

Version 4.0

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## **Section 1: Overview**

Tourism Prince George is committed to the safety of its employees and visitors. This plan has been developed in accordance with best practices from WorkSafeBC and Destination BC, following the guidance of the BC Centre for Disease Control and the provincial and federal governments. This document will be re-visited on a regular basis and will be revised or adapted as needed – it can be thought of as a “living document”.

## **Section 2: Risk Assessment**

The following risk assessment steps have been completed:

- A health and safety committee has been established for Tourism Prince George (Tracey McBride, Sarah Kirk, Sherry McKay)
- We have identified areas where people gather (behind front counter, coffee area)
- We have identified tools, machinery and equipment that workers share while working (printer, POS machine, kettle, fridge, water cooler)
- We have identified surfaces that people touch often (doorknobs, light switches)

## **Section 3: Protocols**

### **3.1: Cleaning Procedures**

#### *Cleaning Precautions*

Oxivir® cleaning solution will be used as the primary disinfectant product. Staff will be asked to read and follow manufacturer’s instructions to:

- Properly prepare solution by using the MSDS provided for solution.
- Allow adequate contact time for disinfectant to kill germs (see product label).
- Wear gloves when handling cleaning products including wipes.
- Wear any other personal protective equipment recommended by the manufacturer.

Oxivir® uses hydrogen peroxide as its active ingredient. Effective in as little as 1 minute against a broad range of healthcare associated pathogens including enveloped and non-enveloped viruses, Gram negative and positive bacteria, tuberculosis and fungi. Oxivir® will not bind with cleaning tool fabrics such as cotton or microfiber, eliminating the risk of reduced efficacy due to quat binding. To improve the environmental and safety profile, no Alkylphenol Ethoxylates (APEs) or Nonylphenol Ethoxylates (NPEs) are used in Oxivir®. Formulations include alternate raw materials that are more favorable for the environment and all of our Oxivir® formulations are free of volatile organic compounds (VOCs) to aid with improving indoor air quality

### *Cleaning Schedule*

An internal cleaning schedule will be posted to ensure that the areas identified in this document are being sanitized on a defined basis. The cleaning schedule for washrooms is under the operations of the City of Prince George COVID-19 operations.

### *Washrooms*

Cleaning procedures for washrooms every hour:

- Surfaces that have frequent contact with hands should be cleaned and disinfected. These areas include doorknobs, sink features, soap dispensers, light switches, toilets/urinals, toilet/urinals handles, counters, hand rails, toilet paper dispenser, paper towel dispenser and baby change tables.

If visitors need to use the washroom, they will be required to obtain a key from the staff at the front counter.

### *Front Counter*

Cleaning procedures for front counter area:

- Twice per day or when visibly dirty, all items that have frequent contact with hands need to be cleaned and disinfected.
- Summer students will have Oxivir® cleaner available to disinfect the front area after every customer transaction. All areas that the customer came into contact with need to be disinfected. Examples include: POS machines, counters, display racks, pens.
- POS machines will be covered in shrink wrap each day to protect the machine from cleaning solutions. An additional option will be to ask customers to scan their own items.
- Bags for purchases will be placed on the customer side of the counter.

### *Front Entrance*

The front entrance will be cleaned every hour:

- Surfaces that have frequent contact with hands should be cleaned and disinfected. These areas include doorknobs, handrails, touch screen displays, hand sanitizer station and automatic door openers.

### *Kitchen Area*

The kitchen will need to be cleaned twice per day or when visibly dirty. All items that have frequent contact with hands need to be cleaned and disinfected.

The Visitor Information Centre will eliminate all unnecessary shared kitchen equipment, including shared utensils and dishes. Staff will be required to bring their own dishes, utensils, cups, and mugs and bring them home for cleaning.

#### *Main Visitor Information Area*

The main Visitor Information area will be cleaned every hour, or after every visit (whichever is more frequent):

- Surfaces that have frequent contact with hands should be cleaned and disinfected. These areas include doorknobs, display racks, touch screen displays, hand sanitizers and couches.

#### *Staff Offices*

Staff offices will need to be cleaned once per day when occupied or when visibly dirty. All items that have frequent contact with hands need to be cleaned and disinfected.

Each staff office will have its own bottle of hand sanitizer for staff to use. Staff will have access to disinfectant spray and other cleaning products to use for daily cleaning. Each staff office will also have its own bottle of hand soap for staff to take with them into the washroom, if they wish to do so.

