



**Tourism Vancouver**  
**COVID-19 Safety Plan – Visitor Centre**  
*(as July 22, 2020)*

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### ***Visitor Centre Safety Plan Review***

These Policies, guidelines and procedures will be reviewed and amended on an annual basis or as required to ensure all health and safety measures are in place and up to date and in compliance as directed by the Provincial Health Officer (“PHO”), the BC Centre for Disease Control (“BCCDC”) and *WorkSafeBC*.

The Policies and guidelines for Tourism Vancouver’s Visitor Centre contained in this document are the entire versions and replaces any prior documentation.

## Existing Risks

### Entrance and Exit:

- Both entrances/exits work both ways
- Accessible entrance only available at North Entrance, guests are required to open door with hand

### Brochures:

- Racks are open to public and high touch
- Brochures are often touched and not taken
- Tear-off maps are high contact

### Printers:

- shared among all Team Members and workstations

### Backroom:

- One computer workstation is used to counting cash, due to security of cash handling. Usually only used by one Team Member per day
- Must touch keypad and door handle to open door to backroom
- Limited space

### Counselling area:

- Close proximity to visitors
- Sharing of iPads, phones, or computers
- Sharing of printed resources, such as maps, brochures, and guides
- Booking/cash handling requires close proximity
  - Making bookings on behalf of guests may require touching identification or credit card of guests
  - Payment processing – do not have contactless payment, only swipe due to Zau limitations
  - Cash Handling

### Seating

- Encourages visitors to stay in space longer, increasing risk contact with Team Member and other visitors

### Self-service internet stations

- High touch contact with visitors

## Protocols

### Elimination

- Creating a one-way direction from West to East within Visitor Centre for entrance and exit.

- Installation of floor signage
- Removal of Map Tables for counselling as they do not allow of adequate physical distancing
- Limiting traffic in Visitor Centre to match the maximum number of counselling Team Members based on physical distance of workstations/counselling stations, three Team Members and four visitors would be the maximum. The extra Team Member would be used for greeting and directing visitors in high traffic situations
- Installing floor signage, such as tape, at each counselling station for both Team Members and visitors to ensure physical distancing
- If needed, installing floor signage outside of Visitor Centre along north windows noting a two-metre distance for those waiting to enter the Visitor Centre
- Assigning Team Members to one workstation to limit Team Member interaction and shared resources
  - This includes the computers, iPads, printed resources, and supplies
- Remove brochure racks from visitor interaction, making them only available to Visitor Centre Team Member
- Use folded maps in Visitor Centre, instead of tear-off pad maps to allow for untouched map for each visitor
- Recycling any used brochures or paper resources after use by visitors or Team Member
- Quarantining re-usable brochures or resources for 48 hours after use, by use of labelled boxes
- Limiting number of Team Members in backroom of Visitor Centre including restroom, to two; limiting number of Team Members in upper level of backroom to one
- Will not reinstall self-service internet stations to limit visitor touchpoints
- Remove all visitor seating within Visitor Centre
- Not accepting cash, to minimize contact. Visitors must also swipe their own cards on iPads for payment

## Engineering Controls

- Installation of physical barriers at each counselling station, to protect Team Members from transmission due to inability to maintain two-metre physical distancing.

## Administrative Controls

- Post signage outside Visitor Centre informing guests of entrance only and exit only doors
- Post signage outside of Visitor Centre informing guests of limited occupancy of four guests, encouraging one member of the party in the Visitor Centre at a time.
- Post signage instructing and reminding visitors to obey the physical distancing protocols of a minimum of two metres at all times
- Inform visitors that if they have travelled outside of Canada, they are not permitted on the premises until they have self-isolated for a minimum of 14 days.

- Post signage explaining that if a guest is displaying symptoms of COVID-19 or they live in a household where someone is showing symptoms of COVID-19, they must stay home
- Provide notice that those failing to observe physical distancing risks closure of the facility and as such, will be asked to leave the premises
- Display Wi-Fi network and password information within the Visitor Centre and outside of Visitor Centre limiting the need for visitor interaction
- Create a no contact delivery and pickup area in the public space, to limit contact between our Team Members and those picking up or dropping off deliveries in the Visitor Centre

### Personal Protective Equipment

- Mask usage would be required by any Team Member interacting with visitors without a physical barrier in which a two-metre physical distancing is not possible. For instance, Team Member directing and interacting with visitors at the entry of the Visitor Centre

