE CONTROLS

1. Our Welcome Centres have a limit, at this time of up to 3 customers in the Welcome Centre at one time.

2. There are floor markers measuring 2 meters apart.

3. We have a Counter Shield to protect employees and customers at the frequently used areas of the Welcome Centre front desk counter which is cleaned frequently throughout the day on both sides.

4. Door handles both inside and out are cleaned a minimum of every 2 hours.

5. Upon government direction, sporting equipment is cleaned after each use when Signing Out equipment including soccer balls, basketballs, tennis or badminton equipment, frisbees

6. Pens and clipboards are cleaned after each use.

7. Public washrooms are cleaned on an after use basis, upon government approval. A standardized Covid cleaning checklist is used each time and signed off.

8. A standardized cleaning schedule and guide is used daily to clean the Welcome Centre.

9. As all guests, contractors, vendors and visitors require to Sign In, the Sign In book is placed to the side of the counter shield.

10. A bottle of sanitizer is available behind the front counter to wipe all items including the debit machine when used.

11. Each Employee, owner, vendor or visitor that comes into the Welcome Centre needs to complete a verbal Health Questionnaire

COTTAGE OWNERS AND GUEST IMPACTS

COVID-19 Screening Questionnaire

In accordance with Public Health Ontario recommendations, employees, workers and visitors who are exhibiting symptoms of COVID-19 are required to be in:

- Self-Isolation
- Self-monitoring

SCREENING CONTROLS

1. When entering the Welcome Centre, all employees who are coming on shift, workers or visitors accessing the site should complete a health questionnaire. The purpose of the questionnaire is to verify that workers are free (to the best of their knowledge) of COVID-19 symptoms, as well as other related restrictions in accordance with Public Health Ontario recommendations.

2. A bottle of sanitizer is available to the left of the counter shield.

3. At the time, the employee arrives, owner, guest or visitor comes up to the Welcome Centre front desk, the following script will be recited:

Health Questionnaire: (Yes or No)

a. Have you travelled outside of Canada in the last 14 days?

b. Are you experiencing any symptoms of COVID-19 (e.g., shortness of breath, cough, sore throat, or fever)?

c. Have you been in close contact with a person showing symptoms or tested positive for COVID-19?

d. Have you been in close contact with a person with acute respiratory illness who has been outside of Canada in the last 14 days?

4. If a worker answers "YES" to any of the screening questions or refuses to answer, then they have failed the screening and cannot enter the resort. It should be explained to the worker, owner, guest or vendor on the next steps, which include either contacting the local public health or telephoning Telehealth Ontario for further instructions at (866) 797-0000.

5. In addition, you will require the employee, owner, guest or vendor name and contact information. This information is to be kept at the back of the binder and collected at the end of the day and put on the GM desk for filing.

6. Employees, owners, guests and vendors who do not present a risk of COVID-19 transmission to others on-site will be allowed to enter the resort after they have sanitized their hands.

7. The Employee, owner, guest or vendor may sign the Sign In book which includes name. address, phone number, purpose of visit. In the event that there is a COVID-19 infection later, this information will be especially helpful.

RENTAL CONTROLS

CHECKING IN/CHECKING OUT

1. Front Desk cleaning protocols are followed and the front counter is cleaned after each customer transaction.
2. The counter shields are cleaned after each transaction.
3. Check In packages are prepared in advance and kept behind the counter.
4. Financial transactions
    a. Debit/Credit terminals are cleaned after each use.
    b. Hands are cleaned after handling cash.
    c. Tills, cash drawers are cleaned after each use.
5. Protective masks are provided to front desk employees as requested.
6. Gloves are provided to front desk employees as requested.
7. Keys are cleaned before given to a rental guest and cleaned after keys are returned.

WHAT IF A GUEST HAS COVID-19?

If a Great Blue Resorts staff member is made aware of a guest confirmed to have COVID-19 they should contact the General Manager immediately. The resort should promptly coordinate with local health authorities to establish crisis management procedures.

a. An Incident Report is completed.
b. Direction will be taken from the local health authorities.
c. Employees, cottage owners and guests will be notified via email and signage at Welcome Centre.

HOW SHOULD WE ADDRESS COTTAGE OWNERS AND GUESTS WHO WANT TO SELF-QUARANTINE AT OUR PROPERTY?

If a guest is staying at a resort for the purposes of self-quarantining, they will be reminded to inform local health authorities or staff immediately if they exhibit any symptoms of COVID-19. It is suggested that all cottage owners and guests are given local health authority contact information at check-in time.

