

# COVID SAFETY PLAN FOR KERMODEI TOURISM

Employers resuming operations following work interruptions related to COVID-19 must develop a COVID-19 Safety Plan. To develop your plan, follow the six-step process described at [COVID-19 and returning to safe operation](#).

This planning tool will guide you through the six-step process. Each step has checklists with items you need to address before resuming operations. You may use this document, or another document that meets your needs, to document your COVID-19 Safety Plan.

WorkSafeBC will not be reviewing or approving the plans of individual employers, but in accordance with the order of the [Provincial Health Officer](#), this plan must be posted at the worksite.

## Step 1: Assess the risks at your workplace.

The virus that causes COVID-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if you touch a contaminated surface and then touch your face.

The risk of person-to-person transmission increases the closer you come to other people, the more time you spend near them, and the more people you come near.

The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.

### Involve workers when assessing your workplace.

Identify areas where there may be risks, either through close physical proximity or through contaminated surfaces. The closer together workers are and the longer they are close to each other, the greater the risk.

- We have involved frontline workers, supervisors, and the joint health and safety committee (or worker health and safety representative, if applicable).
- We have identified areas where people gather, such as break rooms, production lines, and meeting rooms.
- We have identified job tasks and processes where workers are close to one another or members of the public. This can occur in your workplace, in worker vehicles, or at other work locations (if your workers travel offsite as part of their jobs).
- We have identified the tools, machinery, and equipment that workers share while working.
- We have identified surfaces that people touch often, such as doorknobs, elevator buttons, and light switches.

## Step 2: Implement protocols to reduce the risks.

Select and implement protocols to minimize the risks of transmission. Look to the following for information, input, and guidance:

- Review [industry-specific protocols](#) on worksafebc.com to determine whether any are relevant to your industry. Guidance for additional sectors will be posted as they become available. If protocols are developed specific to your sector, implement these to the extent that they are applicable to the risks at your workplace. You may need to identify and implement additional protocols if the posted protocols do not address all the risks to your workers.
- Frontline workers, supervisors, and the joint health and safety committee (or worker representative).
- [Orders, guidance, and notices](#) issued by the provincial health officer and relevant to your industry.
- Your health and safety association or other professional and industry associations.

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### **Reduce the risk of person-to-person transmission.**

To reduce the risk of the virus spreading through droplets in the air, implement protocols to protect against your identified risks. Different protocols offer different levels of protection. Wherever possible, use the protocol that offers the highest level of protection. Consider second, third, or fourth levels if the first level is not practicable. You might need to use more than one level of protection to deal with a risk — for example, physical distancing and masks.

**First level protection (elimination):** Use policies and procedures to limit the number of people in your workplace at any one time. Implement protocols to keep workers at least 2 metres (6 feet) from co-workers, customers, and others.

**Second level protection (engineering controls):** If you cannot always maintain physical distancing, install barriers such as plexiglass to separate people.

**Third level protection (administrative controls):** Establish rules and guidelines, such as cleaning protocols, telling workers to not share tools, or implementing one-way doors or walkways.

**Fourth level protection (PPE):** If the first three levels of protection are not enough to control the risks, have workers and customers use personal protective equipment (PPE) such as masks. PPE should not be used as the only control measure. It should only be used in combination with other measures.

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### **First level protection (elimination): Limit the number of people at the workplace and ensure physical distance whenever possible.**

- ☑ We have established and posted an occupancy limit for our premises. Public Health has advised that the prohibition on gatherings of greater than 50 people refers to “one-time or episodic events” (weddings, public gatherings), and is therefore not intended to apply to workplaces. However, limiting the number of people in a workplace is an important way to ensure physical distancing is maintained. [Public Health has developed [guidance for the retail food and grocery store sector](#) that requires at least 5 square metres of unencumbered floor space per person (workers and customers). This allows for variation depending on the size of the facility and may be a sensible approach for determining maximum capacity for employers from other sectors that do not have specific guidance on capacity from Public Health.]
- ☑ In order to reduce the number of people at the worksite, we have considered work-from-home arrangements, virtual meetings, rescheduling work tasks, and limiting the number of customers and visitors in the workplace.
- ☑ We have **established and posted occupancy limits** for common areas such as break rooms, meeting rooms, change rooms, washrooms, and elevators.
- ☑ We have implemented measures to keep workers and others at least 2 metres apart, wherever possible. Options include revising work schedules and reorganizing work tasks.

