

COVID-19 safety plan template	Paddlers Inn
Date of Issue: April, 2021	Completed By: Bruce McMorran
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### **Purpose of COVID-19 safety plan**

This COVID-19 safety plan template has been created by Paddlers Inn to outline the policies and procedures that have been put in place to protect Paddlers Inn employees, guests, and others entering the business from the potential transmission of COVID-19. This plan follows the WorkSafeBC six step process for developing a COVID-19 safety plan and aligns with current Provincial Health Officer (PHO) orders and WorkSafeBC requirements.

### **Responsibilities**

Paddlers Inn ownership and management are responsible for the development of this plan including ensuring that adequate resources are made available to implement and sustain the plan.

All Paddlers Inn employees and contractors will follow this safety plan as a condition of employment. All guests must follow this safety plan as a condition of visiting our property.

Bruce McMorran is responsible for implementing this safety plan throughout the workplace.

Employees are responsible for participating in the development, implementation and ongoing sustainment of the COVID-19 safety plan. If employees have any concerns regarding this plan, they are to bring them to the attention of Bruce McMorran.

### **STEP 1 – Identify the risks**

COVID-19 is an illness (disease) caused by a coronavirus. This particular coronavirus is a new virus that was first recognized in December 2019. Coronaviruses are a large family of viruses, some of which infect animals and others that can infect humans. The World Health Organization declared COVID-19 a global pandemic on March 11, 2020.

Symptoms of the disease range from mild to severe and can be fatal. Symptoms can appear up to 14 days after initial exposure and include:

- Fever
- Chills
- Cough
- Shortness of breath
- Sore throat and painful swallowing
- Stuffy or runny nose
- Loss of sense of smell
- Headache
- Muscle aches
- Fatigue
- Loss of appetite

The virus that causes COVID-19 spreads from person to person in several ways, including through droplets when a person speaks, coughs or sneezes, or from touching a contaminated surface before touching the face. The risk of transmission increases the closer you come to other people, the more people you come into contact with and the length of time you spend with other people. This is why it is critical to control these interactions in the workplace, to help reduce the transmission of COVID-19.

The following areas have been identified as areas where employees and/or guests may gather:

- Water Taxi. Float-house Lodge. Floating “Gathering Place”. Water taxi & Kayak launch deck. Sauna. Lakeside dock.

The following tasks bring our employees close to one another or to guests:

- Driving the water taxi. Loading/ unloading luggage. Collecting guest forms. Issuing kayaks and equipment. Providing orientations and kayak instruction. Massage and counselling sessions. Lodge housekeeping. Guest service inquiries at the office.

The following tools, machinery and equipment have been identified as items that employees and/or guests share:

- Water taxi. Luggage. Kayaks & equipment. Kitchen equipment. Linens. Recycling & garbage containers. Credit cards.

The following items have been identified as high touch items:

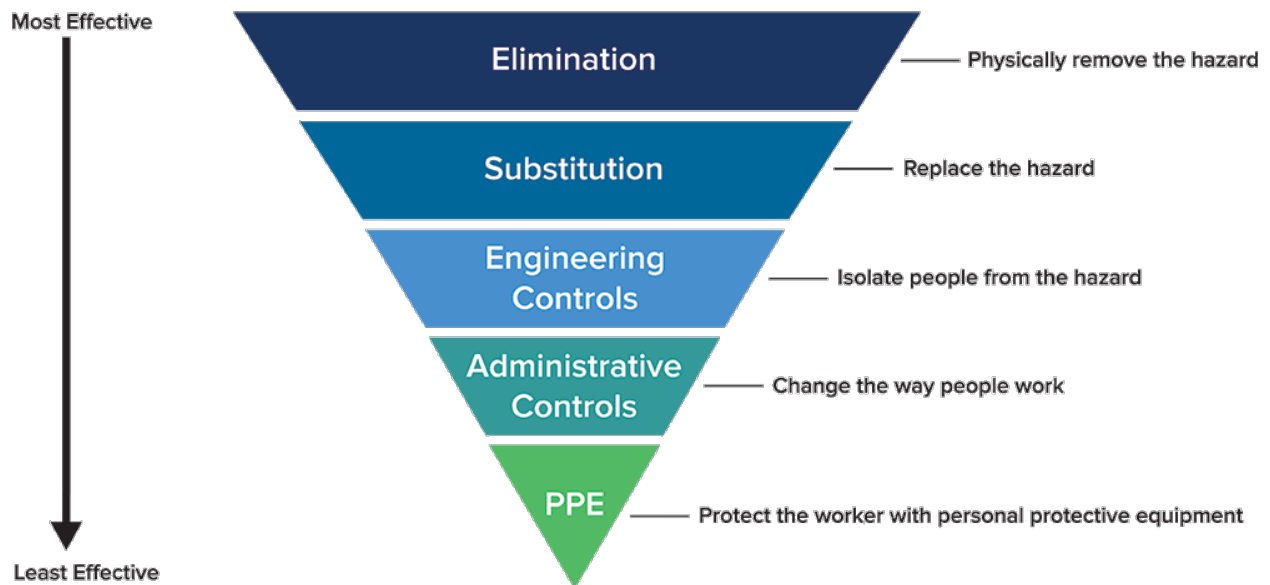
- Water taxi hand railings, table & seats. Luggage. “Gathering Place” counter & chairs. Lodge bathroom, counters, & chairs. Walkway handrailing. Electrical charging station. Bear spray.

