



*Shuswap National*

### **Work Safety Plan**

We at Shuswap National have always kept cleanliness and safety top of mind. Amid the current world outbreak of COVID-19 we are committing to the following out-lined steps to ensure the safety of our staff and guests.

We will be following procedures put in place by the Public Health Order, Work Safe BC and recommendations of our industry to help protect staff, our members and the public from the risks of COVID-19. The protocols detailed here will help everyone enjoy their experience and help to keep you safe.

### **Reducing Risk – Updated July 31**

We aim to help the Provincial Ministry of Health in reducing the risk of person to person transmission through following the 6 measures outlined below:

1. Creating more space between patrons and staff in our business
2. Reducing the number of people in our business at any one time
3. Assigning stations and flow through areas to help maintain physical distancing requirements
4. Establishing new guidelines for our staff to follow for both physical distancing and cleanliness
5. Defining what situations our staff will safely be using PPE to help limit exposure to respiratory droplets
6. Limiting private gatherings to no more than 50 people in accordance with the official Public Health Order

**Hand washing or Sanitizing is required upon entry to the building**

## **Risks**

- We have worked with our staff and managers to identify areas of risk and corrective actions in each of the following areas:
  - Golf
  - Kitchen
  - Clubhouse

**Each department has outlined individual areas of concern and protocols for reducing risk, details at the end of this document**

**Posted Occupancy limits are  
located in the front entry and  
in front of each area of concern**

Main Entry – 2 person max

Golf Shop – 4 Person max

Washrooms – 1 person max

Restaurant – 36 Person Max

Tent – 50 Person Max

## **Our People**

- All staff have signed off on a document outlining how transmission works, signs and symptoms of COVID-19, sanitizing and chemical use, sick policy, personal safety, best practices and physical distancing requirements

## **Contact Information**

- We are aware that some guests may want more information on our policies and new protocols, general questions call 250-832-3285
- In compliance with the Public Health Order, contact information will be gathered and kept for 30 days for all patrons of the restaurant
- Concerns with policy or protocols should be directed to Nico Marcyniuk - General Manager  
[nico@shuswapnational.com](mailto:nico@shuswapnational.com)  
250-832-3285

### **Pick-up Orders and Golfers**

- Time in the clubhouse should be minimized
- Pick up table is located just inside the restaurant
- Maximum 2 people inside at table for pick up at a time
- Menu items available on our app and website - Call to order 250-832-3285
- Take out will be available for pick up from 11am to 6pm
- Please use physical distancing rules when in the building

### **Washrooms**

- Main floor washrooms in the Clubhouse will be open for use
- Please use hand sanitizer prior to entering and wash hands prior to exiting
- Cleaning schedule has been increased for washrooms
- One person in washroom at a time, please knock before entering

### **Food & Beverage**

- Reservations are recommended and appreciated as we are operating on a limited table basis, additional cleaning requirements also limit table availability
- As per PHO orders tables are limited to 6 persons per table, groups larger than 6 will be assigned to two separate tables, 12 persons max per group
- We will be operating golf group events on a limited basis and reserve the right to assign floorplans, dining times and areas to groups
- Both restaurant and event guests are not able to mingle table to table or congregate in walkways, even within the same family/group

These policies are subject to change. Some will change or be removed as we adapt to our new operations and government mandates. We look forward to seeing you all soon. We are excited to welcome people to the course and thank you for doing your part to help keep everyone safe.



**COVID Risk Evaluation – Golf Shop**

**PHYSICAL - CLOSE PROXIMITY AREAS**

|                  |                                     |
|------------------|-------------------------------------|
| Check in Counter | One staff work station              |
| Cart Washing Bay | One staff washing one staff parking |
| All Doorways     | Yield to customers                  |
| Washrooms        | One at a time                       |
| Back Stairs      | One at a time                       |
|                  |                                     |
|                  |                                     |
|                  |                                     |

**JOBS – CLOSE PROXIMITY JOBS**

|                   |                           |
|-------------------|---------------------------|
| Customer Check in | Single staffing of Shifts |
| Golf Lessons      | Maintaining Distancing    |
| Restock of Range  | Maintaining Distancing    |
|                   |                           |
|                   |                           |
|                   |                           |
|                   |                           |
|                   |                           |

