



COVID-19 BUSINESS RE-OPENING PLAN



CAMP JUBILEE – 0 ORLOHMA BEACH

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2020

INTRODUCTION

The COVID-19 pandemic has had a very large impact on our society this year. Summer camps have been deemed a non-essential service and therefore many have had to shut their doors for the season. Camp Jubilee has been fortunate enough under the provincial health guidelines in phase 3 to operate this summer. Camp Jubilee will be providing cabin rentals for families during a 6 week period beginning July 15, 2020 – August 26, 2020. Our management team has been doing research to ensure that we are current on all relevant information so we are able to operate in a safe and secure manner for the summer of 2020. We have reviewed our daily running's to ensure we can meet a high standard of customer service in a safe and comfortable manner. Each area of our facility has been reviewed and we have implemented changes/closures as required.

This summer, Camp Jubilee will be limiting the amount of total guests and staff on site to 50 patrons. Whenever possible, 2 metres of social distancing will be required for all patrons. Staff and guests will be required to fill out daily self health assessments. All staff team members will be checked daily for physical health with temperature readings. We will be providing personal protective equipment as need for all staff members when required. Frequent handwashing and cleaning and sanitizing of all high touch areas will be completed often throughout daily operations. This document was created as a guideline with all new procedures for all staff and guests in accordance with recommendations from the provincial health authorities while on site of Camp Jubilee. Along with training and safety standards being taught and followed up on, the following changes have been made to ensure a safe and enjoyable experience for all guests.



ARRIVAL DAY PROCEDURES & TRANSPORTATION

ON ARRIVAL

Camp Jubilee guests will arrive at Cates Park in North Vancouver fifteen - thirty minutes prior to pre- allotted boat departure time. They will be greeted by a Jubilee team member that will help them with parking and loading questions. This process will be expedited to ensure families are not at the park for longer times than necessary. Greeters will also help to ensure that guests are aware of protocols for transportation. Families will be provided a welcome pamphlet that will outline our cleaning, social distancing and facility procedures, as well as a package of self health declarations forms for their stay.

1. While at Cates Park, Camp Jubilee staff members will ensure guests are aware of social distancing protocols and will be reminded of frequent hand washing.
 2. Greeters will be equipped with hand sanitizer.
 3. Greeters will ensure guests wait for boat transportation services in the designated areas (not on the dock) to reduce the risk of over crowding the public wharf.
 4. Pamphlets will be handed out to guests outlining expectations while on site.
 5. Guests will be given self health declarations forms for the entirety of their stay, that will be collected.
- ❖ Greeters will be trained and stay current on all cleaning and social distancing protocols;
 - ❖ Greeters will be equipped with proper PPE including: mask, gloves, and hand sanitizer;
 - ❖ Greeters should have pamphlets for guests upon arrival that will assure them of our COVID-19 re-opening standards and precautions;
 - ❖ Greeters should have self declaration forms to hand out to families that will cover their families stay for the week; and
 - ❖ Greeters will work with captains before loading onto boats to ensure that a health self declaration form has been filled out.

DURING TRANSPORTATION

During the re-opening phase, we will be operating our boats with new guidelines such as only transporting at 50% capacity. We will be sanitizing our boats in between runs and ensuring that our guests health and safety is our number one priority.



TRANSPORTATION ON SMALL VESSELS

1. Prior to loading guests, the boat captain and Cates Park greeter will ensure that self assessment declaration is completed by all guests.
2. Guests will be transported in family bubbles; no other guests or staff members will be combined on water taxi runs.
3. All guests are required to load and unload their own luggage, captains and greeters are not able to help with this process.
4. All boat captains/drivers will wear masks while in guest's company. This will include loading and unloading of luggage, during transport and disembarkment.
5. Boats will be sanitized after each guest or staff boat run. This will include wiping down all seats, back rests, door handles, windows as well as the steering wheel, buttons and controls.

TRANSPORTATION ON LARGE VESSELS

1. Prior to loading guests, the boat captain and Cates Park greeter will ensure that self assessment declaration is completed by all guests.
2. All guests are required to load and unload their own luggage, captains and greeters are not able to help with this process.
3. All boat captains/drivers and guests will wear masks while in each others company. This will include loading and unloading of luggage, during transport and disembarkment.
4. Boats will be sanitized after each guest or staff boat run. This will include wiping down all seats, back rests, door handles, windows as well as the steering wheel, buttons and controls.

