

Glacier House Resort Ltd.

MAY 2020

COVID-19 SAFETY PLAN



PREPARED AND PRESENTED BY

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OWNER

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COVID-19 SAFETY PLAN

FOR GLACIER HOUSE RESORT

A. PURPOSE

This document provides practical advice and guidelines to ensure COVID-19 safe operations for Glacier House Resort.

B. GLACIER HOUSE RESORT

1. CUSTOMER SERVICE

Customer Service at Glacier House Resort include:

- Checking in/out of guests
- Keeping Public Spaces Clean
- Taking Reservations
- Pool and Sauna – opening and closing of
- Aiding with food and beverage

Including the following resources and gear used by guest and employees:

- Rooms with bedding
- Restaurant
- Pool and Sauna
- Linens
- Computers
- Elevators

2. BACK OFFICE

This includes General Manager, Accounts, Marketing and Meeting Area

- Duties are all varied

The following resources are used by employees and guests

- Computers
- Tables and Chairs
- Filing

3. MAINTENANCE

Maintenance includes:

- Plumbing
- Carpentry
- Electrical
- Cleaning

The following resources are used by employees:

- Tools
- Machinery
- Cleaning Equipment

4. FOOD AND BEVERAGE

Food and Beverage includes:

- Serving of Drinks
- Customer Service
- Cleaning of Tables
- Food Preparation
- Food Service
- Dishwashing
- Glass Washing

The following resources are used by employees:

- Glassware
- Fridges
- Cooking Equipment and Utensils
- Crockery
- Cloth
- Cleaning Equipment
- Dishwashing Equipment

5. HOUSE KEEPING

House Keeping includes:

- Public spaces
- Rooms
- Laundry

The following resources are used by employees:

- Cleaning Equipment
- House Keeping Van
- Washing Machines
- Dryers
-

C. PUBLIC HEALTH DIRECTIVES

The Provincial Health Officer is the senior public health official for B.C. and is responsible for monitoring the health of the population across the province, providing independent advice to the ministers and public officials on public health issues. The responsibilities of the Provincial Health Officer (PHO) are outlined in the Public Health Act and include the following:

- provide independent advice to the ministers and public officials on public health issues;
- monitor the health of the population of B.C. and advise on public health issues and on the need for legislation, policies and practices;
- recommend actions to improve the health and wellness of the population of B.C.;
- deliver reports that are in the public interest on the health of the population and on government's progress in achieving population health targets;
- establish standards of practice for and conduct performance reviews of Medical Health Officers; and
- work with the B.C. Centre for Disease Control and Prevention and B.C.'s Medical Health Officers across the province to fulfill their legislated mandates on disease control and health protection.

D. WORKSAFEBC DIRECTIVES

WorkSafeBC is a provincial agency dedicated to promoting safe and healthy workplaces across B.C. They partner with workers and employers to prevent work-related injury, disease, and disability. Their services include education, prevention, compensation and support for injured workers, and no-fault insurance to protect employers and workers.

WorkSafeBC helps businesses meet their obligations under the Workers Compensation Act and the Occupational Health and Safety Regulation. All employers in British Columbia have an obligation under the Act to ensure the health and safety of workers and other parties at their workplace. With respect to COVID-19, that responsibility includes protecting workers by following the orders issued by the office of the provincial health officer, guidance provided by the BC Centre for Disease Control and the latest news released from the government. In addition, employers must implement policies and procedures to protect workers from the risk of exposure to COVID-19.

Employers should consider how best to communicate about potential exposure to COVID-19 in the workplace to workers. A system should be introduced whereby workers are able to inform management of concerns related to being exposed to COVID-19 in the workplace. Open communication is key to finding out about specific tasks that concern workers as well as gaining input on appropriate control measures to keep workers safe.

Workers should know and understand their workplace health and safety responsibilities — and those of others. Workers have three key rights:

- the right to know about hazards in the workplace;
- the right to participate in health and safety activities in the workplace;
- and the right to refuse unsafe work.

Right to refuse unsafe work

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.

If entering the workplace, workers should:

- Comply with the employer’s instructions around minimizing exposure to COVID-19.
- Wash their hands frequently, and/or use hand sanitizer.
- Take steps to minimize exposure to COVID-19 while away from work.

E. RECOGNIZE HAZARDS / ASSESS RISKS

Employers must assess their workplaces in order to identify places where the risk of transmission is introduced. Assessments of the workplace are to be continued after operations resume to ensure risks are identified and managed.

Within the tourism and hospitality industry, there are many routine situations where staff will have contact with customers, coworkers and the physical environment itself (surfaces, doors, equipment etc.). These encounters could give rise to contact with COVID-19, if not controlled adequately. The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, or from touching a contaminated surface before touching the face.

The following assessment outlines potential hazards for Glacier House Resort:

Where do people congregate, such as break rooms, production lines, or meeting rooms?

- Glacier House Lobby
- Restaurant
- Car Park
- Pool/Sauna
- Rooms
- Cabins

What job tasks or processes require workers to come into close proximity with one another or members of the public?

- Greeting Guests
- Staff meetings
- Servers with cooks
- Servers with guests
- Cleaning of rooms

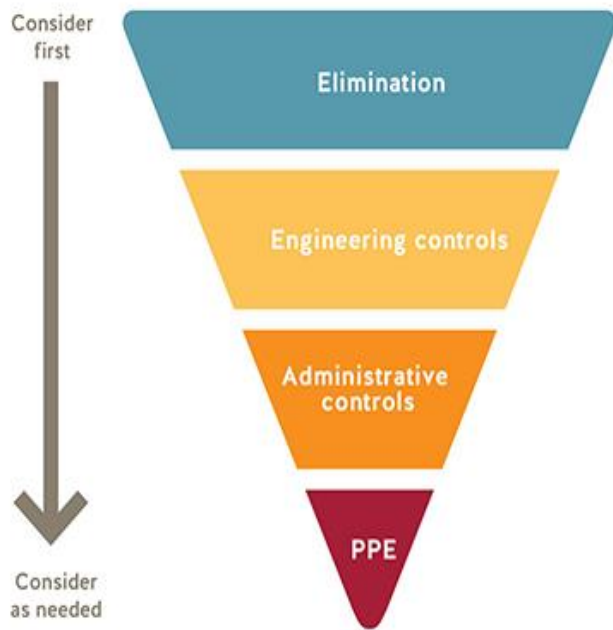
What tools, machinery, and equipment do people come into contact within the course of their work?

- Machinery: Van, Truck, Loader
- Other Equipment: Canoes, SUPs, Paddles
- Gear: Jackets, Pants, Boots, Helmets, PFDs, Backpacks
- Electronics: Radios, SPOT-Devices, Phones, Computers, iPads, Remotes, POS-terminals, Timeclock (only for those with no cell phones)
- Safety and First Aid Supplies: Ropes, First Aid Kits, Toboggan
- Tools and Parts in the workshop
- Cleaning Supplies
- Kitchen Equipment
- Stationary
- Retail (Hats, Toques, Shirts...)
- Clothe Hangers
- Truck, Shuttle, Trailers

What surfaces are touched often, such as doorknobs, elevator buttons, light switches, equipment, and shared tools?