**TOOLS – MULTI USE TOOLS**

|                     |                             |
|---------------------|-----------------------------|
| Phones              | High Touch Point Sanitizing |
| Office supplies     | “                           |
| Shop Computer       | “                           |
| Pressure Washer     | Clean After use             |
| Cart Washing Mitt   | Its already soapy           |
| Radios              | Sanitized after shift       |
| Storage Crates/Bins | Sanitized after use         |
|                     |                             |

**SURFACES – HIGH TOUCH POINTS**

|                   |   |
|-------------------|---|
| Golf Shop Counter | Sanitize Regularly                          |
| Cart Chargers     | “   |
| Clothing Racks    | “   |
| Door Handles      | Sanitize Regularly/ Prop Open when possible |
| Washroom Fixtures | Sanitize Regularly                          |
|                   |   |
|                   |   |

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**COVID Risk Evaluation -Kitchen**

**PHYSICAL - CLOSE PROXIMITY AREAS**

|                                  |                           |
|----------------------------------|---------------------------|
| Forno Line/ main Line/ Prep Line | 2 person Max each area    |
| Kitchen Doors                    | Maintain in and out flow  |
| Hand Sink/ Dish area             | Maintain distancing       |
| Back Door                        | "                         |
| Fridges                          | 1 person max / limit time |
|                                  |                           |
|                                  |                           |
|                                  |                           |

**JOBS – CLOSE PROXIMITY JOBS**

|              |                             |
|--------------|-----------------------------|
| Prep Kitchen | Use individual tools        |
| Prep Kitchen | Sanitize regularly          |
| Line         | Maintain sides for stations |
|              |                             |
|              |                             |
|              |                             |
|              |                             |

**TOOLS – MULTI USE TOOLS**

|                                     |                     |
|-------------------------------------|---------------------|
| Cooking utensils                    | Sanitized after use |
| Most tools are single use as a norm |                     |
|                                     |                     |
|                                     |                     |
|                                     |                     |
|                                     |                     |

**SURFACES – HIGH TOUCH POINTS**

|                |                     |
|----------------|---------------------|
| Door Handles   | Regular Sanitizing  |
| Cooler doors   | "                   |
| Counters       | "                   |
| Cutting Boards | Sanitized after use |
|                |                     |
|                |                     |

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**COVID Risk Evaluation - Clubhouse**

**PHYSICAL - CLOSE PROXIMITY AREAS**

|                                   |  |
|-----------------------------------|--|
| Front Entrance and side doors     | Propping open doors during operating hours |
| Food Pick-up/ Drinks for Course   | Table at front for golf service            |
| Entrance From Restaurant to Patio | Keeping doors open                         |
| Bar Area                          | Limit numbers of staff behind bars         |
| Service Pass                      | Kitchen flow in one direction only         |
|                                   |  |
|                                   |  |
|                                   |  |

**JOBS – CLOSE PROXIMITY JOBS**

|                         |   |
|-------------------------|---|
| Serving Tables          | Servers Standing Back from Tables taking orders |
|                         | Placing drinks/cutlery in designated spots      |
|                         | Leaving end of table clear for server           |
| Front Line food pick up | Maintain in and out flow                        |
|                         |   |
|                         |   |
|                         |   |

**TOOLS – MULTI USE TOOLS**

|              |  |
|--------------|--|
| Bar Scoop    | Added to High Touch Point Cleaning Checklist |
| Bar Gun      | Added to High Touch Point Cleaning Checklist |
| Menus        | Added to High Touch Point Cleaning Checklist |
| Door Handles | Added to High Touch Point Cleaning Checklist |
| Coffee Pots  | Added to High Touch Point Cleaning Checklist |
|              |  |
|              |  |
|              |  |

**SURFACES – HIGH TOUCH POINTS**

|                 |  |
|-----------------|--|
| Washrooms       | Added to High Touch Point Cleaning Checklist |
| Bar Counter     | Added to High Touch Point Cleaning Checklist |
| Server pass     | Added to High Touch Point Cleaning Checklist |
| Tables & Chairs | Thoroughly sanitized between guests          |
|                 |  |

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