

WHISTLER ECO-TOURS



# COVID-19 Safety Plan

Prepared by:

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## Statement of Purpose

COVID-19 has been declared a global pandemic and a public health emergency in British Columbia. At Whistler Eco Tours we are closely monitoring the evolving COVID-19 situation in our province, across Canada and around the world. The safety and well-being of our guests, employees and community has always been our first priority. With this in mind, we are following the guidance of B.C.'s health authorities and government to do our part in helping to prevent the spread of COVID-19 and flatten the curve of transmission.

In compliance with the public health orders we are planning to resume our summer operation on May 01, 2021. This document has been developed to outline the workplace policies and procedures we have established in response to the COVID-19 pandemic. Prior to re-opening our business we will ensure to implement these policies and procedures to minimize the risk of exposure to, and transmission of COVID-19, for our staff and clients. All employees are required to follow the procedures outlined in this plan. As this is a changing situation, this document will be updated as new information is provided.

## Responsibilities

### Employer Responsibilities

Our company will:

- Ensure that materials (for example, gloves, alcohol-based hand rubs, and washing facilities) and other resources such as worker training materials required to implement and maintain the plan are readily available where and when they are required.
- Select, implement, and document the appropriate site-specific control measures.
- Ensure that supervisors and workers are educated and trained to an acceptable level of competency.
- Ensure that workers are provided with and properly use all required Personal Protective Equipment (PPE).
- Conduct a periodic review of the plan's effectiveness. This includes a review of the available control technologies to ensure that these are selected and used when practical.
- Maintain records of training and inspections.
- Ensure that a copy of the exposure control plan is available to workers.

### Supervisor Responsibilities

Our supervisors will:

- Ensure that workers are adequately instructed on the specific controls for the hazards at the location (including hand washing stations and disinfecting supplies).
- Ensure that workers use appropriate personal protective equipment where necessary.
- Ensure that physical distancing measures are maintained.
- Direct work in a manner that eliminates or minimizes the risk to workers.

## **Worker Responsibilities**

All our workers including office staff, Wayside staff, driver and guides will:

- Know and understand the hazards of the workplace.
- Follow all established safe work procedures as directed by the employer or supervisor.
- Use and care for required PPE as instructed.
- Report any unsafe conditions or acts to the supervisor.
- Know how and when to report exposure incidents.
- Immediately contact their supervisor if a worker begins to feel ill at work, then leave work and follow health agency guidelines around self-isolation until symptoms resolve.

## **General considerations on Covid-19**

COVID 19 is a new coronavirus that causes diseases ranging from the common cold to more severe respiratory illnesses that can in extreme cases lead to hospitalization or even death. COVID-19 has been declared a global pandemic and public health emergency.

Older people (over the age of 60) and those with a weakened immune system or underlying medical conditions are considered at higher risk of severe illness.

### **Symptoms**

The symptoms of COVID-19 are similar to other respiratory illnesses including the flu and common cold. They include coughing, sneezing, fever, sore throat and difficulty breathing. People infected with COVID-19 may experience little or no symptoms with illness ranging from mild to severe.

### **Transmission**

Health experts advise that Covid-19 is spread through droplet transmission when infected droplets, typically generated through coughing, sneezing and moist talking, contact surfaces of the eye, nose or mouth. These droplets typically spread only one to two metres and quickly fall to the ground. These droplets may be inhaled directly or land on surfaces which then are touched and transferred to the eye, nose or mouth by touching the face or eating without washing hands.

The virus can persist on surfaces for extended periods of time (days).

Covid-19 is principally transmitted by symptomatic carriers, but it can also be transmitted by pre-symptomatic and asymptomatic carriers.

Transmission is much more likely indoors in a crowded location where droplets can land directly on each other or where many “high touch surfaces” are continually being contaminated. In the outdoors when physical distancing can be maintained, transmission risk is low.

Covid-19 is a relatively “fragile” virus that can be destroyed by washing with soap and water thoroughly or by disinfecting with commercial disinfectants, a 5.25% bleach solution, or a minimum 70% alcohol solution.

## Risk Identification & Assessment

### Risk Identification

Three primary routes of transmission are anticipated for COVID-19:

- **Breathing droplets in the air**

COVID-19 is not transmitted through airborne transmission, however, if somebody coughs or sneezes they do generate droplets which are airborne for at least a short period of time but do not float in the air and generally fall to the ground within one to two meters. Anybody who is near the individual may risk breathing in these droplets. Physical distancing (maintaining 2 meters of distance from other people at all time) will reduce the risk of this occurring.

