

Adventure Tourism Coalition - Response to COVID-19

Contents

Introduction	1
Health and Safety	2
Workplace Safety Practices	3
Employer Responsibilities	3
Communication	3
Creating Employee Working Groups.....	3
Employee Training	3
Employee Responsibilities.....	3
Communication:	3
Client Safety Practices	3
Orientation.....	4
Client Requirements	4
Cleaning, Sanitizing Protocols and Disinfectants that meet Health Canada's requirements. ...	4
Transportation:.....	4
Exposure Control Plan for Excursions:	4
Food and Beverage Services:	4
Accommodation	4
Protective Equipment for COVID-19 protection	5
Hand Protection - Gloves.....	5
Respiratory Protection - Removable Non-Medical Masks or Face Coverings.....	5
When to wear a mask.....	5
Equipment Maintenance	5
Disciplinary Action(s)	5
Client Adherence	5
Initiatives and Procedures Documentation	5

Introduction

The provincial government has not mandated the temporary closure of most Adventure Tourism Coalition (ATC) sector operations in BC, however, many business operators have chosen to voluntarily suspend their operations or their season has not started yet. In preparation for this, the ATC is incorporating the recommended health & safety precautions for the well-being of their employees and clients. The ATC represents 19 diverse sectors; listed on the final page.

To accomplish this, the ATC members have adopted the Province's Exposure Control Plan to reduce the number of social interactions between workers, clients, and nearby communities through the use of physical distancing, enhanced protection where physical distancing is not practical, increased hygiene practices and cleaning and disinfecting high touch point areas.

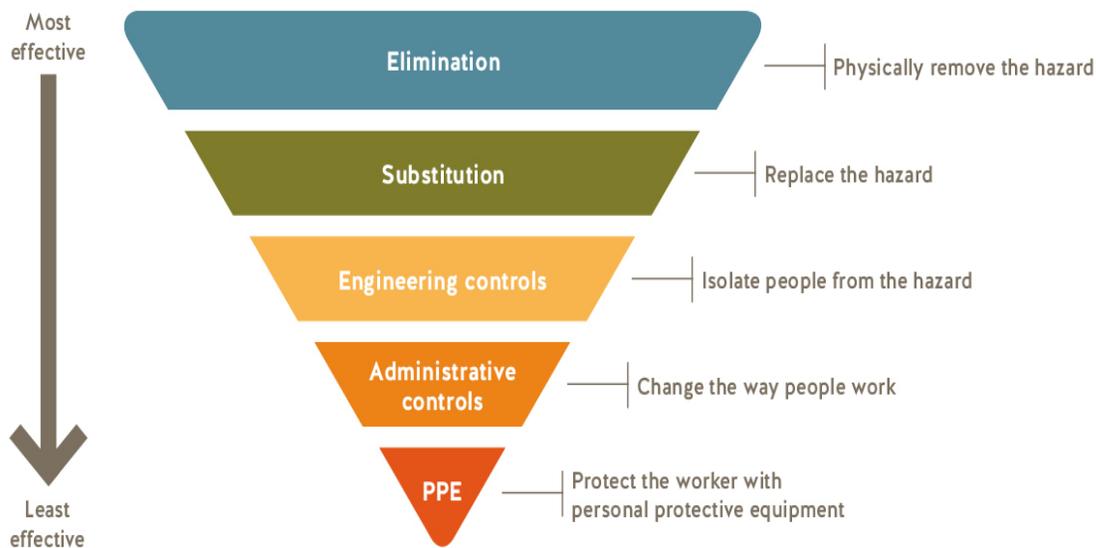
Individual ATC sectors have, or are in the process of creating their own "best practices" guidelines that are more detailed and highly specific to their particular membership.

Operators have identified and used the five principles in the control plan for every situation pertaining to staff and guests in the development of specific sector plans, including:

- Personal Hygiene
- Stay at Home if you are Sick
- Environmental Hygiene
- Safe Physical Distancing
- Physical Modification

The context these principles are employed follow the provinces “Hierarchy of Controls” model. Note that while the controls are listed in order of effectiveness, all four types of controls have been considered. As suggested, they often work best in combination.

Hierarchy of controls



ATC Sectors use the following sources to guide workplace processes:

- [Province of BC](#): Risk-informed decision-making guidelines for workplaces and businesses during the COVID-19 pandemic.
- [WorkSafeBC](#) provides an exposure control plan guide.

Health and Safety

The ATC members are committed to ensuring the health and safety of our members, clients, staff as well as every individual in the communities where we live, work and play. The individual sectors within the ATC serve a full range of domestic and international clientele requiring the businesses need to demonstrate the highest standard of care. Each sector has developed a set of Best Management Practices (BMPs) designed to reduce the risk of COVID-19 transmission to provide confidence to the regulators & clients when they are considering opening the province, Canada and the border to domestic and international travel in the safest way possible.

The BMP's have a foundation of risk avoidance through staff and client education, physical distancing, disinfection, and other procedures outlined in each sector's BMP documents. These documents serve as policy guidance for each operation, which reflects the industry's interpretation of the direction provided by the Provincial Health Officer and WorkSafeBC.

Workplace Safety Practices

Employer Responsibilities

- Establish, train, and monitor all practices related to safety and hygiene;
- Ensure practices are carried out as scheduled;
- Adjust and adapt best practices as required;
- Provide proper protective and sanitation supplies; and
- Provide a safe and healthy workplace

Communication

Ensure employees and clients are kept informed, and fully understand, expectations around hygiene, company policies, safe work practices, and protocols will encourage compliance.

Creating Employee Working Groups

There will be situations on a day-to-day basis where physical distancing between workers is not practical for extended periods of time (e.g. in a vehicle or an aircraft). Working Groups can be managed in a similar fashion to family units.

