



## **COVID-19 Protocols & Procedures**

### **Introduction:**

This document provides interim guidance for preventing the transmission of COVID-19 to Tourism Tofino employees and guests.

To limit the spread of COVID-19, the Provincial Health Officer has issued Orders that impact the tourism industry. These orders outline conditions and provide specific direction regarding the services provided at Tourism Tofino. This document will outline new measures put into place across all departments and will be revised as needed based on provincial and district direction.

This document applies to all employees & guests. This document is fluid and will be updated as we progress in our reopening of the Visitor Center.

### **Tourism Tofino Covid-19 Safety Plan for Visitor Center Employees**

#### **Illness:**

If you are feeling ill or have any of the following symptoms notify a manager and do not come into work:

- 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

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.

If you share a residence with another person that has been exposed to COVID-19 or have been in direct contact with someone who has tested positive for COVID-19, you must self-isolate at home for a minimum of 10 days.

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.

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.





## Sanitation & 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

Employees must:

-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
- after handling cash/credit/debit cards, touching common items and after each delivery

- Wash or sanitize hands when they enter the building. Hand sanitizer will be provided at entrances. Soap is available at all sinks.

-Cover their nose and mouth with tissue paper while sneezing or coughing and dispose of nasal and mouth discharge properly.

-Avoid touching their face.

-Maintain good personal and environmental hygiene

-Not shake hands with colleagues or visitors

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

Below is how reduce the spread of the virus when you cough or sneeze:

- 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 into a waste basket
- Wash your hands with soap and water for at least 20 seconds (pref) or clean hands with an alcohol-based sanitizer



**We have established and posted occupancy limits for common areas:**

Visitor Center:11 (8 guests, 3 employees)  
Visitor Services office: 2  
Admin open offices: 5  
Admin personal offices: 1  
Kitchen: 2  
Community Meeting Room:6  
Admin meeting room: 2  
Bathrooms:1  
Changeroom:1

**To keep you and visitors safe:**

**Barriers:**

- Plexi guards have been installed at front desks
- Physical queue line controls such as floor markers will be placed at entrances, at bathrooms, in front of desks
- Single use masks and gloves for will be provided for employee use
- Face shields or masks must be worn when you leave the visitor center desks to assist guests
- Face shields must be sanitized before use

**Signs:**

- Signs will be placed on the doors of the visitor center asking visitors to self-evaluate before entering the visitor center
- Weather permitting, the front doors of the visitor center will remain open. When they are closed signs will indicate an entrance and exit
- Stickers on floors will remind guests to keep a distance of 2m (6ft)
- Signs throughout the visitor center will remind guest of ways to help prevent the spread of COVID-19

**Visitor Services:**

- A desk and phone will be assigned to each visitor center employee. Included at the desk will be office supplies that are used daily. Desks, computers and supplies should not be shared unless sanitized
- Phones are Visitor Services employees use only.
- Personal hand sanitizers will be provided at each desk
- Employees must sanitize hands after each cash and/or retail transaction
- Employees must disinfect debit terminals with oxygenic cleaner after each client
- Sanitize hands if you touch your face, sneeze or cough

**Cleaning:**

- Daily cleaning schedule must be followed. Please see attached
- Follow instructions and use Oxygenic to disinfect surfaces
- Visitor Center will be cleaned by a third-party Mondays, Wednesday and Fridays in June and Daily during July. Oxygenic will be used to disinfect surfaces

**Retail Protocol:**

- Deliveries accepted at back door only
- If reusable bags are used, we ask that customers pack bags themselves
- Masks or face shields must be used by employees in the retail area
- Workers must wash their hands before and after they are finished stocking or rearranging shelves or product displays
- We ask that all customers only try on clothing with the intention of purchasing. Clothing that has been tried on and not bought will be steam cleaned and rotated for a new size (allowing quarantine time of the garment)
- A bin will be available for visitors to put apparel in that they touch but do not purchase
- Hangers will be sanitized before they are reused

**Visitor Protocol:**

- All visitors must use hand sanitizer upon entry
- Maximum occupancy of 8 visitors allowed in Visitor Center at time (not including up to 3 staff)
- Visitors must maintain a distance of 2m (6ft) from other guests who are not members of their party

**Kitchen:**

- Maximum occupancy: 2 people
- Employees must maintain a distance of 6ft.
- All surfaces that have been touched (fridge, microwave, kettle, taps, drawers, light fixture) must be sanitized after use
- Employees may use small meeting room as an alternate space to eat lunch if kitchen is occupied and disinfect all surfaces when you are done

**Offices:**

- Employees are either situated in enclosed offices or in area where chairs are a minimum of 6ft apart
- Each occupied desk is equipped with hand sanitizer, disinfecting solution and non-medical masks for their use if physical distancing is not possible
- Office door handles, desks, phones and keyboards to be wiped every morning prior to beginning work
- Employees will wait until halls are clear before entering





## **Tourism Tofino Covid-19 Safety Plan for Guests**

The Visitor Center has an occupancy limit of 8 people. Guests are asked to wait outside, allowing two meters (six feet) of space between you and other guests if the Visitor Center has reached capacity.

### **Do not enter the building if you:**

- Have travelled outside of Canada within the last 14 days
- Are a close contact of a person who tested positive for COVID-19
- Feel ill or are experiencing the following symptoms:

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

### **When inside:**

- Please use hand sanitizer provided when you enter and exit the Visitor Center.
- Maintain a distance of 2m (6ft)
- Follow entrance and exit signs
- 1 person per bathroom

### **For your safety we:**

- Installed clear plexi shields at our service desks
- Increased cleaning and disinfecting of high touch surfaces and bathrooms using products approved by WorkSafe BC
- Disinfect credit card/debit terminals after each use
- Installed signage to remind guests to keep a 2m (6ft distance), give guidance on where to stand, wait for bathrooms and guest services
- Implemented the policy that employees are required to sanitize hands after each purchase or cash transaction, and are required to wear a mask or shield when not behind visitor services desks

### **Retail:**

- We ask that all customers only try on clothing with the intention of purchasing. Clothing that has been tried on and not purchased will be steam cleaned and rotated for a new size (allowing quarantine time of the garment)
- A bin will be provided for apparel that has been tried on and not purchased.
- Any areas that are not regularly sanitized will be signed.



## Acknowledgment of understanding of Covid-19 protocols and procedures

I acknowledge that I have read and understand the Tourism Tofino COVID-19 Protocols and Procedures document.

I acknowledge that I will adhere to the standards set forth in said document and will perform the tasks required to ensure the safety of all guests and employees at Tourism Tofino.

I acknowledge that I will not put myself or others at unnecessary risk by not following the guidelines set forth by the Provincial Health Officer and WorkSafe BC.

I understand Tourism Tofino retains the right to change these policies at any time, without advance notice, as deemed appropriate.

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Staff Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