- **Close contact with another person**

Close contact refers to physical contact with another person, for example shaking hands or hugging. When people cough or sneeze droplets may deposit on their skin or clothing, especially if they cough or sneeze into their hands. People who are carriers of COVID-19 may transfer the virus from their hands or clothing to others during close contact.

- **Surface Contact**

Surfaces can become contaminated when droplets carrying COVID-19 deposit on them, or when they are touched by a person who is infected. Surface contact involves a worker touching a contaminated object such as a table, doorknob, telephone, or computer keyboard or tool, and then touching the eyes, nose, or mouth. Surface contact is important to consider because COVID-19 can persist for several days on surfaces.

### Risk Assessment

With reference to the WorkSafeBC Occupational Health and Safety Regulation Guideline, we have determined the risk level of workplace exposure to COVID-19 to our workers.

	Low Risk	Moderate Risk	High Risk
<b>Role / Type of Work</b>	Workers who do not have close contact with infected people	Workers who may have contact with infected people from time to time in large, well-ventilated or outdoor workspaces	Workers who may have contact with infected people in small, poorly ventilated workspaces
<b>Executive Director &amp; General Manager – office work (from home)</b>	X		
<b>Reservation, Accounting &amp; Bookkeeping - office work (from home)</b>	X		
<b>Boat Rental Staff at Wayside Park</b>		X	
<b>Bike Rental &amp; Front Desk Staff at Delta Office</b>		X	
<b>Operational Driver</b>			X
<b>Tour Guide</b>		X (no driving)	X (if driving required)

The mitigation of these risks is to follow the risk controls and the safe work procedures outlined below.

## Risk Mitigation

In accordance to the WorkSafeBC Regulation, RMOW guidelines and recommendations by the Association of Canadian Mountain Guides (ACMG) as well as the Recreational Canoeing Association of British Columbia (RCABC) Whistler Eco Tours will implement the below outlined infectious disease controls:

### 1. Elimination

Eliminating face-to-face contact is the preferred control because it eliminates the hazard to the worker. Measures that Whistler Eco Tours will implement include:

- Have employees work remotely from home and hold meetings via video or teleconference where possible.
- Encourage and facilitate clients to pre-book and pre-pay for rentals or tours online to eliminate or minimize front desk interaction.
- Encourage and facilitate electronic payment at the front desks at Wayside Park and the Delta office to eliminate or minimize cash handling.
- Any staff that begin to feel ill, have symptoms, or come into contact with someone with symptoms, should not come to work and contact the manager and Public Health.
- Exclude infected people from participation in activities.

### 2. Engineering controls

Where elimination is not possible, engineering controls will be implemented to create a physical barrier between the worker and the hazard. Measures include:

- Installation of a Plexiglas Protective Shield at the front desk in the Delta Office.
- Installation of a Plexiglas Protective Shield in the window at the shack at Wayside Park.
- Installation of a Plexiglas Protective Shield in the shuttle vehicle behind the driver seat.

### 3. Administrative controls

Administrative controls involve the creation of Safe Work Procedures (SWPs) and policies that are introduced to mitigate the risk of hazard exposure to the worker. Measures include:

- Reconfiguring work stations to adhere to physical distancing guidelines, f. ex. keep 2 m distance between front desk, “waiver station”, bike mechanic and cleaning stations.
- Limit number of employees at front desk to one at a time.
- Put up signage such as poster and tape markings to manage physical distance between workers and guests inside the office as well as outside where clients line up.
- Put up signs outlining policies and procedures such as mask policy and cleaning and disinfection practices.
- Place signs indicating maximum capacity of people for indoor rooms.
- Keep windows and doors open to increase air circulation.
- Limit number of clients inside the Delta office to two household groups at a time.
- Limit number of people per vehicle (see details below in Specific Safe Work Procedures).
- Limit group sizes on guided tours (see details below in Specific Safe Work Procedures).
- Regular cleaning of workstations, vehicles and commonly touched surfaces such as equipment (see detailed cleaning protocol below in Specific Safe Work Procedures)
- Common sense practises such as proper hand washing and cough/sneeze etiquette (see details below in Specific Safe Work Procedures)

## Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) is the final line of defence and used where a close contact is inevitable. Examples include:

- Using gloves when handling cash or touching other potentially contaminated surfaces.
- Wearing face masks when in close contact to people, for example in all indoor spaces, inside vehicles as well as in crowded outdoor areas such as line-ups and in a potential rescue scenario.

