



MOBILE VISITOR SERVICING COVID-19 SAFETY PLAN

JUNE 2020



kamloops
BOLDLY UNSCRIPTED

INTRODUCTION

This document has been created to protect the health & safety of Tourism Kamloops' staff, volunteers, and co-op students during the COVID-19 pandemic, as well as to prevent the spread of infection in the Kamloops community.

This document will be updated as regulations – established by the Provincial Health Officer for the Government of British Columbia– adapt during BC's Restart Plan.

TOURISM KAMLOOPS HEALTH & SAFETY COMMITTEE MEMBERS

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DIRECTIVE AUTHORITIES

This safety plan has been created through staff participation and following the guidelines established by the BC Centre for Disease Control, WorkSafe BC, and go2HR.

The [BC Centre for Disease Control](#) provides provincial leadership in disease surveillance, detection, treatment, prevention and consultation.

[WorkSafe BC](#) consults employers and workers on safe work practices. This organization also monitors compliance with the Occupational Health & Safety Regulation and Workers Compensation Act.

[Go2HR](#) is BC's tourism human resource association and works closely with WorkSafe BC and the Government of BC.

WORKER'S RIGHTS

Workers have three key rights:

1. The right to know about hazards in the workplace
2. The right to participate in health & safety activities in the workplace
3. The right to refuse unsafe work

WORKSAFE BC COVID-19 SAFETY PLAN

ACRONYMS

MVC: Mobile visitor centre

TKO: Tourism Kamloops office

VST: Visitor Servicing Team Members – staff, volunteers, and co-op students

WFH: Work from home

STEP 1. RISK ASSESSMENT IN THE WORKPLACE

Risk Category	Details
Gathering Places & Surfaces	
	<p>TKO – exterior</p> <ul style="list-style-type: none">- Fresh water valve- Sani dump handle- Geocache box- Outdoor brochure case- Garbage & recycling cans- Tesla Superchargers x4- EV charger
	<p>TKO – main foyer</p> <ul style="list-style-type: none">- Alarm system panels x2- Front door panels & handle- Light switches- Boardroom table- Bathroom door handles- Brochure racks- Business card holder- Office phones x3- Reception seating- TV remote- iPod & speaker- Filing cabinets- Guillotine- Printer
	<p>TKO – large boardroom</p> <ul style="list-style-type: none">- Doors x2 and door handles x4

	<ul style="list-style-type: none"> - Kitchen sink & faucet - Fridge - microwave - Cupboards w/cutlery & plates - Coffee machine - Kettle - Large boardroom table - Chairs x14 - Whiteboard and markers x4 - Window openings x5
	<p>TKO – small boardroom</p> <ul style="list-style-type: none"> - Door and handles x2 - Small table and chairs x4 - Cabinet surface & drawers - Emergency exit door & handle - Window openings x2
	<p>TKO – small offices</p> <ul style="list-style-type: none"> - Individual's desk - Laptop - Computer screens x2 - Mobile mouse & keyboard - Drawer handles - Blinds' strings - Bookcase - Books - Notepads - Pens & highlighters
	<p>MVC – Jeep</p> <ul style="list-style-type: none"> - Door handles - Seatbelts - Seats - Remote - Dashboard - Trunk handle - First aid kit - Roadside emergency kit
Tools & Machinery	

	<ul style="list-style-type: none"> - tear maps - pens - iPads/tablets - daily statistics form - tent - pop up table - pop up chairs x2 - mobile VC – Jeep - mountain bikes x2 - staff backpacks - fishing rods - tackle boxes
Tasks in Close Proximity	
	<ul style="list-style-type: none"> - Standing near guest - Sharing iPad/tablet with guest - Handing out maps - Video calling visitors on tablets - Driving around city in Jeep - Renting out fishing rods

