

**COVID-19 OPERATIONAL GUIDELINES
AND SAFE WORK PRACTICES**

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**COVID-19 OPERATIONAL GUIDELINES
AND SAFE WORK PRACTICES**

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1.0 OBJECTIVE

The objective of this document is to set out practical guidelines to manage and mitigate risks posed by the COVID-19 pandemic at the Revelstoke Visitor Information Centre.

2.0 RIGHT TO REFUSE

Workers in B.C. have the right to refuse work if they believe it presents an undue hazard. An undue hazard is an “unwarranted, inappropriate, excessive, or disproportionate” risk, above and beyond the potential exposure a general member of the public would face through regular, day-to-day activity. In these circumstances, the worker should follow some specific steps within their workplace to resolve the issue. The worker should report any undue hazard to their employer for investigation and the employers would then need to consider the refusal on a case-by-case basis, depending on the situation. If the matter is not resolved, the worker and the supervisor or employer must contact WorkSafeBC and a prevention officer will then investigate and take steps to find a workable solution for all involved.

The remainder of this document will help the worker comply with the employer’s instructions around minimizing exposure to COVID-19 and take steps to minimize exposure to COVID-19 while away from work.

3.0 RISK ASSESSMENT

Related risks at the Visitor Centre have been assessed by management and the team and are addressed throughout this policy.

4.0 REVELSTOKE VISITOR SERVICES COVID-19 OPERATING GUIDELINES

4.1 GENERAL PRACTICES

While working in the brick-and-mortar or mobile visitor centre is different, and practices may vary depending on the location, there are some general guidelines that apply. The following guidelines apply to all employees, including those who have been vaccinated for COVID-19.

- People with symptoms of cold, cough or fever should self-isolate and contact their doctor if symptoms persist.
- All individuals, including those with [symptoms of COVID-19](#), those who have been in contact with a COVID-19 positive individual, or those who have travelled outside of Canada, must follow the [guidance of public health](#), which can be viewed at bccdc.ca, under COVID-19, Self-Isolation.
- Masks must be worn in indoor public spaces at the Visitor Centre. Masks must cover the nose and mouth. If a staff member is alone in an office, or working outdoors (for example when roaming) a mask is not required. Employee mask-wearing exemptions, for example for health reasons, must be communicated to management prior to entering the workplace.
- Maintain good personal and environmental hygiene.
- Ensure good ventilation. HVAC system is managed by Strata and provides air circulation and ventilation within the building.
- Ensure existing plexiglass barriers remain in place and are cleaned appropriately.
- Maintain proper function of washrooms, drains and pipes (where applicable) and report any issues to management.
- Cover nose and mouth with tissue while sneezing or coughing and dispose of nasal and mouth discharge properly.
- Maintain physical distancing (at least 2 metres).
- Keep hands clean and wash hands properly:

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- before touching eyes, nose and mouth if there is a need to do so
- after handling objects soiled by respiratory or other body secretions
- after touching high contact surfaces or equipment, such as handrails, elevator control panels or door handles
- People returning from outside the province/country must follow public health guidelines after their trip.
- The Chamber as a whole will consider work-from-home arrangements for applicable staff members.

4.2 EMPLOYEE POLICIES

All Employees Must:

