



# **COVID-19 Protocols & Procedures**

**June 2021**

## **INTRODUCTION**

This document provides guidance for preventing the transmission of COVID-19 to Waterpark guests and staff.

To limit the spread of COVID-19, the Provincial Health Officer has issued Orders that impact the hospitality industry. These Orders outline conditions and provide specific direction regarding the services provided at BFWP. This document will outline new measures put into place across all departments and will be revised as needed based on provincial and district direction.

This document applies to all employees.

## GENERAL INFORMATION

**At all times you must maintain a physical distance of two metres from others including guests and other employees.**

COVID-19 is spread through large liquid droplets when a person infected with COVID-19 coughs or sneezes. The virus in these droplets can enter through the eyes, nose, or mouth of another person if they are in close contact with the person who coughed or sneezed. COVID-19 is not transmitted through particles in the air and is not something that can enter the body through the skin.

Masks are required by guests (when arriving and walking around the site) and staff (when not at their station at the slides). Masks are not required when in the water. This from the Center for Disease Controls - *There is no evidence that COVID-19 can spread to people through recreational water. However, it is important to limit close contact with people outside of your home when visiting public pools, hot tubs, and water playgrounds, as well as natural bodies of water—like beaches and lakes—to slow the spread of COVID-19.*

The symptoms of COVID-19 are like other respiratory illnesses, including the flu and the common cold. These symptoms include cough, sneezing, fever, sore throat, and difficulty breathing. People infected with COVID-19 may experience little or no symptoms, with illness ranging from mild to severe.

People who are contacts of a confirmed COVID-19 case, meaning they have been or could have been exposed to the virus, but do not have symptoms, are required to self-isolate. Self-isolation means staying home and avoiding situations where you could meet others. Isolated individuals may NOT use any common areas or implements, including ice or pop machines, shared laundry facilities.

You must stay at home and self quarantine for 14 days if you are sick to avoid spreading illness to others.

Practice diligent hand hygiene always by washing with plain soap and water for at least 20 seconds.

Practice cough etiquette by coughing into your elbow or covering your mouth and nose with a disposable tissue when you sneeze. Immediately dispose of used tissues and wash your hands.

Do not touch your eyes, nose, or mouth with unwashed hands. Do not share food, drinks, utensils, cigarettes, vaping devices, joints, or bongs.

## OCCUPATIONAL HEALTH & SAFETY POLICY

BFWP is committed to providing a safe and healthy workplace for all our employees and contractors. We believe that all injuries are preventable and that excellence in health and safety is the key to our long-term success. We are committed to compliance with all governmental agencies, regulations, and industry best practices and will use audits to measure, share and improve our health and safety programs.

We will make every effort to ensure the health and safety of our staff and are committed to work with employees to promote a Healthy and Safe Workplace. All employees are expected to conduct their work in a safe manner, in compliance with current applicable health and safety legislation as well to comply with written corporate health, safety and environment policies and procedures. In carrying out these commitments BFWP will:

- Develop and implement effective, policies, procedures and programs which provide a safe and healthy work environment and promote the health and safety and well-being of our staff and that of our clients, contractors, visitors, and the public.
- Annually assess health, safety and environmental policies and programs.
- Take every precaution to ensure that our work does not pose a risk of injury, or illness or environmental damage to our staff, clients, contractors, visitors or the public.
- Monitor and comply with all Health, Safety and Environmental legislation, and regulations.
- Educate employees on their Health, Safety & Environmental responsibilities and the hazards of which the work and safe practices in the work they perform.

We will hold all levels of management accountable for providing a safe work environment and enforcing safe work procedures and practices. Management and supervisors will lead and demonstrate their commitment to health and safety by example and will ensure that the personnel that they are responsible for have the necessary knowledge to work safely. Supervisors will give health and safety the same priority as productivity, environmental issues, or quality control. They must know and comply with applicable occupational health and safety requirements. All employees and contractors are accountable for following safe work procedures and reporting unsafe acts and safety incidents. We will ensure a timely follow-up to safety incidents.

