Fernie Chamber of Commerce & Visitor Information Centre

Safety Plan

 COVID-19



Revised November 2020

Introduction

To limit the spread of COVID-19, the Provincial Health organization has issued orders that impact the hospitality and tourism industry. COVID-19 can be spread in several ways. It can spread through droplets when a person coughs or sneezes or if you touch a contaminated surface then touch your face. The risk of person-to-person transmission increases the closer you are to other people, or if they come closer to you. This Safety plan is to ensure the processes to be open safely. These measures are being taken to keep people safe to avoid further outbreaks. This plan will help reduce the risk of exposure in the workplace.

## Symptoms & Self-Assessment Tool

It is critical that if you have any symptoms of COVID-19 or even mild symptoms, you should stay home to avoid spreading illness to others. Below is a list of symptoms and guidelines:

* Anyone with symptoms of COVID-19 including fever, chills, cough, shortness of breath, sore throat, and painful swallowing, must self-isolate at home for a minimum of 10 days.
* Anyone under the direction of the PHO to self-isolate must follow those instructions.
* Anyone that has arrived from outside Canada, or who has been in contact of a confirmed COVID-19 case, to self-isolate for 14 days and monitor for symptoms.
* Call 8-1-1 for guidance in symptoms, testing and self isolation
* If you develop even mild symptoms while at your workplace, separate yourself from others and go home, avoiding use of public transit (e.g. buses, train, taxi) if possible. Contact your local Public Health Authority and follow their advice. A doctor’s note will not be required if you are sick.

The [BC COVID-19 Self- Assessment Tool](https://bc.thrive.health/covid19/en) is available for anyone that develops symptoms and can be used to help determine if you need further assessment or testing for COVID-19.



UPDATED DAY-TO-DAY PROCEDURE FOR FCC & VIC

* all staff must always wear a face mask at all times except for being at your desk
* all visitors entering the building must wear a mask unless medically exempt
* if possible, staff must work from home
* no sharing of pens, computer, phones, or other shared devices. If shared they must be sanitized
* no travel advisory until December 7th 2020
* do not use any kitchen utensils, dishware, and cups. You must bring your own from home

risk in our workplace

The following are areas in our workplace that may be risks:

• Public spaces in the Information Centre

• Boardroom

• Bathrooms (staff and public)

• Garage

• Kitchen

• Offices

• Front desk

• Purolator desk

• Purolator Packages

• Staff members and visitors

• Shared equipment such as phones, computers, printer, pens, tables, chairs, brochure racks, retail items, cash, Square Terminal, water fountain, sanitizer bottles

• Other frequently touched areas such as doorknobs, handles, light switches, computer mouse

measures to reduce risk:

All employees should ensure they understand and comply with the infection prevention policies and practices in place in the workplace:

Physical Distancing:

• Keep a distance of 2 metres between you, your coworkers, and customers.

• Limit any contacts closer than 2 metres to the shortest time possible.

• Wear the physical distancing button

• Following physical distancing decals and arrows on the floor

• Stay behind plexiglass of front desk while dealing with visitors

• One way traffic in the building (clearly marked enter and exit only signs).

• Allowing a maximum of 20 people in the building at a time

• Max 6 people in the boardroom

• Max 3 people in the public washrooms

• Max 1 person in the staff kitchen

• Follow all “max people per room” posters

• When possible, employees should take breaks and lunch outside, in their office or personal workspace, or other areas where proper social distancing is feasible.

cleanliness and hygiene

Respiratory viruses, like COVID-19, spread when mucus or droplets containing the virus get into your body through your eyes, nose, or throat. Hands are one of the most common ways that the virus spreads from one person to the next. During an outbreak, one of the cheapest, easiest, and most effective ways to prevent the spread of a virus is to wash your hands frequently with soap and water.

* Wash your hands often with soap and water for at least 20 seconds and wash hands properly. Follow “how to handwash” signs posted in all washrooms and kitchen.
* Employees need to wash their hands at the start of their shift, before eating or drinking, after touching shared items, after touching Purolator packages after using the washroom or lunchroom, and before leaving the store. Remove jewellery before washing.
* If soap and water are not available, use an alcohol-based hand sanitizer of 70% or higher.
* Avoid touching your eyes, nose and mouth.
* Cough or sneeze into the bend of your arm or with tissue paper and dispose of nasal and mouth discharge properly. Avoid touching their face.
* Avoid touching surfaces people touch often.
* No handshaking and other unnecessary person to person contact in the workplace
* Use any necessary personal protective equipment (gloves & masks provided for you).
* Use Government approved Virex 256 disinfectant spray when cleaning
* Refer to cleaning cupboard for how to use a face mask properly
* Masks are available to visitors and staff upon request
* Use gloves when dealing with Purolator packages
* Signing for Purolator packages on the customer behalf
* Employees should refrain from using colleagues’ phones, desks, workstations, pens, handhelds/wearables, or other office tools and equipment. If shared, clean all infected equipment with alcohol or disinfectant spray
* Wash hands or sanitize after touching high contact surfaces or equipment, such as door handles
* Wash hands or sanitize after handling cash/credit/debit cards, touching common items and after each delivery
* Maintain good personal and environmental hygiene

Personal Hygiene (Employees)

Below is a step-by-step process for effective handwashing, to remove all traces of the virus:

 Step 1: Wet hands with running water

 Step 2: Apply enough soap to cover wet hands

Step 3: Scrub all surfaces of the hands – including back of hands, between fingers, and under nails – for at least 20 seconds.