In addition, we reserve the right to ask a cottage owner or guest to confine themselves to their specific recreational cottage. Great Blue Resorts is responsible to post a sign on the cottage door advising of self-isolation to ensure others avoid contact with the cottage owners or rental guests.

When one of our customers shows signs of the coronavirus and has to leave the resort for testing and medical treatment, they will be instructed to call the Welcome Centre so arrangements can be made to evacuate the areas they will be in. They should call the Welcome Centre when returning to inform the resort of their health status. Great Blue Resorts reserves the right to deny those diagnosed with COVID-19 from re-entering or entering our resorts.

CLEANING RENTAL COTTAGES

1. An enhanced Rental Cleaning Checklist is utilized upon check out, for cleaning a rental unit.
2. This Rental Cleaning Checklist has additional cleaning protocols
3. The Rental Cleaning checklist is signed off by the cleaner at the time of cleaning

WHAT TO BRING FOR YOUR STAY AT GOLDEN BEACH RESORT

Rental guests are required to bring the following items for sanitary reasons and for the safety of our rental guests, cottage owners and resort staff:*

1. Beach Towels
2. Bathroom towels & face cloths
3. Napkins
4. Toiletries
5. Bug Spray
6. Water Shoes
7. Sunscreen
8. Food & Beverages
9. Folding Chairs for around the fire pit
10. Personal LIfe Jackets

** This list is specific to Golden Beach Resort and may differ from information provided at greatblueresorts.com.*

AMENITIES & FACILITIES

BEACH CONTROLS

1. The beach is open to cottage owners with the following controls in place:
2. Benches are cleaned daily. Chairs are cleaned daily and spaced a minimum of 10 feet apart.
3. Garbage receptacles are cleaned according to cleaning schedule.
4. Beach goers are advised to physically distance on the beach and in the water.
5. Physical distancing is advised.
6. Every unsupervised waterfront shall have the following emergency equipment available and appropriately located for use in an emergency:
    a. A dedicated emergency telephone with posted emergency numbers; the phone shall be able to work in the event of a power failure. A payphone is acceptable if it provides direct EMS access without requiring any payment. If the emergency phone is not easily accessible, directions to the nearest phone shall be posted at the beach.
    b. At least 1 buoyant throwing assist with a 15 metre buoyant line attached;
    c. At least 1 reaching pole at least 3 metres in length
7. The swimming area and beach intended for use by patrons shall be clearly designated through signs, buoylines, buoy markers or a combination of these

TOUR AND GUIDE SERVICES

- For tour and guide services, including boat and resort tours, the number of patrons is subject to gathering limits.
- Physical distancing of at least two metres must be maintained between all individuals, except for those from the same household or social circle.
- The outdoor gathering limit of 100 applies if patrons will be outside for the duration of the tour except to access washrooms, in transit to an outdoor area, or for health and safety reasons.
- As with other gatherings and events, the indoor gathering limit of 50 applies if the gathering is fully or partially indoors.
- Boats and golf carts will be sanitized after each use

FOOD & BEVERAGE CONTROLS

Great Blue Resorts agrees to follow the following Food & Beverage Guidelines including:

In addition,

1. One customer is served at a time.
2. Cleaner/Sanitizer is provided on the Food & Beverage counter.

MARINA CONTROLS

Great Blue Resorts agrees to follow the following Marina controls including:

1. Follow the most recent direction from the local health unit or local government related to communal or shared public or private beaches, park shelters, gardens, washroom facilities and outdoor recreational amenities.

2. Plan adequate time to have watercraft ready for customer use.

3. Request owners and guest use physical distancing when launching boats and personal watercraft via verbal direction and signage at marina.

4. Practice physical distancing (staying 2 metres away from others) requires fewer persons within an

enclosed space or area or when providing customers directions, instructions, refueling.

5. Provide cleaning supplies for employees to use on fuel equipment and other marina equipment.

6. Only trained marina employees are allowed to perform boat and marina duties.

7. Purchase more life jackets to support our current life jacket inventory. This will allow us to sanitize the ones that are being used, allow them to dry and safely be reused

8. Wash or sanitize hands after each transaction including refueling or handling boats, fishing supplies, safety equipment and paddles or stand up paddleboards.

MUTICOURT CONTROLS

1. The multicourt entrance gates are wiped down a minimum of twice a day.
2. Sports equipment left in the multicourt area will be cleaned and stored in the Welcome Centre at the end of each day.
3. Seating areas are cleaned daily.