STAFF TRANSPORTATION

1. All staff must complete a self assessment declaration prior to boarding boats, and daily throughout their shifts on site.
2. A maximum of 6 staff can be transported at any time on small boats.
3. Seating for staff must allow for an open seat between each team member.

- ❖ Ensure captains are aware of all new protocols and provide training for captains on cleaning
- ❖ Equipping staff with appropriate PPE
- ❖ Stocking boats with cleaning supplies
- ❖ Self assessment declarations will be checked prior to boarding



ARRIVAL AT CAMP JUBILEE

Guests will be unloaded at Camp Jubilee by our Transport Canada certified Captains who will work with the on site host and camp counselor. On site hosts and counsellors will welcome guests in a safe and secure manner and bring them to our front gazebo for a welcome presentation and tour.

1. Hosts will welcome guests with reminders of frequent hand washing and social distancing measures.
 2. Hosts will remind guests of self health assessments.
 3. Hosts will go over heat room procedures with guests, bags will be loaded by guests into the heat room for treatment.
 4. Staff remain socially distanced from families during luggage loading.
 5. All guests will be fit with PFD's for their stay and will be labeled with color coding tape to indicate which family bubble they are apart of. (These PFDS will be left to clean and sanitize for 24 hours after families have left the site)
 6. Frequently touched areas in and around heat room and welcome gazebo will be cleaned and sanitized regularly.
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- ❖ Training for hosts on social distancing protocols as well as handwashing procedures.
 - ❖ Heat room door handle should be sanitized regularly.
 - ❖ Guests will load and unload personal belongings in family bubbles at allotted time slots posted on door



MEAL TIME SERVICES

Traditionally we offer a self serve buffet style service. Instead, we will have Jubilee team members serving all meals from the buffet in the dining hall. This will include first, second and thirds for all guests. To ensure we are social distancing, staff will stand behind the buffet two meters apart from one another when possible and will serve guests over the buffet to allow proper social distancing. All staff members serving food will be equipped with proper PPE for the job. While in the dining hall, family bubbles will be distanced 6 feet apart with appointed tables and each family bubble will come up to the buffet separately. Hosts will explain meals and how service will work.

1. Limit of total patrons will be posted at entrances and exits.
2. Entrances will be equipped with hand sanitizer.
3. All entrances and exits will be one way.
4. Floor markers will be applied to the floors of the dining hall to ensure social distancing protocols will be followed.
5. All family bubbles will be situated at a table together 6 ft apart from other family bubbles.
6. Plexi glass has been mounted on our kitchen window to act as a barrier for serving staff and kitchen staff.
7. Jubilee staff members will serve meals off the buffet line, while wearing masks.
8. All condiments will be served by Jubilee staff members.
9. Guests plates and cutlery will be place on tables prior to meal times to avoid cross contact from other families or staff.
10. Water pitchers for each table will be refilled by the host upon request.
11. Individual salt and pepper packages can be requested from host.
12. All tables will be cleared by guests.
13. Once meal service is complete, camp staff members will remove all items from table and will clean and sanitize tables and chairs between meals.

Team Members:

1. Camp Staff team members will be required to wash their hands prior to entering the dining hall (lower foyer sinks) for meal service.
2. All staff will be wearing masks and gloves to serve food to guests.
3. Staff members will not enter the kitchen unless asked to do so by the Camp Cooks.



4. If not assigned to serving, staff members will remain in Oceanview (dining hall for staff) until called by the host for their meal service.
 5. Camp Staff members that are assigned to serving at meal service will have an allotted meal time before or after standard meals.
 6. Staff members will sit with a maximum of 4 people per table to allow for proper social distancing. Water jugs will not be provided to staff, personal water bottles should be brought to each meal.
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- ❖ Going over proper PPE procedures for meal service
 - ❖ Scheduling staff for serving
 - ❖ Ensure they wash hands and do not enter the kitchen
 - ❖ Hosts will have to be circulating with salt and pepper and be available to fill up water jugs



CAMP JUBILEE ACTIVITIES

ACTIVITIES

To ensure the health and safety of our guests and staff, some program areas will be closed for the 2020 season. The areas that will be open are: Archery, Sling Shots, Shelter Building, Team Building, Nature Hike, Beach Study, Canoeing and Kayaking. All instruction will occur in a socially distanced fashion. Camp Jubilee team members will ensure that all equipment is cleaned and sanitized in between groups.

