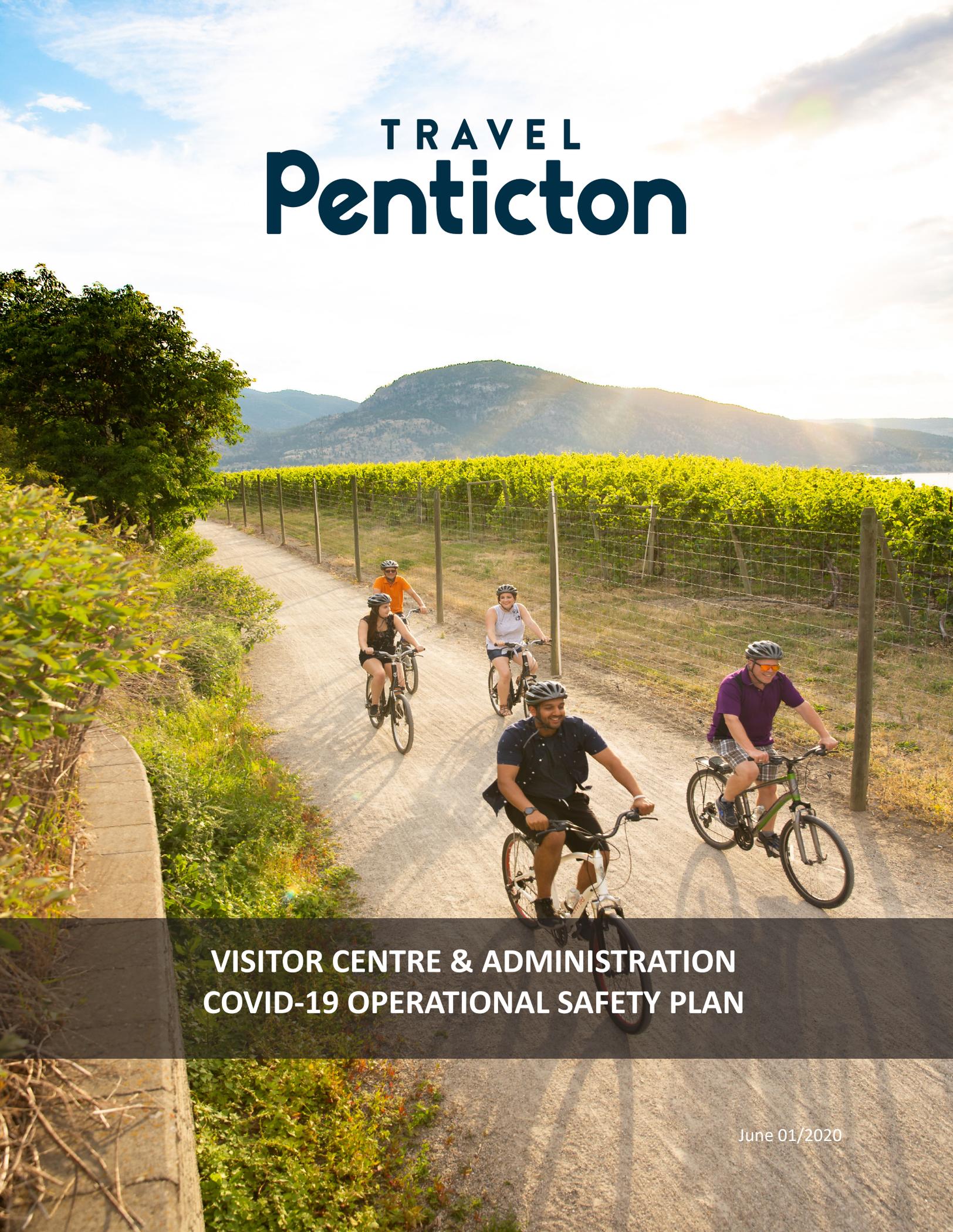


# TRAVEL Penticton



**VISITOR CENTRE & ADMINISTRATION  
COVID-19 OPERATIONAL SAFETY PLAN**

June 01/2020

# Customer Policies

## Messaging to Customers

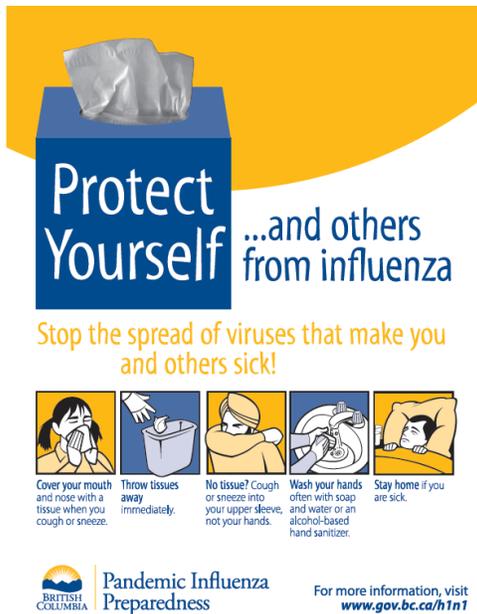
The following messaging will be communicated to Visitor Centre guests through posted signage and verbal communication if required.

- If you have underlying medical conditions, it is recommended that you not visit our facility
- Anyone displaying symptoms of COVID-19, which primarily displays as a persistent cough, will not be permitted on the premises
- If you have traveled outside Canada, you are not permitted on our premises until you have self-isolated for a minimum of 14 days
- If you are displaying symptoms of COVID-19 or you live in a household where someone is showing symptoms of COVID-19, please stay home
- A maximum of 5 visitors are allowed in the facility at one time
- Physical distancing is required at all times (minimum of 2 metres)
- Failure to observe physical distancing risks the closure of the facility, and as such, you will be asked to leave the premises
- Hand sanitizer & single-use paper towels are located at the entrance to the Visitor Services counter

## Physical Distancing Between Employees and Visitors

Travel Penticton will facilitate physical distancing among employees and customers to include the following:

- Use of plexiglass shields
- Reducing time on the retail floor when visitors are in the Centre
- Promote one-way travel
- Limit the number of customers allowed into the Centre
- Provide a waiting area outdoors with markers to designate safe distances if necessary
- Post signs promoting physical distancing in the retail space, in line ups, and at brochure racks
- Remove unnecessary tables and chairs/stools to mitigate grouping or extended stays



### Help prevent the spread of COVID-19

In order to reduce risk of exposure to the virus that causes COVID-19, we are limiting the number of people in this space.

**Address / room / space:**

**Penticton Visitor Ctr**

Occupancy limit: **5** people

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## Visitor Centre Operations

- Travel Penticton operates two Visitor Information Centres. The main centre is located at; 888 Westminster Avenue West and is open year-round, 9 am to 5 pm. This location is also the main office for Travel Penticton Society.
- A second seasonal location at the Jubilee Pavilion on Lakeshore Drive is open May through September, 10 am to 6 pm.