- Doorknobs/Door handles
- Gates
- Light Switches
- Equipment, Machinery and Tools outlined above
- Counters and Shelves
- Chairs
- Sinks

The hierarchy of COVID-19 hazard controls (in order of their effectiveness) that will be established in this plan:



First level protection (Elimination or Substitution): Policies and procedures to keep people at a safe physical distance from one another. Eliminating or postponing work tasks that inherent risks. Limit the number of people in your workplace.

Second level protection (engineering controls): Physical barriers where physical distancing can't be maintained. (such as plexiglass screens)

Third level protection (administrative controls): 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 aren't enough to control the risk, consider using Personal Protective Equipment (PPE) such as face masks and gloves, ensure proper usage.

II. GENERAL OPERATING GUIDELINES

A. GENERAL PRACTICES

These general guidelines apply to all aspects of the business:

- Maintain good personal and environmental hygiene
- Ensure good ventilation
- Maintain proper function of washrooms, drains and pipes
- Cover nose and mouth with tissue paper while sneezing or coughing and dispose of nasal and mouth discharge properly
- Maintain physical distancing (at least 2 meters)
- 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 escalator 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 should follow public health guidelines after the trip.

B. EMPLOYEE POLICIES

1. EMPLOYEE RESPONSIBILITIES

Employees without symptoms of COVID-19 are free to work if they adhere to the following protocols:

PRIORITY 1: Wash your hands with soap and water for at least 20 seconds before your shift and as frequently as possible during your shift. (Before and after eating or drinking, after touching shared items, when putting on or removing PPE, after using the washroom, after handling cash or credit/debit cards, after touching common items and gear, and at the end of your shift. Remove jewellery while washing.)

PRIORITY 2: Practice physical distancing – keep a minimum distance of at least two meters (six feet) away from fellow employees and customers. If you are unable to, wear a face covering or face mask.

PRIORITY 3: Inform your manager immediately if, during your shift, you feel any symptoms of COVID-19 such as fever, trouble breathing, dry cough, fatigue, sore throat and aches and pains.

- Avoid touching your eyes, nose, or mouth with unwashed hands or when wearing gloves.
- Cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue in the trash and wash your hands, or sneeze/cough into your elbow.
- If soap and water are not available, use an alcohol-based hand sanitizer.
- Clean and disinfect frequently touched objects and workstation surfaces as per directions in the Cleaning, Sanitizing and Disinfecting Protocols section of this document.
- Stay informed. Information is changing frequently.

2. EMPLOYEE ILLNESS POLICY

a) EMPLOYEE SELF-ASSESSMENT

- Employees must review the self-assessment signage located throughout the facility each day, before their shift, to attest that they are not feeling sick or have any COVID 19 symptoms.
- Managers will visually monitor employees daily to check for any symptoms and ask employees about the status of their health and how they are regarding their safety.
- If employees are unsure, use the online self-assessment tool at <https://bc.thrive.health/covid19/en> or the COVID-19 BC Support App.

b) IF AN EMPLOYEE IS FEELING SICK WITH COVID-19 SYMPTOMS

- Employees who feel sick with COVID-19 symptoms, such as fever, trouble breathing, dry cough, fatigue, sore throat and aches and pains, are to remain at home and contact Health Link BC at 8-1-1. 2.
- At work, if an employee shows even mild symptoms of sickness, for COVID-19 or otherwise, they will be sent home immediately and removed from the schedule for 14 days. Employees with any kind of symptoms are to contact 8-1-1 or a doctor.
- If an employee has been tested for COVID-19 they are to stay home while awaiting the test results

c) IF AN EMPLOYEE TESTS POSITIVE FOR COVID-19 OR HAS BEEN IN CONTACT WITH SOMEONE WHO HAS COVID-19

- The employee will be sent home immediately and removed from the schedule. The employee will not be permitted to return to the workplace until health authorities have confirmed they are free of the COVID-19 virus.
- Employees who may have been exposed will be removed from the workplace for 14 days, or until a diagnosis of COVID-19 is ruled out by health authorities.
- All work areas and surfaces that infected employees may have touched are to be closed off, cleaned and disinfected.

d) REQUIREMENTS FOR EMPLOYEES TO QUARANTINE OR SELF ISOLATE

- An employee who has travelled outside of Canada within the last 14 days, except for work-related reasons, is not permitted to enter any part of the facility and must quarantine and self-isolate.
- An employee with symptoms of COVID-19 is not permitted to enter any part of the facility and must quarantine and self-isolate.
- An employee from a household with someone showing symptoms of COVID-19 is not permitted to enter any part of the facility and must quarantine and self-isolate.
- An employee in quarantine or self-isolating because of contact with an infected person, or in a self-isolating family, is not permitted to enter any part of the facility.

e) EMPLOYEE LEAVE RELATED TO COVID-19

An employee can take unpaid, job-protected leave related to COVID-19 if they're 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](#)

The COVID-19 leave is retroactive to January 27, 2020, the date that the first presumptive COVID-19 case was confirmed in British Columbia. During this public health emergency, employees can take this job-protected leave for the reasons above as long as they need it, without putting their job at risk. Once it is no longer needed, this leave will be removed from the Employment Standards Act. (<https://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/employment-standards/time-off/leaves-of-absence#covid19>)

f) EMPLOYEE SUPPORT

Advise employees that if they are directed to stay home or are sick with COVID-19, management will contact them to provide guidance and support throughout their leave. Benefits available for employees:

- Canada Emergency Response Benefit ([CERB](#))
- Employment Insurance ([EI](#)) - ROEs will be issued by accounts if applicable

3. EMPLOYEE COVID-10 SAFETY TRAINING

à COVID-19 specific training will have to be completed when returning to work or for every new hire:

- Employee must read and sign off this plan
- Training on cleaning procedures and products
- Go over all signage and sanitizer locations
- Location of cleaning supplies and PPEs

C. PHYSICAL DISTANCING

1. PHYSICAL DISTANCING FOR EMPLOYEES

As defined by the BC Centre for Disease Control, physical distancing means limiting close contact with others. When outside home, practicing physical distancing by keeping two meters (six feet) away from one another, is something we can all do to help stop the spread of COVID-19. All employees are to practice the following physical distancing guidelines:

- Minimize close-contact interactions with customers and other employees whenever possible.
- Whenever possible, keep at least two meters (six feet) distance between yourself and others.
- Do not shake hands with customers or employees, nod or wave instead.
- Follow protocol for shifts, breaks and staff meetings as outlined in Section B of this document.

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.

Other ways in which businesses may achieve physical distancing [among employees](#) include the following:

- reducing non-critical meetings and non-essential visitors
- staggering start times and break times to avoid large groups of employees
- travelling to work in own vehicles and washing or sanitizing hands on arrival
- designating additional rooms as break areas
- removing furniture from break rooms, increasing the spacing or adding signs to fixed seating to advise not to sit
- increasing sanitation and disinfection practices across the establishment

2. PHYSICAL DISTANCING FOR CUSTOMERS

From a customer perspective, businesses must implement physical distancing to reduce opportunities for interactions among large groups that would have prolonged close contact. Practically this might mean limiting the number of patrons who enter your business and discontinuing service in areas where physical distancing cannot be practiced (e.g., counter service).

