



**COVID-19 BEST PRACTICES  
FOR COMMERCIAL RIVER RAFTING OPERATIONS**

BC RIVERS OUTFITTERS ASSOCIATION

13.05.20

## COVID-19 BEST PRACTICES FOR COMMERCIAL RIVER RAFTING OPERATIONS

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**On March 26, 2020, the BC Government issued the following:**

"The Provincial Health Officer has ordered some types of businesses to close. Any business or service that has not been ordered to close and is also not identified on the essential service list may stay open if they can adapt their services and workplaces to the orders and recommendations of the PHO."

The provincial government has not mandated the temporary closure of river outfitting operations in BC. However, business operators choosing to operate must take every health and safety precaution for the wellbeing of their employees and customers.

**Mandate of the BC Rivers Outfitters Association**

The British Columbia River Outfitters Association (BCROA) is a not-for-profit society registered in the Province of British Columbia. We are wholly supported through membership dues and operate with a volunteer board executive and part time executive director staff.

The mandate of the BCROA is:

1. To represent the interests of commercial river outfitters in discussions with government and other agencies;
2. To promote a high standard of safety and operations in the river outfitter industry; and
3. To initiate, organize and manage programs to improve the operations for outfitters.

BCROA includes and represents any commercial river-based company that agrees to abide by the constitution, bylaws and approved resolutions of the BCROA.

The BCROA is committed to ensuring the health and safety of our members, customers and employees, as well as every Canadian in the communities where we live, work and play. We serve a full range of domestic and international clientele, so the adventure tourism businesses need to demonstrate the highest standard of care. Implementing the best management practices outlined in this document will reduce the risk of Covid-19 transmission within outfitting operations and provide confidence to the regulators when considering the reopening of provinces and international borders.

It is critical that all rafting operations in British Columbia immediately align with COVID-19 orders, direction and safety protocols mandated by the Provincial Health Office (PHO) and regional health authorities.

Additional resources for exposure control can be found in the appendix at the end of this document.

*Note:* This is not a legal document and will be updated as new information becomes available. Visit <http://www.bcra.ca> for industry updates.



## **I. EMPLOYEE ILLNESS AND SAFETY PROTOCOLS**

During the COVID-19 outbreak, BCROA advocates that all BC rafting companies follow mandates and orders from the Provincial Health Office (PHO), regional health authorities, WorkSafeBC and Health Canada. In addition to compliance with all federal, provincial and regional guidelines, BCROA advocates that all BC rafting companies comply with the following protocols, with the recognition that every company and its resources are different.

### **A. EMPLOYEE ILLNESS POLICY**

All rafting companies must have an updated Employee Illness Policy that includes approved protocols for Covid-19. This policy must be communicated to all employees before they arrive at work.

#### **1. EMPLOYEE SELF-ASSESSMENT:**

1. Employees must review the self-assessment signage located throughout the facility each day, before their shift, to attest that they are not feeling sick or have any COVID 19 symptoms.
2. Managers visually monitor employees daily to check for any symptoms, ask employees the status of their health and how they are regarding their safety.
3. If employees are unsure, direct them to use the online self-assessment tool at <https://bc.thrive.health/covid19/en> or the COVID-19 BC Support App.

#### **2. IF AN EMPLOYEE IS FEELING SICK WITH COVID-19 SYMPTOMS:**

1. Employees who feel sick with COVID-19 symptoms, such as fever, trouble breathing, dry cough, fatigue, sore throat and aches and pains, are to remain at home and contact Health Link BC at 8-1-1.
2. At work, if an employee shows even mild symptoms of sickness, for COVID-19 or otherwise, send them home immediately. Remove the employee from the schedule for 14 days, and have them contact 8-1-1 or a doctor.

#### **3. IF AN EMPLOYEE HAS BEEN TESTED AND IS AWAITING THE RESULTS OF A COVID-19 TEST**

1. The Public Health Agency of Canada advises any person with even mild symptoms to stay home and call the public health authority of BC.
2. As with the confirmed case, immediately remove the employee from the workplace.
3. Inform other employees who may have been exposed, and remove them from the workplace for 14 days or until a diagnosis of COVID-19 is ruled out by health authorities.
4. Immediately close off, clean and disinfect the work areas and any surfaces that infected employees may have touched.

#### **4. IF AN EMPLOYEE TESTS POSITIVE FOR COVID-19:**

1. Send the employee home immediately and remove them from the schedule. Advise the employee that they are not permitted to return to the workplace health authorities have confirmed they are free of the COVID-19 virus.
2. Inform other employees who may have been exposed, and remove them from the workplace for 14 days, or until a diagnosis of COVID-19 is ruled out by health authorities.
3. Immediately close off, clean and disinfect the work areas and any surfaces that infected employees may have touched.

5. IF AN EMPLOYEE HAS BEEN IN CONTACT WITH SOMEONE WHO HAS COVID-19:

1. Once contact is confirmed, remove the employee from the workplace for at least 14 days, or as directed by public health authorities.
2. Inform other employees who may have been exposed, and remove them from the workplace for 14 days, or until a diagnosis of COVID-19 is ruled out by health authorities.
3. Immediately close off, clean and disinfect the work areas and any surfaces that infected employees may have touched.

6. EMPLOYEE SUPPORT

1. Advise employees that if they are directed to stay home or are sick with COVID-19, human resources (where applicable) and management will contact them to provide guidance and support throughout their leave.

7. REQUIREMENTS FOR EMPLOYEES TO QUARANTINE OR SELF-ISOLATE

1. An employee who has travelled outside of Canada within the last 14 days, except for work-related reasons, is not permitted to enter any part of the facility and must quarantine and self-isolate.
2. An employee with symptoms of COVID-19 is not permitted to enter any part of the facility and must quarantine and self-isolate.
3. An employee from a household with someone showing symptoms of COVID-19 is not permitted to enter any part of the facility and must quarantine and self-isolate.
4. An employee in quarantine or self-isolating because of contact with an infected person, or in a self-isolating family, is not permitted to enter any part of the facility.

