



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 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 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
- All high touch surfaces in customer and staff areas to be sprayed with SANI every hour
- Masks must be worn by staff when 6 ft separation can not be maintained
- A hand sanitizer station is set up beside the front door as well as on the desk for staff
- Front doors will be left open during operating hours
- Guests are asked to ask for assistance when trying on clothing.
- Any clothing tried on by guests will be placed in suit from to be run through the OZONE cycle
- We aim to have everyone sign waivers online prior to departure
- Contactless payment is to be used where possible – cash is accepted when necessary



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- A plexiglass barrier has been placed on the front desk
- Markings on the floor have been applied to demonstrate appropriate physical distance for customers
- Only one family or household is permitted in the office at a time (the maximum capacity is 4 guests)
- Staff will conduct a brief health questionnaire with all guests when signing their waiver which asks the following basic questions:
 1. Do you currently have any of the following symptoms?

o Fever (temperature greater than 37°C)	o Cough
o Fatigue	o Difficulty breathing
o Muscle aches and pains	o Stuffy or runny nose
o Sore throat	o Loss of taste or smell
 2. Have you been in close contact with someone with a probable or confirmed case of COVID-19 in the past 14 days? Y/N
 3. Have you travelled outside of Canada or been in close contact with someone who has in the past 14 days? Y/N
 4. Are you currently under mandatory quarantine, as a result of recent travel or by orders from the provincial, territorial or local public health authorities? Y/N
 - If the guest completes the health questionnaire prior to arrival it will be important to update at check in.
 - Contact information is 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. A key is available for guests to use at their own discretion. We will spray with key down with SANI cleaner after each use
 - Staff will each have their own work station for their shift and are not to share things between each other unless spraying with SANI
 - Each employee is to use their own office phone and not pass between each other
 - Office cleaning schedule is to be signed and completed each day, and a photo of schedule will be taken at the end of everyday (Appendix 5)

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 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 (mask, and gloves)
- Hand sanitizer will be available prior to serving any food
- We will continue to use reusable coffee cups. They will go straight into a sealed bag after use until cleaning
- Person cleaning cups is to wear face shield and mask while cleaning



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Suits and Gear Procedures

- We will try not to offer 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 put through the washing machine and then put into the suit room to go through an OZONE cycle
- All suits will be sprayed with SANI cleaner on cuffs, buckles, zippers and around face area then hung in the suit room to go through an OZONE cycle
- Guides will be given masks to wear when handling suits after tour
- Masks will be required by all guests onboard. We will have masks for sale if anyone does not have one

Tour Procedures

- Captains are to incorporate information regarding COVID as part of safety talk prior to leaving dock
- Captains are to wear mask 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
- A mask must be worn at all times during the tour, and when in our office. The nose, and mouth must be covered
- Bathrooms will be sanitized after each use using SANI cleaner
- 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 spray suits and hang in suit room to be run through OZONE
- 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 face shield to wear while cleaning dishes



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Land Based Tours

- All land based tours will only be offered as a private charter
- For Brewery or Winery Tours group size will be limited to 12 so the group can be broken into two groups of 6 for tastings in accordance with the Provincial order limiting group sizes to 6 people per group in restaurants
- All guests will be asked to sign waiver and health declaration before arrival
- All guests will be asked to use hand sanitizer upon entering office as well as van
- A mask must be worn at all times in the office as well as on boats
- Van will be thoroughly sprayed with SANI Spray before and after trip
- The guide will include COVID precautions in the pre-trip talk
- Lunch will be served individually rather than as a share plate
- We will work with and adhere to COVID policies of our partners, such as wineries, breweries, distilleries, BC Parks, and BC Trail and Rec Sites