### **3.2: Other Precautions**

#### *Mask use*

Following orders from the Provincial Health Officer, masks are now required for everyone in all public indoor settings and workplaces. People who cannot put on or remove a mask on their own are exempt. Employers are expected to enforce the mandatory mask policy with both employees and customers. A customer can be refused entry or service if they do not wear a mask. Employees are may choose to not wear a mask if they are alone in their own office.

Tourism Prince George will provide masks at the entrance to the Visitor Centre for those who need a mask.

#### *Occupancy Limit*

In order to reduce the number of people at the worksite, we have considered work-from-home arrangements, virtual meetings, rescheduling work tasks, and limiting the number of customers and visitors in the workplace.

Staff have an option to work from home for 50% of their working hours, if they so choose. An online calendar system has been developed so that staff can stagger their in-office and work-from-home hours. There will always be a minimum of two staff members scheduled to work at the Visitor Information Centre.

The Visitor Information Centre will only be allowing visitors at the ratio of one (1) group per available Visitor Centre Counsellor or a maximum of six (6) visitors in the Centre at

any time. Only one person will be permitted to use the washroom unless they require assistance from a caregiver.

### *Sanitation Station*

The Visitor Information Centre will have a sanitation station set up at the front entrance. Hand sanitizer and gloves will be provided for customers/visitors to use.

Additional sanitation stations will be set up at the front counter area, kitchen area, in each staff office.

### *Cleaning & Disinfecting Supplies*

The Visitor Information Centre will always have the following cleaning and disinfecting solution on hand:

- Hand soap
- Bleach
- Dish soap
- Oxivir® cleaning solution

### *Personal Protective Equipment (PPE) Usage*

Re-usable, cloth masks will be available for Tourism Prince George staff. Mask usage will be mandatory when dealing directly with a visitor. Staff will be required to launder these masks at home before the next day of use.

Gloves will be available for staff to use when dealing with customers. Glove usage will be mandatory when dealing directly with a visitor. Proper removal and disposal of gloves will be included in staff training.

### *Plexiglass Barriers*

Plexiglass barriers have been installed where staff can't keep physically distant from co-workers, visitors, or others. Two (2) barriers will be installed at the map table (a high traffic area where visitors browse through guides, maps, and other resources). One (1) barrier will be installed at the front counter area (POS machine) between the staff and the customer.

### *Reducing Available Inventory*

Only one visitor guide or pamphlet for each region/attraction will be displayed behind the map table, in the main Visitor Information Centre. Both ends of the map table will be blocked off to visitors to reduce traffic in this area, and encourage interaction with staff to receive printed materials. Visitors will be instructed to ask staff for additional copies or for further details.

The number of inventory available for visitors to purchase will be reduced. Visitors will be asked to request the product(s) or additional size(s) from behind the counter, if they are wishing to make a purchase.

**Section 4: Policies***Roles & Responsibilities*

- Each staff member is required to monitor themselves for potential COVID-19 symptoms before entering the workplace.
- Ensure that you and all customers maintain a distance of two metres (six feet) between other staff or visitors.
- Ensure you and all customers are wearing a mask.
- Ensure customer uses the sign-in sheet to provide contact information for contact tracing.
- Anyone under the direction of the provincial health officer to self-isolate must follow those instructions.
- Anyone who has arrived from outside of Canada, or who is a contact of a confirmed COVID-19 case, is required to self-isolate for 14 days and monitor for symptoms.

*Sick Leave*

- As per the Tourism Prince George Staff Manual:
  - Sick leave may be used during an employee's own illness or for an illness in the employee's immediate family. Sick leave will be limited to six days per year for all regular full-time employees. Accumulated sick days are non-transferable, are not paid out and cannot be carried over into subsequent years. A physician's note is required for illness over three (3) days.
  - When an employee is away on an undetermined length of sick leave, Tourism Prince George will hold the position for six (6) months from the last day worked which can be extended for three (3) month intervals under the discretion of the Chief Executive Officer.
  - Sick leave benefits are not payable when the injury or illness is covered by Workers' Compensation legislation or Great West Life, if the employee is on vacation and is receiving full pay from Tourism Prince George, or if the employee is on approved leave of absence from the Corporation.
  - No employee shall use sick leave for any purpose other than that specified. No employee shall make a false claim for any leave.
- If staff exhibit symptoms of COVID-19 including fever, chills, cough, shortness of breath, sore throat and painful swallowing, they must self-isolate at home for a minimum of 14 days.
- If staff receive a positive COVID-19 diagnosis, they may return to the office only after a full recovery, with a doctor's note confirming this recovery.

