

Tourism Kelowna Visitor Centre COVID-19 Phased Re-Opening Plan

In mid-March, Tourism Kelowna temporarily closed in person operations of the Kelowna Visitor Centre. Online services such as retail purchasing and web chat, telephone, and email visitor inquiries were maintained, but staff were operating these services from home. On May 12, Tourism Kelowna began Phase 1 of their reopening strategy in line with the BC Governments Restart Plan. This consisted of the following:

- Local pickup on Tuesdays and Thursdays from 10 a.m. to 4 p.m.
- Staff only in building.
- Visitors/Residents pick up on table outside with no contact.
- Contactless pickup service of brochures, maps, or online orders.
 - Posted instructions on table outside front door.
 - Staff to sanitize or wash hands and obtain items.
 - Ensure customer is standing 2 meters away from entrance and place items on table.
 - Wipe down table after visit.
 - Staff sanitize/wash hands again after cleaning.

This was to reduce the number of local deliveries required and allow some distribution of guides, brochures, and maps to those in need.

Beginning on June 1, 2020, Tourism Kelowna will move into Phase 2 which aligns with Phase 2 & 3 of the Province's Restart Plan. This phase will consist of the following:

- Walk up Visitor Servicing daily from 10 a.m. to 4 p.m.
- Staff only in building.
- Interaction with local and visitors over counter/table the at front and side door to maintain 2M distance.
- Beginning to offer assistance and services to local residents and those visiting Kelowna and the downtown area.
- Brochures will not be self-serve. Staff will be the only ones handling brochures.

Phase 3 will begin no earlier than July 1 (date to be announced). Phase 3 aligns with the Province of BC's phase 3 and will include the following:

- Opening the building to the public daily from 9:30 a.m. to 6:30 p.m.
- Staff will obtain the desired retail or brochures and hand to customers.
- There will be no self-serve brochures or retail. Brochure and retail racks will be positioned around the outside of the main exhibit area and blocked by stanchions. Staff and volunteers will collect and pass to visitors.
- Open washrooms (leave 1 closed for staff use only).

- Cleaning washrooms based on use.
- Possible start is when city reopens their facilities, or we have stanchions, procedures, and equipment in place. Aligns with Restart Plan Phase 3.

Phase 4 will begin in line with the BC Government moving into Restart Plan Phase 4. This phase will entail:

- Resuming close to regular operations.
- Resuming mobile visitor centre operations.
- Customers will be permitted to use brochure racks and browse retail.
- Opening of Airport Kiosk daily, times to be determined.
- Possible start is when Province initiates Phase 4: Wide Vaccination, “Community” Immunity; Broad Successful Treatments.

Tourism Kelowna Visitor Centre COVID-19 Workplace Health & Safety Procedures

Assessing the Risks

High Risk Areas, Jobs, and Activities

Areas:

- Kitchen.
- Front doors and other high touch surfaces.
- Washrooms, and the washroom hallway.
- Servicing and point-of-sale area.

Jobs and Tasks:

- Providing information to visitors and local residents face-to-face.
- Handling of brochures.
- Handing of phones and other digital items such as computers and iPads.
- Delivering retail and brochure orders.
- Contactless pickup of retail and brochure orders.

Surfaces:

- Computers, iPads, and phones.
- Visitor servicing desks.
- Door handles.
- Washrooms.
- POS system including Moneris machine.
- Kitchen counters and lunch table.
- Workstations.
- Water fountain.

Implementing Measures to Reduce Risk

First Level Protection - Elimination

- Tourism Kelowna staff will maintain the required physical distancing of 2 meters whenever possible.
- The occupancy of the visitor centre has been calculated at a maximum of 37, including staff. Likely during the beginning of Phase 3 this will be limited to maximum of 15 people in the building at once.
 - 37 has been calculated by 256 sq. meters minus 70 sq. meters of fixtures and back-of-house equals 186 sq. meters divided by 5 per person equals 37 max. occupancy load including staff.

- A maximum of 2 staff will be permitted in the following spaces at any given time: kitchen, meeting room, mezzanine.
- A maximum of 1 staff member will be permitted in the Utility Room and Storage Room at a time.
- Hand sanitizer will be provided throughout the visitor centre at all phases for staff/volunteer/public use.
- Washrooms will be cleaned based on usage.
 - During the staff only period (Stage 1 & 2), washrooms will be cleaned twice per week by our cleaning company due to very minimal usage.
 - During Phase 3, washrooms will be cleaned every two hours or based on usage.
 - During Stage 4, washrooms will be cleaned minimally once per day or as needed.
- Brochures will be limited and will only be given out when necessary (no self-serve) during phase 1, 2, 3.
- In Phase 1, 2, and 3, brochures and retail will not be accessible to be picked up by the public. Staff will be the only ones handling brochures and retail to minimize surfaces that are touched. We refer to digital sources as much as possible.
- Retail orders will continue to be available via window shopping in person, shipping, local delivery, or local pickup.
- The use of debit or credit cards and their tap function will be encouraged. Staff will sanitize payment equipment that is touched, or their hands after handling cash or the POS machine.

