



# COVID-19 STANDARD OPERATING PROCEDURE (SOP)

EFFECTIVE JUNE 5, 2020

In response to the ongoing COVID-19 threat, and to be prepared for operating in a changed world, we've developed a series of protocols to keep guests and staff safe.

We will continue to follow the guidance of government and health officials with respect to the precautionary protocols deemed necessary. We will review and update our SOP as we learn more about best practices and at the advice of experts from all fields.

## GENERAL BEST PRACTICES

### PROTECTING YOURSELF AND OTHERS

- Stay home if:
  - You are feeling unwell,
  - You have traveled outside Canada within the past 14 days,
  - You have a new or worsening cough or fever,
  - You have been advised by a medical professional to self-isolate.
- Avoid contact with people who are sick.
- Self-monitor for symptoms of COVID-19 which includes a cough, fever and difficulty breathing. If any symptoms are felt go home immediately, complete the self-assessment (<https://covid-19.ontario.ca/self-assessment/>) and follow the instructions.
- Practice respiratory etiquette, including coughing and sneezing into your arm. Dispose of tissues immediately into trash receptacles.
- When possible, introduce more fresh air by opening doors and windows.
- When staff are not able to practice physical distancing or have frequent contact with the public, masks are available to reduce the spread of COVID-19 to others (also known as source control).

### PHYSICAL DISTANCING

- Always maintain a distance of at least 2 meters from others.
- Guests must follow provincial gathering guidelines.
- Guests are not to gather or sit on the main dock or near other cottages/outhouses.

### HAND HYGIENE

- Wash hands often and for at least 20 seconds with soap and water or alcohol-based hand sanitizer.
- Avoid contact with face and eyes with unwashed hands.
- Avoid common greetings, such as handshakes and instead greet with a wave.
- Avoid contact with high frequency touch points.

## PROPERTY MODIFICATIONS

### ACCESS

- Staff will not enter the cottage with guests present, unless in an emergency.
- If guests require additional supplies, they must contact staff and it will be delivered.
- Guests are not permitted in the boat house.
- Guests are not permitted in the gazebo.
- Guests are not permitted in the bunkie.

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## CHECK IN AND OUT

- Check in and check out times will be adjusted to allow for at least 24 hours between guests in each cottage.
  - Check in will be Sunday at 10am.
  - Check out will be Saturday at 10am.
- Luggage assistance is not available.

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## TRANSPORTATION TO/FROM ISLAND

- Pick up at the launch will only be available for guests that do not have their own boat.
- The pontoon will be used to transport guests. If 2 meters of space cannot be maintained staff will wear a mask.
- The pontoon will be cleaned and disinfected between guests.

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## WATERCRAFT RENTALS

- Canoes, kayaks and boats will be cleaned and disinfected between rentals.
- Life Jackets/PFDs will not be available. Guest will be advised to bring their own.

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## PHONE AND INTERNET

- The phone and access to Wi-Fi will only be available for emergency use.

## COTTAGE MODIFICATIONS

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### CLEANING AND DISINFECTION

- In addition to routine cottage cleaning, hard surfaces and high frequency touch points will be disinfected between guests.
- Windows will be open when cleaning the cottages.
- Staff will wear gloves when cleaning cottages, outhouses and high frequency touch points.
- Each cottage will be stocked with cleaning supplies, including a registered disinfectant with a claim against the virus.

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### KITCHEN

- Guests will be instructed to pre-wash all items provided in the kitchen to prepare and serve food. This includes, but is not limited to: dishes, cookware, utensils, glassware and cutlery.
- All non-essential kitchen supplies and equipment will be removed.
- Washable oven mitts will be provided.

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### BEDROOMS

- Mattress covers will be provided.
- Sheets will be provided.
- Pillows, pillowcases and blankets will not be provided. Guest will be advised to bring their own.
- Guests will be asked to strip the bed and put all used linen in the large clear Ziplock bag provided prior to departure.

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### OUTHOUSE

- Alcohol-based hand sanitizer will be available inside each outhouse.
- The hard surfaces and touch points in the outhouse will be cleaned and disinfected prior to your arrival. Outhouses will not be cleaned throughout the week, however cleaning supplies are available in each cottage.
- Toilet paper will be provided in sufficient quantity for the rental term.