### Cleaning and Hygiene

Employees must:

- Keep hands clean, and wash hands properly through use of soap and water; or alcohol-based hand sanitizers if soap and water are not available:
  - before touching eyes, nose, and mouth if there is a need to do so
  - after handling objects soiled by respiratory or other body secretions
  - after touching high contact surfaces or equipment, such as escalator handrails, elevator control panels, or door handles
  - after handling cash/credit/debit cards, touching common items and after each delivery
- Cover their nose and mouth with tissue paper while sneezing or coughing and dispose of nasal and mouth discharge properly. Avoid touching their face.
- Maintain good personal and environmental hygiene
- Not shake hands with colleagues or visitors
- Must stay at home and keep a safe distance from others in their family until symptoms have completely disappeared, if they have symptoms of a cold, flu, or COVID-19, including a cough, sneezing, runny nose, sore throat, or fatigue.

The Visitor Centre will provide the following materials for use by visitors at entrance and exit of Visitor Centre, as well as each counselling station:

- Receptacles for used tissue paper disposal
- Dispensers of alcohol-based hand sanitizers

Cleaning and Hygiene of Visitor Centre:

- Leaving doors to Visitor Centre open whenever possible during hours of operation to improve ventilation

- Provide alcohol-based hand sanitizer on both sides of backroom door to ensure proper hygiene
- Team Members will thoroughly clean their workstation before and after their shift, including any barriers
- Team Members will clean high contact areas inside and outside the Visitor Centre, such as counters, backroom keypad and accessible entry buttons, and door handles. Every four hours at minimum, including prior to opening and after closing of the Visitor Centre
- Nightly janitorial service will remove any garbage, as well as clean the restroom.

## Policies

Any workers or visitors exhibiting symptoms of COVID-19 are prohibited from the Visitor Centre, including the following:

- Anyone who has symptoms of COVID-19 in the last 10 days. Symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
- Any directed by Public Health to self-isolate
- Anyone who has arrived from outside of Canada within the last 14 days.
- Limiting or prohibiting non-essential visitors to the Visitor Centre, such as friends and family of Team Member

Any worker who may start to feel ill at work:

- Must report to a first aid attendant, even with mild symptoms. If symptoms are severe, such as difficulty breathing and chest pain, 911 will be called
- Must wash and sanitize their hands, wear a mask, and will be asked to go straight home
- Will have their workstation and any surfaces the employee may have come in contact with will be cleaned and disinfected

Tourism Vancouver's existing Workplace Bullying and Harassment and Workplace Violence Policy outlines procedures and measures in place to address violence in the workplace.

## Communication Plan and Training

- Prior to first shift in Visitor Centre, all Visitor Centre Team Members will be informed of the new protocols and procedures via virtual meeting, as well as provided with a copy of the plan that will include, but it not limited to:
  - New limits on occupancy in Visitor Centre and backroom areas
  - New procedures for cleaning and sanitizing Visitor Centre, and workspaces
  - New procedures for reducing contact and maintain physical distancing, such as no longer sharing resources and workstations
  - New requirement for personal protective equipment when greeting and directing visitors, including how to wear a mask and its limitations on protecting the wearer from respiratory droplets

- New protocols and procedures for use of Suite 210 offices for breaks (see Safety Plan for Tourism Vancouver Administrative office)
- Reminder of policies around staying home from work when sick and what to do if you fall ill at work
- Reminder of Joint Health and Safety Committee members as main point of contact for any questions, concerns, or comments regarding the protocols in place
- A follow up meeting with direct manager will take place on their first day in the Visitor Centre along with a checklist with reminders of new protocols and procedures
- All Team Member have received the policies for staying home when sick from Human Resources
- Signage on proper hygiene and hand-washing guidelines have been posted in restroom
- Signage posted on backroom door indicating maximum number of occupants
- Signage posted in backroom prior to entering upper level indicating maximum number of occupants
- Signage upon entry to Visitor Centre noting those that are restricted from accessing premises, including those that are showing symptoms and those that have been out of the country in the past 14 days
- Signage informing Team Members of existing Joint Health and Safety members, as the key contact for any Team Member inquiries regarding safety protocols and procedures

We will continue to monitor our policies and procedures, with Team Member feedback to ensure physical distancing and safety of our Team Members and visitors is top priority.