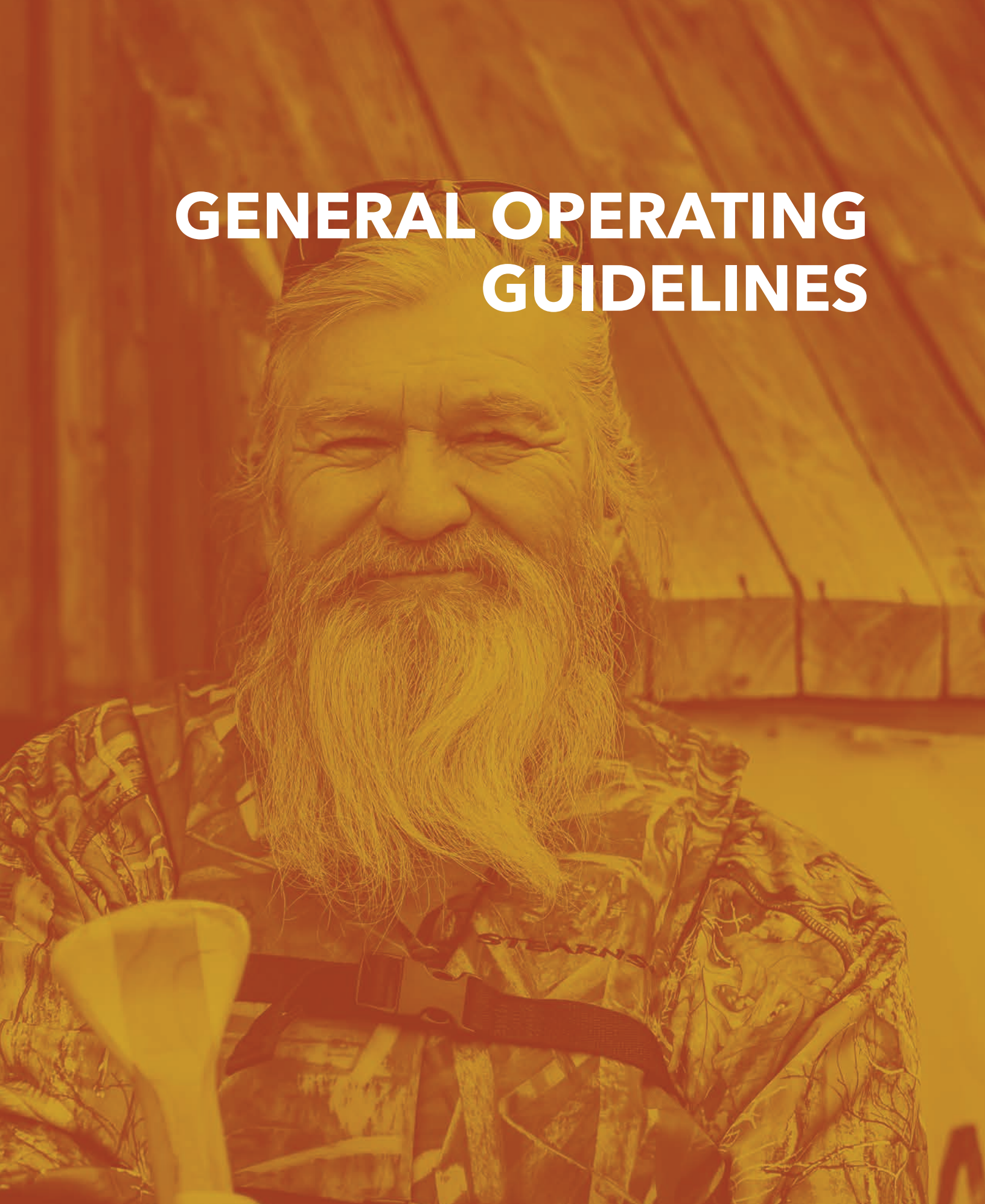


GENERAL OPERATING GUIDELINES



Overview

Based on available information, it is estimated that coronaviruses can survive on hard surfaces from 24 hours to several days. Coronaviruses can be spread by touching an infected area, then touching the mouth, nose or eyes before washing hands. Hand washing and respiratory hygiene are important ways of interrupting this transmission.