Ways in which businesses may achieve physical distancing among customers include the following:

- Use signs and markings to direct customers, to indicate appropriate distances to stand, to mark direction of travel, to designate entrances and exits, or to identify a drive-thru lane or pick up zone
- Promote one-way travel
- Limit the number of customers allowed into your business
- Provide a waiting area outdoors with markers to designate safe distances if it is safe to do so
- Install barriers at and between cash registers to prevent encroachment
- If self-service is still available, discontinue open salad bars, buffets, and areas that require using the same utensils
- Mark the floor at 2-meter intervals to promote physical distancing in aisles, line ups, and at self-service cash registers
- Label certain tables, chairs and devices unavailable for use, or remove entirely, to maintain appropriate distances between customers.

D. SANITATION AND HYGIENE

1. HAND HYGIENE

Respiratory viruses like coronavirus disease (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.

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

- | |
|--|
| <ul style="list-style-type: none"> • Step 1: Wet hands with running water • Step 2: Apply enough soap to cover wet hands • Step 3: Scrub all surfaces of the hands – including back of hands, between fingers and under nails – for at least 20 seconds. • Step 4: Rinse thoroughly with running water • Step 5: Dry hands with a clean cloth or single-use towel • Step 6: Use towel to turn off the faucet |
|--|

Dispensers of alcohol-based hand sanitizer are located throughout the premises. Where sinks are available, supplies for handwashing (i.e., liquid soap and disposable towels) will be consistently available.

2. PERSONAL PROTECTIVE EQUIPMENT (PPE)

Personal Protective Equipment (PPE) is specialized clothing or equipment worn by an employee for protection against infectious materials. It should serve as a last resort that should not replace any other risk control and infection control measures. Sufficient stock of PPE will be kept to ensure its provision to protect employees from exposure to infectious agents in the workplace.

NON-MEDICAL FACE MASKS AND COVERINGS Face coverings or masks are protective layers of absorbent fabric (such as cotton) that snugly fit over the nose and mouth. They secure to the face with ties or ear loops.

GLOVES Wear disposable gloves when potentially contaminated items. Remove gloves promptly after use and perform hand hygiene immediately. Gloves do not replace hand hygiene. Thorough handwashing should take place before and after wearing the gloves.

Use of Personal Protective Equipment (PPE) is categorized as follows, based on exposure risk:

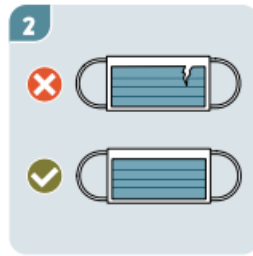
- **LOW RISK** tasks where an employee is isolated
 - Repair tasks in the Shop
 - Office tasks with no customer interaction
 - Regular handwashing must be observed.
 - Areas and equipment that were handled are cleaned before and after use, per manufacturer-recommended guidelines.
- **MEDIUM RISK** where employees have interactions with customers and/or other employees, but can be physically distanced
 - Check-Ins
 - Retail and Fuel Sales
 - Guide Meetings
 - Gearing and briefing of customers
 - Guiding
 - Employees must wear gloves and mask when handling gear or fueling. (Have mask on person)
 - Regular hand washing/sanitizing must be observed.
 - Areas and equipment that were handled are cleaned before and after use, per manufacturer-recommended guidelines.
- **HIGH RISK** tasks where employees or customers cannot maintain physical distancing
 - Shuttles
 - Regular handwashing or sanitizing must be observed.
 - Employees and customers wear non-medical face covering and gloves.
 - Areas and equipment that were handled must be cleaned before and after use, per manufacturer-recommended guidelines.

Employees must use PPE (gloves and face covering/mask) whenever proper physical distancing (2m) is not possible and while cleaning customer equipment. PPEs must be sanitized or disposed of after each use.

Help prevent the spread of COVID-19: How to use a mask



1 Wash your hands with soap and water for at least 20 seconds before touching the mask. If you don't have soap and water, use an alcohol-based hand sanitizer.



2 Inspect the mask to ensure it's not damaged.



3 Turn the mask so the coloured side is facing outward.



4 Put the mask over your face and if there is a metallic strip, press it to fit the bridge of your nose



5 Put the loops around each of your ears, or tie the top and bottom straps.



6 Make sure your mouth and nose are covered and there are no gaps. Expand the mask by pulling the bottom of it under your chin.



7 Press the metallic strip again so it moulds to the shape of your nose, and wash your hands again.



8 Don't touch the mask while you're wearing it. If you do, wash your hands.



9 Don't wear the mask if it gets wet or dirty. Don't reuse the mask. Follow correct procedure for removing the mask.

Removing the mask



1 Wash your hands with soap and water or use an alcohol-based hand sanitizer.



2 Lean forward to remove your mask. Touch only the ear loops or ties, not the front of the mask.



3 Dispose of the mask safely.



4 Wash your hands. If required, follow the procedure for putting on a new mask.

Note: Graphics adapted from BC Centre for Disease Control (BC Ministry of Health), "How to wear a face mask."

How to don gloves

1



Take out a glove from its original box

2



Touch only a restricted surface of the glove corresponding to the wrist (at the top edge of the cuff)

3



Don the first glove

4



Take the second glove with the bare hand and touch only the restricted surface of glove corresponding to the wrist

5



To avoid touching the skin of the forearm with the gloved hand, turn the external surface of the glove to be donned on the folded fingers of the gloved hand, thus permitting to glove the second hand

6



Once gloved, hands should not touch anything that is not defined by indications and conditions for glove use

How to remove gloves

1



Pinch one glove near the wrist to remove it, without touching the skin of the forearm, and peel away from the hand, thus allowing the glove to turn inside out

2



Hold the removed glove in the gloved hand and slide the fingers of the ungloved hand inside between the glove and the wrist. Remove second glove by rolling it down the hand and fold into the first glove

3



Discard the removed gloves

4

Then, perform hand hygiene by rubbing with an alcohol-based handrub or by washing with soap and water



cleaning & hygiene

Visit bunzlcanada.ca/healthyworkplace for more information on how you can keep your facility healthy and safe.

3. ENVIRONMENTAL HYGIENE AND 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) can be used. Always follow the manufacturer's instructions printed on the bottle. Ensure that the disinfectant product has a Drug Identification Number (DIN) on its label. Always follow product instructions for dilution, contact time and safe use. All visibly dirty surfaces should be cleaned with water and detergent before disinfecting (unless otherwise stated on the product label).

E. SITE ACCESS

1. ESSENTIAL SITE VISITS

- Employees (Office Staff, Guides, Shop Staff)
- Shipping and receiving deliveries
- Customers

2. NON-ESSENTIAL SITE VISITS

- Anyone not carrying out operations (e.g. Vendors, family/friends)
- Non-customers
- If non-essential visits are necessary to be on-site, pre-arrangements have to be made and visitor have to obey the physical distancing policies.