8. EMPLOYEE RESPONSIBILITIES

Employees without symptoms of COVID-19 are free to work if they adhere to the following protocols:

1. PRIORITY 1: Wash your hands with soap and water for at least 20 seconds before your shift and as frequently as possible during your shift.
2. PRIORITY 2: Practice physical distancing – keep a minimum distance of at least two meters (six feet) away from fellow employees and customers. If you are unable to, wear a face covering or face mask.
3. PRIORITY 3: Inform your manager immediately if, during your shift, you feel any symptoms of COVID-19 such as fever, trouble breathing, dry cough, fatigue, sore throat and aches and pains.
4. Avoid touching your eyes, nose, or mouth with unwashed hands or when wearing gloves.
5. Cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue in the trash and wash your hands, or sneeze/cough into your elbow.
6. If soap and water are not available, use an alcohol-based hand sanitizer.
7. Clean and disinfect frequently touched objects and workstation surfaces as per directions in the Cleaning, Sanitizing and Disinfecting Protocols section of this document.
8. Stay informed. Information is changing frequently.

## II. PHYSICAL DISTANCING, HAND WASHING AND PPE PROTOCOLS

### A. PHYSICAL DISTANCING

As defined by the BC Centre for Disease Control, physical distancing means limiting close contact with others. When outside home, practicing physical distancing by keeping two meters (six feet) away from one another, is something we can all do to help stop the spread of COVID-19. All employees are to practice the following physical distancing guidelines:

1. Minimize close-contact interactions with customers and other employees whenever possible.
2. Whenever possible, keep at least two meters (six feet) distance between yourself and others.
3. Do not shake hands with customers or employees, nod or wave instead.
4. Follow protocol for shifts, breaks and staff meetings as outlined in Section II of this document.

### B. HAND WASHING

Frequent and proper handwashing, as defined by Health Canada, is recommended to prevent all viral respiratory infections and other illnesses. After washing your hands, use a disinfectant spray on sink taps and surfaces. If soap and water are not available, use alcohol-based hand rubs (ABHR) or hand sanitizer to clean your hands. However, if your hands are visibly soiled, first use a wipe and then ABHR / hand sanitizer to clean them effectively. This video demonstrates the correct technique: "Reduce the spread of COVID-19: Wash your hands": <https://www.youtube.com/watch?v=o0P-0d1mJfA>

In addition to other situations not included here, employees must wash their hands when:

1. Entering or leaving any structure at the facility, including transport vehicles,
2. When putting on or removing Personal Protective Equipment (PPE),
3. Before and after breaks, and when using washroom facilities,
4. Before and after handling customer equipment.

### C. PERSONAL PROTECTIVE EQUIPMENT

1. Use of Personal Protective Equipment (PPE) is categorized as follows, based on exposure risk:
  - LOW RISK: tasks where an employee is isolated, e.g. boat repair.
    - Regular handwashing must be observed.
    - Areas and equipment that were handled are cleaned before and after use, per manufacturer-recommended guidelines.
  - MEDIUM RISK: where employees have interactions with customers and/or other employees, but can be physically distanced, e.g. check-in, briefings.
    - Employees and customers have a face covering or mask on their person.
    - Regular handwashing must be observed.
    - Areas and equipment that were handled are cleaned before and after use, per manufacturer-recommended guidelines.
  - HIGH RISK: tasks where employees or customers cannot maintain physical distancing, e.g. in a shuttle vehicle.
    - Regular handwashing or sanitizing must be observed.
    - Employees and customers wear non-medical face covering.

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- Areas and equipment that were handled must be cleaned before and after use, per manufacturer-recommended guidelines.

1. Employees must use PPE (gloves and face covering/mask) while cleaning customer equipment. Employers must provide the employees with the PPE.
2. PPEs must be sanitized or disposed of after each use.
3. **GLOVES:** Gloves are not deemed necessary except when recommended by the cleaning or disinfectant product manufacturer. Wearing gloves does not exclude an individual from regular handwashing; thorough handwashing should take place before and after wearing the gloves.

RECOMMENDED CHOICE FOR GLOVES:		
GLOVE TYPE	Nitrile Protective Gloves	
DEFINITION	Made of synthetic materials and offers robust protection.	
ADVANTAGE	Stretchy, durable	
PROTECTION LEVEL	Chemicals, viruses	
SUGGESTED USAGE	Kitchen Food service Cleaning	Maintenance

4. **NON-MEDICAL FACE MASKS AND COVERINGS:** Face coverings or masks are protective layers of absorbent fabric (such as cotton) that snugly fit over the nose and mouth. They secure to the face with ties or ear loops.

Non-medical Face Masks or Face Coverings SHOULD:	Non-medical Face Masks or Face Coverings SHOULD NOT:
Be made of multiple layers of absorbent fabric (such as cotton)	Be placed on children under the age of 2.
Cover the mouth and nose without gaps.	Be placed on anyone unable to remove them without assistance or anyone who has trouble breathing.
Fit securely to the head.	Be made exclusively of plastic sheeting or materials that easily fall apart (e.g. tissues).
Allow for easy breathing.	Impair vision or interfere with tasks.
Be changed as soon as possible if damp or dirty.	Be shared with others.

Stay the same shape after machine washing and drying.	Fit so that the passenger/driver is continuously adjusting the face covering.
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# Coronavirus COVID-19

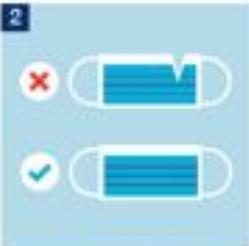
BC Centre for Disease Control | BC Ministry of Health



## How to Wear a Face Mask



**1** Wash your hands with soap and water for 20-30 seconds or perform hand hygiene with alcohol-based hand rub before touching the face mask.



