

REVELSTOKE.
CHAMBER OF COMMERCE

REVELSTOKE.
VISITOR CENTRE

TOURISM
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REVELSTOKE.
VISITOR CENTRE

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

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TABLE OF CONTENTS

1.0	OBJECTIVE
2.0	RIGHT TO REFUSE
3.0	RISK ASSESSMENT
4.0	REVELSTOKE VISITOR SERVICES COVID-19 OPERATING GUIDELINES
4.1	GENERAL PRACTICES
4.2	EMPLOYEE POLICIES
	4.2.1 Workplace Wellness/Sick Leave Policy
	4.2.2 Zero Tolerance/Progressive Discipline Policy
4.3	CUSTOMER POLICIES
4.4	PHYSICAL DISTANCING
	4.4.1 Physical Distancing for Employees
	4.4.2 Physical Distancing During Use of Company Vehicle
	4.4.3 Physical Distancing for Customers
4.5	SANITATION & HYGIENE
	4.5.1 Hand Hygiene
	4.5.2 Environmental Hygiene & Decontamination
4.6	EMPLOYEE & GUEST COMMUNICATIONS
	4.6.1 Employee Communications
	4.6.2 Guest Communications
5.0	PROCEDURES
5.1	DAILY PROCEDURES DURING COVID-19
	5.1.1 Visitor Centre General Procedures
	5.1.2 Retail
	5.1.3 Brochure Racks
5.2	SIGNAGE
6.0	INFECTION PLAN
7.0	SUMMARY

ATTACHMENTS

Attachment 1	Risk Assessment
Attachment 2	Visitor Information Cleaning Checklists
Attachment 3	Health Self-Assessment

1.0 OBJECTIVE

The objective of this document is to assess risk, provide practical guidelines and to ensure safe operations during the COVID-19 pandemic.

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

Please ask to see this document.

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.

- Maintain good personal and environmental hygiene.
- Ensure good ventilation.
- Maintain proper function of washrooms, drains and pipes (where applicable).
- 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:
 - 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 with symptoms of cold, cough or fever should self-isolate and contact their doctor if symptoms persist.
- People returning from outside the province/country must follow public health guidelines after their trip.

4.2 EMPLOYEE POLICIES

All Employees Must:

- Complete a daily self assessment form at the beginning of each shift.
- Practice physical distancing by working at least 2 metres apart from co-workers at all times.
- Whenever 2 metres is not possible, employees must wear a non-medical mask.
- 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.
- There will be no use of shared kitchen utensils, supplies and appliances including the coffee maker. Staff will need to supply their own dishes, utensils, etc. and bring them home for cleaning.
- When using a shared item (such as the printer, scissors, tape dispenser, etc.) or shared space (such as counters, cabinets, door handles, etc.) the user is to sanitize behind them once finished.
- 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, including reporting employees who are not following the procedures in this document.

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 possible contamination to COVID-19.
- Sick leave entitlement for permanent employees goes as described in the Revelstoke Chamber of Commerce Policy Manual section 5.1.
- COVID-19 leave for seasonal employee in accordance with the BC employment standards: 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 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 quarantine or self-isolation 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.
 - Their employer has directed them not to work due to concern about their exposure to others.
 - They need to provide care to their minor child or a dependent adult who is their child or former foster child 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.
- An 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 proof that the leave is one of the types that are allowed.
 - Some leaves, like compassionate care leave, are taken a week at a time – a week starts on Sunday. If an employee takes two days of leave in a week, it counts as a full week of leave.

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.

4.3 CUSTOMER POLICIES

Messaging to Customers

- Masks are mandatory to enter our building, this also applies to people who have been vaccinated. If you are exempt of wearing a mask, you will be asked to contact us by phone or email for assistance.
- If you have underlying medical condition, it is recommended that you not visit our facility.
- Anyone displaying symptoms of COVID-19, which primarily displays as a persistent cough, will not be permitted on the premises. If you are sick, please stay home.
- If you have travelled outside Canada, you are not permitted on our premises until you have self-isolated for a minimum of 14 days.
- If you are displaying symptoms of COVID-19 or you live in a household where someone is showing symptoms of COVID-19, please stay home.
- 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

The most considerate thing workers can do for their co-workers and customers is to keep a distance of two metres between themselves and others. Workers are encouraged to use a standard greeting with each other that is positive but reminds others to keep a safe distance, communication must be respectful. 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 require the extra person.