Second Level Protection – Engineering

- There will be barriers in place to maintain required physical distancing between staff/volunteers and the public. These barriers may consist of tables and other surfaces.
- If two meters of distance is not possible to perform servicing, plexiglass sneeze guards will be installed.
- Tables, brochure racks, retail racks, and floor signs will be in place to ensure physical distancing requirements are met.
- The retail and brochure racks will be moved to allow for more space and to ensure physical distancing is met.
- Signs from the BCCDC and WorkSafe BC relating to physical distancing, sick practices, and more will be placed throughout the visitor centre and at the front doors.

- There will be occupancy monitoring so that there are no more than 37 people in the building.
- During Phase 3 there will be one-way traffic in and out of the visitor centre.

Third Level Protection – Administrative

- If staff are feeling sick or unwell, they will be required to stay home.
- If staff have been ordered or required to self-isolate, they will be required to stay home.
- If staff have returned from out of country or have been in contact with a confirmed COVID-19 case, they will be required to stay home for 14 days.
- Staff will not share tools when possible. If sharing of tools is required, staff will make their best effort to sanitize the tools and to wash their hands as soon as they are done using the shared tool.
- A touchless thermometer is available to ensure staff temperature is below 100.5 Fahrenheit or 38.1 degrees Celsius upon arrival to work in the Visitor Centre. Temperature is required to be recorded each day when arriving at the workplace.
 - A photo will be taken and recorded with our scheduling software for each person each day.
- Staff will be required to wash their hands upon arriving to work, before and after breaks, after leaving the building for any reason, and after having physical contact with another person.
- High-touch areas such as door handles, cash desk, and POS/Moneris machine will be wiped down after use with sanitizing products.
- High-touch areas such as iPads and touch screens will be removed from the visitor centre floor, so they are not touched. When they are used again they will be cleaned frequently.
- Access to brochures will be restricted and only staff will be allowed to touch these brochures with clean hands.
- Staff will be assigned their own phone and shared phones will be disinfected after each use.
- Anyone (staff/volunteers/public) not adhering to these protective measures and policies will be asked to do so or required to leave the building/workplace.

Fourth Level Protection – PPE

- In the case that physical distancing is not possible in the visitor centre, PPE will be worn (facemasks, gloves).
- Facemasks and gloves will be available to staff and volunteers as needed.

- In the event that servicing cannot take place with 2 meter physical distancing measures the purchase and installation of plexiglass sneeze guards will be completed.

Communication Plans and Training

- Everyone working or volunteering in the visitor centre will be given a copy of these policies and procedures and will be required to sign our hard copy stating that they have read and understand the new policies and procedures.
- Signage relating to COVID-19 has been placed in both public and staff areas of the building so both staff and customers are aware of the requirements.
- Any questions, comments, or concerns about the new policies and procedures from both staff/volunteers and the public will be handled promptly by the Director of Visitor Experience or the Visitor Experience Coordinators.
- This plan will be posted on the visitor centre page of the Tourism Kelowna website and a physical copy will be available at the visitor centre.

Monitoring and Updating Workplace Plans

- This document will be updated as time goes on and as new challenges or opportunities arise. When the document is updated, the old version will be taken down and the new version will be posted.
- Staff will be informed immediately of any changes made to policies and procedures relating to COVID-19.

Assessing and Addressing Risks from Resuming Operations

- Tourism Kelowna will continue to assess the risks as we slowly reopen. Anything that needs updating will be updated promptly.
- Any concerns from staff or consumers will be taken seriously and will be added or removed from our policies and procedures as necessary.
- In the case that a staff member contracts COVID-19:
 - Tourism Kelowna will temporarily suspend operations until the building can be deep cleaned.
 - Staff that were in contact with the infected person will be notified and asked to go into self-isolation for 14 days.
 - We will offer online visitor servicing only until the threat is gone.
 - There will be an investigation as to how the person contracted COVID-19 and appropriate measures will be taken following the investigation.
 - We will contact WorkSafe BC and BC Public Health if it is confirmed that a staff member has COVID-19.