**2** Check the new mask to make sure it's not damaged.



**3** Ensure colour side of the mask faces outwards.



**4** Locate the metallic strip. Place it over and mold it to the nose bridge.



**5** Place an ear loop around each ear or tie the top and bottom straps.



**6** Cover mouth and nose fully, making sure there are no gaps. Pull the bottom of the mask to fully open and fit under your chin.



**7** Press the metallic strip against to fit the shape of the nose. Perform hand hygiene.

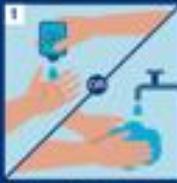


**8** Do not touch the mask while using it, if you do, perform hand hygiene.



**9** Replace the mask if it gets wet or dirty and wash your hands again after putting it on. Do not reuse the mask.

### Removing the Mask



**1** Perform hand hygiene.



**2** Do not touch the front of your mask. Lean forward, gently remove the mask from behind by holding both ear loops or ties.



**3** Discard the mask in a waste container.



**4** Perform hand hygiene.



Ministry of Health



BC Centre for Disease Control

If you have fever, a new cough, or are having difficulty breathing, call 8-1-1.

Non-medical inquiries (ex. travel, physical distancing): 1-888-COVID19 (1888-268-4319) or text 604-630-0300



### **III. GENERAL EMPLOYEE PROTOCOLS**

#### **A. SHIFT PREPARATION**

1. All employees must wash their hands with soap for at least 20 seconds once they arrive at work, every time they enter and leave the rafting facility, and every hour throughout their shift.
2. Personal Protective Equipment (PPE) must be worn and provided for all operational duties as per the exposure risk categories outlined in this document.
3. Shifts and breaks should be staggered.
4. Job mixing is minimized. Have the same employees do the same tasks during their shift.
5. If possible, eliminate time cards/clock and have employees communicate hours electronically.

#### **B. PHYSICAL DISTANCING AND SANITATION**

1. Physical distancing is maintained during all breaks. If possible, employees should be encouraged to have meal breaks outside or in their vehicles. Where the use of lunchroom is necessary:
  - a. The use of a fridge, microwave, coffee machine, or dishwasher is minimized.
  - b. After all use, all touchpoints are disinfected.
  - c. After each use, all dishes are cleaned immediately, or placed in the dishwasher.
2. After each use, employees disinfect all surfaces they have touched.
3. Employees should carry their own hand sanitizer.
4. Remind employees to keep their hands away from their face.
5. Remind and enforce physical distancing among employees at all times.

#### **C. WORKSTATIONS**

1. Have self-serve hand sanitizers at each workstation and area.
2. Maintain physical distancing with the positioning of workstations.
3. If more than one employee is working in a facility, each person should be assigned to use a particular workstation, Point of Sale (POS) system and phone. At the end of the shift, the workstation and equipment must be cleaned prior to use by another employee.
4. Where possible, assign employees specific vehicles, radios, tasks, rafts, kayaks and other equipment. Disinfect equipment before distributing to other employees.

#### **D. EMPLOYEE PERSONAL EFFECTS**

1. Minimize personal storage areas, remove all non-essential items and disinfect after each use.
2. Only one employee is in change rooms at a time, unless physical distancing can be guaranteed.

#### **C. STAFF MEETINGS AND TRAINING**

1. Reduce in-person staff meetings. Communicate task assignments via email, text or radio.
2. When possible, keep employees doing tasks they already know to minimize training.
3. If training is required, have employees review standard operating procedures or watch training videos before hands-on training.
4. For hands-on training, employees must wash their hands and wear a face covering or mask.

5. Procedures for rafting-specific training are in the PROTOCOLS FOR RAFTING OPERATIONS section of this document.

## **F. CUSTOMER INTERACTIONS**

If a customer in the facility has a question or feedback related to the COVID-19 outbreak, please have them email management. Employees should listen to them and give them contact information, including email addresses. Employees should not make comments related to the customer's question or feedback.

## **G. MEDIA INTERACTIONS FOR EMPLOYEES**

Employees should not speak with the media (radio, television stations, newspapers, etc.). If the media approach an employee regarding COVID-19, they should be polite but not comment. The news media engage, sometimes aggressively, to get information. Employees must not get angry or careless. Refer them to <Insert manager's name>. Employees should use the following to reply to media: "I want to make sure you have accurate, up-to-date information — so please contact our <manager> at <telephone # or email>."

## **H. DISCIPLINARY ACTION(S)**

All rafting company employees follow protocols in this document. BCROA recommends having employees sign the attestation at the end of this document to confirm that they have read this manual and understand the importance of following the protocols. Companies should document training received by employees and add these training protocols to your company's Health & Safety orientation and procedures. Standard disciplinary actions, as per your company, should be enforced for failure to observe protocol.

## IV. CLEANING AND DISINFECTING PROTOCOLS

COVID-19 is susceptible to disinfectants and sanitizers. The following protocols must be implemented and documented to reduce the risk of spreading COVID-19:

1. Increase cleaning and disinfection frequency of high-touch surfaces and high-traffic areas.
2. Implement a sign-off process that indicates frequency for all cleaning and disinfection.

