



VISITOR INFORMATION CENTRE

COVID-19 SAFETY PLAN



May 2021

INTRODUCTION

To limit the spread of COVID-19, the Provincial Health organization has issued orders that impact the hospitality and tourism industry. COVID-19 can be spread in several ways. It can spread through droplets when a person coughs or sneezes or if you touch a contaminated surface then touch your face. The risk of person-to-person transmission increases the closer you are to other people, or if they come closer to you. This Safety plan is to ensure the processes to open safely. These measures are being taken to keep people safe to avoid further outbreaks. This plan will help reduce the risk of exposure in the workplace.

SYMPTOMS & SELF-ASSESSMENT TOOL

It is critical that if you have any symptoms of COVID-19 or even mild symptoms, you should stay home to avoid spreading illness to others. Below is a list of symptoms and guidelines:

- Anyone with symptoms of COVID-19 including fever, chills, cough, shortness of breath, sore throat, and painful swallowing, must self-isolate at home for a minimum of 10 days.
- Anyone under the direction of the PHO to self-isolate must follow those instructions.
- Anyone that has arrived from outside Canada, or who has been in contact of a confirmed COVID-19 case, to self-isolate for 14 days and monitor for symptoms.
- Call 8-1-1 for guidance in symptoms, testing and self isolation
- If you develop even mild symptoms while at your workplace, separate yourself from others and go home, avoiding use of public transit (e.g. buses, train, taxi) if possible. Contact your local Public Health Authority and follow their advice. A doctor's note will not be required if you are sick.

The [BC COVID-19 Self- Assessment Tool](#) is available for anyone that develops symptoms and can be used to help determine if you need further assessment or testing for COVID-19.

RISK IN OUR WORKPLACE

The following are areas in our workplace that may be risks:

- Public space in the Information Centre
- Bathrooms
- Breakroom / upstairs office
- Front desk
- Staff members and visitors
- Shared equipment such as phones, computers, printer, pens, tables, chairs, brochure racks, retail items, cash, cash box, sanitizer bottles
- Other frequently touched areas such as doorknobs, handles, light switches, computer mouse

MEASURES TO REDUCE RISK

All employees should ensure they understand and comply with the infection prevention policies and practices in place in the workplace:

PHYSICAL DISTANCING:

- Keep a distance of 2 metres between you, your coworkers, and customers.
- Limit any contacts closer than 2 metres to the shortest time possible.
- Following physical distancing decals and arrows on the floor
- Stay behind plexiglass on front desk while dealing with visitors
- Allowing a maximum of 4 people in the building at a time
- Max 1 people in the public washrooms
- Max 2 person in the staff breakroom / office
- Follow all "max people per room" posters
- When possible, employees should take breaks and lunch outside, in their office or personal workspace, or other areas where proper social distancing is feasible.

CLEANLINESS AND HYGIENE

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

- Wash your hands often with soap and water for at least 20 seconds and wash hands properly.
- Employees need to wash their hands at the start of their shift, before eating or drinking, after touching shared items, after using the washroom or lunchroom, and before leaving the store. Remove jewellery before washing.
- If soap and water are not available, use an alcohol-based hand sanitizer of 70% or higher.
- Avoid touching your eyes, nose and mouth.
- Cough or sneeze into the bend of your arm or with tissue paper and dispose of nasal and mouth discharge properly. Avoid touching their face.
- Avoid touching surfaces people touch often.
- No handshaking and other unnecessary person to person contact in the workplace
- Use any necessary personal protective equipment (gloves & masks provided for you).

- Use Government approved disinfectant spray when cleaning
- Refer to cleaning cupboard for how to use a face mask properly
- Masks are available to visitors and staff upon request
- Employees should refrain from using colleagues' phones, desks, workstations, pens, handhelds/wearables, or other office tools and equipment. If shared, clean all infected equipment with alcohol or disinfectant spray
- Wash hands or sanitize after touching high contact surfaces or equipment, such as door handles
- Wash hands or sanitize after handling cash/credit/debit cards, touching common items and after each delivery
- Maintain good personal and environmental hygiene

PERSONAL HYGIENE (EMPLOYEES)

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

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 single-use paper towel

Step 6: Use paper towel to turn off the faucet

CLEANING PROCEDURES

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.

- Clean using an approved hard-surface disinfectant against COVID-19
- Bathroom and VIC cleaning checklist should be done a minimum of twice per day, will need to be done 3-4 times on high traffic days
- Disinfect staff kitchen after use
- Use your own designated pen, computer, and phone, if shared then disinfect immediately after use

PERSONAL PROTECTIVE EQUIPMENT

Personal Protective Equipment (PPE) is provided (gloves and masks) to protect against infectious materials to staff and visitors.

PERSONAL HYGIENE FOR VISITORS

We ensure that materials for adhering to hand hygiene are available on the premises.

- alcohol-based hand sanitizing station at the entrance of the VIC
- masks available for all visitors at sanitation station
- supplies for handwashing (liquid soap) are consistently available.
- information posted in bathrooms on step-by-step process for hand-washing
- masks available upon request
- posted "if you take any brochures, take with you" and "please do not touch retail items unless purchasing" posters to avoid need for additional handling

MESSAGING TO VISITORS

Messaging is posted on front doors of VIC, in bathroom and at the sanitation station as soon as you walk into the building.

ADDITIONAL RESOURCES:

For additional information about COVID-19 please visit:

- [BC's Restart Plan](#)
- [Go Forward Management Strategy](#)
- [WorkSafeBC COVID-19 Safety Plan](#)
- [WorkSafeBC Returning to Safe Operation](#)
- [WorkSafeBC COVID-19 FAQs](#)

Cleaning & Disinfecting Daily Checklist WASHROOMS

Date: _____

DUTY	CLEAN	CLEAN	CLEAN
	#1	#2	#3
Doorknobs/handles			
Soap Dispensers			
Wipe Down Counter & Sink			
Polish Sink Faucets			
Wall Underneath paper towel dispenser			
Toilet Flushers			
Garbage Bin			
Sweep/Mop/Pick up Debris			
Check & Replenish Bathroom Supplies (toilet paper, paper towels, soap)			

Cleaning & Disinfecting Daily Checklist VIC

Date: _____

	CLEAN #1	CLEAN #2	CLEAN #3
All Doorknobs/handles			
Front desk			
tables/chairs and other sitting areas/counter tops			
Retail and brochure display			
Light switches			
Shared equipment (Square machine, cash drawer, computer, keyboards, mice, etc..)			
Telephones			
Shared equipment in staffroom / office			
Staff kitchen (including fridge handles, microwave handle, kettle handle, countertops)			
Sanitizer bottles			
Glass on doors			