*Travelling/Meeting*

- All work trips and events – both domestic and international – will be cancelled/postponed until further notice.
- In-person meetings should be done virtually where possible, especially with non-company parties (e.g. candidate interviews and partners).
- For personal travel, staff are asked to follow the most current provincial and federal travel guidelines. If staff are planning to travel voluntarily to a high-risk country with increased COVID-19 cases, appropriate next steps and an action plan will be determined on a case-by-case basis by the CEO.

*Mobile Visitor Services*

- All mobile visitor services are cancelled/postponed until further notice.

*COVID-19 Symptoms at Work*

If staff experience COVID-19-like symptoms at work, they will be required to:

- Immediately notify their manager that they are feeling unwell
- Isolate themselves from others at the workplace and go home as soon as possible
- Use self-assessment tools, health information lines to identify risk. Seek medical attention if necessary.
- Appropriate next steps and an action plan will be determined on a case-by-case basis by the CEO.

*Remote Visitor Service Options*

If a situation develops where multiple staff members are self-isolating due to COVID-19 symptoms, or other risk factors/illness, there may not be enough trained staff to open the Visitor Information Centre to the public. In this rare situation, the Visitor Information Centre will be closed, and virtual visitor counseling will continue during normal operational hours. Signs will be posted on the exterior of the Visitor Information Centre with phone numbers and virtual contact information, and social media channels will be updated with closures and contact information.

*Mental Health & Resiliency*

Tourism Prince George recognizes that this is a challenging time, and that the COVID-19 pandemic is an unprecedented situation that changes daily. Staff may feel stressed, scared, worried, or confused. Mental health and resiliency tools and resources will be highlighted during staff training. Staff will be encouraged to practice open communication with their supervisors if they are experiencing any mental health concerns. Further supports will be explored by the CEO on a case-by-case basis.

## **Section 5: Communications & Training**

### *Posting the COVID-19 Safety Plan*

This document will be available as a hard copy at the front counter of the Visitor Information Centre and an electronic copy on the COVID-19 hub page on the Tourism Prince George website.

Tourism Prince George will regularly monitor and adhere to Provincial/National health orders as well as conduct weekly reviews of COVID-19 safety plans.

### *Training*

A training session will be provided for Tourism Prince George staff and summer students. Each staff member will be provided with a hard copy of the COVID-19 safety plan, and will be asked to sign a form indicating that they have adequately read, understood, and agree to the COVID-19 safety procedures.

Additional training sessions will be provided on an as-needed basis.

### *Support PG*

Support PG is a collective of 11 organizations\* (including Tourism Prince George) that helps businesses find the resources they need to sustain or pivot their business during the COVID-19 pandemic. The project builds community connection by sharing good news stories and inspiring local heroes, and provides trusted health & wellness information.

Of particular note for Tourism Prince George staff is the [“Open Now” directory](#), which contains hours of operation, service delivery, and any delivery modifications for Prince George business. Staff may also want to point visitors to the [Health & Wellness page](#) for the most up-to-date information and other resources.

### *Signage*

Additional signage and directional markers will be installed at the Visitor Information Centre, including:

- Tape on the floor to indicate flow of traffic, in and out of the Visitor Information Centre
- Signs indicating new hours of operation
- Physical Distancing signs
- Instructions on where visitors can call/seek medical assistance if they are experiencing COVID-19-like symptoms
- Occupancy Limit signs
- Hand-washing signs in the washroom
- Instructions at sanitation stations

**Section 6: Acknowledgement of COVID-19 Safety Plan (for staff and summer students)**

I acknowledge that I have received a copy of the Tourism Prince George COVID-19 Safety Plan, and I do commit to read and follow this plan.

I have been provided with a paper or electronic copy of the Tourism Prince George COVID-19 Safety Plan, and have been made aware of where this plan can be found on the website.

I understand that this plan has been developed with the overall goal of staff and visitor safety during the COVID-19 pandemic. I am aware that if, at any time, I have questions regarding the Tourism Prince George COVID-19 Safety Plan, I should direct them to the Chief Executive Officer.

I also am aware that Tourism Prince George, at any time, may on reasonable notice, change, add to, or delete from the provisions of the COVID-19 Safety Plan.

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Position

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date