

# COVID-19 HEALTH AND SAFETY PLAN

WELLS GRAY PARK  
INFORMATION CENTRE



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# GENERAL OPERATING GUIDELINES

The Wells Gray Park Information Centre has created these guidelines to make sure the Information Centre remains a safe and welcoming space for both our staff and our guests.

## SANITATION AND PERSONAL HYGIENE

Respiratory viruses, like COVID-19, spread when mucus or droplets containing the virus get into your body through your eyes, nose, or throat. Hands are one of the most common ways that the virus spreads from one person to the next. During an outbreak, one of the cheapest, easiest, and most effective ways to prevent the spread of a virus is to wash your hands frequently with soap and water.

Good personal hygiene is essential to preventing the spread of COVID-19. To protect you and others around you from getting sick, please take the following precautions:

- Cover your nose and mouth with tissue paper while sneezing or coughing, and dispose of the tissue properly.
- Avoid touching your face
- Wash your hands often and use alcohol-based hand sanitizer if soap and water are not available

To help stop the spread of COVID-19, the Wells Gray Park Information Centre will ensure that adequate materials for adhering to hand hygiene are available on the premises. We will also:

- Provide receptacles for used tissue paper disposal
- Provide conveniently located dispensers of alcohol based hand sanitizer
- Provide information on proper procedures of hand washing
- Ensure proper ventilation of the building
- Maintain clean and well working bathrooms
- Bathrooms stalls will be limited for ample social distancing

### PROHIBITED ENTRY

**Please do not enter this workplace if: (sign at entrance)**

- You or anyone you are in close contact with have any of the following symptoms:
  - Fever
  - Chills
  - New or worsening cough
  - Shortness of breath
  - New muscle aches or headache
  - Sore throat
- You have travelled outside of Canada within the last 14 days
- Have had close contact with anyone with a confirmed or probable case of COVID-19

*Those failing to follow these procedures risk closure of the facility and as such, will be asked to leave the premises.*

# VISITOR GUIDELINES

## TRAFFIC FLOW

The Wells Gray Park Information Centre will have separate entry and exit points for the main building. These will all be marked with adequate signage. Other entrances and exits are as follows:

<b>Front Door</b>	Entrance only. There will be socially distanced markers leading up to the main visitor desk.
<b>Upstairs Side Door</b>	Exit only
<b>Bathroom Hallway Door</b>	Entrance and exit for bathroom access only. There will be a waiting area with markers outside.
<b>Aboriginal Cultural Centre Door</b>	Entrance and exit for Aboriginal Cultural Centre only.

## OCCUPANCY LIMITS

Occupancy Limits for the visitor centre have been determined by Work Safe BC Guidelines. The occupancy limits below allow for 5 square meters of usable floor space per person (not including staff only space)

<b>Main Visitor Centre Area</b>	<b>9</b>
<b>Gift Store</b>	<b>1</b>
<b>Bathroom Waiting Area</b>	1 person in the bathroom hallway at a time
<b>Aboriginal Cultural Centre</b>	1 person at a time or two from a family
<b>Men's Bathroom</b>	1 person at a time (unless with a child)
<b>Women's Bathroom</b>	1 person at a time (unless with a child)

## SIGNAGE

We have implemented a plan for signage to help customers and staff navigate the new circumstances at our Information Centre.

<b>Front Door</b>	<ul style="list-style-type: none"> <li>➤ Occupancy limit</li> <li>➤ Do not enter if:</li> <li>➤ Please maintain distance</li> <li>➤ Entrance Only</li> </ul>
<b>Gift Store</b>	<ul style="list-style-type: none"> <li>➤ Occupancy limit</li> <li>➤ 1 or 2 immediate family</li> </ul>
<b>Bathroom Waiting Area</b>	<ul style="list-style-type: none"> <li>➤ 1 person in the bathroom hallway at a time</li> <li>➤ Cone signal</li> </ul>
<b>Aboriginal Cultural Centre</b>	<ul style="list-style-type: none"> <li>➤ Occupancy limit</li> <li>➤ 2 people</li> </ul>
<b>Men's Bathroom</b>	<ul style="list-style-type: none"> <li>➤ 1 person at a time</li> <li>➤ Please keep lid closed</li> <li>➤ Handwashing</li> </ul>
<b>Women's Bathroom</b>	<ul style="list-style-type: none"> <li>➤ 1 person at a time</li> <li>➤ Please keep lid closed</li> <li>➤ Handwashing</li> </ul>
<b>Staff Room</b>	<ul style="list-style-type: none"> <li>➤ Handwashing</li> <li>➤ Symptom list</li> <li>➤ Cleaning and disinfecting signage</li> <li>➤ Cleaning checklists</li> <li>➤ How to wear a mask</li> </ul>
<b>Other Signs</b>	<ul style="list-style-type: none"> <li>➤ Directional line up signage outside</li> <li>➤ Please wait here floor decals</li> </ul>
<b>Side Door</b>	<ul style="list-style-type: none"> <li>➤ Exit Only / Do not Enter (other side)</li> </ul>