PLAYGROUND CONTROLS

1. The playground is open
2. Playground equipment is cleaned daily.
3. Benches, seating areas are cleaned daily.

SWIMMING POOLS/SPLASHPAD CONTROLS

1. Physical distancing signs are posted.
2. Bather load must meet the physical distancing rules
3. Seating and tables are cleaned a minimum of twice a day.
4. Foot washing stations are cleaned a minimum of twice a day.
5. Umbrella posts are cleaned a minimum of twice a day.
6. Gate handles are cleaned a minimum of twice a day.

WASHROOM CONTROLS

1. All multi touch surfaces are cleaned frequently throughout the day
2. Single use disposable paper towels are used

FITNESS CENTRE

1. The total number of people permitted in areas containing weights or exercise machines is limited to the number of people that can maintain physical distancing of at least two metres, which cannot exceed the indoor gathering limit of 50 people.
2. Equipment must be cleaned and disinfected between user sets
3. All multi touch surfaces are cleaned frequently throughout the day
4. Single use disposable towels are used

GOLF CONTROLS

Golf Courses in Ontario will be prepared to meet and exceed current Public Health regulations (located here Workplace Safety & Prevention Services: Guidance on Health and Safety for the Golf Course Sector during COVID-19 and Great Blue Resorts agrees to follow the following the Recommended Best Practices as outlined below.

REFERENCE NO.	DEPARTMENT	RECOMMENDED PROCEDURE
CH-001	Clubhouse	Place appropriate signage outside the pro-shop and clubhouse plus at the first tee entries briefly outlining the physical distancing guidelines in place.
CH-002	Clubhouse	Place signage at the pro-shop and clubhouse plus at the first tee encouraging good handwashing and respiratory hygiene
CH-003	Clubhouse	Increase the frequency throughout the day of cleaning, sanitation and disinfecting of all common areas locations, especially high traffic areas such as counter surfaces, tables, public restrooms, POS system, credit card terminal, door handles, telephones, pens, golf carts and more. Create a log sheet for cleaning frequency tracking. Credit card terminal if touched by a customer for pin pad entry needs to be cleaned after each use.

CH-004	Clubhouse	If more than one staff working in the pro shop, then one person to be assigned to a work station – Point of Sale system and phone for use during that shift, at the end of the shift the work station to be cleaned prior to the next shift, the work area to also be cleaned throughout the day but also prior to another staff person using that equipment.
CH-005	Clubhouse	One staff member -greeter at the front door, pro shop attendant or starter at the 1st tee must remind each golfer of the physical distancing requirement plus not to touch anything on the course besides their own belongings, this includes the flagstick. Golfers are not permitted to shake hands post round. Golfers caught disobeying any safety protocols will be requested to leave the facility immediately and banned to return while safety protocols being utilized. Each golfer must be asked if they have returned from travel outside of Canada within the last 14 days, if they have they will be asked to leave the property immediately as they must be in self-quarantine for 14 days (signage to be posted).
CH-006	Clubhouse	If a golf course has an announcement system, then they can use this to recite the golfer rules of physical distancing and more.
CH-007	Clubhouse	Some golf courses may wish to install a splash guard or plexiglass barrier at pro shop counter if unable to ensure the staff member can be physically distanced.
CH-008	Clubhouse	Educate staff on hygiene, sanitation and food handling, and its impact of preventing the spread of communicable diseases
CH-009	Clubhouse	Make available wash stations or hand sanitizer stations in common areas
CH-010	Clubhouse	Signage posted in English may also be posted in other languages if useful for the particular golf course clientele
GO-001	Golf Operations	Payment options to be either: touchless, cashless, online pre-paid or pre-paid call ahead for green fees. Eliminate any walk-ups or cash payments.

GO-002	Golf Operations	Golfers without a pre-scheduled tee time are not permitted, they must arrange a reservation prior to arriving at the course
GO-003	Golf Operations	Request golfers to arrive only 15 minutes ahead of their tee time to ensure a limited number of people are waiting to play and discourage loitering.
GO-004	Golf Operations	Do not permit customers to congregate in the parking lot either before or after round
GO-005	Golf Operations	Restrict the number of people inside the pro shop at any given time to one person only. If the pro shop is large enough to allow stickers or tape to indicate where people may wait at a minimum of 6 feet distance from each other with directional flow signage. GO-006 Golf Operations Golf courses are to limit the number of people on the course at one time by either increasing tee-time intervals and/or blocking off additional starter times. It is imperative that golf course pace of play is maintained as this will allow for a good spread of golf groups throughout the golf course and prevent any back-ups at any tee boxes. Golf courses must manage their tee sheet closely and make adjustments to ensure each group is spaced out from each other with the recommendation to have no more than one foursome at a tee box or at a green. Expectations of pace have to ahead if falling behind
GO-007	Golf Operations	One tee time booking per person, maximum of 4 players
GO-008	Golf Operations	If a course employs a Players Assistant/Marshal, then this person will be tasked with ensuring everyone is adhering to the rules of the course and anyone failing to comply will be asked to leave the property immediately.
GO-009	Golf Operations	Pull or push carts must be cleaned and disinfected after each use.
GO-010	Golf Operations	Encourage golfers to walk.