PPE will be available for staff and clients.

## Specific Safe Work Procedures

### Common sense practices:

- Regular & proper hand washing:
  - Wash your hands for a minimum of 20 seconds.
  - Use soap and warm running water.
  - If water is unavailable, use an alcohol based hand sanitizer that has at least 60% alcohol. If your hands are visibly soiled, use a wipe first to effectively clean them.
  - Always wash your hands upon arrival at work, after using washroom, before eating and drinking, after handling potentially contaminated materials, before touching your face.
- Avoid touching your face with unwashed or gloved hands.
- When coughing or sneezing turn away from others and cover your mouth and nose with a sleeve or tissue and dispose of it right away.
- Practice physical distancing of 2 metres:
  - Keep workstations at least 2 metres apart from one another.
  - Maintain 2 meter distancing, where possible, when entering/exiting the workplace, while travelling through corridors and accessing common areas.
- Do not share food or equipment such as pens, tablets, tools etc. without prior disinfection.
- Frequently disinfect objects for personal use (mobile phones, glasses, etc.).
- Store Personal Protective Equipment in personal bags to avoid exposure to shared surfaces.
- Follow all safe work procedures and cleaning protocols as outlined below.
- Perform a health screening using the BC Covid-19 Self-Assessment Tool (<https://bc.thrive.health/covid19/en>) before leaving home. Do not come to work if you are ill, have been in contact with someone with symptoms, or directed to self-isolate.
- Comply with Public Health orders and preventative practices such as physical distancing and proper hand hygiene also while away from work.

### Use of work vehicles:

- One employee per vehicle. Managers will give direction where two or more employees per vehicle will be allowed.
- Limit number of guests per vehicle. Where possible encourage guests to drive in their own vehicles to/from tour start and end location. Where sharing a vehicle with guests is inevitable, keep the front seat next to the driver unoccupied and seat guests from different households in different rows, where possible keeping one row free in-between. Face masks are to be worn while together in the shuttle vehicle.
- Sanitize hands prior to entering the vehicle. Each vehicle is equipped with hand washing kit.
- Use the vehicle air vents blowing air gently towards the occupants and away from other occupants with windows slightly open to discharge air.
- Minimize talking, especially loud animated talking, laughing, shouting, etc.
- Disinfect commonly used surfaces as per the vehicle cleaning protocol outlined below.

**Guest information:**

- For all offered services such as rentals, self-guided and guided tours provide clients with all necessary information regarding risks of exposure and implemented risk mitigation policies and procedures BEFORE the start of the activity:
  - Publish safe work protocol on our website and email safe work protocol to booking partner so guests are informed before booking the activity.
  - As always, ALL participants must sign a waiver. Inform guests that they need to read it over to ensure they understand and acknowledge the risks.
- The client must be informed that they will not be allowed to participate in the activity if they have had any symptoms compatible with COVID-19 in the last 10 days, have been exposed to anyone with symptoms, or directed to self-isolate.
- Recommend NOT attending activities to people belonging to risk groups (elderly and/or people who have serious underlying health issues or who live and work with those who do).
- Inform guests that agreement to participate in the activity indicates agreement to abide by the mitigation procedures.
- Encourage clients to pre-book and pre-pay for rentals or tours online or via the phone as well as to sign the waiver online to eliminate or minimize front desk interaction.
- Encourage electronic payment at the front desks at Wayside Park and the Delta office to eliminate or minimize cash handling.
- Encourage guests to drive their own vehicle and/or to book a tour that does not require a vehicle shuttle.
- Encourage guests to bring their own helmet for any biking tours.

**Boat & Bike Rentals:**

- Limit the number of customers inside our store in the Delta Hotel as well as inside the facilities at Wayside Park.
- Staff and customers are required to wear face masks and sanitize their hands before entering our facilities or touching rental equipment.
- Signs and tape markings are in place at both locations to manage physical distancing between customers.
- We have installed a Plexiglas shield at our front desks at the Delta Hotel and at Wayside Park.
- To reduce wait time and minimize front desk interaction we encourage clients to pre-book and pre-pay for rentals or tours online as well as to sign the waiver online.
- We have set up tablet stations at the Delta Hotel and at Wayside Park to book rentals and sign the waiver electronically.
- We ask customers to use card payment or pay online via our website to avoid cash handling.
- We clean and disinfect commonly touched surfaces several times per day (see detailed cleaning protocol below).
- All rental equipment such as life jackets, paddles, bikes, helmets, locks etc. gets disinfected after each use (see detailed cleaning protocol below).
- Hand sanitizer and latex gloves are available for customers.
- Our staff wear personal protective equipment when in close contact with customers and handing out equipment.

