



# Gibsons & Sechelt Visitor Centres COVID-19 Safety Plan Policies, Practices and Protocols



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## Introduction:

This Plan is to provide guidelines to ensure safe operations to help protect the health and safety of the Gibsons and Sechelt Visitor Centre staff, visitors and the community. This Plan follows the WorkSafeBC Guide to Reducing Risk of COVID-19. The Plan will be monitored and updated as new operational risks are identified after reopening and/or as Provincial directives change.

All Visitor Centre Staff must review the Plan and sign-off on the procedures and protocols in advance of in-office training and commencement of work.

## Visitor Service Overview

To help limit the spread of COVID-19 and keep staff, visitors and the community safe:

- Visitor Services will be provided inside the VCs
- All service will be provided from behind protective a glass/plexiglass barrier
- Popular publications have been digitized for email to visitors upon request
- Staff time dedicated to respond to visitors via phone and email
- Visitors will be required to sanitize their hands upon entry
- Inside the VCs, unnecessary items removed from surfaces to help eliminate unnecessary contact

## Physical Distancing

To reduce opportunities for interactions among individuals and groups, employees and visitors must practice the physical distancing guidelines of the PHO (of at least 2 metres). To facilitate this at the Gibsons and Sechelt VCs:

### Employee Physical Distancing

- The number of staff permitted in the centres at any one time is limited to 3
- Workplace and job functions have been reconfigured to maintain appropriate distance between employees as much as possible
- Plexiglass barriers and portable sneeze-guards for indoor and outdoor service are in place
- Staff meetings will be conducted electronically (i.e. by Zoom) or in person only if/as deemed necessary and where physical distancing can be maintained

### Employee Personal Protective Equipment

As an additional safety precaution, VC staff will be provided with:

- **Personal face masks:** Mask wearing is mandatory when serving visitors and/or working in an enclosed office with other employees
- **Face shields:** If working behind the plexiglass barrier is not possible, face shields will be provided and may be worn at the discretion of the employee

### Visitor Physical Distancing

- Indoor and outdoor signage are in place to remind visitors to maintain physical distancing of 2m | 6ft
- VC floor and outdoor waiting areas marked at 2m intervals
- Waiting areas outdoors marked to designate safe distances of 2m | 6ft
- Staff are to monitor visitor entries and, if needed verbally remind visitors of the guidelines
- Glass/plexiglass barriers at service counter and information table: 2 parties, with a max of 4 people/party

## Personal Hygiene

Good hygiene and respiratory etiquette are an essential part of preventing the spread of COVID-19. To protect employees and others from spreading disease, hand sanitizer and garbage receptacles for visitors and staff are available and the relevant hygiene guidelines posted:

### Employees are Required to

- Stay home if unwell, or showing any symptoms of COVID-19
- Keep hands clean and wash hands for a minimum of 20 seconds with soap and water or, when not possible, use hand sanitizer:
  - regularly before and after serving visitors
  - after handling soiled objects or materials
  - after touching high contact surfaces or equipment, such as door and drawer handles, light switches, counter tops, phone and computer equipment
  - before touching eyes, nose, and mouth, if it cannot be avoided
  - after handling cash/credit/debit
  - after using the washroom
- Avoid touching face
- Maintain good personal hygiene

### Washrooms

- The washrooms at both VCs will be used by staff only and will be closed to visitors. Visitors will be directed to public washrooms regularly maintained by the SCRCD, District of Sechelt and the Town of Gibsons respectively
- SVC staff will share the Seaside Centre washrooms with Seaside Centre users. The District of Sechelt is responsible for cleaning once daily. Staff are to report any concerns to the Manager
- GVC staff will be the only people permitted to use the washrooms. The GVIC Manager and Staff are required to clean all high touch surfaces and sink at the end of each shift

### Visitors are Required to

- Wear a mask for service
- Use hand sanitizer provided upon entering the VC and/or approaching the information desk
- Take any information they touch, or dispose of it in the recycle bin provided if touched and not wanted

## Cleaning, Sanitation and Disinfecting

To help ensure the cleanliness of the VCs and minimize the risk of virus transmission from surfaces and equipment, enhanced cleaning and disinfecting protocols have been implemented as part of staff shift duties.

