



2020 REOPENING PLAN

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Overview

Purpose

This document is to provide guidelines and to ensure safe operations, as we reopen the Visitor Centre to the public after the COVID-19 pandemic on June 1st, 2020.

General Operating Guidelines

General Practices

As suggested by WorkSafeBC, there are some general guidelines that apply:

- Maintain good personal and environmental hygiene
- Ensure good ventilation
- Maintain proper function of washrooms, drains and pipes.
- Cover nose and mouth with tissue paper while sneezing or coughing and dispose of nasal and mouth discharge properly.
- Maintain physical distancing (at least 2 metres)
- 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, such as elevator control panels or door handles
- People with symptoms of cold, cough or fever should self-isolate and contact their doctor if symptoms persist
- People returning from outside the province/country should follow public health guidelines after the trip

Destination Osoyoos Employee Policies

Employees Must

- Practice physical distancing by working at least 2 metres apart from co-workers whenever possible
- Continue to follow all other safe work procedures and Provincial Health Orders. If it is unsafe to work, talk to a supervisor or manager,
- Stay home if they are sick or might be sick. Use the BC Ministry of Health for self-assessment: <https://bc.thrive.health/covid19/en>
- Avoid touching their face
- Wash their hands at the start of their shift, before eating or drinking, after touching shared items, after using the washroom, after handling cash or credit/debit cards, after touching common items, after each delivery (if contact was made) and at the end of their shift. Remove jewelry while washing.

Workplace Wellness/Sick Leave Policy

Destination Osoyoos 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 travelled 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.
- Destination Osoyoos 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 reopening. 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.

Destination Osoyoos will ensure they have clear policies that address the following:

- Expectations from employees when they report to work (e.g. washing hands, wearing PPE, undergoing wellness assessment)
- What employees do when they feel sick (e.g. reporting procedures)
- Sick leave entitlement

Zero Tolerance/Progressive Discipline Policy

Destination Osoyoos accepts the responsibility of meeting the requirements of occupational health and safety legislation. Employees are required to follow the health and safety rules in the workplace and Destination Osoyoos will ensure employees do so. For employees who are observed to not be following these rules, employers are expected to use discipline, which includes verbal and written warnings, and in extreme cases, termination. Therefore, it is essential that employers have a progressive discipline policy and all employees are familiar with it. Destination Osoyoos has a clear and precise discipline policy outlined in the Employee Handbook which is provided to each employee upon hiring.

Customer Policies

Messaging to Customers

The following messaging will be communicated to visitors to the Centre by posted signage and verbally 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 travelled 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
- Number of visitors allowed in the facility at one time
- Face covering requirements
- 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
- Washrooms on the premises are disinfected frequently; hand sanitizers are located at each entrance to the facility.

Physical Distancing

Physical Distancing Between Employees

The following procedures will be implemented as part of physical distancing measures.

- revised work schedules and implementation of work-from-home policies for some staff to limit the number of workers on site at a given time
- posted occupancy limits on elevator and other small spaces, including staff breakroom, washroom and meeting room
- limiting the number of workers at one time in break locations by staggering break times
- reducing in-person meetings and other gatherings
- posted signage to remind workers to maintain their distance when interacting
- postponing, re-arranging, or planning work tasks in such a way that workers are not required to work in proximity to one another
- assigning specific laptops, ipads, etc to each employee for their sole use during the shift
- using machines or other equipment to assist with job tasks usually performed by two workers, such as lifting or carrying heavy objects

The aim is to do everything possible to limit in-person interactions, while finding

new and more protective ways to operate within the physical infrastructure of the workplace. With this in mind, everyone in the workplace must adhere to the following:

- do not come to work if you are sick
- report to work with mindset to abide by physical distancing processes
- continue to follow all existing safe work procedures and Provincial Health Orders in the workplace
- wash and sanitize hands regularly, cough/sneeze into upper sleeve or elbow (not your hands)
- wear PPE in accordance with Provincial Health Orders
- avoid physical contact with others
- if you notice that another employee is not abiding by the physical distancing policy, you must report it to a supervisor
- reconfigure the workspaces to maintain appropriate distance between workers

Other ways in which Destination Osoyoos will employ to achieve physical distancing among employees include the following:

- reducing non-critical meetings and non-essential visitors
- staggering start times and break times
- designating additional rooms as break areas
- increasing the spacing of furniture in break areas or adding signs to fixed seating to advise not to sit
- increasing sanitation and disinfection practices across the establishment

Physical Distancing Between Employees and Visitors

Ways in which Destination Osoyoos will facilitate physical distancing among employees and customers 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 promote physical distancing in the retail space, in line ups, and at brochure racks
- Label certain tables and chairs unavailable for use, or remove entirely, to maintain appropriate distances between customers

Sanitation & Hygiene

Hand Hygiene

Destination Osoyoos will ensure that materials for adhering to hand hygiene are available on their premises. Conveniently located dispensers of alcohol-based hand sanitizer, and where sinks are available, supplies for handwashing (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.

Personal Protective Equipment

Destination Osoyoos will provide Personal Protective Equipment (PPE) in the form of non medical 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 front counters and used on any tables where employees interact with visitors.

Signage will be posted and direction of how to properly wear, remove and dispose of mask and gloves will be provided to each employee prior to reopening.

Environmental Hygiene & Decontamination

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.

All visibly dirty surfaces will be cleaned with water and detergent before disinfecting. For disinfection purposes, common household disinfectants such as ready-to-use disinfecting wipes and pre-made solutions will be used.

Cleaning equipment will be designated for particular areas and colour coding may be used assist in the identification of specific equipment that is used for specific tasks.