## Information Services

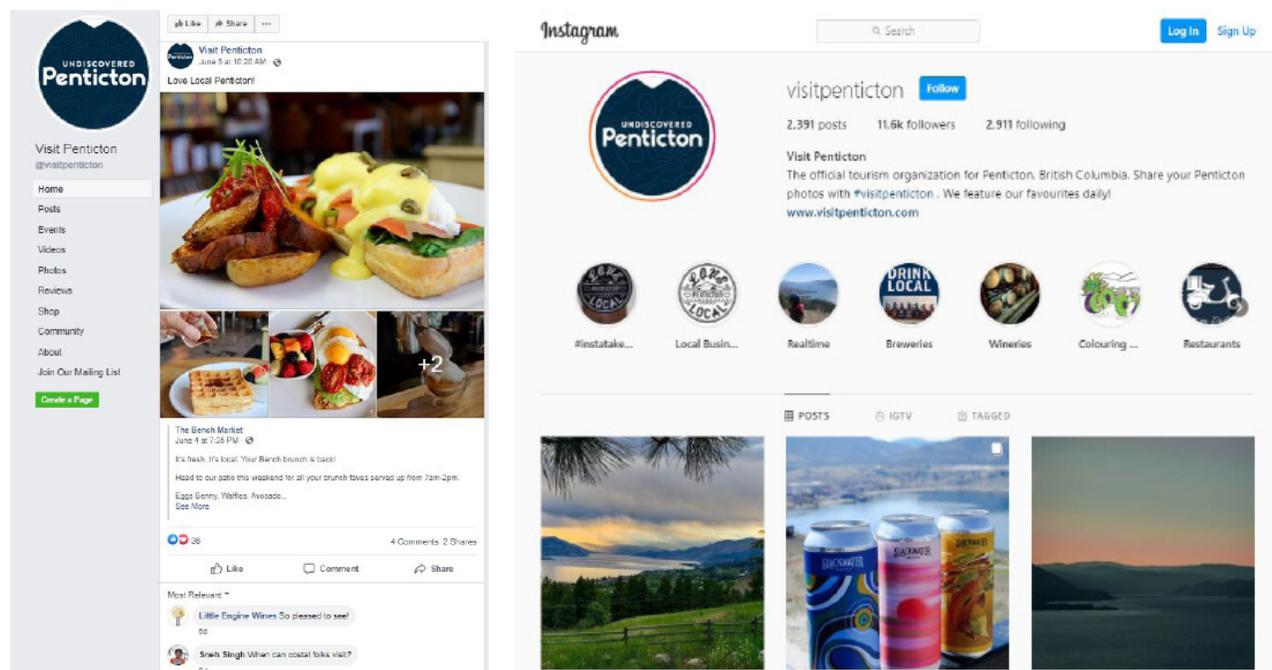
COVID-19 has fundamentally changed the delivery of Visitor Information Services. Travel Penticton follows the travel guidelines as set out by the BC Ministry of Health Phase program. Travel Penticton is also following the travel marketing strategy of Destination BC for the #ExploreBCLocal campaign to encourage local & regional travel when the time is right.

As such, Travel Penticton has embarked on a comprehensive campaign to support;

- Stay Local, Shop Local, Eat Local
- Promotion of Local Love campaign with the City of Penticton
- Promotion of local food & beverage, shopping, outdoor activities as prudent
- Increased traffic on social media sites, website re-development, updating messaging for member business listings

To minimize touch-points in the Visitor Centre, Travel Penticton will hand out Vacation Guides and other Travel Penticton specific maps, guides and brochures. Individual Member brochures will be available on racks with social distancing notices on place on all rack stands.

Travel Penticton will consider using QR Code technology for individual brochures if deemed necessary in future.



# Safety Plan Operational Overview

## Purpose

This document is to provide guidelines and to ensure safe operations, as we re-open the Visitor Centre to the public during the COVID-19 pandemic on June 15th, 2020.

## General Operating Guidelines

Pursuant to the WorkSafe BC COVID-19 Safety Plan, Travel Penticton has initiated a Workplace Risk Assessment to identify potential physical touch-points and interpersonal areas of contact.

This assessment will be on-going with all Travel Penticton Staff to ensure consistency in adhering to Safety Protocols.

## Workplace Area Risk Assessment (Employee & Public)

- Information Centre Public Spaces
- Visitor Information Services Desk
- Retail Counters & Displays
- Brochure Racks & Printed Materials
- Washrooms (Staff & Public)
- Staff Kitchen Area
- Main Marketing Offices
- Executive Director's Office
- Shared Office Equipment; Photocopier, Computers, Phones, Tables, Chairs, POS Terminal Equipment, Dishes, Cutlery, Cleaning Cloths, Soap & Towel Dispensers
- Other Items; Door Handles, Switches, Brooms

## Steps to Mitigate Risk

- Provide Cleaning Solutions/Spray and Virus Killing cleaning cloths at worker stations and frequently used shared touch-points
- Require Staff to frequently clean touch-point areas in Office and Public areas
- Post Approved Safety & Directional Signage in appropriate areas for Staff and Public touch-points
- Clean Washrooms (Staff & Public) - Washrooms Closed to Public
- Clean Staff Kitchen Area - Post Signage
- Main Marketing Offices - Post Signage
- Wash hands or sanitize after handling cash/credit/debit cards
- Wipe down after use; Shared Office Equipment; Photocopier, Computers, Phones, Tables, Chairs, POS Terminal Equipment, Dishes, Cutlery, Cleaning Cloths, Soap & Towel Dispensers
- Other Items; Door Handles, Switches, Brooms, Vacuum Cleaner, Mops, Buckets
- Ensure appropriate Physical Distancing between Employee Workstations (2 Meters)
- Install Clear "Sneeze Guard" Counter-top Barriers at Visitor Info Service Desk locations
- Install Pre-Entry Warning & Informational signage
- Install Warning & Informational signage at Employee and Customer touch-points
- Install appropriate Directional Signage on floors promoting 2 meter distancing
- Allow Maximum 5 Visitors in the Building at a time
- Allow Maximum 2 Visitors at the Service Counter at a time
- Promote one-way traffic flow through the VC retail area
- Promote 'VisitPenticton.com' website & mobile site instead of paper brochures
- Avoid close personal or physical contact with Visitors (no hand shaking)