1. All bows and arrows will be cleaned with a sanitizing product after use.
2. All slingshots will be cleaned with a sanitizing product after use.
3. Ammunition for slingshots will be disposable products such as kidney beans and chick peas.
4. All supplies for shelter building kits will be cleaned with a sanitizing product after each group. Supplies will not be passed around to the group, they will be handled only by staff team members.
5. All compasses, and maps will be cleaned with a sanitizing product.
6. All paddles will be cleaned with a sanitizing product.
7. All boats will be cleaned with a sanitizing product.
8. PFD's will be assigned to families on their welcome day and will not be shared. These PFDS will be sanitized at the end of the families stay.
9. All team building supplies will be cleaned with a sanitizing product.
10. Team building equipment such as the tube, and big skis will not be used.
11. During the nature hike, staff will remain 2 meters away from guests while leading the walk.
12. All beach study buckets will be cleaned with a sanitizing product after use.

- ❖ Opening Ocean View Lounge as a cleaning area, dining hall and multi purpose room for staff.
- ❖ All gear comes down daily.
- ❖ Remove corks from slingshots as we cannot sanitize the material.



ACCOMMODATIONS

GUEST ACCOMMODATIONS

Camp Jubilee has 13 Panabode cabins, 3 yurts, 10 (2-bed) lodge rooms, and a family suite cabin. All cabins and yurts are equipped with a two piece washroom, electricity and sleeping spaces for up to 6 guests. Cabins and sleeping quarters will be assigned to family bubbles and will not be entered into by staff or other patrons unless an emergency situation arises. Cabins will be used in a rotating fashion so as to allow a 24 hour period prior to allow for cleaning and sanitizing.

1. Each cabin will have a maximum of 6 bunk beds.
2. Each cabin washroom has been equipped with paper towel, hand soap and hand sanitizer.
3. Cabins will be marked with guest names on the door and only those listed are permitted to access.
4. Cabins that are not in use will have closed signs and will be locked.
5. Cabins will only be entered into by designated guests; staff will not clean cabins while guests are on site.
6. Cleaning supplies will be available for guests.
7. Cabins will be used in a rotating order, even number cabins being used for Monday - Wednesday rentals and odd numbers for cabin bookings for Wednesday - Friday.
8. Cabins will be left vacant for up to 24hours after guest departure prior to Jubilee staff cleaning these spaces.

STAFF ACCOMMODATIONS

We will be housing staff in traditional spaces, however with reduced occupancy. We will ensure each staff member has accommodation for their placement. We have encouraged staff that personal belongings be kept to a minimum and that all laundry must be done off site.

1. Limit of 2 staff members per living quarters in the staff village.
2. Cabins 1 & 2 will share washroom #1, cabins 3 & 4 will share washroom #2.
3. Shower facilities have been designated for staff members.
4. Laundry facilities are closed.
5. Staff cabins must be kept clean and sanitary. These spaces will be cleaned regularly by staff members who dwell in the space.
6. No staff members are to enter another staff members cabin that has not be assigned to them.
7. Staff are encouraged to socialize in outdoor spaces.



- ❖ Training staff on cleaning and sanitizing procedures.
- ❖ Outfitting cabins with proper equipment.
- ❖ Shifting extra bunks



COVID-19 BUSINESS RE-OPENING PLAN - Camp Jubilee Society
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KITCHEN

KITCHEN AREA

Kitchen staff members will be limited to a maximum of 4 people per shift, to allow for proper social distancing and to avoid over crowding. Two chefs will be working Monday-Friday and program staff members will be assigned to kitchen responsibilities weekly as needed. No other members of the program team will be permitted to enter the kitchen areas. There is a personnel limit of 2 workers permitted in the special diets kitchen at any one time. When kitchen staff team members are not able to keep 2 meters of social distance, they are required to wear masks.

