



## Campbell River Whale Watching and Adventure Tours

Toll Free: 1-877-909-2667

Local: 1-250-287-2667

info@campbellriverwhalewatching.com

www.campbellriverwhalewatching.com

### Campbell River Whale Watching COVID-19 Policies

*The health and safety of all staff and guests of Campbell River Whale Watching and Adventure Tours is our number one priority. The following policies and procedures have put in place in order to ensure operating can be done with little risk to all.*

- 1) All Staff are to complete a one time health declaration form (*appendix 1*) stating they agree to not come to work if:
  - a) They have any symptoms of COVID-19 including fever, cough, shortness of breath
  - b) Have been in contact with COVID-19, another person with COVID-19, or a person suspected with COVID-19 and. Or
  - c) Have been traveling and are currently subject to a 14 day quarantine
- 2) All staff must familiarize themselves with the symptoms of COVID-19. A self assessment tool can be found at: <https://bc.thrive.health/covid19/en>
- 3) All staff must report to their supervisor if they are experiencing any symptoms of illness and must not report to work
- 4) Should any staff / crew members test positive for COVID-19, operators should report to Public Health and work with officials to assist with contact tracing as necessary
- 5) A province-wide medical resource list will be available to staff including: telephone numbers and websites addresses for key medical, mental health, and anti-bullying resources along with approved sources for COVID-19 information (*appendix 2*)
- 6) We will aim to keep vessel crew on the same vessel throughout the day whenever possible. If staff changes are required, adequate time will be allowed for proper sanitization of the vessels including but not limited to: radios, telephones, microphones, handrails, doorknobs, helm area, etc.
- 7) Operators and staff may reserve the right to refuse service to any guest displaying symptoms of illness.
- 8) Approved cleaning methods and products certified by Health Canada or the British Columbia Ministry of Health will be used.
- 9) Staff are required to use fresh gloves, whenever handling cleaning products, emptying trash and handling food service items. Gloves and masks will be made available to all staff

### Office Procedures

- All surfaces are to be wiped down regularly and anytime a customer leaves
- Masks must be worn by staff when 6 ft separation can not be maintained
- A hand sanitizer station will be set up beside the front door as well as behind the desk for staff
- Front doors are to be left open during operating hours
- Trying on clothing will not be permitted
- We will aim to have everyone sign waivers online prior to departure
- Contactless payment should be used where possible – cash will be accepted when necessary
- A plexiglass barrier will be placed on the front desk



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- Markings on the floor will be applied to demonstrate appropriate physical distance for customers
- Only one family or household is permitted in the office at a time
- Staff will conduct a brief health questionnaire with all guests checking in that asks basic questions such as, "Have you experienced a recent cough, fever or other flu like symptoms" This survey will be part of our waiver. If the guest completes the health questionnaire prior to arrival it will be important to update at check in.
- Contact information will be collected for all guests through our waiver and held for 30 days should contact tracing be necessary
- Dock bathrooms are not maintained by our office we will leave a key at the door for guests to use at their own discretion

### Food Services Procedures

- One person will be responsible for any coffee or food handling
- Lunches will be individually packaged for each guest
- The temporary use of single use coffee cups and water bottles will be implemented
- No food is to be self served, the guide is to serve all food
- Appropriate PPE should be worn during food service (We need to specify the PPE)
- Hand sanitizer will be available prior to serving any food

### Suits and Gear Procedures

- We will not be offering any goggles, toques or gloves on regular tours (exceptions include Rapids tours, or rainy days)
- In the event we do offer these items, they will be cleaned and left separately to sit for 3 days after use
- All suits will be washed with soap and water and left to dry separately from other suits for 3 days prior to use (*see appendix 3*)
- Guides will be given masks, eye protection and gloves to wear when handling suits after tour
- Each guest will be given a Buff Band to be worn as a mask

### Tour Procedures

- Captains are to incorporate information regarding COVID as part of safety talk prior to leaving dock
- Captains are to wear mask and gloves while helping guests board, guests will board one at a time
- Hand sanitizer will be available to guests on each vessel and should be used prior to boarding
- We will space guests out to the best of our ability on boat



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- There will be a buff band provided to each guest, this or a mask they supply themselves must be worn at all times during the tour if physical distancing is not possible. The nose, and mouth must be covered
- Bathrooms will be sanitized after each use
- Signage will be placed in bathrooms reminding guests to wash their hands
- Departure times will be staggered to minimize the number of people at the float house at a time

### After Tour Procedures

- Guests will disembark one at a time
- Guests will remove suits and pile on deck
- Guide will wash and hang up separate from other suits
- Guides will clean and sanitize all surfaces of boats between every trip
- We will try to keep guides on the same boat whenever possible
- All garbage will be sealed and thrown out
- Office staff will be provided with mask and eye protection to wear while cleaning dishes