## Employee Measures to Reduce Risk:

All employees should ensure they understand and comply with the COVID-19 prevention policies and practices in place in the workplace:

- DO NOT come to work if you are feeling any flu-like symptoms
- Maintain Physical Distancing of at least 2 meters between Co-Workers and Customers
- Adhere to Approved Safety Signage in appropriate areas for Staff and Public touch-points
- Avoid congregating in Kitchen area
- Stay behind “Sneeze Guard” Clear Barriers when serving Visitors
- Wash Hands frequently using approved cleaning products at the beginning of the work shift, frequently during the day and before and after eating
- Avoid touching mouth, nose and eyes
- Cough or sneeze into the bend of your arm
- Employees should refrain from using other Staff Members phones, desks, workstations, pens, phones, or other office tools and equipment. If shared, clean all infected equipment with alcohol or disinfectant spray

## Training

It is mandatory that all staff are trained on how to use PPE and disinfectant spray. In our cleaning closet at the front desk, colleagues are to follow the “how to use a mask” poster. Visitor Services Coordinator has trained the Visitor Services Counsellors on how to clean the building according to the check lists provided.

Travel Penticton will provide materials for adhering to hand hygiene available on their premises. Conveniently located dispensers of alcohol- based hand sanitizer, and where sinks are available, supplies for hand washing (i.e., liquid soap and disposable towels) will be consistently available. Signage depicting proper hand washing/sanitizing procedures will be posted in all washrooms and employee areas in the Centre.

### Step-by-step process for effective hand washing, 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

### Personal Protective Equipment

Travel Penticton will provide Personal Protective Equipment (PPE) in the form of face masks and gloves for all staff on the premises at any time to protect employees from exposure to infectious agents in the workplace. Plexiglass shields will be installed on the service counters.

## Personal Protective Equipment; Continued

- Talk to employees about best practices for overall physical and mental health, especially during early stages of reopening.
- Reinforce the fact that we need to look after each other and stay safe and that actions outside of the workplace can influence the entire team especially during early phases of reopening.
- Remind staff that all personal connections travel back with them to the workplace and ask them to be respectful of other staff.
- Suggest local resources, parks, and activities to help with stress.
- Health Authority COVID-19 guidelines do not make wearing a mask and gloves mandatory. However, public trust may be enhanced when wearing masks and gloves so decide on when and where you use them and do so consistently.
- If staff choose to wear a mask, then they must be used correctly. That means they are not adjusted, pulled down, or touched at all during service shifts. A mask is contaminated and rendered useless quickly if touched repeatedly. Customers will be observing service teams, and there is already anecdotal evidence that customers have greater confidence if restaurant staff wear masks, and that they are not touched. Make sure the mask is secure when it is first put on so that no adjustments need to be made.



## Cleaning Procedures

Current evidence suggests that COVID-19 may remain viable for hours to days on surfaces made from a variety of different materials. Thorough cleaning of surfaces and structures followed by disinfection will be performed on a regular basis. A cleaning and sanitizing schedule and procedure has been developed for employee use.

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.

- Bathroom and VIC/Chamber 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
- Bathroom and VIC/Chamber cleaning checklist should be done a minimum of twice per day, will need to be done 3-4 times on high traffic days

## Help prevent the spread of COVID-19



Wash your hands often with soap and water for 20 seconds. If soap and water aren't available, use an alcohol-based hand sanitizer.