## **STEP 2 – Control the risks**

The overarching aim is to reduce the risk of the virus spreading through droplets in the air and from touching a contaminated surface and then touching the face. Therefore, any controls that are adopted within the workplace should always reflect that. Different controls will offer varying levels of protection and the preferred option is always the control that offers the highest level of protection. This approach to controlling risks is referred to as the “hierarchy of controls”. This process involves assessing the risk (likelihood of harm or injury) associated with different hazards (something with the potential to cause harm or injury).

In some cases, it may be necessary to combine different levels of protection in order to control one particular risk. An example of this, in relation to managing the risk of COVID-19 transmission, is to install barriers to separate people (engineering control) and to wear a mask (personal protective equipment).

## Types of Risk Controls



**Elimination or Substitution** are the highest, most effective levels of control and involve removing the risk of exposure to a given hazard entirely, or substituting a hazard for something that is less harmful.

We have implemented the following controls to limit the number of people in our workplace and to ensure physical distancing.

Water taxi driver will wear a face mask and maintain open windows (weather permitting) with air circulation fans on. Hand railings and table will be sterilized between trips. Luggage will only be handled by guests within their group bubble and by the captain. Some guests are encouraged to remain outside under the newly installed covered back deck.

Guests are requested to send guest forms electronically to prevent covid spread through paper copy submission.

Office inquiries will be responded to with the guest remaining outside of the office.

Orientations and kayak instruction will be performed outside in the "Gathering Place", and on the kayak launch deck. If kayak adjustments need to be made, guests will be asked to stay 6 ft away while this is being done.

Massage and counselling services will be performed with practitioners and guests wearing face coverings, and all the windows open (weather permitting). Outside sessions are also offered.

Rental kayaks and associated gear will be thoroughly cleaned between users, and only handled by the specific equipment renter for the duration of their stay.

Daily recycling and garbage removal from the lodge will only be performed when guests have vacated the building, with the worker wearing a face covering and gloves, or washing hands directly afterward.

Cabin housekeeping is only performed after guests check out. Guests are requested to leave all doors open (weather permitting) on the morning of checking out to encourage airflow, and the housekeeper is encouraged to wait 1 hour before entering the cabin, and to wear a face covering and gloves while performing this task. The housekeeper is required to wash hands, and change their shirt and gloves before making up the cabins.

Hand sanitizer is provided in every cabin, and aboard the water taxi. All high contact surfaces in the Lodge, & Gathering Place (including counters, chairs, and bathroom will be cleaned daily or whenever needed). Walkway handrailing, charging station shelf, and bear spray bottles will be cleaned daily. Bear spray bottles that have been handled will be returned to a different shelf than the ones readily available for guest use.

**Engineering controls** include placing physical barriers between people when physical distancing cannot be maintained.

No physical barriers have been put in place; however, steps have been taken to eliminate the need for physical barriers.

**Administrative controls** include the rules, training, guidelines and signage you have put in place to educate people on how to control the spread of COVID-19 in the workplace.

We have put the following administrative controls in place:

If an employee feels sick, they will remove themselves from their duties and self-isolate in their accommodation. Payment will only be suspended if the sick leave exceeds 3 days, in which case the employee has the option to continue self-isolating on-site, or to go home.

All employees will receive this covid safety plan prior to arriving on-site, and then once on-site, review, question, and contribute to the plan prior to signing off that they understand the initiatives & protocols.