- The mobile Visitor Centre will always be operated by one employee only unless training requires two people.
- A maximum of 5 clients will be allowed in the building including the business centre desk. One wait line will be established outside the building in case of overcapacity. Clients will be required to apply social distancing while waiting in line.
- The number of workers at one time in break locations will apply by staggering break times. Lunch time will be established in the schedule provided by the Visitor Centre Manager.
- Reduced in-person meetings and other gatherings will be practiced by meeting at a 2-metre distance in groups of 3 people at a time. If the meeting includes more than 3 people, the meeting will be held 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.
- The aim is to do everything possible to limit in-person interactions, while finding new and more protective ways to operate within the physical infrastructure of the workplace. With this in mind, everyone in the workplace must adhere to the following:
 - Do not come to work if you are sick.
 - Report to work with mindset to abide by physical distancing processes.
 - Continue to follow all existing safe work procedures in the workplace.
 - Wash and sanitize hands regularly, cough/sneeze into upper sleeve or elbow (not your hands).
 - Avoid physical contact with others.
 - If you notice that another employee is not abiding by the physical distancing policy, you must report it to a manager.

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 unless otherwise advised by their direct Manager.
- Employees must wash their hands or use hand sanitizer when entering and exiting the vehicle.
- If using their personal vehicle during work hours, workers should travel alone, whenever possible, in their personal vehicles in order to practice physical distancing.
- If it is not possible to ensure 2 metres of distance between workers in a vehicle, employees must wear a non-surgical mask while together in the vehicle.
- High-contact surfaces within the vehicle must be routinely cleaned. These include seatbelts, headrests, door handles, steering wheels, hand holds in the front and rear cabin and where visitor services are provided. Each employee using the company vehicle will be required to sanitize at the beginning and end of each day and/or use.
- While servicing the mobile visitor centre, the employee will adhere to social distancing rules and wipe high contact 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; 5 in the Visitor Centre including the business centre desk.

- Provide a waiting area outdoors with markers to designate safe distances if it is safe to do so.
- 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.
- Use signage to promote physical distancing in corridors, line ups, entry and exit points.
- Remove all sitting areas within the space, to maintain appropriate distances between customers.
- Use of plexiglass separation between customers 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. Each employee will use their own color-coded cloths and spray bottles to disinfect areas. Designated washroom cleaner and clothes will be provided to regularly clean the washroom. The use of disposable gloves is mandatory to clean the washroom and provided by the employer.

Employer will ensure 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 (in person or through zoom) and both parties must ensure they understand each section. The Visitor Centre Manager will verbally check-in and ensure each employee is feeling comfortable with the current procedures once per week. 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. Face to face communication can take place if proper physical distancing measures are observed but other options for communications should also be utilized, such as emails, posters, short videos etc.

4.6.2 Guest 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 keep an eye out to detect showing signs of covid-19 like symptoms in guests. If a guest is showing any signs, employee will kindly ask them to leave the building and help them via phone or outside at the last resource.
- Visitor Centre employees will respectfully ask people to wait outside if capacity has been reached within the building.
- Expectations outlined in the customer policies section above will be posted on the front door along with an overview of all the efforts that you are undertaking to ensure customers health & safety.
- Appropriate signage will be posted to direct people within the facility.
- All communication will be available in English.

5.0 PROCEDURES**5.1 DAILY PROCEDURES DURING COVID-19**

The procedures will evolve and be adjusted as needed. Each employee must ensure they understand the new procedures and ask their manager if otherwise. Employer will ensure these procedures are distributed to each employee at time of change.