### Wash your hands:

- When you arrive at work
- Before and after going on a break
- After using the washroom
- After handling cash or other materials that have come into contact with the public
- Before and after handling shared tools and equipment
- Before and after using masks or other personal protective equipment

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## Help prevent the spread of COVID-19

### Please do not enter this workplace if you:

- Have any of the following symptoms:
  - Fever
  - Chills
  - New or worsening cough
  - Shortness of breath
  - New muscle aches or headache
  - Sore throat
- Have travelled outside of Canada within the last 14 days
- Are a close contact of a person who tested positive for COVID-19

All other visitors, please wash your hands or clean them with hand sanitizer before and after your visit. Please maintain physical distancing of 2 metres.

**If you are displaying symptoms of COVID-19, refer to HealthLink BC at 811.**

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## Workplace Wellness/Sick Leave Policy

Travel Penticton will ensure that workers do not come to work if they are displaying symptoms of COVID-19. This includes workers who fall into the below categories:

- Anyone with COVID-19-like symptoms such as a sore throat, fever, sneezing, or coughing must self-isolate at home for a minimum of 10 days from onset of symptoms, until their symptoms are completely resolved
- Workers who have traveled internationally. In these cases, they must remain away from the workplace for at least 14 days
- Workers who live in the same household as a confirmed or clinical COVID-19 case who is self-isolating

*If workers report having COVID-19-like symptoms while at work:*

- They will be sent home to recover for the prescribed self-isolation period
- Cleaning and disinfecting of their workstation and any areas or tools that they were using as part of their job
- Travel Penticton will consult WorkSafeBC if deemed necessary and will follow any directions from public health with regard to detailed cleaning, temporary closure and trace contacting

These policies have been communicated to all staff, managers, and supervisors prior to re-opening. A process will be developed for communicating with workers who may fall into one of the categories of those who should not come to work.

## Workplace Health and Safety

Workers in B.C. have the right to refuse work if they believe it presents an undue hazard. An undue hazard is an “unwarranted, inappropriate, excessive, or disproportionate” risk, above and beyond the potential exposure a general member of the public would face through regular, day-to-day activity. In these circumstances, the worker should follow some specific steps within their workplace to resolve the issue. The worker should report any undue hazard to their employer for investigation and the employers would then need to consider the refusal on a case-by-case basis, depending on the situation.

If the matter is not resolved, the worker and the supervisor or employer must contact WorkSafeBC and a prevention officer will then investigate and take steps to find a workable solution for all involved.

If entering the workplace, workers should:

- Comply with the employer’s instructions around minimizing exposure to COVID-19
- Wash their hands frequently, and/or use hand sanitizer
- Take steps to minimize exposure to COVID-19 while away from work

## Mental Health

Travel Penticton understands that a public health emergency, like the COVID-19 pandemic, can cause heightened stress, anxiety, fear and a lack of control. It can challenge individuals in different ways, impacting the workplace and home life, as they try to cope. People may not cope or behave as they typically would and this could lead to the manifestation of mental health concerns, escalating violence and bullying and harassment.

Travel Penticton takes the mental health of all employees very seriously and will assist in any way, including:

- Providing information on potential resources that may be of help to workers
- Let employees know that the organization is thinking and looking ahead, will stay well-informed and can answer any questions they already have, ie: What if I get sick? How do I take time off work? What if my family member contracts the virus?
- Communicate, share and be open. Providing employees with regular updates even if the situation remains unchanged.
- Empathize. Recognize that it is a stressful time it's okay to be anxious.
- Be reassuring and understanding.
- Recognizing this is not quite 'business as usual.' And knowing that work will likely be impacted.

## Return to Work Occupational Health & Safety Training

Upon returning to work employees will receive refresher orientation training from their employer. Training will include:

- Any new arrangements or controls developed in response to the COVID-19 pandemic
- Will explain essential health and safety information, such as worker rights and responsibilities, work rules, hazards and safe work procedures
- Information around specific COVID-19 protocols or procedures, including
- Rules around physical distancing
- Hand washing
- Reporting COVID-19 symptoms
- General cleaning procedures

## Work from Home Policy

Since March 15/2020, Travel Penticton initiated an employee 'work from home' system.

Staff were recommended to work from their home and all communications remained through email, phone calls and virtual meetings.

The Travel Penticton marketing staff may remain in the 'work from home' mode until such time there as they feel comfortable to resume working in the office.

In regard to a second wave of COVID infections, the 'work at home' policy will be put back into effect.