The contracted cleaning company, Bee Clean, has also developed a cleaning and sanitizing procedure and checklist for the afterhours cleaners that attend the facility every evening.

Employee & Guest Communications

Employee Communications

Destination Osoyoos believes effective communications with employees is an important element of a good workplace, and realizes the current situation is constantly evolving and employees are having to deal with multiple personal and professional changes that they may hitherto have not had to deal with. Destination Osoyoos will ensure employees are kept informed, and fully understand, expectations around hygiene, company policies, safe work practices and protocols to be followed.

Guest Communications

Destination Osoyoos has and will continue to develop standard communications that will be shared with customers visiting, or planning to visit, the Centre. Signage, social media, and website postings with these communications will include:

- A message welcoming them to the premises
- Specifics about current operation environment (e.g. provincial health directives that apply)
- Expectations outlined in the customer policies section above
- An overview of all the efforts that you are undertaking to ensure customer health & safety

Workplace Health and Safety

Right to refuse unsafe work

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.

Recognize Hazards/Assess Risks

Every workplace is unique. Businesses must regularly assess all the hazards within their operations, taking appropriate steps to eliminate or control the associated risk. This process is referred to as a risk assessment.

Within the tourism and hospitality industry, there are many routine situations where staff will have contact with customers, coworkers and the physical environment itself (surfaces, doors, equipment etc.). These encounters could give rise to contact with COVID-19, if not controlled adequately.

Destination Osoyoos will continually monitor for potential risks in the workplace and take steps to control them. Such controls will include adhering to current public health orders, if applicable, public health advice, as well as implementing best practices to keep employees and visitors safe.

Destination Osoyoos will undertake regular inspections of the workplace and remedy unsafe or harmful conditions without delay. With respect to potential COVID-19 exposures:

- Ensuring that physical distancing is maintained wherever possible
- Reviewing work procedures to ensure appropriate distancing
- Identifying potential means of transmission on surfaces and minimize worker contact with those surfaces
- Staying informed of all public health orders, directions, and requirements

Mental health, violence, bullying and harassment

Destination Osoyoos 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.

Destination Osoyoos 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

At no time is violence, bullying or harassment acceptable in the Destination Osoyoos organization. The established policies in the Employee Handbook outline this and the discipline procedures that will occur should they be violated.

Regarding managing bullying and harassment in the workplace, Destination Osoyoos will:

- Ensure everyone in the workplace – employees, supervisors, contractors, etc. – understands their duties and obligations with respect to preventing bullying and harassment
- Ensure a policy with clear reporting procedures is in place that directs to the appropriate person
- Take all complaints of bullying and harassment seriously.

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
 - Face covering
 - Hand washing
 - Reporting COVID-19 symptoms
 - General cleaning procedures

Take the Time to Wash Your Hands

It's the most effective way to prevent the spread of germs



Wet hands with running water.



Apply soap and scrub palms, backs of hands, wrists, between fingers and under nails.



Scrub for at least 20 seconds.



Rinse thoroughly under running water.



Dry hands with a single use towel.



Use the towel to turn off the faucet.



No soap and water? Use hand sanitizer.



Apply enough product on hands to cover all surfaces, and rub hands until they're dry.

Technique for donning and removing non-sterile examination gloves

When the hand hygiene indication occurs before a contact requiring glove use, perform hand hygiene by rubbing with an alcohol-based handrub or by washing with soap and water.

I. HOW TO DON GLOVES:



1. Take out a glove from its original box



2. Touch only a restricted surface of the glove corresponding to the wrist (at the top edge of the cuff)



3. Don the first glove



4. Take the second glove with the bare hand and touch only a restricted surface of glove corresponding to the wrist



5. To avoid touching the skin of the forearm with the gloved hand, turn the external surface of the glove to be donned on the folded fingers of the gloved hand, thus permitting to glove the second hand



6. Once gloved, hands should not touch anything else that is not defined by indications and conditions for glove use

II. HOW TO REMOVE GLOVES:



1. Pinch one glove at the wrist level to remove it, without touching the skin of the forearm, and peel away from the hand, thus allowing the glove to turn inside out



2. Hold the removed glove in the gloved hand and slide the fingers of the ungloved hand inside between the glove and the wrist. Remove the second glove by rolling it down the hand and fold into the first glove



3. Discard the removed gloves

4. Then, perform hand hygiene by rubbing with an alcohol-based handrub or by washing with soap and water

HOW TO WEAR A MEDICAL MASK SAFELY

who.int/epi-win

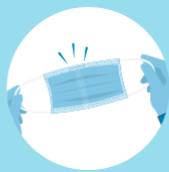
Do's →



Wash your hands before touching the mask



Inspect the mask for tears or holes



Find the top side, where the metal piece or stiff edge is



Ensure the colored-side faces outwards



Place the metal piece or stiff edge over your nose



Cover your mouth, nose, and chin



Adjust the mask to your face without leaving gaps on the sides



Avoid touching the mask



Remove the mask from behind the ears or head



Keep the mask away from you and surfaces while removing it



Discard the mask immediately after use preferably into a closed bin



Wash your hands after discarding the mask

Don'ts →



Do not Use a ripped or damp mask



Do not wear the mask only over mouth or nose



Do not wear a loose mask



Do not touch the front of the mask



Do not remove the mask to talk to someone or do other things that would require touching the mask



Do not leave your used mask within the reach of others



Do not re-use the mask

Remember that masks alone cannot protect you from COVID-19. Maintain at least 1 metre distance from others and wash your hands frequently and thoroughly, even while wearing a mask.

EPI·win