All staff has general responsibilities for their own health and safety and that of other persons. In addition, they have the responsibility to refuse unsafe work. Discriminatory action will not be taken against them for refusing to do unsafe work. Staff from every area of the company, regardless of position, will be encouraged to contribute to the company health, safety, and environment program. BFWP encourages the involvement of all employees in the development of the program. We will provide support and promote the program to ensure that safety has the overriding priority. Our Health and Safety Program as well as this statement, will be reviewed at least annually to ensure it is current with legislative requirements.

### **Bridal Falls Waterpark**

Attractions such as waterparks are different from other large gatherings of more than fifty people. The differences between waterparks and other venues for mass gatherings such as sports arenas and concerts are that capacity can be reduced/managed to allow for appropriate social distancing. The access and entrance to the slides are controlled by employees and exposure time is limited as guests move throughout their experience. <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-class-order-mass-gatherings.pdf> Our guests are not sitting in a single location, elbow-to-elbow, for an extended period and a large percentage of attraction attendance is made up of family members and others who live in the same home and thus do not need to be physically distanced from each other.

### **Operations:**

Waterpark hours of operation – Daily 11 am to 6 pm

Bookings are made online and sales will stop when the specific slot is full. If space is available, tickets may be sold on the same day - but only to a maximum of 600 guests per slot.

The Park will get a thorough clean and sanitize of all areas throughout the day. Washrooms, while already checked and cleaned every 15 minutes, will get an additional thorough sanitize. Picnic tables and sites will be cleaned. All “touch” areas will be thoroughly sanitized.

Each time slot will be up to a maximum of 600 guests at any one time.

As guests arrive they must wear a mask, they are asked to find a section of the five-acre site to “setup” for blankets, towels, etc. To meet physical distancing requirements, only members of the same household should be in their designated site spread over 5 acres. The site designation will provide much more than a 2-meter spacing.

At the slides, 2-meter markings will keep the distance between guests while waiting to slide.

### **Booking:**

To be done online or via phone (as much as possible). If a slot is not full; tickets may be purchased the same day.

We will promote the use of contactless payment and avoid cash payments where possible.

We will control the line to enter to be 2 meters apart.

We will control access in the parking lot to ensure parking is 2 meters apart.

### **Cleaning Shared Spaces and Equipment:**

Proper cleaning and disinfection are a critical component of preventing disease transmission, especially high-touch surfaces in shared-use facilities, such as door handles, taps, toilet flush handles. Our washrooms are cleaned and checked every 15 minutes. In addition, between sessions (three times daily) they would get fully sanitized.

We will have a log of daily cleaning.

The cleaning of essential areas, such as washrooms, and picnic tables will be a priority. Picnic tables will be cleaned and disinfected after each session.

**We will ask our guests:**

To wear a mask when not in the water.

To bring a tablecloth or sheet to cover their picnic table in their site.

Wear sandals or water shoes in showers.

Respect locker arrangements by posting signs reminding guests to maintain physical distances of 6 feet and to wait for others to vacate before approaching their locker.

Dispose of trash in receptacles provided to reduce risk for staff and others.

Bringing alcohol-based for hand hygiene however soap and water are available.

**To reduce transmission, we will communicate:**

To practice good hygiene (frequent hand washing with soap and water and use of hand sanitizers; avoid touching one's face; respiratory etiquette; disinfect frequently touched surfaces).

Maintain reasonable physical distancing as much as possible when outside the home

If they have the symptoms of a cold, flu, or COVID-19, including a cough, sneezing, runny nose, sore throat, or fatigue, they must stay at home until those symptoms have completely disappeared.