- If you have traveled abroad in the last 14 days you must self-quarantine
- You should self-isolate and stay home and encourage your family not to go out if you are sick with mild cough or low-grade fever (37.3 C or more) and/or have respiratory distress (sore throat, coughing, difficulty breathing, headache, muscle pain, fatigue)
- Maintain your distance from others outside your party of 2 meters (6 feet) at all times and wear a face mask if you cannot maintain this distance
- Wash hands regularly and whenever they become soiled:
 - » Hands should be washed using soap and warm water for at least 20 seconds. When drying hands, disposable paper towels are preferred
 - » If soap and water are not available, an alcohol-based hand sanitizer (ABHS) can be used as a temporary measure until hand washing can be done. ABHS alone should not be used on visibly soiled hands. Use wipes to remove soil, followed by ABHS
- When coughing or sneezing:
 - » Cough or sneeze into a tissue or the bend in the arm, not into hands
 - » Dispose of any tissues that have been used as soon as possible in a lined waste basket and wash/sanitize hands for 20 seconds afterwards
- Avoid touching eyes, nose and mouth with unwashed hands
- Avoid touching surfaces
- Cleaning is a critical first step for disinfecting affected surfaces. In general, when cleaning:
 - » Personal protective equipment (as required by the operator's health and safety protocol)
 - » Put on disposable, water-proof gloves. Avoid hand contact with the face, especially the nose and eyes
 - » For routine cleaning and disinfection, and for areas potentially contaminated with COVID-19, a hard-surface disinfectant authorized by Health Canada is recommended. For a list of hard-surface disinfectants for use against coronavirus (COVID-19), please see Health Canada's website
 - » Follow the manufacturer's instructions for the recommended dilution rates, contact times and conditions specific to the surface
 - » Avoid bleach except on simple plastics
 - » Don't use solvents
 - » Wipe off what you wipe on; don't leave chemicals to linger
 - » Disposable cloths
 - » Paper towels and absorbent materials
 - » Waste disposal bags, labels and tape

Employers

- Keep ample distance:
 - » Prohibition of gatherings of 50 or more people
 - » Minimize business trips, both domestic and international
 - » Ensure workers keep 2 meters (6 feet) apart (at least one meter) by using available space or changing the directions of monitors, desks, or other work surfaces
 - » Have employees sit in rows or zigzag in large spaces such as cafeteria, or install transparent dividers between seats
 - » Self-isolation for employees who have symptoms of COVID-19 for a minimum of 10 days (or self-isolation for 14 days if you are returning to Canada)

- Workplace hygiene:
 - » Clean and disinfect high-touch areas regularly
 - » Train and inform workers on proper hand washing procedures (use of hand sanitizer), etiquette for coughing/sneezing, and other ways to manage hygiene
 - » Provide and distribute masks and hygiene products according to the needs of the workplace

- Keep physical distance but maintain social connection:
 - » Create a culture that minimizes extracurricular activities, outings, and happy hours so that people go home directly after work
 - » Tell employees to refrain from using the same common space
 - » Provide makeshift meeting rooms to host visitors according to the needs of your workplace

- Provide support:
 - » Encourage anyone not feeling well to stay home
 - » If possible, be flexible with hours or offer the opportunity to work remotely
 - » Cross-train employees so more than one person can take on tasks. Tourism HR Canada is offering Emerit training free of charge: <http://emerit.ca/en/emeritforfree>
 - » Designate a point of contact for any questions or concerns (and make sure they are equipped for the role)
 - » Provide alternatives for employees at increased risk, such working on tasks away from the public
 - » Offer mental health resources and Employee Assistant Programs (EAP)