### A. DEFINITIONS

1. Cleaning: refers to the removal of germs, dirt, and impurities from surfaces. It does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.
2. Sanitizing: Food-grade sanitizers, used after cleaning, reduce the level of bacteria to a safe level. Follow the manufacturer's instruction for concentration and contact time. Use sanitizers on food contact surfaces. When using a sanitizer at the no-rinse concentration level, the surface is not rinsed with potable water. Disinfectants differ from sanitizers; they have a greater ability to destroy bacteria, viruses and moulds. Disinfectants at a higher concentration require a longer contact time than sanitizers. Food-grade disinfectants, used on food contact surfaces, may need to be rinsed off with potable water.
3. Disinfecting: refers to the use of chemicals, e.g. EPA-registered disinfectants, to kill bacteria and viruses on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but can lower the risk of transmission by killing germs on a surface that has been cleaned.

### B. HARD (NON-POROUS) SURFACES

1. Clean dirty surfaces using detergent or soap and water prior to disinfection.
2. Use and discard disposable gloves and cloths when cleaning and disinfecting hard surfaces.
3. Reusable gloves and cloths are used exclusively to clean and disinfect surfaces for COVID-19, not for other purposes. Thoroughly clean reusable gloves and cloths between each use.
4. Follow the manufacturer's instructions for cleaning and disinfection products.
5. Clean hands immediately after gloves are removed.
6. Most common EPA-registered disinfectants are effective for disinfection.
7. Use EPA-approved products for COVID-19. Follow the manufacturer's instructions for concentration, application method and contact time.
8. If bleach is safe for the surface, use diluted bleach solutions (at least 1000ppm sodium hypochlorite). Follow manufacturer's instructions for application, ensuring a contact time of at least ten minutes for disinfecting and one minute for sanitizing. Allow proper ventilation during and after application.
9. Never mix bleach with ammonia or any other cleanser.
10. Check that products are not expired.

### **C. ELECTRONICS AND POS EQUIPMENT**

1. After each use, clean payment terminals that were touched by a customer.
2. Consider the use of wipeable covers for electronics.
3. To clean, first remove all visible dirt on electronics, such as POS equipment, tablets, touch screens, remote controls, keyboards and telephones.
4. Follow manufacturer's instructions for all cleaning and disinfection products.
5. If no manufacturer instructions are available, use alcohol-based wipes or sprays that contain at least 70% alcohol to disinfect touch screens.
6. Allow surfaces to dry thoroughly.

### **D. SHUTTLE VEHICLES**

1. Always wear PPE equipment (gloves and non-medical face mask) when disinfecting vehicles.
2. Do an initial spray down with water to remove any loose and visible dirt.
3. With a hand sprayer, liberally spray all interior surfaces of vehicles. This includes the steering wheel, armrests, seats, safety handles, lower console, cubbies, cup holders, reverse switch, keys, cup holders, straps, clips, walls, inside of windows, windshield and floors.
4. Discard gloves used for cleaning before touching the steering wheel again. Put on new gloves and park the shuttle vehicle in a designated area.
5. Provide a sealed, single-use sanitizer wipe on the driver's seat for use by the next driver to allow them to wipe high-touch point areas after their use.
6. Leave a sign on the steering wheel: "This vehicle is disinfected. Use the provided sanitary wipe for your additional safety."

### **E. RAFTING EQUIPMENT**

1. Hard or non-porous surfaces must be cleaned and disinfected by following the Hard Surface (Non-Porous) procedure outlined above. These surfaces include paddles, hard first-aid cases and some rescue gear.
2. Clean inflatable rafts thoroughly using manufacturer-recommended cleaning products.
3. Fabric or porous items, such as PFDs, wetsuits, boots, splash tops, helmets, rescue webbing and materials, must be cleaned using a manufacturer-recommended product, e.g. Gear Aid Revivex Wetsuit and Drysuit Shampoo. It is recommended to set up a system that allows each piece of equipment to be pre-rinsed, washed in preferably warm soapy water, rinsed once or twice in freshwater and, if possible, a disinfecting rinse.
4. Place customer equipment in a rotation that allows for a minimum of 24 hours between each customer's use.
5. Bleach and some disinfectants are not recommended for use because they can damage fabrics.