- Complete a daily self-assessment at home before coming into work. If an employee is displaying symptoms of COVID-19, they must not come into work and must contact a manager.
- Practice physical distancing by working at least 2 metres apart from co-workers at all times.
- Wear a non-medical mask in public-facing areas of the building.
- Continue to follow all other safe work procedures. If it is unsafe to work, employees must communicate the issue to the Visitor Centre Manager and Visitor Experience Manager.
- Stay home if you are sick, might be sick or are experiencing COVID-19 like symptoms as described by the Provincial Health Authorities. These symptoms include but are not limited to: sore throat, coughing, difficulty breathing, sneezing, headache, nausea, or body ache. Use the BC Ministry of Health tool for self-assessment: <https://bc.thrive.health/covid19/en>
- Avoid touching their face.
- During brick-and-mortar shift, wash their hands at the start of their shift, before eating or drinking, after touching shared items, after using the washroom, after handling cash or credit/debit cards, after touching common items, after each delivery (if contact was made) and at the end of their shift. Remove jewellery while washing. The same applies while operating the mobile Visitor Centre, wash their hands with water and soap when available or use the provided hand sanitizer if water is not available in the surrounding area. Sanitizer is used only if water is not available.
- Regularly sanitize shared items (such as phones, keyboards and card machines) and shared spaces/surfaces (such as surfaces, light switches and door handles).
- Employees are to use the original Visitor Centre washroom, now known as the 'Family Washroom', by default.
- Complete regular cleaning and sanitizing of the Visitor Information Centre washrooms as per the training provided.
- Outside of work, every employee is expected to take the steps recommended by our provincial health authorities to minimize exposure to COVID-19.
- Employees must report any hazard related to the spread of COVID-19 to the Visitor Centre Manager.

4.2.1 Workplace Wellness/Sick Leave Policy

- Employees are expected to abide by all procedures and requirements outlined in this document.
- Employees must report any sickness or exposure to COVID-19.
- Sick leave entitlement for permanent employees goes as described in the Revelstoke Chamber of Commerce Policy Manual section 5.1.
- Sick leave in relation to COVID-19 follows BC employment standards. The three relevant types of leave are summarized below.

Illness or Injury Leave

- After 90 days of employment, employees can take up to 5 paid days and 3 unpaid days of job-protected leave in their employment year, based on their starting date. Employees can take time away from work without warning to

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deal with unexpected illnesses or life situations. They don't need to give the employer advance notice. If an employee can't work due to illness or injury, they should notify their employer as soon as they can. An employer can ask for reasonably sufficient proof that an employee is entitled to this leave.

COVID-19 – Paid vaccination leave

- Employees can take up to 3 hours of paid leave to be vaccinated against COVID-19. If necessary, they can take additional paid leave for additional doses.
- Employees are entitled to this leave no matter how long they have been employed.

COVID-19 – Unpaid Leave

- An employee doesn't need to be employed for a certain amount of time to take this leave. An employee can take unpaid, job-protected leave related to COVID-19 if they are unable to work for any of the following reasons:
 - They are assisting a dependant being vaccinated against COVID-19
 - They have been diagnosed with COVID-19 and are following the instructions of a medical health officer or the advice of a doctor or nurse
 - They are in isolation or quarantine and are acting in accordance with an order of the provincial health officer, an order made under the Quarantine Act (Canada), guidelines from the BC Centre for Disease Control, or guidelines from the Public Health Agency of Canada
 - The employer has directed an employee not to work due to concern about exposure to others
 - They need to provide care to an eligible person for a reason related to COVID-19, including a school, daycare, or similar facility closure
 - They are outside of BC and unable to return to work due to travel or border restrictions
 - They are more susceptible to COVID-19 in the opinion of a medical professional because of an underlying health condition, ongoing treatment, or other illness and are receiving Canada recovery sickness benefits for the leaveAn employee needs to let their employer know:
 - When they need to take their leave – it is best to give advance notice in writing; though, this isn't a requirement.
 - Why they need to take the leave – employers can ask for reasonably sufficient proof that the leave is one of the types that are allowed.

More information on leave, WorkSafeBC claims and employment standards for taking time off can be found here:

- [BC Government Employment Standards](#)
- [Employment Standards Leaves of Absence](#)
- [WorkSafeBC - COVID-19 and Communicable Diseases](#)
- [WorkSafeBC - Reporting a Workplace Injury or Disease](#)

4.2.2 Zero Tolerance/Progressive Discipline Policy

The responsibility for meeting the requirements of Occupational Health and Safety legislation ultimately lies with the employer. Employees are required to follow the health and safety rules in the workplace and the employer needs to ensure employees do so. For employees who are observed to not be following these rules, employers will use discipline, which includes verbal and written warnings, and in extreme cases, termination.

