



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 health declaration form at the start of each shift (*appendix* stating:
 - a) They do not have any symptoms of COVID-19 including fever, cough, shortness of breath
 - b) Have not been in contact with COVID-19, another person with COVID-19, or a person suspected with COVID-19
 - c) Have not been traveling and are not currently subject to a 14 day quarantine or self isolation orders
- 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, management 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) Management 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) Gloves and masks will be made available to all staff
- 10) In the event of a positive case being linked to Campbell River Whale Watching, by way of staff member or customer, we will follow direction provided by Island Health, including notifying anyone impacted

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 at all times unless seated at their desk and 6 feet physical distancing can 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.



Campbell River Whale Watching and Adventure Tours

Toll Free: 1-877-909-2667

Local: 1-250-287-2667

info@campbellriverwhalewatching.com

www.campbellriverwhalewatching.com

- Any clothing tried on by guests will be placed in suit room to be run through the OZONE cycle
- Contactless payment is to be used where possible – cash is accepted when necessary
- A plexiglass barrier has been placed on the front desk
- Markings on the floor have been applied to demonstrate appropriate physical distance for customers
- The maximum capacity in the office is 4 people at a time
- An online waiver and health declaration will be made available to all guests prior to arrival.
- Each guest will be required to sign a verification form upon arrival confirming they signed the waiver themselves, and their health declaration is still true (see questions below)

1. Do you currently have any of the following symptoms?

- | | |
|--|---|
| <input type="radio"/> Fever (temperature greater than 37°C) or chills | <input type="radio"/> Sore throat |
| <input type="radio"/> Cough | <input type="radio"/> Loss of sense taste or smell |
| <input type="radio"/> Extreme Fatigue | <input type="radio"/> Loss of appetite |
| <input type="radio"/> Difficulty breathing | <input type="radio"/> Headache |
| <input type="radio"/> Muscle aches and pains | <input type="radio"/> Nausea or vomiting |
| <input type="radio"/> Stuffy or runny nose | <input type="radio"/> Diarrhea |

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 or self isolation order, as a result of recent travel or by orders from the provincial, territorial or local public health authorities? Y/N

- Contact information is collected for all guests through our waiver and held for a minimum of 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)



Campbell River Whale Watching and Adventure Tours

Toll Free: 1-877-909-2667

Local: 1-250-287-2667

info@campbellriverwhalewatching.com

www.campbellriverwhalewatching.com

Food Services Procedures

- One person will be responsible for any coffee or food handling
 - Lunches will be individually packaged for each guest
 - We will aim to serve all lunches on shore wherever possible
 - 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 is to be used 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

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
- Masks will be required by all guests onboard. We will have masks available for anyone does not have one

Tour Procedures

- Captains are required to wear a mask at all times, with the exception of when they are at the helm on the zodiac
- Captains are to incorporate information regarding COVID as part of safety talk prior to leaving dock
- Maximum capacity on covered boats has been temporarily reduced to 8 people
- Captains are required to manage guests in order to ensure they board one person at a time
- Guests will be required to use hand sanitizer prior to boarding each vessel
- We will space guests out to the best of our ability on boat
- Once seated guests are not to rotate or change seats
- 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



Campbell River Whale Watching and Adventure Tours

Toll Free: 1-877-909-2667

Local: 1-250-287-2667

info@campbellriverwhalewatching.com

www.campbellriverwhalewatching.com

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

Land Based Tours

Our Land Based tours will follow the same model as our general office and boat procedures:

- 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 and verify on 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 by both staff and guests
- Van will be thoroughly sprayed with SANI Spray before and after trip
- The guide will include COVID precautions in the pre-trip talk
- Please see above mentioned food handling protocols.
- 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