**G. PRODUCT GUIDE FOR DISINFECTANTS**

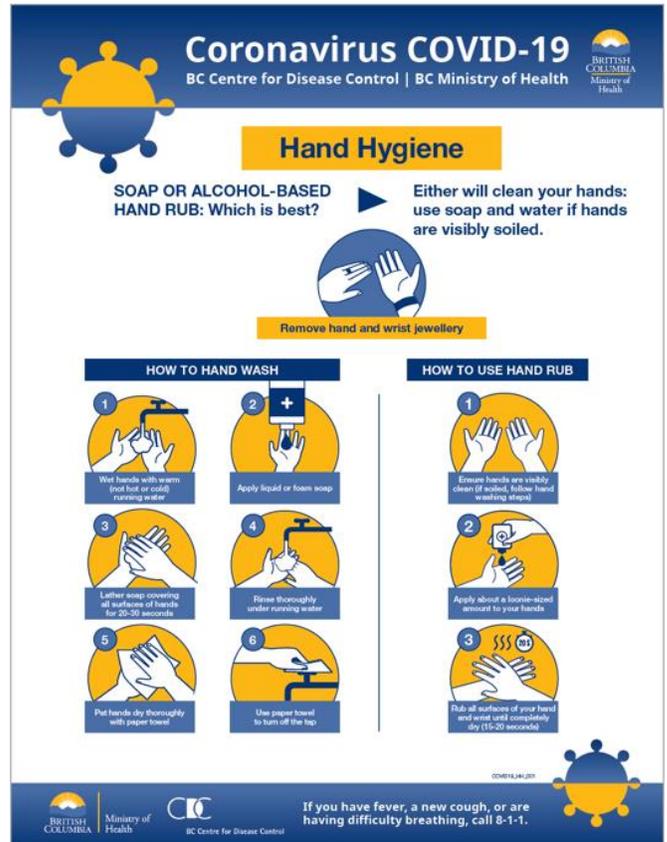
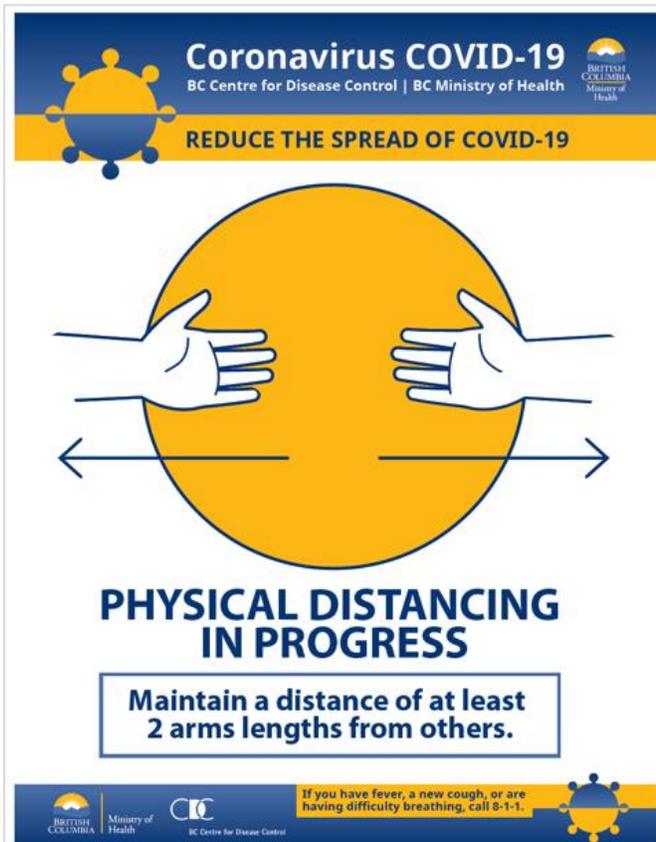
PRODUCT	APPLICATION	DEFINITION	PROTECTION LEVEL
<p><b>Multi-Surface Cleaner</b></p>	<p>Use full-strength or dilute 250 ml/4L of warm water. Pre- clean surface. Apply to the surface until thoroughly wet. Wipe with a clean cloth or mop.</p> <p><b>To Sanitize:</b> Leave for 1 minute before wiping.</p> <p><b>To Disinfect:</b> Leave for 10 minutes before wiping. Rinse all food contact surfaces with water after using the product.</p>	<p>Disinfectant that meets Health Canada's requirements for emerging viral pathogens. These authorized disinfectants may be used against SARS-CoV-2.</p>	<p>Advanced disinfectant and sanitizer for <b>Hard Surfaces</b></p>
<p><b>Bleach (6%) Solution</b></p>	<p>100/1 dilution of sodium hypochlorite solution with water used to disinfect surfaces, 10mL bleach to 1 Litre of water. Minimum contact time of 10 minutes in a single application. Air dry.</p>	<p>General use disinfectant and sanitizer for hard surfaces</p>	<p>Recommended by the BCCDC for disinfecting <b>Non-porous Surfaces.</b></p>
<p><b>Neutral Disinfectant Cleaner</b></p>	<p>Use 3.9 mL per liter of water for a minimum contact time of 10 minutes in a single application. Can be applied with a mop, sponge, cloth, coarse spray or by soaking. The recommended use solution is prepared fresh for each use then discarded. Air Dry.</p>	<p>Advanced disinfectant and sanitizer for hard surfaces, low acidity.</p>	<p>Approved for use against the coronavirus disinfecting <b>Non-porous Surfaces</b></p>
<p><b>Disinfecting Wet Wipes (70% Alcohol)</b></p>	<p>Pre-clean surface. Use 70% alcohol based fresh wipes to thoroughly wet the surface.</p> <p><b>To sanitize:</b> Allow the surface to remain wet for 10 seconds.</p> <p>Air Dry.</p>	<p>Single use isopropyl alcohol wet wipes, disposable.</p>	<p>Safe to use on <b>electronics</b> including <b>Smartphones, Tablets</b> and <b>POS</b> equipment</p>
<p><b>Touch Free Hand Sanitizer</b></p>	<p>Minimum 70% alcohol hand sanitizer solution, rub hands together until dry.</p>	<p>General use to kill bacteria and viruses.</p>	<p>On <b>hands</b> if handwashing is not available</p>

A. The link below provides details on what disinfectants meet Health Canada's requirements for COVID-19: <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>  
Locate the Drug Identification Number (DIN) on the disinfectant product label and enter into the blank field.

## V. SIGNAGE AND WAIVERS

Clear, concise communication of policies and protocols must be easily available to customers and employees:

1. Place entrance policies and codes of conduct at the entrance to your parking lot and offices.
2. Place appropriate signage outside buildings and structures, outlining the physical distancing guidelines in place. Download a free physical distancing poster from the [BCCDC](https://www.bccdc.ca).
3. For customers and employees, post COVID-19 posters that encourage proper handwashing in highly visible locations, including washrooms. Download a free hand washing poster from the [BCCDC](https://www.bccdc.ca).
4. Self-assessment signage for employees, including how to access the Self-Assessment Tool online (<https://bc.thrive.health>), must be posted in a highly-visible location.
5. If useful for customers, English signage can be posted in other languages. See an example [here](#), as well as other good resources.
6. Consider posting legal waivers and participation agreements.





## VI. SECURITY AND SITE ACCESS

### A. ESSENTIAL SITE VISITS

1. Are only for operations personnel, including rafting, food and beverage, maintenance and administration.
2. Shipping, receiving and deliveries.
3. Customers.