III. CLEANING AND DISINFECTING PROTOCOLS

COVID-19 is susceptible to disinfectants and sanitizers. The following protocols must be implemented and documented to reduce the risk of spreading COVID-19:

- Increase cleaning and disinfection frequency of high-touch surfaces and high-traffic areas.
 - High-contact surfaces will have to be wiped down after every interaction using a proper disinfectant:
 - Countertops in Office and Shop
 - Doorknobs in Office and Shop
 - POS-Terminals
 - iPads
 - Benches in Shop
 - Thoroughly clean and disinfect all surfaces at the end of the day using the checklist
 - Used gear will have to be washed, disinfected and set aside for 24h
- Implement a sign-off process that indicates frequency for all cleaning and disinfection.
 - Cleaning Checklist and Sign-Off Sheet for Office
 - Cleaning Checklist and Sign-Off Sheet for Shop

A. DEFINITIONS

Cleaning refers to the removal of germs, dirt, and impurities from surfaces. It does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection. To disinfect a surface effectively, you must clean it first to remove surface dirt and debris. Any residue left on work surfaces and equipment may deactivate the disinfectant. Use soap or detergent as a cleaning agent.

Disinfecting refers to the use of chemicals, e.g. EPA-registered disinfectants, to kill bacteria and viruses on surfaces. This process does not necessarily clean dirty surfaces or remove germs but can lower the risk of transmission by killing germs on a surface that has been cleaned. After cleaning, apply a disinfectant to the surface. You need to leave the disinfectant on for a specified contact time to neutralize any remaining organisms. Look for recommended contact times on product instructions.

B. HARD (NON-POROUS) SURFACES

- Clean dirty surfaces using detergent or soap and water prior to disinfection.
- Use and discard disposable gloves and cloths when cleaning and disinfecting hard surfaces.
- Reusable gloves and cloths are used exclusively to clean and disinfect surfaces for COVID-19, not for other purposes. Thoroughly clean reusable gloves and cloths between each use.
- Follow the manufacturer's instructions for cleaning and disinfection products.
- Clean hands immediately after gloves are removed.
- Use EPA-approved products for COVID-19. Follow the manufacturer's instructions for use.
- Follow manufacturer's instructions for application, ensuring a contact time of at least ten minutes for disinfecting and one minute for sanitizing. Allow proper ventilation during and after application.
- Never mix bleach with ammonia or any other cleanser.
- Check that products are not expired.

C. ELECTRONICS AND POS EQUIPMENT

- After each use, clean payment terminals that were touched by a customer, or wipe down terminal covers if used.
- To clean, first remove all visible dirt on electronics, such as POS equipment, tablets, touch screens, remote controls, keyboards and telephones.
- Follow manufacturer's instructions for all cleaning and disinfection products.
- If no manufacturer instructions are available, use alcohol-based wipes or sprays that contain at least 70% alcohol to disinfect touch screens.
- Allow surfaces to dry thoroughly.

D. VEHICLES

1. CANOES, SUPS

- All vessels used by guests will have to be cleaned and sanitized after every use.
- Always wear PPE equipment (gloves and non-medical face mask) when disinfecting vehicles.
- Do an initial spray down with water to remove any loose and visible dirt.
- With a hand sprayer, liberally spray all interior surfaces of vehicles. (Steering wheel, armrests, seats, safety handles, lower console, cubbies, cup holders, reverse switch, keys, cup holders, straps, clips, walls, inside of windows, windshield and floors)
- Discard gloves used for cleaning before touching the steering wheel again. Put on new gloves and park the shuttle vehicle in a designated area.

2. SHUTTLE, TRAILERS, TRUCKS

- Shuttle Surfaces will have to be disinfected after every use.
- Trucks should be driven by the same person only all day if possible.
- Always wear PPE equipment (gloves and non-medical face mask) when disinfecting vehicles.
- Do an initial spray down with water to remove any loose and visible dirt.
- With a hand sprayer, liberally spray all interior surfaces of vehicles. This includes the steering wheel, armrests, seats, safety handles, lower console, cubbies, cup holders, reverse switch, keys, cup holders, straps, clips, walls, inside of windows, windshield and floors.
- Discard gloves used for cleaning before touching the steering wheel again. Put on new gloves and park the shuttle vehicle in a designated area.

- Hand sanitizer will be provided in the vehicle for use by the next driver to allow them to wipe high-touch point areas after their use.
- Leave a sign on the steering wheel: “This vehicle is disinfected. Use the provided sanitizer for your additional safety.”

E. EQUIPMENT AND GEAR

- Hard or non-porous surfaces and electronic gear must be cleaned and sanitized by following the procedures outlined above. These surfaces include some rescue gear, beacons, radios and phones.
- Boots and helmets will have to be sprayed thoroughly with disinfectant spray.
- Fabrics such as jackets and pants will have to be washed at the end of the day.
- PFD will have to be pre-rinsed, washed in warm soapy water, rinsed in freshwater and disinfectant.
- Avalanche Gear is sprayed everyday with disinfectant
- Place customer equipment in a rotation that allows for a minimum of 24 hours between each customer’s use.
- Bleach and some disinfectants are not recommended for use because they can damage fabrics. Please use the provided products only.

F. SUGGESTED AREAS FOR CLEANING AND DISINFECTING

Surfaces include counters, door handles, transaction machines, phones, tv changers, keyboards, debit/credit machines, washroom surfaces and anything that customers and employees touch.

1. OFFICE / DESK / SHOP / PUBLIC AREAS

- Doorknobs / door push bar / door handles
- Counter tops / service tops / bar tops
- POS terminals / merchant terminals / handheld devices
- Handrails / light switches / thermostat controls
- Sound system and TV channel remote controls
- Chairs / customer seating areas / tabletops

2. BATHROOMS / KITCHENS

- Doorknobs / door push bar / door handles
- Counter tops / sinks / basins
- Toilets / paper dispensers / hand wash areas
- Prep areas / kitchen line / service pass

3. STAFF ROOM / BACK OFFICES

- Doorknobs / door push bar / door handles
- Counter tops / workstations / desktops
- Time clocks / staff kitchen area
- Chairs / staff seating / staff break area

G. PRODUCT GUIDE FOR DISINFECTANTS

PRODUCT	APPLICATION	DEFINITION	PROTECTION LEVEL
---------	-------------	------------	------------------

Multi-Surface Cleaner	<p>Use full-strength or dilute 250 ml/4L of warm water. Pre- clean surface. Apply to the surface until thoroughly wet. Wipe with a clean cloth or mop.</p> <p>To Sanitize: Leave for 1 minute before wiping.</p> <p>To Disinfect: Leave for 10 minutes before wiping. Rinse all food contact surfaces with water after using the product.</p>	Disinfectant that meets Health Canada's requirements for emerging viral pathogens. These authorized disinfectants may be used against SARS- CoV- 2.	Advanced disinfectant and sanitizer for Hard Surfaces
Bleach (6%) Solution	100/1 dilution of sodium hypochlorite solution with water used to disinfect surfaces, 10mL bleach to 1 Litre of water. Minimum contact time of 10 minutes in a single application. Air dry.	General use disinfectant and sanitizer for hard surfaces.	Recommended by the BCCDC for disinfecting Non-porous Surfaces
Neutral Disinfectant Cleaner	Use 3.9 mL per liter of water for a minimum contact time of 10 minutes in a single application. Can be applied with a mop, sponge, cloth, coarse spray or by soaking. The recommended use solution is prepared fresh for each use then discarded. Air Dry.	Advanced disinfectant and sanitizer for hard surfaces, low acidity.	Approved for use against the coronavirus disinfecting Non-porous Surfaces
Disinfectant Wet Wipes and Spray (70% Alcohol)	<p>Pre-clean surface. Use 70% alcohol based fresh wipes to thoroughly wet the surface.</p> <p>To Sanitize: Allow the surface to remain wet for 10 seconds. Air Dry.</p>	Single use isopropyl alcohol wet wipes, disposable.	Safe to use on electronics including Smartphones, Tablets and POS equipment.
Touch Free Hand Sanitizer	Minimum 70% alcohol hand sanitizer solution, rub hands together until dry.	General use to kill bacteria and viruses.	On hands if handwashing is not available.