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4.3 CUSTOMER POLICIES

Messaging to Customers

- Masks are mandatory to enter the building, this also applies to people who have been vaccinated.
- Individuals exempt from wearing masks as per BC Health Authority guidelines will not be required to wear a mask inside the VIC. Proof of exemption will not be required.
- We ask that all visitors follow Public Health's current guidelines, including staying home if they have symptoms of COVID-19, and following all relevant quarantine and self-isolation orders.
- Physical distancing is required at all times (minimum of 2 metres).
- Failure to observe physical distancing risks the closure of the facility, and as such, you will be asked to leave the premises.
- Washrooms on the premises are disinfected frequently; hand sanitizers are located at every entrance and exit.

4.4 PHYSICAL DISTANCING

4.4.1 Physical Distancing for Employees

Where possible, keep a distance of two metres between yourself and others.

The Revelstoke Visitor Centre will apply measures to encourage social distancing while at work including, but not limited to:

- Two people will be working in the Visitor Centre Space at a time maximum, along with the Visitor Centre Manager who will sit in their separate office as much as possible. The Manager or a 3rd person will only help as needed with the operational tasks or if training requires the extra person.
- The mobile Visitor Centre will always be operated by one employee only unless training or special circumstances requires two people.
- A maximum of 6 clients will be allowed into the Visitor Centre including those at the business centre desk. If there are already 6 clients inside, clients will be required to wait outside and a one-in one-out policy will be applied.
- In-person meetings will encourage physical distancing and smaller groups where possible. Meeting participants will consider in advance whether it is preferable to conduct the meeting virtually.
- The Visitor Centre Manager will be maintaining an up-to-date list of employees at the workplace including emergency contacts and more as needed.
- Posting signage to remind workers and clients to maintain their distance when interacting, see section 5.2.

4.4.2 Physical Distancing During Use of Company Vehicle

If workers are travelling by road vehicle, the following control measures should be considered:

- The Revelstoke Visitor Centre is limiting the number of workers using the company vehicle to one at a time wherever possible.
- Hand sanitizer will be available inside the vehicle.
- If using their personal vehicle during work hours, workers should travel alone, whenever possible, in order to practice physical distancing.
- If travelling together Employees must wear a non-surgical mask while together in the vehicle.
- High-contact surfaces within the vehicle must be routinely cleaned.
- While servicing the mobile visitor centre, the employee will adhere to social distancing rules and wipe high contact

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surfaces between each customer.

4.4.3 Physical Distancing for Customers

From a customer perspective, the Revelstoke Visitor Centre will implement physical distancing to reduce opportunities for interactions among large groups that would have prolonged close contact. Measures implemented include, but are not limited to:

- Use signs and markings to direct customers.
- Limitation of customers allowed into the building; 6 in the Visitor Centre including the business centre desk.
- Remove and discontinue the use of computer stations, customers must use their own device with our free Wi-Fi.
- Recycling for customers will be removed. Recycling is available at the City garbage can next to the bench, opposite the Centre.
- Use signage to promote physical distancing in corridors, line ups, entry and exit points.
- Sitting areas for visitors reduced to one waiting chair by the Business Information Centre desk.
- Use of plexiglass separation between customers and employees at the desks.

4.5 SANITATION & HYGIENE

4.5.1 Hand Hygiene

Respiratory viruses like COVID-19 spread when mucus or droplets containing the virus get into your body through your eyes, nose or throat. Most often, this happens through your hands. Hands are also one of the most common ways that the virus spreads from one person to the next. During a global pandemic, one of the cheapest, easiest, and most important ways to prevent the spread of a virus is to wash your hands frequently with soap and water.

Below is a step-by-step process for effective handwashing, to remove all traces of the virus:

- Step 1: Remove and sanitize jewelry.
- Step 2: Wet hands with running water.
- Step 3: Apply enough soap to cover wet hands.
- Step 4: Scrub all surfaces of the hands – including back of hands, between fingers and under nails – for at least 20 seconds.
- Step 5: Rinse thoroughly with running water.
- Step 6: Dry hands with a clean cloth or single-use towel.
- Step 7: Use towel to turn off the faucet and dispose properly.