### **Guided Tours:**

- Groups are limited to 8 people or fewer. Larger group events are postponed for the foreseeable future.
- The meeting point with the clients will preferably be outside at the starting point of the activity. If shuttles are inevitable follow the use of work vehicles guidelines.
- Instruction by the guide should be conducted outside and with physical distancing of at least 2 metres. To the usual explanation of the activity to be carried out, specific indications will be added on the measures to be adopted during the activity to avoid the risk of contagion.
- Participants should not engage in physical contact and maintain physical distance of at least 2 metres from others, where possible, unless they are from the same household.
- Groups should physically distance from other groups and limit congregating with other people when going to and from common areas (e.g. trailheads, boat launches).
- Hand out only disinfected equipment maintaining a safe distance as much as possible and wearing a face mask. The distribution of individual material will be done by the guide or one staff member in an open space and distributed to each person separately to avoid the same element being manipulated by several people. In the event that a loaned material has to be changed due to a defect or wrong size, it will be deposited for disinfection and a new one will be provided.
- Customers are required to sanitize their hands before touching rental equipment.
- Encourage guests to wear hats or scarves under the helmet.
- People from different households are not permitted to share boats or swap equipment such as bikes, helmets, PFDs, paddles etc.
- Caution should be taken around any common touch points; guides should wear gloves and practice proper hand hygiene after handling common material, or having helped a client.
- Guides must wear a mask if they are within 2 metres of guests. For all first aid applications guides must wear approved medical mask and gloves.
- Guides will carry with them a first aid kit, additional face masks and latex gloves, alcohol based hand sanitizer, disposal bags, their own PPE (gloves and face mask).
- Guides should instruct participants to wash and/or sanitize hands regularly (especially before eating) and to cough and sneeze in their elbow-pit.
- Guests must wear face masks in indoor areas and are encouraged to wear face masks outside if they are within 2 metres of people other than members of their own household.
- In the event that the guide must help clients or perform rescue, both must wear a mask.
- Guides and participants must come prepared with personal equipment such as water, snacks and proper clothing for the activity. Unnecessary stops for shopping should be avoided. Food and drinks should not be shared among participants unless they are from the same household.
- More than ever guides need to be considerate and responsible in their decision-making:
  - Avoid crowded areas and popular routes at busy times if possible.
  - Control the pace and notify the group in advance when making stops so that crowds are avoided.
  - Keep distance when passing other people. Where possible, communicate with the approaching person or group and decide on who will move safely off the trail until the others have gone by. If it is unsafe to keep a two-meter spread, move as far as is safely possible and ensure the passing party moves by quickly and with no physical contact.
  - Choose locations and routes that minimize risk and the likelihood of needing to perform close contact first aid or rescue.
  - If you need to make a rapid retreat due to an emergent situation, speed trumps the potential transmission of the virus. The immediate safety of your guests is priority one; preventing possible contagion is lower on the list.

- At the end of the activity reuse a wide open space to remove the equipment and deposit it individually to the “equipment return station” or as instructed by the guide.
- Staff or guide to clean and disinfect any shared or borrowed equipment after use such as paddles, PFDs, bikes, helmets etc. (see detailed cleaning protocol below).
- Guides should wash and/or disinfect their clothes and personal equipment used during the activity after each tour.
- Participants are asked to inform Whistler Eco Tours if they develop Covid-19 symptoms or are tested and confirmed positive within 2 weeks following the tour so that other participants can be informed.

## Cleaning Protocols

For all cleaning and disinfecting tasks as outlined below exclusively disinfectant products and mixture rates will be used that are approved for use against coronavirus (Covid-19) by Health Canada (see details here: [Hard-surface disinfectants and hand sanitizers \(COVID-19\) - Canada.ca](#)).

### Work vehicles

Each vehicle will be equipped with the following hand washing/sanitisation kits:

- Hand sanitizer
- Paper towels
- Disinfecting wipes or spray
- Gloves and face masks

Drivers are responsible to ensure vehicles are cleaned and disinfected according to the following vehicle cleaning protocol.