STEP 2. PROTOCOLS TO REDUCE THE RISKS

First Level Protection – Maintaining Physical Distancing
<ul style="list-style-type: none"> - Maximum occupancy of 8 people at TKO - Maximum 3 VSTs in Jeep at 1 time - Maximum 2 VSTs at MVC at 1 time - Place sandwich board 2 metres from MVC with one-way directional arrow - Revised work schedule to keep consistent shift ‘pod’
Second Level Protection – Where Physical Distance Cannot be Maintained
<ul style="list-style-type: none"> - Installation of pop-up plexiglass barriers (1 metre x 2 metre) at MVC to separate guests from staff - Installation plexiglass divider (1 metre x 1 metre) to separate staff at MVC - Provide VST non-medical masks to wear
Third Level Protection – Rules & Guidelines
<ul style="list-style-type: none"> - The first occupant to disarm the alarm system panels (2) at TKO must wipe them down immediately after washing their hands - High traffic areas (main foyer) will have hand sanitizer available to dispense - Upon entering TKO, staff must proceed directly to 1 of 2 bathrooms to wash hands for 20 seconds with soap & warm water before touching surfaces except alarm system - Hand sanitizer to be available for VST in the Jeep - Must wash hands at start of shift, before/after eating, using washroom, and entering building - No handshaking, hugging or unnecessary human contact - Avoid touching eyes, nose, and mouth - Hand sanitizer to be available for VST to use behind desk at MVC - VST to use the same iPad/iPhone for each shift and to not share - VST to stay in same ‘pod’ area for each shift and to wipe down their own chair & table at the end of each shift to prep for next day - iPads/iPhones and pens to be wiped down with cleaning wipes after being shared and/or every shift - iPads/iPhones to be stored in sealed Ziploc bags after every shift - VST to wipe down their seatbelt buckles & door handles at the end of every shift - VST to have own set of pens, highlighters, notepad for individual use and to be stored in clear Ziploc bag - Daily statistics binder to only be within arm’s reach of staff/volunteers, not members of the public - All staff are responsible for wiping down their workspace after every shift - Removal of coffee makers, shared utensils, and shared plates.

<ul style="list-style-type: none"> - Guests must remove their gloves before touching any surfaces including, but not limited to iPad, iPhone, maps, pens, table surface, water bottle station - Brochures & maps available upon request, but not readily available to grab by visitors - Removal of communal, outdoor games including Yahtzee, ladder ball, bean bag toss, Jenga, etc. until further notice
Fourth Level Protection – Using Masks
Masks available for use if, and when, staff want or if directed by the Provincial Health Officer

STEP 3. STAFF & VOLUNTEER POLICIES

Self-Isolation

- Anyone who has had symptoms of COVID-19 in the last 10 days must self-isolate at home. Symptoms include fever, chills, new/worsening cough, shortness of breath, sore throat, new muscle aches, headache
- Anyone who has arrived from outside of Canada, or who is a contact of a confirmed COVID-19 case, must self-isolate for 14 days and monitor themselves for symptoms
- Call 8-1-1 for support on COVID-19 symptoms, testing, and self-isolation
- Call Interior Health Authority staff at Kamloops Urgent Primary Care & Learning Centre at 250-314-2256 if you require a COVID-19 test kit

Start of shift

At the start of each shift, each VST will do the following safety procedures until the Provincial Health Officer recommends otherwise.

- Follow BC CDC handwashing procedures and wash hands immediately after entering TKO
- Temperature check with digital thermometer
- Complete the online [Health Questionnaire](#) on their designated tablet including: date, time, location(s), and general health questions

Workers who may start to feel ill at work

- VST must provide 2 emergency contacts from the same household or social bubble that can be contacted in case of illness or emergency at their time of onboarding.
- At TKO
 - o VST must notify the Health & Safety Committee of their condition then proceed home immediately