Employers will ensure that materials for adhering to hand hygiene are available on their premises. Provide receptacles for used tissue paper disposal. Provide conveniently located dispensers of alcohol-based hand sanitizer, where sinks are available, ensure that supplies for handwashing (i.e., liquid soap and disposable towels) are consistently available.

4.5.2 Environmental Hygiene & Decontamination

Current evidence suggests that COVID-19 may remain viable for hours to days on surfaces made from a variety of different materials. The thorough cleaning of surfaces and structures, followed by disinfection, is therefore a best practice measure for prevention of COVID-19.

For disinfection purposes, common household disinfectants such as ready-to-use disinfecting wipes and pre-made solutions (no dilution needed) will be used. Employees must follow manufacturer's instructions printed on the bottle and use their designated cloth to clean and disinfect. Designated washroom cleaner and clothes will be provided to regularly clean the washroom. Disposable gloves are available for staff to use when cleaning the washrooms. Employer will ensure

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that the disinfectant product has a Drug Identification Number (DIN) on its label.

4.6 EMPLOYEE & GUEST COMMUNICATIONS

4.6.1 Employee Communications

This document will be distributed amongst all employees. Each employee will be required to review the document with their immediate manager and both parties must ensure they understand each section. The Visitor Centre Manager and employees will maintain open communication to ensure everyone is comfortable at work and with the current procedures. The current situation is constantly evolving, and employees are having to deal with multiple personal and professional changes that they may have not had to deal with before. Ensuring employees are kept informed, and fully understand expectations around hygiene, company policies, safe work practices and protocols to be followed will not only ensure better compliance but will also go a long way in obtaining employee commitment.

4.6.2 Visitor Communications

- A welcoming message will be available in writing outside the building including the specifics about current operation environment (e.g. provincial health directives that apply).
- Each customer will be greeted when entering the building as usual.
- Visitor Centre employees will respectfully ask people to wait outside if capacity has been reached within the building.
- Appropriate signage will be posted to direct people within the facility.
- All communication will be available in English.

5.0 PROCEDURES

5.1 RETAIL PROCEDURES DURING COVID-19

Employees must perform the following after each transaction:

- Clean hands after handling cash or cards.
- Wipe debit machine, iPad screen or any other device used during the transaction.
- Item returns policy will not be affected by COVID-19.

5.2 SIGNAGE

The signage will be adapted to the needs for social distancing and safety of our employees and clients.

- Visitor Information Centre Entrance including Entrance Board will present relevant information listed in customer policies from above including but not limited to:
 - 6 people maximum in the building including at the Business Centre Desk.
 - Please practice physical distancing
 - You must use the sanitizer before entering this building.
 - One person per group if possible.
- Washroom signage
 - Hand washing procedures will be displayed in all washroom areas.

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- Signage for employees
 - Social distancing rules and best practices.
 - Hand washing and sanitation procedures in kitchen area.

6.0 CONFIRMED CASE PLAN

If an infection of COVID-19 is confirmed in one of our employees or a customer who previously visited, the person who received the information must contact a Manager immediately. The Manager will dictate the steps to take. The procedure on self-isolation follows guidelines from BC Health Authorities, please refer to instructions on the BCCDC website (www.bccdc.ca/health-info/diseases-conditions/covid-19/self-isolation).

7.0 SUMMARY

This procedure will be assessed and addressed on an ongoing basis and is subject to change. Employees are responsible for staying up to date with policy changes which will be communicated by management. Team members are responsible for checking the normal channels of communication (including the comms book, binders, emails) for notice of policy updates.

I am aware these procedures may change at anytime and I will ensure to stay up to date on any procedure change.

I have read and understood with my Manager the COVID-19 Operational Guidelines and Safe Work Procedures and I agree to follow the above.

Signature: _____

Date: _____

Print Name: _____

Position: _____

Manager Signature: _____

Date: _____