 Step 4: Rinse thoroughly with running water

 Step 5: Dry hands with a single-use paper towel

 Step 6: Use paper towel to turn off the faucet

Cleaning Procedures

To disinfect a surface effectively, you must clean it first to remove surface dirt and debris. Any residue left on work surfaces and equipment may deactivate the disinfectant. Use soap or detergent as a cleaning agent.

Disinfection after cleaning, apply a disinfectant to the surface. You need to leave the disinfectant on for a specified contact time to neutralize any remaining organisms. Look for recommended contact times on product instructions.

• Clean using Diversity Virex® II 256 only, an approved hard-surface disinfectant against COVID-19 by The Government of Canada

• Bathroom and VIC/Chamber cleaning checklist should be done a minimum of twice per day, will need to be done 3-4 times on high traffic days

• Disinfect staff kitchen after use

• Use your own designated pen, computer, and phone, if shared then disinfect immediately after use

Training

It is mandatory that all staff are trained on how to use PPE and disinfectant spray. In our cleaning closet at the front desk, colleagues are to follow the “how to use a mask” poster. Visitor Services Coordinator has trained the Visitor Services Counsellor on how to clean the building according to the check lists provided. The following check lists will be completed a minimum of twice per day, and 3-4 times on high traffic days:



**Cleaning & Disinfecting Daily Checklist**

**WASHROOMS**

**Date:\_\_\_\_\_\_\_\_\_**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| DUTIES | CLEAN #1 | CLEAN #2 | CLEAN#3 | INITIAL |
| Doorknobs/handles |  |  |  |  |
| Soap Dispensers  |  |  |  |  |
| Wipe Down Counter & Sink |  |  |  |  |
| Polish Sink Faucets |  |  |  |  |
| Clean Mirrors |  |  |  |  |
| Wall Underneath Hand Dryer |  |  |  |  |
| Toilet Flushers & Stall Door Handles |  |  |  |  |
| Urinals |  |  |  |  |
| Hand Railing in Wheelchair Accessible Stall |  |  |  |  |
| Garbage Bin |  |  |  |  |
| Baby Changing Table |  |  |  |  |
| Sweep/Mop/Pick up Debris |  |  |  |  |
| Check & Replenish Bathroom Supplies(toilet paper & sand soap) |  |  |  |  |
|  |  |  |  |  |

Clean using **Diversity Virex® II 256** only, an approved hard-surface disinfectant against COVID-19 by The Government of Canada

**Cleaning & Disinfecting Daily Checklist**

**VIC/CHAMBER**

**Date:\_\_\_\_\_\_\_\_\_**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| DUTIES | Clean #1 | Clean #2 | Clean #3 | INITIAL |
| All Doorknobs/handles(front & side entry way, offices, kitchen, staff bathroom, garage door, boardroom, and door opener button) |  |  |  |  |
| Front desk (upper and lower) and Purolator desk |  |  |  |  |
| tables/chairs and other sitting areas/countertops |  |  |  |  |
| Retail and brochure display |  |  |  |  |
| Light switches |  |  |  |  |
| Shared equipment (Square machine, cash drawer, computer keyboards, mice, Purolator scanner etc.. |  |  |  |  |
| Telephones/faxes/photocopiers |  |  |  |  |
| Shared equipment in boardroom |  |  |  |  |
| Staff kitchen (including fridge handles, microwave handle, kettle handle, faucets, countertops) |  |  |  |  |
| Staff bathroom |  |  |  |  |
| Reading area desks |  |  |  |  |
| Water fountain |  |  |  |  |
| Sanitizer bottles |  |  |  |  |
| Glass on doors |  |  |  |  |
| Clean using **Diversity Virex® II 256** only, an approved hard-surface disinfectant against COVID-19 by The Government of Canada |  |  |  |  |

SOCIAL MEDIA:

The Fernie Chamber of Commerce and Visitor Information Centre has multiple social media accounts (Fernie Chamber, 2nd addition, Griz Days and Work in Fernie). These social media accounts reach 3000 + followers and is used to inform the community of the most up-to-date COVID guidelines and procedures. As the Phases and messaging change, so too will the marketing and communications tactics to support business recovery.

TOURISM & VISITOR STATISTICS

As of September 2020, the Fernie Visitor Centre, located on Highway 3 has experienced an overall decrease of 31.2% over the previous year due to the COVID-19 pandemic.

Visitor numbers for the first quarter of 2020 (Jan-March) saw 38.8% increase. Visitor numbers for the second quarter (Apr-Jun) saw a 44.6% decrease. Visitor numbers for the third quarter (Jul-Sep) saw a 21.5% decrease. The largest monthly visitor increases of 2020 occurred in February, with a relative change of 113.5% or 1,013 visitors. This is due to Purolator (636).