Guests are required to acknowledge that they have read this Covid Safety Plan, and have completed their Guest Contact & Waiver Form prior to boarding our water taxi. Completed forms should be e-mailed to Paddlers Inn to reduce the risk of disease transmission through submitting paper copies.

Guests are required to wear face coverings when aboard the water taxi, and to physically distance themselves from anyone not in their "bubble".

Guests are required to answer the safety check verbal questionnaire when given, and to inform Bruce McMorran if at any time they feel ill, prior to, or during their stay.

Guests are encouraged not to handle any other guests kayaks or equipment unless within their own group "bubble".

Guests on completion of handling bear spray, will return the spray leaving it on the deck by the fire extinguishers, rather than returning it to the shelf where it was taken from.

Guests requiring assistance are not permitted to enter the office, and instead are required to knock on the door and then stand back at least 6 feet in order for staff to be able to open the door and assist them by hearing their comment.

Guests are not permitted aboard the water taxi except during their trip to and back from the paddlers Inn

Housekeeping only takes place after guests check out, unless otherwise requested, except for in the Float-house Lodge which will have recycling and garbage removed daily.

**Personal Protective Equipment (PPE):** This is the least effective option in terms of protection and should be considered if the higher levels of protection don't allow you to adequately control the risk. PPE should be used in addition to other control measures and not in isolation.

We have put the following PPE controls in place:

- Masks are mandatory for everyone in many public indoor settings. Masks are required when aboard the water taxi, unless the passenger is outside and physically distanced a minimum of 6 feet from other passengers who are not within their "bubble". Masks are also required if kayak instruction necessitates guest to instructor distancing below 6 feet. Masks are also mandatory for guests and housekeepers if the housekeeper is required to enter a rental unit while it is occupied. **Masks must meet health Canada standards, and be supplied by the individual wearing them.**

### **STEP 3 – Develop Policies and Procedures**

Clear policies and procedures help to ensure that the identified controls are being followed within the workplace and establish the minimum requirements. They may include arrangements for who can and cannot be at the workplace, how to deal with illness in the workplace, cleaning and personal hygiene protocols, first aid provision and managing violence in the workplace.

#### **Cleaning and Disinfection**

The cleaning and disinfection of surfaces, especially high-contact surfaces, forms an important part of safe work practices for controlling COVID-19 in the workplace. Cleaning and disinfection are often referred to as a "two-stage" process. Cleaning removes visible surface dirt and debris, whereas disinfection destroys bacteria and viruses.

All high contact surfaces are cleaned daily or more often when appropriate using a combination of methods. Initial cleaning is done with Red Marvel Cleaner produced by The Soap Exchange and then sterilized with Oxy-San produced by Concept Manufacturing, diluted at 10ml per litre of water for regular cleaning, & 50 ml per litre of water for heavily soiled surfaces. Another product that we use is Advance 12% sodium hypochlorite solution-bleach produced by Advance Chemicals Ltd. diluted at 1/4 tsp per gallon. The product is left on the cleaned surface for 2 minutes and allowed to air dry. For use as a disinfectant (in bathrooms) the product is diluted at 1/3 cup per gallon, contact time is 5 minutes, then rinsed and air dried.

For guest use we provide Sani-Soft Sanitizing Skin Cleanser produced by Concept Manufacturing, in every cabin and aboard the water taxi, and Magic Touch White Pearl produced by The Soap Exchange in all bathrooms and showers. For dish washing, all kitchens have Sparkle produced by Concept Manufacturing.

For laundry service we use Terge produced by The Soap Exchange as well as Advance 12% sodium hypochlorite solution-bleach produced by Advance Chemicals Ltd. diluted at 1/4 tsp per gallon and we use the deep clean with steam cycle on our Maytag commercial energy star washing machine.

Dilution rates and safety data information are posted in the supplies room adjacent to the product.

## Hand washing

Regular hand washing is an important step in controlling the spread of COVID-19 in the workplace. Paddlers Inn employees must wash their hands when they arrive at the workplace, before and after breaks, after coughing, sneezing or touching the face, after using the washroom and before leaving work. Soap and water are preferred but hand sanitizer with a 70% alcohol base can be used when soap and water is unavailable, or as an additional control.

## Daily Health Screening

All Paddlers Inn employees must complete a daily health declaration before entering the workplace. Daily health declarations will be tracked by reporting any health concerns to Bruce McMorran prior to performing any work-related tasks. Employees must review the below information every day, before entering the workplace. Worker and visitor entry check posters will be verbally inquired of guests prior to boarding the water taxi, and are displayed at the entrance to the water taxi, and on the office door.