5.1.1 Visitor Centre General Procedures**Opening Procedures:**

In addition to our regular opening procedures, employees must adhere to the below open shift safe work practices:

- Do not come to work if experiencing COVID like symptoms following our agreement or if you have been in contact with someone who has COVID. Contact your supervisor immediately if symptoms occur.
- Daily staff monitoring will take place at the beginning of each shift and reporting on the daily assessment form. Each employee is responsible to perform their own self-assessment daily.
- Sanitize and wash hands thoroughly upon entering the building.
- Sanitize high touched areas (doors handles, light switches, phones, keys, drawers, countertops, touchscreens, pens, etc) with disinfectant before proceeding with the regular opening procedures.

- Proceed with regular opening duties – sanitize and wash hands after touching cash and before touching anything else.
- Keep office door open (when possible) to reduce frequent touch points.

Daily Procedures:

In addition to our regular daily operating procedures, employees must adhere to the below safe work practices:

- Maintain a distance of 2 meters between themselves and customers at all times (including co-workers).
- No more than 3 staff (if necessary behind the desks). One staff takes the left side space, other staff takes the small desk. Only if necessary the manager will assist using the middle space. Each person is responsible for the sanitation of their space.
- Avoid using desks, workstations pens/markers, or other office/store items. If shared, clean the equipment with alcohol or disinfectant wipes.
- Each staff has their own pens, highlighters and writing pads and are responsible of the sanitation of them.
- Sanitize the phone and POS system tablet after each use.
- Wash hands after touching shared items, before eating or touching your face.
- Sanitize or wash (when possible) hands after touching cash and before touching anything else.
- No returns on items – final sales only.
- Use gloves for cleaning of washroom and garbage facilities.
- Ensure visitors are respecting our social distancing measures.
- Ensure our rules are clearly posted and visible at all times, including floor decals.

Closing Procedures:

In addition to our regular closing procedures, employees must adhere to the below safe work practices:

- You can begin sweeping the floor and restocking brochures before closing, however, ensure the office is closed before beginning your final sanitizing wipe down.
- Ensure thorough and diligent wipe down of office following the checklist.
- Do not open the door after hours to help visitors, should you feel the need to assist them, have them call.

5.1.2 Retail

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.
- Always help clients finding sizes to reduce contact to each item. If a client tries a garment on and doesn't purchase it, the item will be removed from the public space for a minimum of 48hours.

5.1.3 Brochure Racks

Before filling up the brochures, employees must wash their hands. 7 Boxes (one box per day) will be used to collect the unclaimed brochures. At opening, employees will take the previous day box and replace it with the box from the past week. They will empty it and organise the brochures into the racks.

5.2 SIGNAGE

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

clients.

- Brochures
 - If you touch a brochure, either take it or put it in the box below. The brochure you touched will be removed from the public for 7 days.

- Retail
 - Wait! If you are looking for a size, ask for help. If you try an item on, this item must be given to an employee of the Visitor Centre. The item will be removed from the public for a minimum of 48hrs.

- Entrance Board – STOP!!
 - 5ppl maximum in the building including the Business Centre Desk. Others must wait here and adhere to social distancing rules.
 - Include information listed in the customer policies from above.
 - You must use the sanitizer before entering this building.
 - One person per group if possible, please keep children from touching items.

- Washroom signage
 - Hand washing procedures.
 - Use of sanitizer is mandatory before entering the washroom.
 - Handwashing before exiting this room is mandatory. To reduce the risk on everyone's health.
 - This washroom is cleaned regularly for your safety and to reduce the spread of COVID-19.

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

6.0 INFECTION PLAN*

If an infection to COVID-19 is confirmed in one of our employees or a customer who previously visited, the person who received the information must stop what they are doing and contact a Manager. The Manager will immediately contact health authorities and dictate the steps to take.

***The Infection plan is subject to change as we are currently working on this section.**

7.0 SUMMARY

This Procedure will be assessed and addressed once resuming operations and are subject to change at any time. When returning from days off, each employee is responsible to ensure they are up to date on any change in procedures.

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: