

FREQUENTLY ASKED QUESTIONS ON HEALTH & SAFETY GUIDELINES FOR COVID-19 RECOVERY

The following provides a list of frequently asked questions and situations specific to Indigenous tourism businesses in Canada. It is meant as a resource for ITAC members and industry partners to refer to when managing communications.

Communications Guiding Principles:

- Authentic and empathetic
- Truthful
- Clear and concise
- Timely

How do I communicate the importance of health and safety to our guests and customers?

You can share your health and safety protocols as soon as you start communicating with guests such as web and phone inquiries, websites and social channels, booking and upon arrival to your experience.

Expectations of guests and customers:

We are committed to keeping you healthy and safe, but we cannot guarantee you won't be exposed to COVID-19. Thanks for doing your part:

- Physical distancing is required at all times — 2 meters (6 feet) apart.
- Failure to observe physical distancing risks the closure of our facility, so we urge you to help maintain proper distances.
- Washrooms on the premises are disinfected frequently.
- Hand sanitizers are available on the premises.
- Wash your hands often and for 20 seconds each time.
- Wear a face mask or covering if it safe for you to do so.
- Cough or sneeze into disposable tissue or bent elbow.
- Avoid touching your face and surfaces.
- If you have underlying medical conditions, it is recommended that you stay home.
- If you are sick, please stay home together with your family or party.
- If you are displaying symptoms of COVID-19, which primarily displays as a persistent cough, fever and respiratory distress, you will be asked to go home.
- If you have travelled outside Canada, you are not permitted on our premises until you have self-isolated for a minimum of 14 days.

In destination:

- Staff and signs delivering a message of welcome.
- Specifics about current operation environment (e.g. local, provincial or territorial health directives that apply).
- An overview of the efforts you are undertaking to ensure health and safety:
 - » "For the health and safety of our community, staff and guests, we have implemented enhanced cleaning and sanitization regimen that adhere to our Public Health Authorities guidelines."
 - » "We've installed hand sanitizers at key locations."
 - » "Our washrooms have soap and disposable towels with signs showing proper hand washing."
 - » "We've arranged our space to enable physical distancing along with signs for helpful reminders."
 - » "Staff and guests are doing their part by staying at home if they are sick or have COVID-19."



FAQS ON STIMULUS HEALTH & SAFETY GUIDELINES FOR COVID-19 RECOVERY

How do I interact with guests if I'm an artisan, dance performer or cultural guide?

For live demonstrations maintain physical distancing of 2 meters (6 feet) at all times. Wear a face mask if you cannot guarantee maintaining that distance.

It is not recommended that cultural or traditional objects, such as cultural art, regalia, traditional canoes, paddles, instruments or other cultural or traditional objects be disinfected as it can damage the surface or material. Wash hands with soap and water before and after handling cultural and art objects to minimize the spread of COVID-19. If this is not possible, use hand sanitizer before and after.

Store cultural objects, artwork or regalia for 7–9 days at room temperature in between use, handling or wearing by people. If the environment is drier or colder, consider extending this time period. If you are acquiring a new art or cultural piece for your business or are using cultural objects or traditional pieces during your tour, quarantine the object for 7–9 days at room temperature before bringing the piece out to the public.

Wash, disinfect and sanitize the establishment, especially where guests will be welcomed frequently. Follow the public health guidelines for disinfecting public spaces.

If you are wearing traditional regalia that will be handled by people from outside your household or will be within a 2 metre (6 feet) distance of people from another household, store regalia for 9 days at room temperature before wearing again.

If your Indigenous experience includes passing cultural or traditional pieces amongst people of different households, consider eliminating this experience at this time, washing hands with soap and water for 20 seconds before and after or, if this is not possible, use hand sanitizer.

Please see the General Operation Guidelines section of **ITAC's Health & Safety Guidelines** for more helpful tips.

What if a guest appears to have COVID19?

It appears you have COVID-19 which primarily displays as a persistent cough, fever and respiratory distress. As we are working hard to ensure the health and safety of our staff, communities and guests, we ask you and your party to leave and stay at home until you have recovered. We look forward to welcoming you back soon.

Do my staff and guests need to wear a mask and or Personal Protective Equipment (PPE)?

The general directive for Canada is a recommendation for staff and guests to wear masks or face coverings and potentially PPE if they cannot maintain 2 meters distance from one another. This may vary by region so be sure to check-in with your local public health authority.

How do we communicate messaging for Indigenous communities and visitor access?

Health and safety for our community is a priority. At this time, our community remains closed or has limited access to the general public. We're all in this together and thank you for staying away at this time. We will issue a public notice when our community will open to the public and look forward to welcoming you back soon.



FAQS ON STIMULUS HEALTH & SAFETY GUIDELINES FOR COVID-19 RECOVERY

When can I start hosting gatherings, events and festivals?

This is usually the time for pow-wows and festivals but most have been cancelled or are being delivered virtually at this time. The capacity limit for gathering, events and festivals is a maximum of 50 people. You can help build traffic flow by creating one direction demarcations using props and arrows to make it easy to follow.

For indoor events, you must provide a well-ventilated space that can allow for proper social distancing of 2 meters (6 feet) distance.

For outdoor events, it is easier to provide the space distancing and proper ventilation for traffic flow and physical distancing.

At entrance it is helpful to have a greeter to manage the capacity limit – and keep guests entertained while they wait.

How can non-indigenous businesses work with Indigenous communities during this time?

ITAC, its members and tourism partners recognize the rights of Indigenous communities to self-govern and encourage visitors to respect their directives and help do their part in keeping Indigenous communities and people healthy and safe.

Indigenous Tourism BC has compiled information for developing partnerships between non-Indigenous organizations, such as travel trade, media, tourism businesses and other partners, and Indigenous communities.

Please visit their website for helpful resources:

<https://www.indigenoustbc.com/corporate/what-we-do/partnerships-and-special-projects/working-with-indigenous-communities/considerations-working-with-indigenous-communities/>