# EMPLOYEE PROCEDURES

## REPORTING SICK

Employees must self-monitor for symptoms and report immediately to the manager with any symptoms of COVID -19 or if anyone they are in close contact with becomes ill.

- Any employee who has any symptoms symptoms of a cold, flu, or COVID-19, including a cough, sneezing, runny nose, sore throat, or fatigue will be provided with a mask and asked to go straight home. They will be advised to call 811 for further guidance on testing.
- All surfaces that the ill worker has come into contact with will be cleaned and disinfected
- Any employee who has symptoms of COVID-19 must self- isolate until they are tested and confirmed negative for COVID-19.
- Even if employees are tested and confirmed negative for COVID-19, employees mus not return to work until all symptoms of illness have disappeared.

## PERSONAL HYGIENE

### ❖ EMPLOYEES MUST

- 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 handrails, and door handles
- After handling cash/credit/debit cards, or touching common items (hand sanitizer will be available)
- Cover their nose and mouth with tissue paper while sneezing or coughing and dispose of the tissue properly. Avoid touching their face.
- Maintain good personal and environmental hygiene
- Not shake hands with colleagues or visitors
- Keep hands clean and wash hands properly before touching eyes, nose or mouth (if necessary, to do so)

## SHIFTS

Employees will work with the same team in shifts of 4 days on – 4 days off. This is to limit the exposure staff will have to other employees. The same 3 people will work each 4 day shift.

## PERSONAL PROTECTIVE EQUIPMENT

- Barriers will be installed at all counters where proper physical distancing cannot be maintained.
- Employees will be given masks, gloves and face shields. These are used as personal preference when behind the plexiglass barriers.
- Employees will be required to wear a mask when they are in any space where there is the potential that physical distancing may not be able to be maintained.
- Employees will have a staff only stall in the women's washroom



# SANITATION AND HYGIENE

## GENERAL PROCEDURES

- Increased sanitation and hygiene will be employed throughout the Wells Gray Park Information Centre.
- Good ventilation will be ensured, with doors and windows to remain open as much as possible
- All unnecessary items will be removed from counters to prevent spread of COVID-19
- General cleaning and disinfecting of the facility will occur at least once per day
- Highly touched surfaces will be disinfected at least 3 times a day and whenever they are visibly dirty
- Bathrooms will be fully cleaned twice per day
- There is a schedule in place for regular sanitation, and includes areas outside of the visitor centre. (e.g. picnic tables)
- Cleaning will occur with soap and detergent
- Disinfecting will occur with household disinfectants approved for use with COVID-19 by the BC Centre for Disease Control.

## STAFF TRAINING

- Staff will be properly trained in all cleaning and disinfection protocols.

# CLEANING CHECKLISTS

#1	#2	#3	Disinfecting Checklist	(3 times per day)	HIGH CONTACT AREAS
			Barriers		
			Phones		
			Payphone		
			Keyboards		
			Door Handles		
			Change plastic barriers on cash and visa machine		
			Tables and Desks		
			Railings		
			Counters		
			Paper towel dispenser		

#1	#2	Bathroom Checklist	(2 times per day)
		Counters	
		Sinks	
		Paper towel dispenser	
		Hand dryer and wall behind	
		Door handles	
		Grab bars	
		Toilet paper holders	
		Sanitary napkin bags	
		Garbage	
		Toilets	
		Floors	
		Light switches	
		Replenish all supplies (toilet paper, soap, paper towel etc.)	

# RETAIL

## GENERAL GUIDELINES

- You touch you take
- Items handled and not taken will be put in a container and isolated for 72 hours
- Touchless monetary transactions will be encouraged (\*tap)
- Any cash handled by customers will be deposited into tray and not directly handled by employees