GO-011	Golf Operations	Golf cart rentals are reserved for single riders only unless you are confident that the two people wishing to rent the cart do indeed that have a spouse). Golf carts rented out must be cleaned and sanitized prior to the next rental.
GO-012	Golf Operations	Staff cleaning any rentals must be given Protective Personal Equipment – gloves, mask, eye protection/full face mask and wash their hands often and after each cart
GO-013	Golf Operations	Remove bulk scorecard, pencil, and tee holders from starter areas. Only issue when requested.
GO-014	Golf Operations	Remove ball washers on course or tape them shut.
GO-015	Golf Operations	Remove or disconnect water fountains or coolers; offer bottled water only.
GO-016	Golf Operations	Remove bunker rakes.
GO-017	Golf Operations	Remove benches to assist with physical distancing requirements
GO-018	Golf Operations	Remove on-course trash cans and ask golfers to take their own garbage home
GO-019	Golf Operations	Direct players to leave the pin in the cup at all times, post small signage on each flag as a reminder, options for the golf course instead: • consider raising the cup 1" above the putting surface, inserting the cup upside down or stuffing a piece of Styrofoam into the cup • consider raising the cup one inch above the ground so the ball only hits the side • consider creating a "gimme" circle around each hole location to reduce surface contamination.

GO-026	Golf Operations	Close putting green or place alignment sticks, or stakes on the putting green as targets, and/or turn the cups upside down and practice balls policy." Limit the use of the putting green if open to 4 people maximum, this may need to be reduced depending on size of the area or can be increased as well.
GO-027	Golf Operations	Provide dedicated waiting areas with proper signage for next group on tee waiting to approach teeing ground
GE-001	Golfer Expectations	Practice physical distancing by staying a minimum of two (2) meters away from other people at all times.
GE-002	Golfer Expectations	Leave the pin in while putting - DO NOT TOUCH THE PIN.
GE-003	Golfer Expectations	Do not shake hands or high five to celebrate, a tip of the cap will do
GE-004	Golfer Expectations	Do not loiter in the parking lot before or after your round.
WS-001	Workplace Safety	Educate staff to recognize the symptoms of COVID-19 in each other and your customers.
WS-002	Workplace Safety	Establish a communication plan to keep your employees informed and updated on issues affecting the workplace.
WS-003	Workplace Safety	Institute a policy that requires employees to tell you when they've been exposed to any highly communicable illness, and then direct them to the local health agency for appropriate testing. Implement a per shift screening program to ensure that all staff are healthy and have not travelled outside of Canada.
WS-004	Workplace Safety	Train staff on proper hand washing and sneezing/coughing practices and have them sign off on the training document for assurance they understand the importance of implementing these practices.
WS-005	Workplace Safety	Conduct meetings by phone or online wherever possible. For in person meetings, ensure safe Physical distancing (6+ feet) between attendees.

WS-006	Workplace Safety	Staff to be trained and reminded to stay 6 feet apart from all coworkers, customers, delivery people etc.
WS-007	Workplace Safety	Staff to not have visitors to the golf course
WS-008	Workplace Safety	Ensure appropriate signage is present throughout your facility.
WS-009	Workplace Safety	Provide necessary sanitation supplies and personal protection equipment.
WS-010	Turf & Maintenance	Provide hand sanitizer stations for both staff and guests in multiple locations throughout the facility Minimize the number of maintenance staff members working on the course at one time. Consider splitting the crew into two teams that do not work at the same time
TM-002	Turf & Maintenance	Maintain physical distancing guidelines at all times
TM-003	Turf & Maintenance	Assign staff equipment to avoid sharing between employees
TM-004	Turf & Maintenance	Stagger work hours and break hours and limit access to lunchroom
TM-005	Turf & Maintenance	Place hand sanitizer throughout maintenance area and access to hand washing stations
TM-006	Turf & Maintenance	Regularly sanitize any surface that is contacted – common areas
TM-007	Turf & Maintenance	In the event that equipment (including radios) must be shared it must be thoroughly sanitized before being used by another employee | steering wheel as well as all areas touched by operators pre and post use
TM-008	Turf & Maintenance	Practice handwashing and standard hygiene practices.
TM-009	Turf & Maintenance	No visitors to the facilities.