#### Measures in place

- Limited the number of staff in one area at a time.
- Posted directional signs to keep the flow of people moving.
- limited the number of people in the building at one time.
- Staff are required to observe social distancing whenever possible - in storage room, upstairs, desk area, and retail area.
- Built new working stations to help with the separation of staff.
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### Second level protection (engineering): Barriers and partitions

- We have installed barriers where workers cannot keep physically distant from co-workers, customers, or others.
- We have included barrier cleaning in our cleaning protocols.
- We have installed the barriers, so they do not introduce other risks to workers (e.g., barriers installed inside a vehicle don't affect the safe operation of the vehicle).

#### Measures in place

- We have put barriers in place to keep the public away from pamphlets and other high-volume areas.
- We put measures in place for staff when driving company vehicle.
- Barriers will be installed on an as needed basis depending on the amount of traffic, we get through the visitor Center this summer.
- We have closed the public washroom for this year.
- Physical distancing signage placed around the inside and outside of the building.

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### Third level protection (administrative): Rules and guidelines

- We have identified rules and guidelines for how workers should conduct themselves.
- We have clearly communicated these rules and guidelines to workers through a combination of training and signage.

#### Measures in place

List the rules and guidelines that everyone in the workplace must follow to reduce the risk of airborne transmission. This could include things like using single use (disposable) products and wiping down equipment after use.

- Reception desk and front door handles are wiped down as required.
- For counter service, POS machines should be sanitized between patrons who must touch the number pad.
- When staff switch positions, any shared equipment should be sanitized. This should especially include all repeated contact surfaces such as computer terminals, keyboards, POS machines.
- Remove everything from the table after guests leave and clean the table completely.
- Use of gloves where possible.
- Kitchen and Coffee areas are wiped down in 30-minute intervals with approved sanitizer. This should especially include all repeated contact surfaces such as fridge and door handles, drawers, and faucet handles.
- Company vehicle needs to be wiped down with sanitizer before and after use of the vehicle or company bikes.
- Staff should perform regular hand washing with soap and water for at least 20 seconds following the official handwashing guidelines. It is suggested that handwashing be done:
  - o Before and after driving of the company vehicle or company bikes.
  - o Before and after coffee or beverage service
  - o Before and after breaks
  - o After touching or cleaning tables any surfaces that may be contaminated
  - o After sneezing, coughing or nose blowing.
  - o After touching your face or hair
  - o After using the restroom
  - o After touching personal phones
  - o After using shared equipment such as computers, POS systems and debit terminals between different users

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### Fourth level protection: Using masks (optional measure in addition to other control measures)

- ☑ We have reviewed the information on **selecting and using masks** and **instructions on how to use a mask**.
- ☑ We understand the limitations of masks and other PPE. We understand that PPE should only be used in combination with other control measures.
- ☑ We have trained workers to use PPE properly, following manufacturers' instructions for use and disposal.

#### Measures in place

- All staff to be wearing mask while general public in the building or when you can't maintain a 6-foot distance from co-workers.
- Gloves must be worn for any clean up of the office or equipment.
- Gloves must be worn for any clean up on the outside of the building or yard.

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### Reduce the risk of surface transmission through effective cleaning and hygiene practices.

- ☑ We have reviewed the information on **cleaning and disinfecting** surfaces.
- ☑ Our workplace has enough handwashing facilities on site for all our workers. Handwashing locations are visible and easily accessed.
- ☑ We have policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers. Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus. [**Handwashing** and **Cover coughs and sneezes** posters are available at [worksafebc.com](https://worksafebc.com).]
- ☑ We have implemented cleaning protocols for all common areas and surfaces — e.g., washrooms, tools, equipment, vehicle interiors, shared tables, desks, light switches, and door handles. This includes the frequency that these items must be cleaned (number of times per day) as well as the timing (before and after shift, after lunch, after use).
- ☑ Workers who are cleaning have adequate training and materials.
- ☑ We have removed unnecessary tools and equipment to simplify the cleaning process – e.g., coffee makers and shared utensils and plates.

