



Cluxewe Resort

COVID-19 ADVISORY

Cluxewe Resort is owned by the Kwakiutl First Nation and is located on the remote northeastern coast of Vancouver Island. This land has been home to the Kwakiutl people for thousands of years. Our ancestors hunted and fished on these lands and waters and developed a rich culture through which they celebrated the diversity of life around them.

Most of our resort staff are from our community, where there are limited healthcare services. In order to protect the health of our community, and in particular our Elders, it is imperative that our guests, visitors and staff follow our COVID-19 health and safety protocols. These protocols have been developed following the recommendations of the Provincial Health Services Authority and the Island Health Medical Health Officer.

Upon check-in at Cluxewe Resort, you will be required sign a declaration that no one in your group is sick or exhibiting symptoms of COVID-19; and you and your party will abide by our Code of Conduct and Resort Policies as outlined in this document.

Please review the following questions before arriving at Cluxewe Resort:

- Do any of the members of your travelling party have the following symptoms of COVID-19: fever, cough, difficulty breathing, diminished taste or smell, runny nose, sore throat, muscle or body aches?
- Have any of your party had contact with a person with a confirmed or possible case of COVID-19 in the past 21 days?
- Has anyone in your party travelled outside of Canada in the past 14 days, or had contact with anyone that has just returned to Canada from abroad?

If you respond YES to any of the points above, we ask that you postpone travelling until the following conditions are met or until you have been tested for COVID-19 and have received a negative result:

- ✓ At least 10 days have passed since the onset of symptoms; AND
- ✓ Fever has resolved without the use of fever-reducing medication; AND
- ✓ Symptoms (respiratory, gastrointestinal, and systemic) have improved.

If you responded NO to the points above and plan to travel to Cluxewe Resort, it is important that you remain aware of any recent changes to government regulations and guidelines regarding COVID-19 and adjust your travel plans accordingly.

Prior to arrival at Cluxewe Resort, please complete the **Island Health Campground and RV Park Patron Contact Information Form**. You only need to provide the contact information for **one member of your party for contact tracing** - first and last name, telephone number, email address (if available), permanent address, and an emergency contact information for that same person.

You must submit this completed form to the Cluxewe Resort office staff at time of check-in.



Campground and RV Park COVID19 Patron Contact Information Form

This Information is collected by Island Health Medical Health Officer Order issued March 19, 2021. The Order is available at <https://www.islandhealth.ca/sites/default/files/covid-19/documents/mho-order-campgrounds-rv-parks.pdf>.

As per the Order, information must be provided for at least one member of each party- defined as a group of patrons occupying a campsite or area in which persons are accommodated to camp.

Personal information will be securely retained for 30 days and then destroyed. Information will be used solely by Island Health contact tracers to contact you in the event that a COVID19 exposure event or outbreak is linked to this facility dr.

Facility Name:			
Arrival Date:		Departure date:	
Last name:		First name:	
Phone number		Email¹:	
Home Address	Street: _____ City/Town: _____ Province/State: _____ Country: <input type="checkbox"/> Canada <input type="checkbox"/> Other: _____		

Emergency Contact information²:			
Last name:		First name:	
Phone number:		Email¹:	
Relationship:	<input type="checkbox"/> Family member <input type="checkbox"/> Friend <input type="checkbox"/> Other- specify: _____		

¹ Email must be collected only if the individual possesses a valid email address.

²Emergency Contact information is collected to allow Island Health contact tracers a secondary way to contact you if you cannot be reached at the phone number and email provided.

COVID-19 CODE OF CONDUCT

At Cluxewe Resort we are doing everything within our ability to remain open and operate in the safest ways possible during the global COVID-19 pandemic. Our general work practices, procedures, and cleaning standards comply with current Provincial Health Office and WorkSafe BC requirements.

Enhanced cleaning protocols have been implemented to inspect and clean high touch areas more frequently, increased usage of disinfectants, placement of hand sanitizer dispensers in common areas throughout the resort and in work areas.

Our staff will be wearing a mask and gloves to interact with you and will maintain social distancing whenever possible. This is for your protection and we ask you to wear a mask when interacting with us and maintain social distancing. Please help us keep our staff safe, just as we are trying to make sure we keep you safe.

All guests, visitors and staff at the resort are required to adhere to our COVID-19 CODE OF CONDUCT.