- If a worker must wait to be picked up, they must go directly to the bathroom and wash their hands for 20 seconds then put on a face mask
- Afterwards, the worker must proceed upstairs to the small boardroom and wait until they can depart safely
- When the worker leaves the small boardroom, they are required to wipe down the table, chair, and door handles with cleaning wipes
- At MVC
 - VST must notify the Health & Safety Committee of their condition then proceed home immediately
 - The worker must move 2 metres away from the MVC, use hand sanitizer, then put on a face mask
 - The worker must proceed home immediately in their own vehicle if possible
 - Other (healthy) VSTs will temporarily close the MVC by wiping down the plexi-glass barriers, tables, iPads, iPhones, pens, chairs, and tent legs
- If a worker feels severely ill, call 9-1-1 immediately

Work from Home Procedures

There may be an instance where VSTs will be required to work from home (WFH).

Assessment

- All employees must conduct – and send – a workplace hazard assessment to the Health & Safety Committee within 24 of WFH that includes:
 - Hazards – What hazards exist that may impact your health & safety? E.g spilling coffee on laptop, confidential paperwork being misplaced by pets, tripping over electrical cords.
 - Risk Mitigation – How are you going to mitigate these risks? only printing paperwork at TKO, securing electrical cords to desks, etc.

Checking In

- The Tourism Kamloops team is readily available to brainstorm ideas, offer support, and hear your thoughts during your shift
- The employee is required to check in with their manager at the start & end of each shift via phone call or zoom to go over daily tasks and answer any questions

Training & Conduct

- Digital training resources for platforms like Slack, Zoom, Google Sheets, etc. will be provided. Employees are encouraged to clarify digital queries with their manager
- All employees are expected to work the same shift schedule and be available during this time via email, text, slack, or zoom with colleagues and visitors

- Employees must conduct themselves in a professional manner over video calls by sitting at their workstation in their Tourism Kamloops uniform
- Employees are expected to acquire proper resources from their manager to complete their job effectively.

STEP 4. COMMUNICATION PLANS & TRAINING

When procedures change, the Health & Safety Committee will send an internal email to all VSTs of the changes. This living document will be updated accordingly. The Health & Safety Committee is available Monday–Friday from 8:30–am–4:30pm to explain, discuss, and gather input from staff & volunteers.

STEP 5. MONITORING THE WORKPLACE

Every worker has the responsibility to report unsafe work conditions. Workers must directly report their health & safety concern to the Health & Safety Committee either in person, over the phone, or via email during their shift.

On the final day of each month – or the closest date if a shift is not scheduled – the shift on duty will send the following email template to the Health & Safety Committee:

- Subject Line: Month End Safety Report
- PPE Inventory:
 - o Total number of masks available
 - o Total amount of cleaning solution available
 - o Total number of gloves available
 - o Total amount of hand sanitizer available
 - o Recommendations to order more anti-bacterial wipes, hand sanitizer, sunscreen, etc.
- Equipment Inspection – VSTs are required to inspect and report on the status of resources including, but not limited, to tent, table, chairs, plexi-glass barriers, sandwich board, etc.

STEP 6. ASSESSING & ADDRESSING RISKS

All VSTs must read through the Mobile Visitor Servicing COVID-19 Safety Plan and acknowledge their understanding by signing this document electronically and submitting to the Health & Safety Committee upon hiring

All VSTs will be onboarded to learn where the start-of-shift Health Check Questionnaire lives, as well as hygiene training

FURTHER RESOURCES

- BC Mental Health Support Line: 250-310-6789
- [BC COVID-19 Online Self-Assessment Tool](#)
- Health Link: 1-888-268-4319
 - o Non-medical information on travel restrictions
- Kamloops Urgent Primary Care & Learning Centre: 250-314-2256
 - o COVID-19 testing & assessments
- Tourism Kamloops Health & Safety Committee
 - o Angie Halas – 250.819.5762 – angie@tourismkamloops.com
 - o Tara Look – 250.320.9288 – tara@tourismkamloops.com