The link below provides details on what disinfectants meet health Canada's requirements for COVID-19: <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html> Locate the Drug Identification Number (din) on the disinfectant product label and enter into the blank field.

IV. GENERAL EMPLOYEE PROTOCOLS

A. SHIFT START AND PREPARATION

- All employees must wash their hands with soap for at least 20 seconds once they arrive at work, every time they enter and leave the facility, and every hour throughout their shift.
- Personal Protective Equipment (PPE) must be worn and provided for all operational duties as per the exposure risk categories outlined in this document.
- Shifts and breaks will be staggered. Please arrive on time but not earlier than necessary.
- Job mixing is minimized. Same employees do the same tasks during their shift. (Office shift, shop shift, fueling)
- Clock in electronically in the App, avoid using timeclock.
- Guides gear will be kept in individual containers and is to be disinfected between shifts, is not to leave the premises and personal clothing is to be placed in there whilst on shift.

B. PHYSICAL DISTANCING

- Physical distancing is to be maintained during all breaks. Employees are to have meal breaks outside or in their vehicles, when the use of lunchroom is not available.
- Lunchroom protocols:
 - The use of a fridge, microwave, coffee machine, or dishwasher is minimized.
 - After all use, all touchpoints are disinfected.
 - After each use, all dishes are cleaned immediately, or placed in the dishwasher.
- After each use, employees disinfect all surfaces they have touched.
- Employees should carry their own hand sanitizer.
- Do not touch your face.

C. WORKSTATIONS

- Frequently use self-serve hand sanitizers at each workstation and area in office and shop. Also in the workshop and at the fuel pump.
- If more than one employee is working in an area, each person should be assigned to use a particular workstation, Point of Sale (POS) system and phone. At the end of the shift, the workstation and equipment must be cleaned prior to use by another employee.
- Radios and SPOTs will be assigned to one person only in the morning when possible.
- Disinfect equipment before distributing to other employees.
- No eating at the workspace is permitted.

D. EMPLOYEE PERSONAL EFFECTS

- Minimize personal storage areas, remove all non-essential items and disinfect after each use.
- Only one employee is in guides area in shop at a time.
- Unnecessary items are not to be kept in the staff area.

E. STAFF MEETINGS AND TRAINING

- In-person staff meetings will be minimized and preferably communicated through video chat, e-mail or text.
- Where possible, employees will do tasks they already know to minimize training.
- If training is required, have employees review standard operating procedures or watch training videos before hands-on training.
- For hands-on training, employees must wash their hands and wear a face covering or mask.

F. GUEST AND MEDIA INTERACTIONS FOR EMPLOYEES

If a customer in the facility has a question or feedback related to the COVID-19 outbreak, please have them contact management as soon as possible. Employees should listen to them and give them contact information, including email addresses. Employees should not make comments related to the customer's question or feedback.

If the media (radio, television stations, newspapers, etc.) approach an employee regarding COVID-19, they should be polite but not comment. Refer them to the homepage or management (Daniel or Steve).

G. DISCIPLINARY ACTIONS

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, disciplinary actions will be taken which includes verbal and written warnings, and in extreme cases, suspension and termination.

V. CUSTOMER INTERACTION PROTOCOLS

A. CUSTOMER MESSAGING

Messaging to Customers

To provide and ensure a safe adventure, we created new procedures according to the guidelines provided by the [World Health Organization](#) and [Work Safe BC](#).

Please read our [Response to Covid-19](#), our [New Procedures](#) prior to arrival, our [COVID-19 Customer Policies](#).

à Customers will be asked if they have travelled outside of Canada within the last 14 days, how they are feeling and/or if they are showing any symptoms of COVID-19.

B. CUSTOMER POLICY

à This will be published online at <https://www.riderevelstoke.ca/covid-19-response> and linked in the confirmation email.

- 1) Anyone displaying symptoms of any illness is not permitted to enter our facility. If you don't feel well, stay home, and, when in doubt, get tested.
- 2) If you live in a household with someone who has COVID-19, or is showing symptoms of COVID-19, do not come to our facility.
- 3) If you have travelled outside of Canada, you must self-isolate for a minimum of 14 days before you are permitted at our facility.
- 4) Online or phone bookings and payments are required at time of booking. For payments required at the trip time, touchless credit and debit card transactions are preferred.
- 5) You are required to sign a waiver declaration of health before online before starting the trip.
- 6) You must agree to contact tracing before starting the trip.
- 7) Should you or someone in your group test positive for Covid-19 after the trip and within 14 days, you must agree to inform our company. The company will inform you and your group if someone that you may have been in contact with during your rafting trip tests positive for Covid-19.
- 8) PHYSICAL DISTANCING IS REQUIRED: groups who have not booked, travelled and arrived together at our facility must maintain a minimum of 2m/6ft distance between them. Failure to observe physical distancing risks closure of the company, and as such, you may be asked to leave the premises and be suspended from future trips.
- 9) Following the recommendations of Health Canada, we require all customers to wear a non-medical face mask or face covering at any time 2m/6ft physical distancing cannot be maintained, such as in the changing rooms when with people not from the same booking group, in shuttle vehicles and in mixed groups on tour.
- 10) Although we clean surfaces between guests, we recommend that you bring hand sanitizer and use it every time you touch a surface in our facility (doors, doorknobs, seats, railings).
- 11) We are not providing water and are unable to fill water bottles.
- 12) Do not handle each other's gear such as paddles, helmets, clothing and PFDs or beacons.
- 13) The washrooms on-site are open and disinfected frequently.

C. CHECK-IN PROCEDURES

- Online or phone booking is recommended for reservations and payment, pre-payment will be required.
- Customer will agree to put a credit card on file for a preauthorization being processed on their credit card on the tour/rental day for the amount of the damage deposit.
- Customers have to complete waivers online before the trip/arrival. Otherwise, use PHYSICAL DISTANCING or PPE when administering waivers on iPads to customers. Disinfect iPads after every use. (for Great Canadian Guests).
- Key will be produced and put at the entrance to room/cabin, only after online check-in has been confirmed.
- Encourage customers to read policies on entry.
- Only one group in the office at the time.
- For payment required at the facility, a touchless payment terminal is recommended. Disinfect terminal after every use.
- PRACTICE PHYSICAL DISTANCING between groups and employees.
- Ask each customer if they have returned from travel outside of Canada within the last 14 days. If they have, ask them to leave the property immediately.
- Customers should not arrive at the facility earlier than necessary.
- Avoid gathering of people in areas close to the facility, e.g. car parks, outside check-in offices. Tell customers to wait outside if necessary.
- Groups are to maintain PHYSICAL DISTANCING.
- Increase and encourage frequent hand washing and hand sanitizing among customers. Hand sanitizers will be provided on entry.
- Send customers over to Shop following signage or remain 2m distance if you walk them over.
-

D. SIGNAGE

- Clear, concise communication of policies and protocols will be easily available to customers and employees:
- Policies and codes of conduct at the entrance to office and shop.
- Appropriate signage outside buildings and structures, outlining the physical distancing guidelines in place.
- For customers and employees, post COVID-19 posters that encourage proper handwashing in highly visible locations, including washrooms.
- Self-assessment signage for employees, including how to access the Self-Assessment Tool online (<https://bc.thrive.health>), must be posted in a highly visible location.
- Printed legal waivers and participation agreements.