Employee Training

Training and education will be provided to all employees, contractors, service providers, visitors, or other parties that enter the premises. Training includes safety measures and procedures, physical distancing, proper hygiene practices, and monitoring and reporting illness.

Employee Responsibilities

- To not come to work if they are feeling ill;
- Maintain a high level of personal hygiene at all times following provincial guidelines;
- Follow the health and safety guidelines provided by the employer and Provincial Health Officer for staff, client and facility health and hygiene procedures. Maintain physical distances and wear a face cover/mask when interacting with other staff and clients when less than 2-meter separation; and
- Instruct clients on health and safety procedures

Communication

- Inform a manager immediately if, during their shift, they feel ill, self-isolate and remove themselves from the work site when safe to do so; and
- Monitor Clients for signs of illness and, if noticed, isolate them from the rest of the client group. Inform their manager if there is an incident of illness

Client Safety Practices

ATC members have developed standard communications that will be shared with clients before and during their visit to the premises. This communication should include:

- A prescreening questionnaire to ensure the client is healthy before travelling;
- A waiver to be signed by the client as part of the liability insurance;
- An orientation message at the first point of contact reconfirming their health and welcoming them to the premises;
- Specifics about the current operating environment;
- Overview and expectation of client adherence to the Best Management Practices;
- Training for clients will take place in a two-step process, including a prescreening questionnaire and an on-site orientation; and

- Clients will be required to physical distance when possible and wear a face-covering/mask when 2-meter separation is not possible

Orientation

At the first point of in-person contact with clients, all clients must again self-declare their health status, and be given a COVID-19 orientation by the operator. The orientation will include an explanation of the safety measures and procedures, physical distancing, proper hygiene practices, and monitoring and reporting illness.

These safety measures require the cooperation of all clients through adherence to our policies and procedures. A full list of the COVID-19 measures we have implemented is provided on documents that are available on ATC Member websites and on business premises.

Client Requirements

- Clients must declare any illness to staff; and
- Clients must maintain a high level of personal hygiene, including frequent hand washing or the use of sanitizer. In addition, respiratory etiquette is essential in preventing the spread of illness. The key elements of respiratory etiquette are:
 - Covering cough/sneeze into a sleeve or tissue
 - Disposing of used tissues in garbage
 - Cleaning hands after coughing or sneezing

Cleaning, Sanitizing Protocols and Disinfectants that meet Health Canada's requirements

- Hard surfaces will be cleaned and disinfected using approved products often, and
- Textiles, neoprene, and other products requiring specialized detergents and sanitation will be cleaned after each use according to the manufacture's direction and dried, preferably in open air and sunshine.

Disinfectants that meet Health Canada's requirements for COVID-19.

Transportation

Transportation services will follow Transport Canada guidelines for [air transport](#), [marine transport](#) and [surface transport](#). All guests and staff must comply with [Public Health Agency of Canada](#) Face covering/ mask directives for cloth or disposable face masks when required.

Exposure Control Plan for Excursions

All excursions will employ the health and hygiene prevention principles and personal protection measures for staff and guests.

Food and Beverage Services

Provincial orders and guidelines for [Food and Beverage Services](#) will be followed.

Accommodation

Provincial guidelines for fixed roof accommodation for [Overnight Accommodation](#) are found here and will be complied with. Provincial guidelines for remote camps are found here for [temporary overnight shelters](#) and will be complied with. Note these guidelines are written for silviculture workers; however, the same protocols, practices and procedures apply for guides and clients in remote camps.

Protective Equipment for COVID-19 protection

Protective clothing or equipment worn by individuals for protection against COVID-19. It should serve as a last resort that should not replace any other risk control and infection control measures. However, a sufficient stock of PPE should be kept ensuring its provision to protect employees and clients from exposure to COVID-19 agents in specific circumstances.

Hand Protection – Gloves

If a premise chooses to use disposable gloves, staff should wash their hands thoroughly before putting on the gloves. Wearing gloves does not exclude food handlers from washing their hands. Nitrile gloves are recommended for food service or other situations where hand dexterity is important. Disposable gloves should also be used when touching blood, body fluids, mucous membranes or contaminated items.

Respiratory Protection - Removable Non-Medical Masks or Face Coverings

Non-medical masks or face coverings have limitations and need to be used safely. Non-medical masks or face coverings are protective layers of absorbent fabric (e.g., cotton) that snugly fit over the nose and mouth and are secured to the face with ties or ear loops. Non-medical masks or face coverings alone will not prevent the spread of COVID-19. One must consistently and strictly adhere to good hygiene and public health measures, including frequent hand washing and physical (social) distancing.

When to wear a mask

Where it is not possible to maintain a 2 meter (6 feet) of separation (for example, in case of travelling in a vehicle with a client or other employees.)

Equipment Maintenance

All equipment will have assigned sanitation and disinfectant schedules using approved products in accordance with use. High touch surfaces will receive constant cleaning in between users. Single user equipment will be cleaned at the end of the day.

Disciplinary Action(s)

It is expected that the protocols in this document are followed by all sectors in the ATC. All employees should sign-off on the training that they receive, including an understanding of the importance of following Best Management Practices and Exposure Control Plans as directed by their employers.

Client Adherence

All policies will be enforced, and anyone not in compliance with these policies will be asked to leave the premises. This messaging will be included in the client orientation conducted at the first point of contact from each operator.

Initiatives and Procedures Documentation

Companies should document the initiatives and procedures that the operator will implement to prevent and manage COVID-19.

Sincerely,

Brad Harrison

Chair, Adventure Tourism Coalition