#### Cleaning protocols

Provide information about your cleaning plan. Specify who is responsible for cleaning, the cleaning schedule, and what the cleaning protocols will include (e.g., which surfaces, tools, equipment, and machines). If this information is in another document, identify that document here.

- All outside tables and chairs will be cleaned once the guests have left.
- Inside chairs and tables will be cleaned after guests have left.
- Staff will not touch guests own beverage cups or containers. Cup or container will be placed on the counter and we will pour beverage into cup and counter will be cleaned after guest has received their beverage.
- Use of disposable cups is preferred.
- Staff will follow cleaning processes that are in place for daily opening, closing and during operating hours.

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## Step 3: Develop policies

Develop the necessary policies to manage your workplace, including policies around who can be at the workplace, how to address illness that arises at the workplace, and how workers can be kept safe in adjusted working conditions.

Our workplace policies ensure that workers and others showing symptoms of COVID-19 are prohibited from the workplace.

- Anyone who has had symptoms of COVID-19 in the last 10 days. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
- Anyone directed by Public Health to self-isolate.
- Anyone who has arrived from outside of Canada or who has had contact with a confirmed COVID-19 case must **self-isolate for 14 days and monitor** for symptoms.
- Visitors are prohibited or limited in the workplace.
- First aid attendants have been provided **OFAA protocols** for use during the COVID-19 pandemic.
- We have a **working alone policy** in place (if needed).
- We have a **work from home policy** in place (if needed).
- Ensure workers have the training and strategies required to address the risk of violence that may arise as customers and members of the public adapt to restrictions or modifications to the workplace. Ensure an appropriate **violence prevention program** is in place.

Our policy addresses workers who may start to feel ill at work. It includes the following:

- Sick workers should report to first aid, even with mild symptoms.
- Sick workers should be asked to wash or sanitize their hands, provided with a mask, and isolated. Ask the worker to go straight home. [Consult the **BC COVID-19 Self-Assessment Tool**, or call 811 for further guidance related to testing and self-isolation.]
- If the worker is severely ill (e.g., difficulty breathing, chest pain), call 911.
- Clean and disinfect any surfaces that the ill worker has come into contact with.

## Step 4: Develop communication plans and training

You must ensure that everyone entering the workplace, including workers from other employers, knows how to keep themselves safe while at your workplace.

- We have a training plan to ensure everyone is trained in workplace policies and procedures.
- All workers have received the policies for staying home when sick.
- We have posted signage at the workplace, including occupancy limits and effective hygiene practices. [A customizable **occupancy limit poster** and **handwashing signage** are available on worksafebc.com.]
- We have posted signage at the main entrance indicating who is restricted from entering the premises, including **visitors** and **workers** with symptoms.
- Supervisors have been trained on monitoring workers and the workplace to ensure policies and procedures are being followed.

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### Step 5: Monitor your workplace and update your plans, as necessary.

Things may change as your business operates. If you identify a new area of concern, or if it seems like something isn't working, take steps to update your policies and procedures. Involve workers in this process.

- We have a plan in place to monitor risks. We make changes to our policies and procedures, as necessary.
- Workers know who to go to with health and safety concerns.
- When resolving safety issues, we will involve joint health and safety committees or worker health and safety representatives (or, in smaller workplaces, other workers).

### Step 6: Assess and address risks from resuming operations.

If your workplace has not been operating for a period during the COVID-19 pandemic, you may need to manage risks arising from restarting your business.

- We have a training plan for new staff.
- We have a training plan for staff taking on new roles or responsibilities.
- We have a training plan around changes to our business, such as new equipment, processes, or products.
- We have reviewed the start-up requirements for vehicles, equipment, and machinery that have been out of use.
- We have identified a safe process for clearing systems and lines of product that have been out of use.