- No social gatherings of any size inside your cabin, RV or tent with anyone other than your household or, if you live alone, your core bubble.
- Gatherings of up to 10 individuals may occur only outside.
- Practice social distancing, keeping a distance of 2-metres (6 feet) from other individuals/groups.
- Only 2 guests at a time are permitted in the camp office/store with masks and social distancing practiced. A plexiglass divider in the check-in/check-out area separates employees from guests. Arrows on the floor indicate the entrance and exit flow into and out of the camp office/store.
- Only 2 guests at a time or one group of the same household or core bubble, are permitted in the common bathroom, shower and laundry buildings, with masks and social distancing practiced.
- Use of the outdoor playground is limited to 10 guests. Parents are expected to help their children navigate physical distancing guidelines.
- Each person sharing a campsite or cabin must be from the same household or, if you live alone, your core bubble.
- Picnic tables are high touch surfaces and should be cleaned before and after each use.
- Wash your hands frequently and use hand sanitizer when soap and water are not available.
- Early check-ins and late check-outs are not permitted at this time, to allow our staff time to safely clean campsites and cabins before arrivals.

Additional Considerations

- Our on-site restaurant is closed for the foreseeable future. At this time there is no food service available at the resort. Only ice and firewood are for sale at the camp office/store.
- We are asking that our guests purchase essentials and supplies in your own community or in a larger city before arriving.
- Pack the essentials, including waste bags, disinfectant wipes, hand sanitizer, gloves, masks, plain soap, a wash basin, tissues, and flip flops for the shower.
- Set-up a hand washing station at your campsite. Bring along a large water cooler with a faucet or spout and eco-friendly hand soap.

Thank you for your patience as we work to provide a safe environment for you to enjoy Cluxewe Resort. If you have any questions about our COVID-19 health and safety plan, please email us at relax@cluxeweresort.com.



Cluxewe Resort Policies

All Guests and Visitors to the resort must comply with our COVID-19 Code of Conduct and our Resort Policies. Failure to comply with these regulations and policies may result in enforcement actions, such as fines and/or eviction from the resort. In the instance where you are asked to leave the resort, there will be no refund provided.

Cluxewe Resort is privately-owned and operated by the Kwakiutl First Nations. We reserve the right to refuse service to anyone at any time. All facilities at Cluxewe Resort are used at your own risk - we will not be responsible for loss or damaged equipment or valuables of any kind.

- Check-in time for Cabins is 3:00 pm and check-out is 10:00 am.
- Check-in time for Campsites is 12:00 pm, and check-out time is 11:00 am.
- Quiet time is 10:00 pm. This is a family resort and many of our guests are early risers.
- We strongly discourage loud music, rude language, and inappropriate behavior at any time.
- NO PETS allowed in cabins. NO SMOKING allowed in cabins.
- Dogs must be on a leash at all times and not left unattended. You must pick-up after your dog.
- Only one RV per site, though you are permitted to also have one small tent on your RV site.
- Keep your campsite clean during your stay and leave no trace upon departure.
- Do not leave any food or garbage outside as this attracts bears and other wildlife.
- Parents are responsible for the conduct of their children. Children under 12 years old must be supervised at all times; and must be back at their campsite or in their cabin by 10:00 pm.
- Swim at your own risk. We do not have a lifeguard onsite. Please accompany any children under 12 years of age, at the beach, the estuary or the river.
- Keep all camping equipment, tents, vehicles, bicycles and personal items on your campsite.
- NO GENERATORS are to be used at Cluxewe Resort from May 1 -September 30.
- NO DIRT BIKES OR ATVS are permitted in the campground. They may only be driven from the resort parking area to the logging road in IDLE.
- Golf carts are permitted in the campground. However, they must be driven in IDLE.
- Use the fish cleaning station by the boat ramp to cut up fish. Please do not clean fish in campsites, cabins or public restrooms.
- We ask you to help keep the public restrooms, showers and laundry areas clean and tidy.
- If the restrooms or showers need to be restocked with supplies, please advise the office.
- Please report any damage or vandalism to the office.

We hope you enjoy your stay at Cluxewe Resort and ask for your cooperation and consideration so that all of our guests can safely enjoy the resort.

Be kind and supportive – remember we are all in this together!

Gilakas'la – Thank You.

The Cluxewe Resort Team