### B. NON-ESSENTIAL SITE VISITS

1. Anyone not carrying out facility operations, e.g. vendors, family/friends, is non-essential. Non-essential visitors are not permitted on-site.
2. If there is a need for non-essential visitors to be on-site, make prior arrangements. Visitors must wash or disinfect their hands before entering any buildings or interacting with employees or customers.

## VII. CUSTOMER MESSAGING

### A. RECOMMENDED CUSTOMER WELCOME MESSAGE

Welcome to the 2020 Rafting season. It is well-advertised and documented that the best practice to contain the spread of COVID-19 is to stay home and limit visits to public places. Our top priority is the health and safety of our employees, customers and communities through these challenging times.

As our staff and management prepared for the 2020 season, we carefully watched the progress of the COVID-19 pandemic. We closely monitored recommendations for precautionary measures from the World Health Organization, Health Canada, the BC Centre for Disease Control and our Provincial Health Officer. Given the nature of the activity of rafting in wide-open spaces, commercial rafting trips can be conducted with rigid protocols to reduce the risk of Covid-19 transmission. Public health organizations acknowledge that participating in outdoor activities offers benefits to a participant's physical, mental and emotional well-being.

<Insert Rafting Company name> is committed to the ongoing safety of our customers and employees. To reduce the risk of virus transmission, we implemented precautionary measures in all stages of our operation. To ensure the success of these measures, we rely on the full cooperation of customers and employees.

The safety measures we have implemented include:

1. We monitor employees' health.
2. We enforce physical distancing.
3. PPEs are used where recommended.
4. We have reduced the number of touchpoints, and increased cleaning of remaining touchpoints.
5. Our employees are trained on enhanced cleaning, disinfecting and sanitizing procedures.
6. Customers and employees must adhere to our policies and procedures.

A full list of the measures we have implemented is listed on our website < website address and link>, and posted at the <insert location>. We hope that our environment returns to normal in the not-too-distant future, but for now, these protocols are our new normal.

We acknowledge that every customer must make their own decision as to whether or not it is in their best interest to participate in rafting during these times. However, if you choose to join us, we sincerely welcome you, and we require your full cooperation with all of our safety measures.

Stay safe,

<Insert Manager's Name>

<Insert Rafting Company name>

## **B. RECOMMENDED CUSTOMER NOTICES**

1. Anyone displaying symptoms of any illness is not permitted to enter our facility. If you don't feel well, please stay home, and, when in doubt, get tested.
2. If you live in a household with someone who has COVID-19, or is showing symptoms of COVID- 19, please do not come to our facility.
3. If you have travelled outside of Canada, you must self-isolate for a minimum of 14 days before you are permitted at our facility.
4. Online or phone bookings and payments are preferred. For payments required at the trip time, touchless credit and debit card transactions are preferred.
5. You are required to sign a declaration of health before starting the trip.
6. You must agree to contact tracing before starting the trip.
7. Should you or someone in your group test positive for Covid-19 after the trip and within 14 days, you must agree to inform our company. The company will inform you and your group if someone that you may have been in contact with during your rafting trip tests positive for Covid-19.
8. **PHYSICAL DISTANCING IS REQUIRED:** groups who have not booked, travelled and arrived together at our facility must maintain a minimum of 2 M/ 6ft distance between them. Failure to observe physical distancing risks closure of the company, and as such, you may be asked to leave the premises and be suspended from future trips.
9. Following the recommendations of Health Canada, we require all customers to wear a non medical face mask or face covering at any time 2m/6ft physical distancing cannot be maintained, such as in the changing rooms, in shuttle vehicles and in mixed groups on the rafts. We ask that you bring your own face covering to use <remove if companies choose to provide face coverings to the customer>. Please refer to the Transportation Protocols of this document.
10. Although we clean surfaces between guests, we recommend that you bring hand sanitizer and use it every time you touch a surface in our facility (doors, doorknobs, seats, railings).
11. We are not providing water and are unable to fill water bottles.
12. Do not handle each other's paddles, helmets, PFDs or wetsuits.
13. The washrooms on-site are open and disinfected frequently.



### **C. CHECK-IN PROTOCOLS**

1. Online or phone booking is recommended for reservations and payment.
2. For payment required at the facility, a touchless payment terminal is recommended.
3. Include the points of the general welcome message as part of the booking conditions or confirmation. Indicate where to find detailed information about customer responsibilities and company protocols, e.g. website, posted at the facility.
4. PRACTICE PHYSICAL DISTANCING between groups and employees.
5. Ask each customer if they have returned from travel outside of Canada within the last 14 days. If they have, ask them to leave the property immediately. Consider employing a greeter to inform customers of the various protocols.
6. If the company has adopted a digital waiver, consider having customers complete waivers online before the trip. Otherwise, use PHYSICAL DISTANCING or PPE when administering paper waivers to customers.
7. Customers should not arrive at the rafting facility earlier than necessary.
8. Avoid gathering of people in areas close to the facility, e.g. car parks, outside check-in offices.
9. Encourage groups to maintain PHYSICAL DISTANCING.
10. If entry into a facility requires opening and closing a door, install hand sanitizing stations and clean all surfaces before the next group enters. If possible, prop entry doors open.
11. Increase and encourage frequent hand washing and hand sanitizing among customers.

### **D. CUSTOMER ADHERENCE**

Advise customers that anyone not in compliance with these policies will be asked to immediately leave the premises, and may be suspended from participation in future trips.

## VIII. RAFTING OPERATION PROTOCOLS

### A. RISK OF VIRUS TRANSMISSION:

Rafting trips take place in dynamic, wide-open, outdoor environments with constant airflow and ‘natural washing’ from rivers. On most rafting trips, participants all have the same forward-facing orientation, i.e. face-to-back and not face-to-face, thus reducing the risk of transmission. Overall, on a raft, the risk of virus transmission is estimated to be low. Rafting is an activity that has intrinsic risks for participants. A commercial river outfitter is required to conduct trips following standard safety and rescue protocols that minimize those risks. Standard rescue protocols require participants to assist if a participant’s physical safety or life is perceived to be at risk, but may require participants to breach physical distancing protocols. In such situations, BCROA River Rafting Safety Standards are followed, and must supersede Covid-19 Best Practises.