RESPONSE PLANNING

EMPLOYEE IMPACTS

WHAT IF AN EMPLOYEE HAS COVID-19?

If a staff member is confirmed to have COVID-19 they should contact the General Manager immediately. The resort will promptly coordinate with local health authorities (link to Canada health agencies) to establish crisis management procedures.

IF A GREAT BLUE RESORTS EMPLOYEE BECOME SICK

1. We provide flexible sick leave policies: which are consistent with public health guidance, permit employees to stay home to care for a sick family member, and ensure that our employees are aware of these policies. We actively encourage sick employees to notify their General Manager and stay home.

2. Local decision making: As a company with more than one business location, we provide our General Managers with the authority to take appropriate actions based on the conditions in each locality.

3. Employee travel: We ensure employees who become sick while traveling or on temporary assignment understand to notify their General Manager or Supervisor and call a healthcare provider for advice if needed.

4. Separate sick employees:
   a. Employees who appear to have acute respiratory illness symptoms (i.e. cough, shortness of breath) upon arrival to work or become sick during the day will be separated from other employees and sent home immediately. An Incident Report is completed, 1 copy in the employee file and a copy forwarded to alisong@greatblueresorts.com.

   b. The General Manager or Supervisor will conduct an investigation as to who else may have come into contact with that employee and then enact measures to protect all employees. An Incident Follow Up Report is completed, 1 copy in the employee file and a copy forwarded to alisong@greatblueresorts.com.

5. Physical distancing: We minimize exposure between healthy employees and also between those employees and the public, as public health officials call for Physical distancing.

6. Workplace hygiene: We routinely clean all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs. We provide disposable wipes so that commonly used surfaces can be wiped down by employees before each use.

7. Inventory controls in place – Our resort team performs regular counts on inventory specifically on cleaning/janitorial supplies to avoid theft or running out of necessary tools and PPE.

8. We ensure that there are concise cross-contamination avoidance procedures provided to staff that include protocol on receiving supply shipments, stocking and counting inventory, or storing and accessing tools.

9. We consider Physical distancing requirements when creating staff schedules to mitigate their access and contact with one another. Phone or hand-held radio communications help limit in-person communications.

ARE THERE ADDITIONAL MEASURES IN EFFECT IN RESPONSE TO THE CORONAVIRUS?

- Public Health Agency of Canada's Active travel health notices: Check the latest guidance and recommendations for each country to which you or any guests have travelled.

- Health confidentiality: If an employee is confirmed to have the Coronavirus infection, employers should inform fellow employees of their possible exposure to the Coronavirus in the workplace but maintain confidentiality. Employees exposed to a co-worker with confirmed Coronavirus should refer to Public Health Agency of Canada and provincial health agencies' guidance for how to conduct a risk assessment of their potential exposure.

We clean high-touch surfaces (including, but not limited to the list below) frequently with sanitizing cleaners.

WHAT STEPS ARE WE TAKING IN ADVANCE OF EMPLOYEES GETTING SICK?

1. The General Manager or Supervisor explores flex working options for head office employees.

2. We have developed an employee communications plan.
    a. This plan establishes a process to communicate the latest Coronavirus information to employees and business partners.
    b. We try to anticipate employee fear, anxiety, rumors, and misinformation, and plan communications accordingly.
    c. We continue to manage how to handle an increase in absenteeism.
    d. We determine how we will operate if absenteeism spikes from increases in sick employees, those who stay home to care for sick family members, and those who must stay home to watch their children if dismissed from school. There may be times during this pandemic which may result in lower than normal resort team members on a shift, which may cause some delays in our service.
    e. We coordinate with provincial and local health officials to ensure timely and accurate information to guide appropriate responses in each location where our resorts reside. Outbreak intensity may differ according to geographic location and we will react accordingly. The Welcome centre resort employee checks Local health websites online weekly to review specific guidelines to our communities.
    f. We commit to a fluid but strategic business continuity plan and are prepared to change our business practices if needed, to maintain critical operations (e.g., identify alternative suppliers, prioritize customers, consider digital meetings, or temporarily suspend some of resort or business our operations if needed).
    g. Workplace Preparedness: People can catch COVID-19 from others who have the virus or by touching these objects or surfaces, then touching their eyes, nose, or mouth. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads. Insuring good workplace hygiene and sanitation procedures are in place has a significant impact on the likelihood of transmission.