à See appendix for posters to print off.

VI. HOUSE KEEPING PROCEDURES

A. DURING GUEST STAY

- We DO NOT provide housekeeping services within the guest rooms during their stay.
- Ensure that an adequate supply of clean towels, toilet paper, plain hand soap and shampoo is available prior to guests entering their room.
- Leave fresh linens, toiletries and cleaning supplies outside the door of guest rooms. Provide these items at a frequency that maintains good hygiene.
- Provide a linen or plastic bag for the guest to place their dirty linens in, and a plastic bag for their other waste.
 - Advise guests to tie laundry and waste bags shut and leave them outside their door for collection.
 - To minimize the amount of time dirty linen and waste is sitting in hallways, advise guests on a time at which items should be put out for collection

- GHR Practices will require a clean laundry bag left behind the bathroom door for guests to leave their towels.
-

B. AFTER A GUESTS' STAY

All guest rooms must be fully cleaned and disinfected after every use

- Ensure staff do NOT enter guest rooms until authorized. To allow for adequate air exchange within rooms, staff should wait three (3) hours after a guest has left the room before entering for housekeeping.
- Cleaners must practice diligent hand hygiene before entering and after leaving each guest room.
 - If gloves are used, ensure a new pair is used for each guest room.
 - Proper hand hygiene must be performed after removing gloves.
- Put cleaning and disinfectant solutions into clean buckets for use. To avoid contaminating your cleaning solution, do NOT re-dip dirty cloths back into the cleaning solution. Use clean cloths each time. This may require using a larger number of cloths than normal.
- Avoid the use of spray bottles or pressurized sprayers that might aerosolize contaminants.
- Use a disinfectant that has a Drug Identification Number (DIN).
- If commercial or household cleaning products are not readily available, you can prepare a bleach and water solution with 20 ml of unscented household bleach per 980 ml of water. When using the bleach and water solution, allow surface to air dry naturally.
- Complete a thorough cleaning and disinfection of all hard surfaces. Special attention should be given to frequently touched items such as toilets, sinks, faucets, doorknobs, light switches, telephones, remote controls, bar fridges and garbage cans.
- Remove all cloth items (e.g., sheets and towels). Take all dirty linens and towels directly to the laundry.
- Empty all garbage containers.
- Discard all items left in the room by guests.
- Discard all single-use items and remnants, even if they seem unused or untouched. This includes, but is not limited to, toilet paper, soap, shampoo, toothpaste and sugar packets.
- Remove ALL reusable glassware and dishes from the room, including all dishes that appear untouched or unused. Take all items directly to the kitchen area for dishwashing.

C. LAUNDRY

Wear disposable gloves when handling dirty laundry and discard after each use. Wash hands immediately after gloves are removed. If reusable gloves are worn, gloves should be dedicated for handling dirty laundry and should not be used for other purposes. Wash hands immediately after gloves are removed.

- Do NOT shake dirty laundry. This minimizes the possibility of dispersing the virus through the air.
- Place dirty laundry directly into a linen bag without sorting. Do not overfill bags.
- Clearly mark laundry bins as 'clean' or 'dirty'. Ensure dirty laundry only contacts dirty laundry bins, and clean laundry only contacts clean laundry bins.
- Clean and disinfect clothes hampers according to manufacturer's guidance. Consider using a liner that can be laundered.
- Clean and sanitize the front loading area of washing machines frequently.
- Wash and dry items in accordance with the manufacturer's instructions. Use the warmest possible water settings. Dry all items thoroughly

D. EQUIPMENT CLEANING GUIDELINES

- To minimize the risk of virus transmission, the same employees who distributed the customer equipment should clean it if possible.

- Employees who are designated to clean the customer equipment must be provided with PPEs and must wash their hands before and after. No other employee can touch customer equipment before it has been cleaned.
- Protocols outlined in section III. in this document must be followed.

VII. FOOD AND BEVERAGE HANDLING

We are going to use the guidelines attached – as per Restaurants Canada

VIII. TRANSPORTATION

This guidance is intended to limit transmission of COVID-19, recognizing that the use of face coverings helps to protect people in proximity to the wearer by limiting the spread of respiratory droplets at times when physical distancing (2m/6ft) is difficult to maintain. As outlined in the Federal safety guidance to protect drivers, proven interventions to limit the spread of COVID-19 include hand washing, regular cleaning of commonly touched surfaces, and respecting physical distancing by maintaining a 2m/6ft distance from other people.

- Physical distancing of 2m/6ft is the preferred objective when in a shuttle vehicle. If not possible, a non-medical face covering is worn at all times and as much space between groups provided as possible.
- Encourage extra space between riders and drivers through education from employees and the use of signs and posters on vehicles.
- Protection barriers to prevent customer contact with drivers. If possible, prevent the use of seats closest to the driver to maintain physical distancing.
- Advise customers to take seats at the rear of the vehicle first to minimize close contact while passing others on the vehicle.
- Hand sanitizer will be provided on the shuttle, advise customers to use before boarding.
- Airflow throughout the shuttle vehicle should be increased by opening windows or using the air conditioner function.

CLEANING

- Cleaning protocols outlined in section III. must be followed, disinfecting common surfaces and waste disposal after each trip, and before new passengers embark. Employees must wear protective equipment and be responsible for removing all waste and disinfecting surfaces.
- Ensure both the inside and outside of vehicles, as well as transit stations and facilities, are cleaned regularly. Such cleaning includes a disinfectant wipe of all touch points: door handles, steering wheels, seats, windows, stair and escalator handrails, elevator buttons, fare gates, vending machines, garbage handles, benches, seats, emergency cabinets, and emergency phones.
- When disposing of or cleaning a face covering or mask, passengers and drivers should take the following precautions:
 - Launder cloth coverings or masks with other items using a hot cycle, then dried thoroughly.
 - Discard and replace face coverings or masks as soon as they get damp, soiled or crumpled.
 - Dispose of face coverings or masks properly in a lined garbage bin.
 - Do not leave discarded face coverings or masks in vehicles.

IX. EMPLOYEE ATTESTATION

I hereby attest that I have thoroughly read and understood the contents of this document and that I will observe the protocols and procedures until they are no longer valid, or new protocols are communicated to me.