Employees, Workers

- Practice physical distancing by keeping more than 2 metres (6 feet) apart from co-workers and guests
- Continue to follow all safe work procedures. If it is unsafe to work, talk to your supervisor, health and safety committee or representative, and/or union
- Stay home if you are sick or might be sick. Follow the Public Health Agency of Canada's steps for self-assessment: <https://www.canada.ca/coronavirus>
- Proactively use flexible work hours (such as work from home or commuting during off-peak hours) and paid time off such as sick days, vacation time, and family leave
- Wash your hands at the start of your work/shift, before eating or drinking, after touching shared items, after using the washroom, after handling cash or credit/debit cards, after touching common items, after each transaction if contact was made, and at the end of your work/shift. Remove jewellery while washing
- Regularly disinfect places where your hands often touch (table, keyboard, mouse, phone, etc.)
- Follow proper etiquette: cough or sneeze into disposable tissue or flexed elbow
- Avoid touching your face with unwashed hands
- Avoid physical contact, such as shaking hands
- Use your own cups, spoons, and other paraphernalia
- Keep physical distance but maintain social connection
 - » Avoid happy hours, club activities, and other small group events; return home early after work
 - » Several people should not occupy the break room at once

On Meetings

General Principles

- Use video conferencing and phone calls as much as possible
- Make sure in-person meetings take place in ventilated spaces where employees can maintain physical distance
- Minimize meeting attendees and maximize efficiency in order to reduce the meeting length
- Follow these guidelines when conducting in-person meetings:
 - » Inform attendees that they should refrain from attending the meeting if they traveled abroad in the last 14 days or have shown symptoms such as fever, respiratory distress (sore throat, coughing, difficulty breathing, headache, muscle pain, fatigue)
 - » The meeting host should check for respiratory abnormalities or fever and make sure those with symptoms don't attend
 - » Refrain from physical contact, such as shaking hands, before or after the meeting
 - » Make sure hand sanitizer is readily available in the conference room so attendees can use it frequently
 - » Provide a well-ventilated, spacious area for the meeting and be sure to ventilate before the meeting
 - » Take a break every hour to ventilate the space by opening doors and windows
 - » Maintain a distance of two meters between every attendee (minimum one meter). If this cannot be met, refrain from meeting in person. If the meeting is still necessary, ensure every attendee wears a mask, even when speaking.
 - » Masks are up to personal discretion if ventilation and distancing can be followed

Guests, Visitors, Customers

Take a proactive approach with messaging to guests prior to arrival and upon arrival of methods being deployed for employee and guest safety. Consider communications campaigns about the actions put in place to show the guest safety measures being taken.

- ➔ Communicate new operational procedures to guests prior to arrival, on your website, email marketing, short videos/photos and through social media to establish expectations and instill confidence, including:
 - » A message welcoming them to the premises
 - » Specifics about current operation environment (e.g. local, provincial/territorial health directives that apply)
 - » An overview of all the efforts you are undertaking to ensure customer health & safety expectations of customers
 - » Identifying COVID-19 symptoms and messaging that asks guest to come back another day if anyone in their party is experiencing the symptoms
 - » Directives on wearing masks/ face coverings for employees and guests (if required)
 - » Capacity limits that facilitate social distancing (maximum 50 people)
 - » Enhanced cleaning and sanitizing protocols
 - » Use of temperature checks/thermal scanning cameras (if required)
- ➔ Consider the importance of warning guests about the risk of contracting COVID- 19 in any public space, including posting signs
- ➔ Signs with health and hygiene reminders should be visible throughout the property
- ➔ Signs should be placed to remind guests of physical distancing requirements
- ➔ Signs should be placed in restrooms and throughout facilities to remind guests of appropriate hand washing standards
- ➔ Ensure cleaning/sanitizing team is highly visible to provide reassurance
- ➔ Consider a guest tip line (phone number) or build the functionality into an app that would allow guests to report health, safety, or cleanliness concerns to management in a timely manner