MANAGING ANXIETY/STRESS INFORMATION FOR OUR EMPLOYEES

The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions. Coping with this stress will make you, the people on our team, and our resort community stronger.

Everyone reacts differently to stressful situations.

How each of us responds to the outbreak can depend on each person's background, the things that make each of us different from other people, and the community we live and work in.

It is important to be cognizant of our employee's mental health. People who may respond more strongly to the stress of a crisis include:

- Older employees and employees with chronic diseases or live with those who are at higher risk for COVID-19
- Children and teens
- Employees who are helping with the response to COVID-19, like volunteers for health care providers, first responders.
- Employees who have mental health conditions including problems with substance use. We have a responsibility to helping our team members cope with their stress which will make our teams stronger.
- We commit to clearly communicating to our employees about response plans and operational changes and make sure they are aware of what they need to do – or not do – under the plan.

Things we can do to support our mental health

1. Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting.
2. Take care of your bodies. Take deep breaths, stretch, or meditate. Try to eat healthy, well-balanced meals, exercise regularly, get plenty of sleep, and avoid alcohol and drugs.
3. Make time to unwind when possible. Try to do some other activities you enjoy.
4. Connect with others. Talk with people you trust about your concerns and how you arefeeling.

PROPERTY MAINTENANCE, EQUIPMENT OPERATORS AND GENERAL LABOURERS CONTROLS

For our Property employees including lawn care workers , facilities employees and other maintenance employees, we recognize that we will have contact with people, including suppliers, customers and co-workers, as well as contact with surfaces, such as tools, equipment, machinery and surfaces within your vehicle and at the sites that you visit. You could potentially come in contact with droplets from these interactions.

We understand COVID-19 can travel in respiratory droplets that are released into the environment by laughing, coughing or sneezing.

Great Blue Resorts agrees to follow the following Resort Property Maintenance controls including:

1. Practice physical distancing (staying 2 metres away from others) during job activities. For example, maintain distance while loading and unloading equipment from a truck, trailer, car or golf cart.

2. Practice physical distancing during breaks, sitting on opposite sides of a room or at another table or picnic table.

3. We agree to limit the number of people in a workspace (vehicle/golf cart/worksite) at one time.

4. Limit the number of employees using lawn care equipment. If possible, we assign each employee to their own piece of equipment, (e.g. leaf blower, mowers, string trimmer etc.).

5. Increase the cleaning frequency of our workspace – on everything from vehicle door handles to commonly touched surfaces like cell phones, gas cans, keys, lawn care equipment, powered hand tools, steering wheels, and radio controls and carry cleaner in each golf cart or vehicle.

6. For package receiving we maintain physical distancing.

7. We request a contactless delivery wherever available. Contactless deliveries involve the delivery driver leaving the package on our doorstep. If not available, we request the driver place the package down rather than handing the item directly to our employee to maintain physical distancing.

We take the Health and Safety of our cottage Owners, Rental Guests and Employees very seriously and are taking safety precautions to ensure safety to all.

As we move towards stage 3 reopening:

What You Need to Know to Stay Safe

As Ontario works towards recovery, acting responsibly and respectfully towards each other will help keep family, friends, colleagues and neighbours safe.

Everyone can make Stage 3 a success by:

Maintaining physical distancing of at least two metres from people outside of your household or social circle	Wearing a face covering in indoor and outdoor public spaces where physical distancing is a challenge
Washing your hands frequently with soap and water	Using an alcohol-based hand sanitizer if soap and water are not available
Practising good hygiene (covering a cough and sneeze and avoiding touching your face)	Cleaning frequently touched surfaces more often
Limiting indoor gatherings to a maximum of 50 people, or less, to maintain physical distancing	Limiting outdoor gatherings to a maximum of 100 people, or less, to maintain physical distancing
Staying at home and away from others if you are feeling ill or have symptoms of COVID-19	Downloading the COVID Alert app, when launched, to be notified if you have been in contact with anyone with COVID-19
Working from home or remotely as much as possible	Minimizing travel and self-isolating for 14 days after all international travel
Protecting the most vulnerable by following public health advice	Getting tested if you are worried you have or have been in contact with someone who has COVID-19