1. Kitchen (including Special Diets kitchen) maximum of 6 team members at any time.
2. Knives and utensils will be assigned to kitchen team members and will not be shared unless sanitized between uses.
3. All team members are required to follow social distancing measures and when not possible must be wearing masks.
4. Frequent handwashing will be practiced.
5. Bathroom facilities in the kitchen will be for kitchen staff members only and will be cleaned and sanitized thoroughly throughout working days.
6. Chefs will ensure kitchen is clean and tidy at all times and ensure all food safe standards are being upheld.
7. During meal service, kitchen staff members will remain in the kitchen to prepare and re-stock food for servers.



FACILITY AND MAINTENANCE

MAINTENANCE DEPARTMENT

Camp Jubilees maintenance department will be lead by one supervisor and will be comprised of two program team members to assist. Daily maintenance of camp includes water samples and routine checks of facilities.

1. Tools will not be shared amongst staff members, and when needing to do so will be cleaned and sanitized in between uses.
2. Kobota will be equipped with hand sanitizer and will be cleaned in between uses. Keys will not be left on machinery to avoid unnecessary use.
3. High touch surfaces in the workshop and works yard will be cleaned and sanitized regularly.



GENERAL STANDARDS

- All washrooms have signs demonstrating proper hand washing techniques.
- All washrooms have been assigned to either a family bubble or a staff cohort.
- All communal buildings have one-way entrances and exits.
- Hallways have been labeled with capacity limits and arrows to direct one way only traffic.
- All exits and entrances have sanitizer available.
- All staff team members will carry their first aid kits, radio, masks and hand sanitizer.
- All water fountains have been closed to stop the spread of COVID-19.
- Staff will remain 2 metres apart from guests whenever possible; if required to be within 2 meters, masks will be worn.
- Any First Aid that will need to be provided will require appropriate PPE.
- First Aid room has been expanded using an outdoor tent, to allow for more room as well as a bandaid and benzo wipe pick up station for guests to access at any time.



SITE RISK ASSESSMENT FOR COVID-19 WORKPLACE EXPOSURE

A thorough assessment of all areas at Camp Jubilee has been completed. Areas that have been identified with a risk of exposure have precautionary measures in place. The objective of this assessment is to determine all jobs, tasks and procedures for which exposure and likelihood to exposure to COVID-19 would occur. We have created a Workplace Exposure Control Plan to mitigate risk of exposure to workers onsite. This plan will be updated as changes and communication is released from the Provincial Health Authority.

Area	Risk of Exposure	Precautionary Measures Taken
Dock	Low	This outdoor space is labeled with social distancing markers. Sanitizer will be situated on the dock for guests to use.
Heat Room	High	High Touch areas must be cleaned and sanitized frequently. One family bubble is permitted in the heat room at a time. Staff and guests should not be in this space at the same time. Allotted pick up times for all guests will be posted on the door and announced to all patrons.
Works Yard	Moderate	Staff entering the works yard will do so with social distancing guidelines. High touch areas will be cleaned and sanitized regularly.
Staff Village	Moderate	Reduce cabin capacities to 2 people per cabin. Washroom #1 has been outfitted with hand sanitizer and designated use for cabins 1 & 2. Washroom #2 has been outfitted with hand sanitizer and designated use for cabins 3 & 4. All high touched areas will be cleaned and sanitized regularly. Only designated staff members are to be in assigned cabins.
Staff House	Moderate	The washroom has been outfitted with hand sanitizer. Only residents of the house are permitted in this building. High touch areas will be cleaned and sanitized regularly.
Basement Suite	High	Area has been closed.
Basement Living Space	High	Area has been closed.
Camper Cabins	Moderate	All washrooms are outfitted with hand sanitizer and paper towel. Limit beds to 6 beds per cabin. Staff members are not permitted to enter guest cabins. Once guests have left, a 24 hour waiting period will occur before staff will clean and sanitize spaces for next group. We will use cabins 1, 3, 6, 8, 10, 12, 14 from Monday to Wednesday and cabins 2, 4, 5, 7, 9, 11, 13, 15 for groups from Wednesday to Friday.