Name: _____

Signature: _____

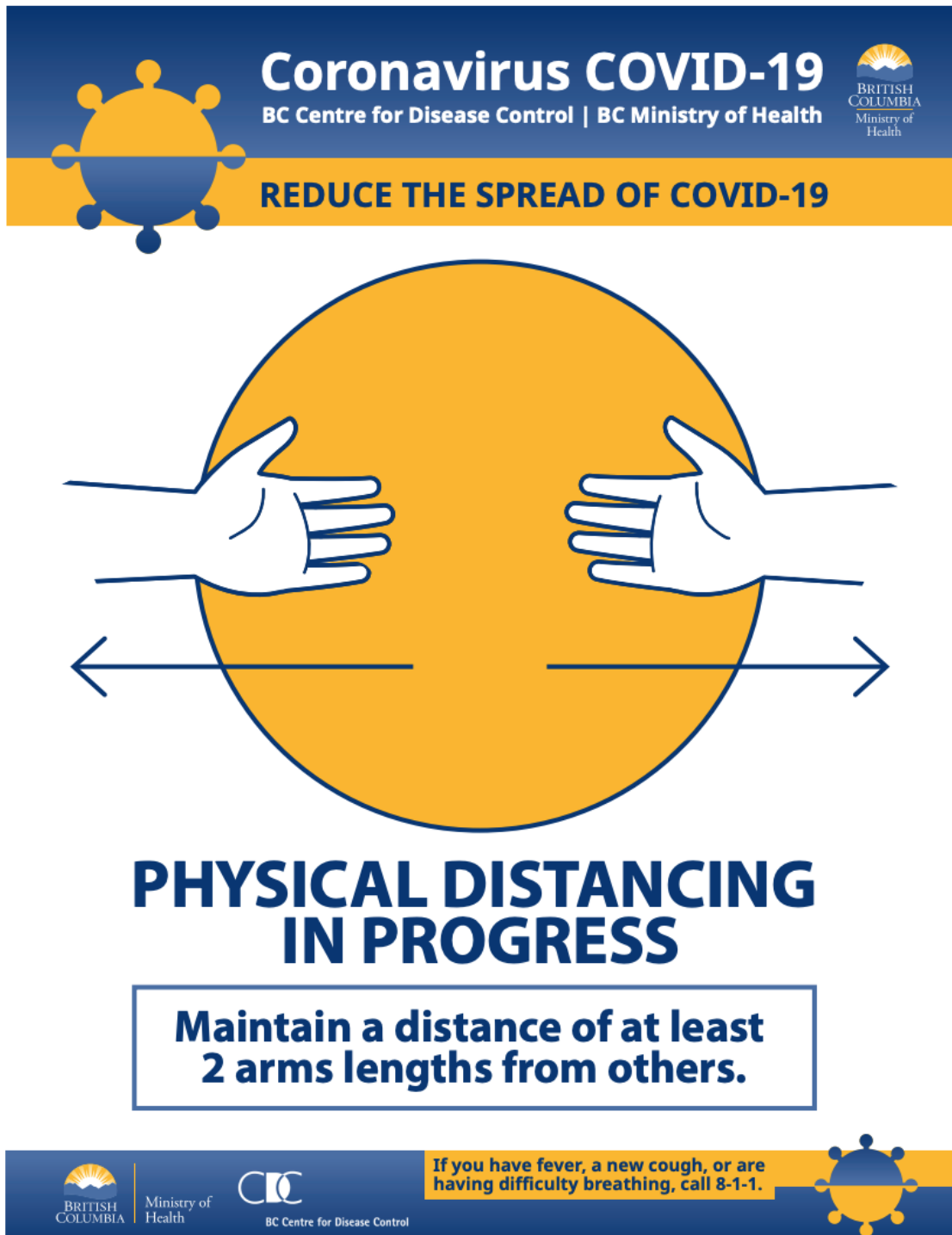
Signature: _____

Date (DD/MM/YY): _____

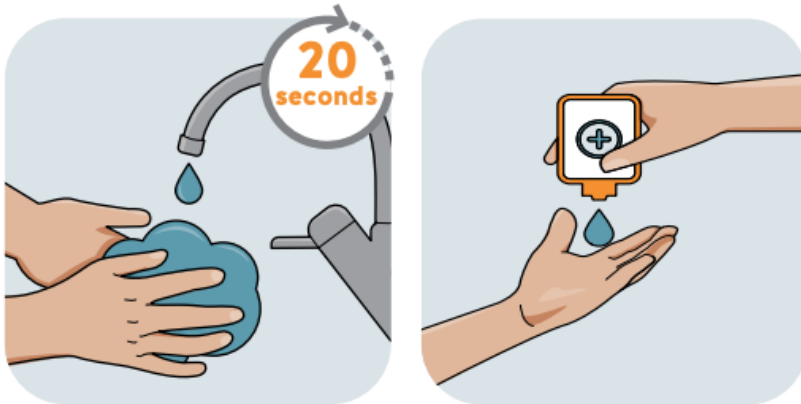
Date (DD/MM/YY): _____

GCT Witness Name: _____

Posters can be found at: <https://www.go2hr.ca/health-safety/resources/covid-19-resources#industryresources>



Help prevent the spread of COVID-19



Wash your hands often with soap and water for 20 seconds. If soap and water aren't available, use an alcohol-based hand sanitizer.

Wash your hands:

- When you arrive at work
- Before and after going on a break
- After using the washroom
- After handling cash or other materials that have come into contact with the public
- Before and after handling shared tools and equipment
- Before and after using masks or other personal protective equipment

Help prevent the spread of COVID-19

In order to reduce risk of exposure to the virus that causes COVID-19, we are limiting the number of people in this space.

Address/room/space:

Occupancy limit: _____ **people**

Help prevent the spread of COVID-19

Please do not enter this workplace if you:

- Have any of the following symptoms:
 - Fever
 - Chills
 - New or worsening cough
 - Shortness of breath
 - New muscle aches or headache
 - Sore throat
- Have travelled outside of Canada within the last 14 days
- Are a close contact of a person who tested positive for COVID-19

If you are displaying symptoms of COVID-19, refer to HealthLink BC at 811.

How to don gloves

1



Take out a glove from its original box

2



Touch only a restricted surface of the glove corresponding to the wrist (at the top edge of the cuff)

3



Don the first glove

4



Take the second glove with the bare hand and touch only the restricted surface of glove corresponding to the wrist

5



To avoid touching the skin of the forearm with the gloved hand, turn the external surface of the glove to be donned on the folded fingers of the gloved hand, thus permitting to glove the second hand

6



Once gloved, hands should not touch anything that is not defined by indications and conditions for glove use

How to remove gloves

1



Pinch one glove near the wrist to remove it, without touching the skin of the forearm, and peel away from the hand, thus allowing the glove to turn inside out

2



Hold the removed glove in the gloved hand and slide the fingers of the ungloved hand inside between the glove and the wrist. Remove second glove by rolling it down the hand and fold into the first glove

3



Discard the removed gloves

4

Then, perform hand hygiene by rubbing with an alcohol-based handrub or by washing with soap and water



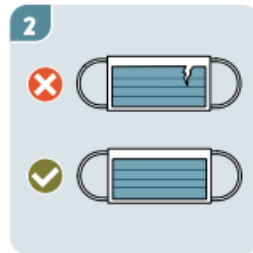
cleaning & hygiene

Visit bunzlcanada.ca/healthyworkplace for more information on how you can keep your facility healthy and safe.