### B. PRE-TRIP PROCEDURES

#### 1. CUSTOMER BRIEFINGS

1. Employees and customer groups must maintain physical distancing (2m/6ft) during introductions, orientations and safety briefings.

#### 2. CHANGING PROCEDURES

1. Employees and customers must maintain physical distancing (2m/6ft) where possible.
2. Employees and customers must wear face coverings or non-medical face masks if they are within 2m/6ft of each other.
3. Minimize the number of employees that handle customer equipment. Reduce job mixing; keep the same employees on the same task for the duration of the trip.
4. Unless the changing area can accommodate physical distancing measures, customers must change only with their booking group.
5. Customers must wash their hands or use hand sanitizer before entering the changing area.
6. Customers should be able to receive equipment with minimal employee contact.

#### 3. RAFTING PROCEDURES

Any portion of the trip that includes transport in a vehicle must follow the guidelines in the ‘Shuttle Vehicle Protocols’ section of this document.

1. Make all reasonable efforts to have only customers from the same booking group on a raft, e.g. a family of five stays together and are the only customers on a raft.
2. Where possible, maintain a forward-facing orientation of participants and the raft guide. That is, face-to-back and not face-to-face.
3. Where booking groups are not large enough to generate enough momentum to safely navigate a raft, small customer groups may be placed together either wearing a non-medical face covering with maximum possible distance between each group, or be positioned to allow for 2m/6ft physical distancing between groups.

**C. POST TRIP PROCEDURES**

1. Customers must be able to remove all of their equipment (PFD, helmet, wetsuit, boots) and place it directly into a cleaning or disinfectant bucket, or hang it where it can be cleaned or disinfected. Wetsuits should be taken off inside out for better cleaning.

**D. EQUIPMENT CLEANING GUIDELINES**

1. To minimize the risk of virus transmission, the same employees who distributed the customer equipment should clean it.
2. Employees who are designated to clean the customer equipment must be provided with PPEs, and must wash their hands before and after. No other employee can touch customer equipment before it has been cleaned.
3. CLEANING, SANITIZING AND DISINFECTING PROTOCOLS in this document must be followed.

**E. RAFT SPECIFIC EMPLOYEE TRAINING**

1. Employees travelling to undergo training from outside of Canada must self-isolate for 14 days before starting training.
2. Only employees who require hands-on river rescue training scenarios should complete that training.
3. Make all reasonable efforts to adapt training sessions to allow for physical distancing.
4. River familiarity training trips will be conducted in accordance with the River Rafting Safety Standards, and employees must observe physical distancing and/or wear a non-medical face covering.
5. For employees who can safely navigate a whitewater kayak, consider having them complete river familiarity trips in kayaks, as this allows for physical distancing.
6. Any transport that is required to facilitate training sessions must follow the protocols outlined in the SHUTTLE VEHICLE PROTOCOLS section.
4. First aid kits should contain extra face masks that can be used during shore-based rescues, extractions and to administer first aid.

## **IX. SHUTTLE VEHICLE PROTOCOLS**

*Notice to Reader: These practices are from Transport Canada's guidelines on public transportation measures for COVID-19. They are adapted for private transport in enclosed vehicles.*

The guidance and recommendations contained within this document are required practices for motor carriers, buses, van operators and passengers. This guidance is intended to limit transmission of COVID-19, recognizing that the use of face coverings helps to protect people in proximity to the wearer by limiting the spread of respiratory droplets at times when physical distancing (2m/6ft) is difficult to maintain. As outlined in the Federal safety guidance to protect drivers, proven interventions to limit the spread of COVID-19 include hand washing, regular cleaning of commonly touched surfaces, and respecting physical distancing by maintaining a 2M/6ft distance from other people.

### **A. USE OF FACE COVERINGS** (per [Transport Canada Guidelines](#))

1. All drivers and passengers will wear a non-medical face mask or covering at all times while on the shuttle vehicle. Customers must wear and have sufficient quantities for the duration of their travel. This requirement must be communicated to customers during the booking process. ([Non-medical face coverings.](#))
2. Drivers must advise passengers to wear face coverings when boarding and throughout their trip. If physical distancing cannot be respected, and it is operationally feasible and appropriate, operators must deny boarding to passengers who refuse to wear face coverings without a valid reason.

### **B. PHYSICAL DISTANCING**

1. Physical distancing of 2 meters / 6 ft is the preferred objective when in a shuttle vehicle. If not possible, a non-medical face covering is worn at all times and as much space between groups provided as possible.
2. Encourage extra space between riders and drivers through education from employees and the use of signs and posters on vehicles.
3. Where possible, use protection barriers to prevent customer contact with drivers. If possible, prevent the use of seats closest to the driver to maintain physical distancing.
4. Advise customers to take seats at the rear of the vehicle first to minimize close contact while passing others on the vehicle. If the vehicle is equipped with rear doors, adopt a rear-loading process.

### **C. HANDWASHING**

1. Handwashing with warm soap and water must occur pre and post each transportation event. Where handwashing is not possible, use hand sanitizer. Customers and employees must carry or be provided with sufficient hand sanitizer to allow for transport to and from their destination.
2. Before boarding the vehicle, remind customers to wash their hands or use hand sanitizer.

### **D. AIRFLOW**

1. Airflow throughout the shuttle vehicle should be increased by opening windows or using the air conditioner function.

**E. CLEANING**

1. Cleaning routines must be adapted, and increased focus placed on disinfecting common surfaces and waste disposal after each trip, and before new passengers embark. Employees must be equipped with the necessary protective equipment and be responsible for removing all waste and disinfecting surfaces.
  