The flowing were common inquiries from visitors during the pandemic, either in person or via phone call:

* Is Fernie safe for out of province visitors?
* I am from Alberta but own property in BC, am I allowed coming?
* restaurants take out options
* outdoor activities (hiking, biking, floating the river)
* camping options for out of province visitors (BC parks only allowing BC residents in their campgrounds)
* guidelines for wearing masks

To keep visitors and locals informed on the most up to date information regarding all the above questions, they are directed to The Government of BC’s website and for all things Fernie to the Tourism Fernie website. Please see the resources page for more details.

more Ways the Fernie Information Centre Visitor is achieving physical distancing:

* Floors are marked with 2 metre intervals and arrows to promote physical distancing in aisles, line-ups, and at counters
* Signage and markings to direct customers, to indicate appropriate distances to stand, to mark direction of travel, to designate entrances and exits, and to identify pick up zones for Purolator packages
* Post occupancy limits, and limit the number of people in the Visitor Centre at any given time to ensure physical distancing is maintained
* Installed physical distance barrier at front desk (plexiglass) to prevent encroachment
* Removed tables and chairs entirely for visitor use to maintain appropriate distances between customers
* signage reminding employees and visitors to maintain physical distancing
* staff wearing social distancing button
* closed drinking fountain to public
* closed some bathrooms stalls to ensure social distancing
* Reconfigure the workplace to maintain appropriate distance between employees
* Limited the number of employees at one time in break locations by staggering break times
* monitoring the number of staff on site at any given time
* S
* Removed some furniture from board rooms
* 1 staff member in kitchen at a time
* max 6 people in boardroom at a time
* Removed any unnecessary items from counters that may elevate the risk of transmission

Personal Protective Equipment

Personal Protective Equipment (PPE) is provided (gloves and masks) to protect against infectious materials to staff and visitors.

Personal Hygiene for visitors

We ensure that materials for adhering to hand hygiene are available on the premises.

* 7 alcohol-based hand sanitizer bottles throughout the VIC
* gloves available for all visitors at sanitation station
* supplies for handwashing (liquid soap) are consistently available.
* information posted in bathrooms on step-by-step process for hand-washing
* masks available upon request
* Posted “if you take any brochures, take with you” and “please do not touch retail items unless purchasing” posters to avoid need for additional handling

Messaging to Visitors:

The following message is posted on front doors of VIC and at the sanitation station as soon as you walk into the building:

**PLEASE READ BEFORE ENTERING COVID-19 UPDATE**

* **DO NOT ENTER IF YOU HAVE ANY COVID-19 SYMPTOMS** (cough, shortness of breath, sore throat, runny nose, fever, chills, muscle aches, headache, and fatigue) or traveled outside Canada in the last 14 days
* **KEEP SOCIAL DISTANCE OF 2 METERS** – PLEASE FOLLOW PHYSICAL DISTANCING DECALS AND ARROWS ON THE FLOOR
* **MAXIMUM 20 PEOPLE IN THE BUILDING** AT A TIME, YOU MAY BE ASKED TO WAIT OUTSIDE
* **PLEASE USE THE SANITATION STATION-** THERE IS HAND SANITIZER & GLOVES FOR YOUR USE. Masks are available upon request
* **PUROLATOR CUSTOMERS** PLEASE WAIT IN PUROLATOR LINE & PACKAGES WILL BE SIGNED FOR ON YOUR BEHALF

Full Safety Plan Available Upon Request.

The following signage was made as new restrictions took place on November 19th 2020:

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As of November 19th, 2020 until December 7th

**New set of province-wide health orders and guidelines:**

* MASKS MANDATORY IN ALL PUBLIC SPACES
* NON-ESSENTIAL TRAVEL ADVISORY
* NO SOCIAL GATHERINGS OF ANY SIZE

BEFORE ENTERING

* WEAR A FACE MASK
* HAND SANITIZER
* MAINTAIN PHYSICAL DISTANCING OF 2 METERS
* FOLLOW PHYSICAL DISTANCING DECALS AND ARROWS ON THE FLOOR
* USE DESIGNATED EXIT DOOR
* PUROLATOR CUSTOMERS: PLEASE WAIT IN PUROLATOR LINE & PACKAGES WILL BE SIGNED FOR ON YOUR BEHALF

Thank you!

**Be kind. Be calm. Be safe.**

Full Safety Plan Available Upon Request

Resources:

* <http://covid-19.bccdc.ca/>
* <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support/restrictions#restaurants-bars>
* <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html#_Canada-U.S._border_restrictions_1>
* <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html>
* <http://www.bccdc.ca/Health-Info-Site/PublishingImages/health-info/diseases-conditions/covid-19/case-counts-press-statements/covid19_hsda_cumulative_14days_20201112.png>
* <https://news.interiorhealth.ca/news/public-exposures/>
* <https://tourismfernie.com/maps-travel/trip-planning-during-covid-19>
* <https://bc.thrive.health/>
* <https://www.destinationbc.ca/>
* https://www.canadianbusinessresiliencenetwork.ca/