1. Have you travelled outside Canada within the last 14 days?
2. Have you been identified by Public Health as a close contact of someone with COVID-19?
3. Have you been told to isolate by Public Health?
4. Are you displaying any of the following new or worsening symptoms?
  - Fever or chills
  - Cough
  - Loss of sense of smell or taste
  - Difficulty breathing
  - Sore throat
  - Loss of appetite
  - Extreme fatigue or tiredness
  - Headache
  - Body aches
  - Nausea or vomiting
  - Diarrhea

Anyone answering yes to questions 1-3 must follow the advice of Public Health and not attend the workplace. Anyone displaying any of the symptoms listed above must not attend the workplace and should call Health Link BC at 811 for further direction from Public Health.

Any worker that receives a positive COVID-19 test result will not be allowed to return to the workplace until they have a negative COVID-19 test result or a note from the doctor stating they are no longer infectious.

If any worker becomes ill at the worksite, they are to don a mask and report to Bruce McMorran and the local Public Health Officer @ 250-331-8591. The employee will be isolated from the other employees on the worksite and arrangements will be made for them to go home.

Employees have the option to self-isolate on site until the risk of transmitting covid has passed and they are approved by Island Health as safe to return to work.

## **First Aid**

All Paddlers Inn first aid attendants must follow the WorkSafeBC Occupational First Aid Attendants (OFAA) guidelines when responding to a first aid emergency in the workplace.

## **Workplace Violence**

The potential for violence exists whenever there is direct interaction between workers and non-workers. Employers must provide a workplace as safe from the threat of violence as possible. If there is a risk of violence in a workplace, the employer must set up and instruct workers on procedures to eliminate or minimize the risks. Some of these tendencies may be more likely to manifest when individuals are dealing with elevated levels of stress and uncertainty, consistent with a pandemic situation.

To date all Paddlers Inn employees have had some level of meditation and conflict resolution skill training, and it is recommended that all staff continue deepening this understanding of human interaction. If and when conflict arises, it is recommended if possible, to satisfy the guests immediate needs, remove yourself from the situation, and then inform Bruce McMorrان about the situation. If the immediate situation escalates, it is recommended that the employee retreat to the office, locking all doors, and if necessary, to contact the coast guard with the lodge VHF radio on CH#16.

## **STEP 4 – Communication and Training**

Everyone within the workplace must understand how to keep themselves and others safe. Training includes the need to self isolate when sick, understanding occupancy limits, hand washing procedures and who is permitted to enter the workplace. Supervisors should be trained on how to monitor workers to ensure that policies and procedures are being adhered to.

Any and all staff will receive a copy of Paddlers Inn's Covid Safety Plan prior to arriving at the job site, and once on-site will have an opportunity to review, question, and contribute to the implementation of the plan details with Bruce McMorrان, before commencing work responsibilities.

## **STEP 5 – Updating the COVID-19 Safety Plan and Monitoring the Workplace**

Bruce McMorrان is responsible for implementing this COVID-19 safety plan throughout the workplace.

Bruce McMorrان is responsible for reviewing and updating this COVID-19 safety plan as is necessary, by keeping up to date with Provincial Health Orders, Tourism Industry updates, related news and on-line notifications to the public, as well as in response to any guest or employee becoming infected with Covid.

## **STEP 6 – Ensuring Ongoing Training and Monitoring**

If any guest or employee recognizes a need for additional safety measures whether covid related or not, they are encouraged to speak with Bruce McMorrان at the earliest possible opportunity, knowing that their comment and suggestion will be gratefully received and remedied at the soonest possible opportunity.

Training on this COVID-19 safety plan will be included in all new hire orientations, or when bringing back employees following a period of absence.

This safety plan will be reviewed and revised, as required, to reflect any:

- Changes to job scope which may affect the plan,
- New areas of concern or the identification of something that isn't working,
- Health and safety concerns raised through a worker representative or joint health and safety committee,
- Changes to Provincial Health Officer orders or other government and industry requirements that affect the plan.

**Acknowledgement of COVID-19 Safety Plan Receipt and Understanding**

Please read the COVID-19 safety plan and sign the acknowledgement below. Please return your signed copy to Bruce McMorran

I have received, read and understand the Paddlers Inn COVID-19 safety plan. I will follow all aspects of the plan, including the daily health declaration. If I have any concerns regarding the plan or suggestions for improving it, I will raise them with Bruce McMorran.

_____	_____	_____	_____
Print Name	Signature	Position	Date