2. Ensure both the inside and outside of vehicles, as well as transit stations and facilities, are cleaned regularly. Such cleaning includes a disinfectant wipe of all touch points: door handles, steering wheels, seats, windows, stair and escalator handrails, elevator buttons, fare gates, vending machines, garbage handles, benches, seats, emergency cabinets, and emergency phones.
  
3. When disposing of or cleaning a face covering or mask, passengers and drivers should take the following precautions:
  1. Launder cloth coverings or masks with other items using a hot cycle, then dried thoroughly.
  2. Discard and replace face coverings or masks as soon as they get damp, soiled or crumpled.
  3. Dispose of face coverings or masks properly in a lined garbage bin.
  4. Do not leave discarded face coverings or masks in vehicles.

**X. FOOD AND BEVERAGE PROTOCOLS**

Companies that provide the service of food or beverages must follow the protocols outlined in the ministerial order of the British Columbia Provincial Health Officer, dated 20 March 2020, or subsequent updates: <https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/reports-publications/covid-19-pho-order-nightclubs-food-drink-services.pdf>

**XI. RECOMMENDED EMPLOYEE ATTESTATION**

I hereby attest that I have thoroughly read and understood the contents of this document and that I will observe the protocols and procedures until they are no longer valid, or new protocols are communicated to me.

Name: \_\_\_\_\_ Witness Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Witness Signature: \_\_\_\_\_

Date (DD/MM/YY): \_\_\_\_\_ Date (DD/MM/YY): \_\_\_\_\_

Name of Company: \_\_\_\_\_

**XII. APPENDIX**

**A. THE FIVE PRINCIPLES FOR EVERY SITUATION [1]**

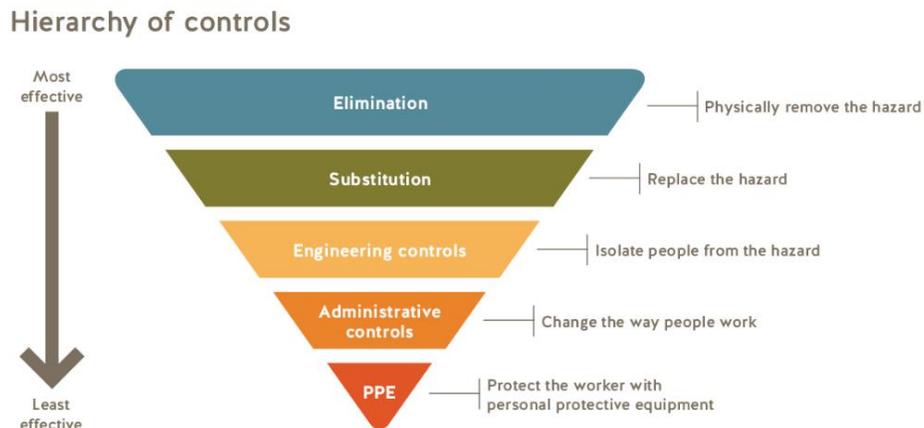
This Exposure Control Plan identifies the actions that should be taken for every situation to reduce the number of social interactions between employees and customers, increase personal hygiene, implement safe physical distancing, increase cleaning and disinfecting practices and modifications for physical spaces.

Five Principles for Every Situation				
Personal Hygiene:	Stay Home if You Are Sick:	Environmental Hygiene:	Safe Physical Distancing	Physical Modification
<ul style="list-style-type: none"> <li>• Frequent handwashing</li> <li>• Cough or sneeze into your sleeve</li> <li>• Wear a non-medical mask</li> <li>• No handshaking</li> </ul>	<ul style="list-style-type: none"> <li>• Routine daily screening</li> <li>• Anyone with any symptoms must stay away from others</li> <li>• Returning travelers must self-isolate</li> </ul>	<ul style="list-style-type: none"> <li>• More frequent cleaning</li> <li>• Enhance surface sanitation in high touch areas</li> <li>• Touch-less technology</li> </ul>	<ul style="list-style-type: none"> <li>• Meet with small numbers of people</li> <li>• Maintain distance between you and people</li> <li>• Size of room: the bigger the better</li> <li>• Outdoor over indoor</li> </ul>	<ul style="list-style-type: none"> <li>• Spacing within rooms or in transit</li> <li>• Room design</li> <li>• Plexiglass barriers</li> <li>• Movement of people within spaces</li> </ul>

[1] B.C. Premier John Horgan announces strategy for easing public-health measures – May 6, 2020. <https://www.youtube.com/watch?v=IHxyiLKh4IU>

**B. THE HIERARCHY OF CONTROLS [2]**

When considering how to reduce the risk there is a certain order you should follow. This is called the hierarchy of controls. It is important to follow the hierarchy, as shown below, rather than start with the easiest control measures. Note that while the controls are listed in order of effectiveness, all four types should be considered. They often work best in combination. For example, first responders cannot eliminate risks by choosing not to enter a burning building, but they can use engineering controls, administrative controls and PPE to minimize the risks when they enter that building.



[2] <https://www.worksafebc.com/en/health-safety/create-manage/managing-risk/controlling-risks>

**C. ADDITIONAL RESOURCES**

- Risk-informed decision-making guidelines for workplaces and businesses during the COVID-19 pandemic: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidancedocuments/risk-informed-decision-making-workplaces-businesses-covid-19-pandemic.html>.
- WorkSafeBC provides an exposure control plan guide at: <https://www.worksafebc.com/en/resources/healthsafety/exposure-control-plans/exposure-control-plan-for-infectious-disease-for-occupational-first-aidattendants?lang=en>.