#### After each guest shuttle:

- Remove and properly dispose all garbage prior to cleaning.
- Clean and disinfect frequently touched surfaces in the passenger compartment:
  - Door handles (inside and out)
  - Window buttons
  - Seatbelt buckles
  - Seats and arm rests
  - Grab handles
  - Seat adjusters
  - Ventilation grilles and knobs

#### Regularly during and at the end of your shift:

- Remove and properly dispose all garbage and personal items prior to cleaning.
- Clean and disinfect frequently touched surfaces in the driver compartment:
  - Car keys
  - Door handles (inside and out)
  - Window buttons
  - Seatbelt buckles
  - Seats and arm rests
  - Grab handles
  - Seat adjusters

- Steering wheel and controls
- Wiper and turn signal switches
- Shifter and emergency brake handle
- Dash controls and buttons
- Radio control buttons
- Rear-view mirror
- Ventilation grilles and knobs

## **Delta Office**

Each workstation will be equipped with the following hand washing/sanitisation kits:

- Hand sanitizer
- Disinfecting wipes or spray
- Gloves and face masks

Staff is responsible to ensure the office is cleaned and disinfected according to the following cleaning protocol.

Clean/disinfect:

- All door handles, keys, locks, lock boxes, alarm displays and light switches at the end of the work day.
- Front desk area including countertop, computer keyboard, mouse, phone, photocopier, tablet, pos square reader, cash register, safe, microwave etc. at the end of your shift.
- "Waiver Station" including tablets, pens, pos square reader after every usage by guests of different households.
- Bike mechanic station at the end of your shift.
- Fridge and ice cream freezer handles regularly throughout the day.
- Equipment when you are finished using it prior to returning it to its location.
- All rental equipment after every usage:
  - Bikes
    - > Disinfect handlebar including brakes and gear shift, suspension lock, seat post adjuster, saddle, water bottle cage.
  - Helmets
    - > Wash helmet in bucket with soapy water and rinse with clean water
    - > Place in drying rack overnight
  - Bike Locks
    - > Clean with disinfection wipes
- Check if washroom facilities at the Delta Hotel are stocked up with paper towels, soap and hand sanitizer, and inform Delta hotel staff if something is missing.

## **Wayside Park**

Each workstation will be equipped with the following hand washing/sanitisation kits:

- Hand sanitizer
- Disinfecting wipes or spray
- Gloves and face masks

Staff is responsible to ensure that the workplace is cleaned and disinfected according to the following cleaning protocol:

Clean/disinfect:

- All door handles, keys and locks (don't forget the storage shacks), lock boxes, alarm displays and light switches at the end of the work day.
- Front desk area including countertop, computer keyboard, mouse, phone, photocopier, tablet, pos square reader, cash register, safe etc. at the end of your shift.
- "Waiver Station" including tablets, pens, pos square reader after every usage by guests of different households.
- Ice cream freezer handles regularly throughout the day.
- Equipment when you are finished using it prior to returning it to its location.
- All rental equipment after every usage:
  - Boats
    - > Disinfect common touch points such as carrying and steering handles.
  - Paddles
    - > Disinfect grip and shaft.
  - PFDs
    - > Disinfect zippers and whistle.
- Washroom facilities on a regular basis
  - Door handles (inside and outside)
  - Main touch points such as light switches, taps, paper disposal, toilet flush button etc.
  - Ensure paper towels, soap and hand sanitizer are stocked up.

## Presumed COVID-19 case at work

If an employee is suspected or tests positive for COVID-19, the following steps will be taken:

- The affected employee has to leave work / stay home and contact the manager and Public Health immediately (call 811 for guidance related to testing and self-isolation).
- Ensure the work station(s) and equipment the employee had contact with is disinfected including all common areas and shared equipment.
- Identify and inform staff who had close contact (within 2 metres) with the employee. They will be required to self-isolate for 14 days and monitor for symptoms.
- Identify and inform staff who had contact from a distance with the employee. They will be instructed to monitor for symptoms for 14 days, keep distance from other employees and not share any equipment.
- An employee will be permitted to return to work when advised by Public Health.

## APPENDIX: Acknowledgement of COVID-19 Exposure Control Plan & Safe Work Procedure

I acknowledge that I have received a Whistler Eco Tours COVID-19 Safety Plan. I understand that it is my duty to read and review said document, and to comply with policies and procedures contained herein. I understand that I should consult with my supervisor regarding any questions not answered in the manual.

Employee name (written): \_\_\_\_\_

Signature of Employee: \_\_\_\_\_

Date: \_\_\_\_\_