Help prevent the spread of COVID-19: How to use a mask



1 Wash your hands with soap and water for at least 20 seconds before touching the mask. If you don't have soap and water, use an alcohol-based hand sanitizer.



2 Inspect the mask to ensure it's not damaged.



3 Turn the mask so the coloured side is facing outward.



4 Put the mask over your face and if there is a metallic strip, press it to fit the bridge of your nose



5 Put the loops around each of your ears, or tie the top and bottom straps.



6 Make sure your mouth and nose are covered and there are no gaps. Expand the mask by pulling the bottom of it under your chin.



7 Press the metallic strip again so it moulds to the shape of your nose, and wash your hands again.



8 Don't touch the mask while you're wearing it. If you do, wash your hands.



9 Don't wear the mask if it gets wet or dirty. Don't reuse the mask. Follow correct procedure for removing the mask.

Removing the mask



1 Wash your hands with soap and water or use an alcohol-based hand sanitizer.



2 Lean forward to remove your mask. Touch only the ear loops or ties, not the front of the mask.



3 Dispose of the mask safely.



4 Wash your hands. If required, follow the procedure for putting on a new mask.

Note: Graphics adapted from BC Centre for Disease Control (BC Ministry of Health), "How to wear a face mask."



COVID-19

Hand Hygiene

SOAP OR ALCOHOL-BASED HAND RUB: Which is best?

Either will clean your hands:
use soap and water if hands are visibly soiled.



Remove hand and wrist jewellery

HOW TO HAND WASH



1
Wet hands with warm
(not hot or cold)
running water



2
Apply liquid or foam soap



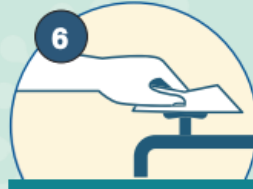
3
Lather soap covering
all surfaces of hands
for 20-30 seconds



4
Rinse thoroughly
under running water



5
Pat hands dry thoroughly
with paper towel



6
Use paper towel
to turn off the tap

HOW TO USE HAND RUB



1
Ensure hands are visibly
clean (if soiled, follow hand
washing steps)



2
Apply about a loonie-sized
amount to your hands



3
Rub all surfaces of your hand
and wrist until completely
dry (15-20 seconds)

COVID19_JHH_001



Help prevent the spread of COVID-19

Cover coughs and sneezes



Or



Cough or sneeze into your sleeve, not your hands. Avoid touching your face with your hands.

Cover your mouth and nose with a tissue and put your used tissue in a wastebasket.



Or



Wash your hands with soap and water for at least 20 seconds.

Clean hands with alcohol-based hand sanitizer.

COVID-19 health and safety

Cleaning and disinfecting

The virus that causes COVID-19 is easily destroyed by mild soap and water. This works well for handwashing, but cleaning surfaces effectively can be a challenge. That's why it's important to clean and disinfect surfaces, especially high-contact surfaces, which are surfaces that are contacted frequently and/or by many people.

How COVID-19 spreads

COVID-19 is an infectious disease that mainly spreads among humans through direct contact with an infected person and their respiratory droplets. Respiratory droplets are generated by breathing, speaking, coughing, and sneezing. Your exposure risk is greatest when you have prolonged close contact with an infected person.

The virus can also spread if you touch a contaminated surface and then touch your eyes, mouth, or nose. A surface can become contaminated if droplets land on it or if someone touches it with contaminated hands.

Cleaning and disinfecting

Effective cleaning and disinfection involves a two-stage process.

Cleaning

To disinfect a surface effectively, you must clean it first to remove surface dirt and debris. Any residue left on work surfaces and equipment may deactivate the disinfectant. Use soap or detergent as a cleaning agent.

Disinfection

After cleaning, apply a disinfectant to the surface. You need to leave the disinfectant on for a specified contact time to neutralize any remaining organisms. Look for recommended contact times on product instructions.

What surfaces you should clean and disinfect

Start by cleaning and disinfecting all the common surfaces that workers and customers touch. Examples include doorknobs, light switches, handles, countertops, desks, tables, phones, keyboards, touch screens, toilets, faucets, gas pump handles, and ATM machines.

Conduct a survey of your workplace to determine if there are other surfaces that workers, customers, or children touch regularly. A workplace where the public can come and go will need a more thorough assessment and plan than a small shop where there are normally just a few workers.

Clean and disinfect common high-contact surfaces inside and outside to limit the chance of the virus spreading through touching contaminated surfaces.

What you can use to clean and disinfect

For cleaning, you can use regular soap and water or another cleaning solution. Depending on how many people are in the space and how it's used, you may need to clean some spaces more frequently.

There are a number of products you can use for disinfection. Health Canada has a [list of disinfectants for use against COVID-19](#). They all have an assigned drug identification number. These are consumer products that don't require a safety data sheet, like some controlled products you may be familiar with. However, it's still important to follow whatever safety information is available for the product. Use these products with caution, as directed on the label, to avoid introducing other hazards into your workplace.

One of the most common disinfectant solutions is water and bleach. You can make a 500 ppm bleach solution by adding 42 mL (3 tablespoons) of bleach to 4 L (1 gallon) of water. For other quantities, use this [bleach calculator](#). Never mix bleach with other disinfecting products. This can result in dangerous fumes. For more information, visit the BC Centre for Disease Control's [Cleaning and Disinfecting](#) webpage.

Some sanitizing solutions contain up to 70 percent alcohol and will release flammable vapours. Use these with caution, and don't use them if there are ignition sources nearby.

Make a plan for cleaning and disinfecting your workplace

Ask the following questions when making your plan:

- What surfaces and objects are workers likely to touch? Do they share any tools or equipment?
- What cleaning materials and supplies will you need? Buy a reasonable supply.
- How often will you need to clean? Clean at least once a day for most surfaces and at least twice a day for high-contact surfaces. Consider how many workers are in the space; whether customers, children, or other members of the public are in the space; how long they're in the space; and how they use the space.
- When is the best time to clean? Consider cleaning before or after shifts, or before opening or after closing. Allow enough time for a thorough cleaning. Time the cleaning so it limits worker and customer exposure to cleaning and disinfecting odours.
- Who will do the cleaning? You may need to limit the number of cleaners and ensure they have time to clean effectively. Make sure workers who are cleaning have been trained to use the cleaning products safely.
- What personal protective equipment (PPE) will the cleaners need to protect against the cleaning chemicals?

There may be some machinery or equipment in your workplace that isn't used often. To reduce the amount of cleaning you have to do, consider cleaning these items and then boxing them or covering them with plastic drop sheets or tarps until you need them.

Handwashing

Regular handwashing is an important part of maintaining clean surfaces. Establish handwashing procedures and communicate them to workers. Establish policies to ensure that workers are washing their hands regularly: at a minimum, when they arrive, immediately before any breaks, and just before leaving. This may be the most important infection control for your workplace.

Ensure workers have access to handwashing facilities. If none are available, set up handwashing stations or provide alcohol-based hand sanitizer.

Let's all do our part

When workplaces in British Columbia are healthy and safe, they contribute to a safe and healthy province. As COVID-19 restrictions are lifted and more businesses resume operations, let's all do our part. For more information and resources on workplace health and safety, visit worksafebc.com.