Item	Procedure	Frequency
<p><b>High-contact surfaces</b></p> <ul style="list-style-type: none"> <li>● Door handles, cupboard doors and drawer handles</li> <li>● Counters, desk, tables</li> <li>● Light switches</li> <li>● Refrigerator/microwave door handles</li> </ul>	<ul style="list-style-type: none"> <li>● Clean visible soil from surfaces with cleaning solution</li> <li>● Spray bleach solution on surfaces and allow to air dry - ensure contact time is min 2 minutes</li> <li>● Wipe surface with paper towel or cloth to remove remaining residue</li> <li>● OR use store bought sanitizing solution provided</li> </ul> <p><b>Cleaning Solution:</b> vinegar/water solution or spray cleaner</p> <p><b>Disinfecting:</b> 500 ppm bleach solution made by adding 42 ml (3 Tablespoons) of bleach to 4L (1 Gallon) of water (SVIC 1 Tbsp bleach to 900ml water)</p>	<ul style="list-style-type: none"> <li>● As needed</li> <li>● Upon closing the VC at the end of each shift</li> </ul>
<p><b>Electronics</b></p> <ul style="list-style-type: none"> <li>● Phone</li> <li>● Square tap pad and screen</li> <li>● Keyboard</li> <li>● Mouse</li> <li>● Printer buttons</li> </ul>	<ul style="list-style-type: none"> <li>● Apply alcohol solution to cloth and wipe equipment</li> <li>● Let air dry</li> </ul>	<ul style="list-style-type: none"> <li>● Upon closing</li> <li>● When switching job functions and equipment</li> </ul>

Item	Procedure	Frequency
<b>Personal Items</b> <ul style="list-style-type: none"> <li>Personal facemask</li> <li>Visors</li> <li>Mugs, dishes etc.</li> <li>Coat, purse etc.</li> </ul>	<ul style="list-style-type: none"> <li>Staff members are responsible for changing and properly disposing of and/or cleaning their reusable face masks</li> <li>Clean, sanitize and store visors</li> <li>SVC - bring and use your own mugs, cups, dishes from home and take home at end of shift</li> <li>GVC - wash, dry and store designated dishes to assigned space in the kitchen cupboard</li> <li>Personal items stored in designated area</li> </ul>	<ul style="list-style-type: none"> <li>Daily/after each shift for all personal Items</li> <li>After use</li> </ul>
<b>Garbage</b> <ul style="list-style-type: none"> <li>All garbage cans</li> </ul>	<ul style="list-style-type: none"> <li>Close bags and dispose in outdoor facilities</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>

## Employee Health & Safety Policies and Practices

### General

VC Staff are required to:

- Comply with all safety policies, practices and procedures laid out in this plan, as directed by the PHO, WorkSafe BC and CDC
- Upon beginning of work shift acknowledge they have read and comply with the WorkSafe BC Entry Check
- Inform visitors about relevant safety policies practices and procedures

### Training & Meetings

- In advance of in-office training, all VC Staff will receive a copy of the Safety Plan electronically and must sign, acknowledging they have read, understand and will adhere to the Policy
- In-office training will take place on a one-to-one basis between the Manager (or other designated staff) and individual staff members
- Staff meetings will be conducted electronically (i.e. by Zoom) or in person only if/as deemed necessary and where physical distancing can be maintained

### Worker's Rights

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

**If you feel it is unsafe to work, please bring your concerns to the Manager's attention.**

## Employee Illness Policy

- All staff must self-monitor for symptoms of COVID-19 and report to the Manager if they have concerns about possible COVID exposure or symptoms
- Stay at home and keep a safe distance from others in their family if they have symptoms of a cold, flu, or COVID-19 -- including a cough, sneezing, runny nose, sore throat or fatigue -- until symptoms have completely disappeared
- Any staff member developing symptoms of COVID-19 at work must immediately perform hand hygiene, report to the Manager, avoid contact with staff and public, and leave as soon as is safe to do so
- Symptomatic staff will be required to self-isolate until tested for COVID-19 and the results are confirmed
- If the test results are negative for COVID-19 but the staff member remains ill and/or symptomatic, they should remain home

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.

## Self-Isolation Policy

The PHO and the BC Centre for Disease Control have issued the following guidance around self-isolation, which must be adhered to by staff and visitors alike:

- 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 with a confirmed COVID-19 case, must self-isolate for 14 days and monitor for symptoms.

## Messaging for Visitors

The following information will be posted in high-visibility areas at and around the VCs -- via VIC, WorkSafeBC and BC CDC posters -- to inform visitors of protocols in place to keep staff, themselves and others safe while on site:

## Signage

- **COVID-19 Visitor Services Sandwich Board**
- **District of Sechelt & Town of Gibsons “Physical Distancing”**
- **WorkSafeBC Posters:**
  - Cough & Sneeze Etiquette,
  - Hand Sanitizing/Washing (next to hand sanitizer)
  - COVID-19 Signs & Symptoms

## Notices on other signage

- Anyone displaying symptoms of COVID-19 - or who lives in a household where someone is showing symptoms - will not be permitted on the premises and must self-isolate at home for a minimum of 14 days
- Visitors who have arrived from outside Canada, or who have been in contact with a confirmed COVID-19 case, must self-isolate for 14 days and monitor for symptoms
- People returning from outside the province/country must follow public health guidelines after the trip
- Failure to observe physical distancing risks closure of the facility and as such, non-compliant visitors will be asked to leave the premises
- Visitors who are unable to wear a mask may call and receive service by phone