Fordham Hall	Moderate	Washroom has been outfitted with hand sanitizer. One family bubble will be permitted in this space per booking allotment. Cleaning supplies to be available upon request from camp host. Chemicals will not be stored in cabin.
Wash House	Moderate	The Wash House is split into two different spaces and will be used by separate families. Family name to be identified on doors. No other guests or staff are permitted in these spaces. Cleaning supplies will be available upon request from site host however no cleaning will occur in these spaces by staff members while guests are on site.
Generator Room	Low	Limit of one team member in this space. High touch areas will be cleaned and sanitized daily.
Wood Shed	Low	This outdoor space will have reminders of social distancing posted on gate doors. Shared tools will be removed and can be requested from camp host. Tools will be cleaned and sanitized between each use.
Lodge	High	Area has been closed.
Dining Hall	High	Entrance and exits will be labeled one way. Entrance will be equipped with hand sanitizer and reminders of frequent hand washing protocols. Railings of the walkway will be cleaned and sanitized frequently. Dining Hall capacity will be limited to 50 guests at this time. Families will be situated 6 meters apart once seated in the dining hall. The floor will be marked with social distancing reminders and all guests will be reminded during meal services. Families will be called up one at a time to the Dining Hall by the host. Meals will be served by masked camp staff members. Condiments will be served for guests. Salt and pepper will be available upon request. Water jugs will be filled by camp staff members. Communal sink will be closed at this time.
Kitchen	Moderate	Limit of 6 staff members at a time in main kitchen. 2 staff member limit in special diets kitchen. Unassigned staff members are not permitted in kitchens. Staff members working in the kitchen must practice social distancing and when not able to, must be wearing masks. Utensils will be not be shared when possible. Utensils will be sanitized in between uses. Kitchen washroom will be assigned for kitchen staff use only. High touch areas will be cleaned and sanitized regularly.
Program Room	High	The Program Room is limited to 6 staff members at a time. High touch areas will be cleaned and sanitized regularly.
Ocean View	High	Socially distanced seating will be available in this space for staff. The Ocean View sink area will be closed. This space will also be a cleaning and sanitizing area for program equipment when conditions do not permit for outdoor cleaning.
Lower Foyer	High	Closed to guests. Staff hand washing area. This space will be assigned to staff cohorts. Bathrooms will be equipped with hand sanitizer. Signage will act as reminders to staff about who are permitted in spaces. High touch areas will be cleaned and sanitized regularly.
Office	High	High touch areas including computers, printers, pens and desks will be cleaned and sanitized regularly.
Staff Bathrooms	High	This space will be assigned to staff cohorts. Cleaning of area must occur after personal shower. All high touch surfaces will be cleaned and sanitized regularly.
Program Areas		
High Ropes	High	Closed



Low Ropes	High	Closed
Rock Climbing	High	Closed
Voyageur Canoeing	High	PFD's will be assigned to family members on arrival day and will be left for 24 hours after guest departure for cleaning. Canoes will be cleaned and sanitized in between each rotation. All canoeing gear including rescue equipment, paddles and pumps will be cleaned and sanitized between uses.
Swimming	Moderate	Temporarily closed
Archery	Moderate	All equipment will be cleaned and sanitized between each rotation. Staff will remain socially distanced whenever possible. During instruction, masks should be worn by guests and staff.
Sling Shots	Moderate	All equipment will be cleaned and sanitized between each rotation. Staff will remain socially distanced whenever possible. During instruction, masks should be worn by guests and staff.
Orienteering	Low	Closed
Shelter Building	Low	All equipment will be shown to guests and only handled by staff members. Equipment will be cleaned and sanitized between each rotation. Staff will remain socially distanced whenever possible. Masks should be worn by staff and guests when instructing. During instruction, masks should be worn by guests and staff.
Team Building	Moderate	Certain equipment pieces (tube and big skis) have been removed from the rotation as cleaning and sanitizing is too difficult. All equipment will be cleaned and sanitized between each rotation. Staff will remain socially distanced whenever possible. During instruction, masks should be worn by guests and staff.
Kayaking	High	PFD's will be assigned to family members on arrival day and will be left for 24 hours after guest departure for cleaning. Kayaks will be cleaned and sanitized in between each rotation. All kayaking gear including rescue equipment, paddles and pumps will be cleaned and sanitized between uses.
Beach Study	Low	All equipment will be cleaned and sanitized between each rotation. Staff will remain socially distanced whenever possible. During instruction, masks should be worn by guests and staff.

This document has been created as a guideline for all staff and guests while at Camp Jubilee, in accordance with the most recent reports from the Provincial Health Authority. As new information is communicated, policies will be updated as needed.