**To keep worker and others safe we will:**

- Ensure that the following workers do not come to work:
  - Anyone with COVID-19-like symptoms such as a sore throat, fever, sneezing, or coughing. They must self-isolate at home for a minimum of 10 days from onset of symptoms, until their symptoms are completely resolved.
  - Workers who live in the same household as a confirmed or clinical COVID-19 case who is self-isolating.
- We will do a daily "health check" with all staff.
- Maintain a distance of two metres between workers and others wherever possible we will accomplish this by revising work schedules, organizing work tasks, posting occupancy limits (e.g., in office and other small spaces), and limiting the number of workers at one time in break locations.
- Ensure that the appropriate number of people are in each area of a worksite.
- Provide adequate hand-washing facilities on site for all workers and ensuring the location is visible and easily accessed. We have adequate washroom facilities that will be maintained and sanitized on a frequent basis.
- Frequently cleaning and sanitize common areas and surfaces, including washrooms, shared offices, common tables, desks, light switches, and door handles will occur.

- Place appropriate signage around all entries and throughout the site outlining policies and procedures.

## **Safety Plan COVID - 19**

### **Waterpark Operations**

1. Physical distancing is critical and can be effectively managed in a water park. Physical distancing can be facilitated by a timed/controlled entry system to control guest density. Taped lines on the ground will keep everyone at 6ft.
2. Signs will be installed at the entrances of all attractions regarding physical distancing. Controlled points of entry will be set to monitor capacity and have employees remind guests to adhere to the guidelines.
3. Total venue and attraction capacity will be reduced by more than half to 600 guests to ensure appropriate physical distancing can occur.
4. In queues, we will place distance markers at least every 6 feet (2 meters) to designate appropriate physical distancing positions on the ground, stairs, or other locations where guests wait.
6. We will evaluate locker arrangements and close or rotate some sections to allow for appropriate physical distancing during busy times. We will post signs reminding guests to maintain physical distances of 6 feet (2 meters) and to wait for others to vacate before approaching the locker. We will sanitize lockers between each use or provide bags so guests can stow their personal items in those bags before placing them in a locker.
7. We will have designated seating areas and evaluate space to accommodate physical distancing guidelines to allow 6 feet (2 meters) of space between individuals or family units. We will clean and sanitize at each switch over.
8. In pools, wave pools, and water play/splash pads, we will remind guests to stay 6 feet (2 meters) apart. There must be 6 feet (2 meters) of space between individuals and family units. (Family units are family members/people living in the same household and they may enjoy some attractions as a group if they stay together.)
9. In the tube ride we will allow someone to enter pools only after someone exits (unless they are a family group) to the next pool to maintain a reduced capacity. Remind guests to stay 6 feet (2 meters) apart.
10. Appropriately treated swimming pool water at 1 part per million (ppm) free chlorine and pH of less than 7.5 kills viruses in seconds. Therefore, if a surface is covered in chlorinated pool water, that surface does not require additional sanitization. If a high-touch surface is not covered in chlorinated pool water, it will be sanitized frequently.
11. If an area is always immersed in or constantly sprayed by treated pool water, it does not need to be specifically sanitized.
12. Chemical readings for water will continue with increased frequency and in compliance with local regulations/health codes.

13. All high-touch surfaces, regardless of location, will be sanitized. The frequency and approach to sanitizing will be based on the surfaces and on guidelines provided on the cleaning chemicals. Making sure virus kill times/drying times are considered prior to cleaning.

14. We will encourage guests to clean their hands before they pick up a raft or tube.

15. We will clean and sanitize life jackets between uses.

16. We will be extra vigilant with cleaning, disinfecting, and sanitizing protocols in restrooms and changing areas.

17. We will attempt to not share equipment (if possible) between lifeguards. If sharing must occur, rescue tubes and dispatch panels will be sanitized at each rotation.

18. High-touch surfaces on lifeguard stands (handrails, ladders, arm rests, etc.) will be sanitized between lifeguard rotations.

20. Cleaning and sanitizing activities will be visible to the guests.

### **CURRENT ON SITE & GUEST INFO**

We will be following specific instruction WorkSafe BC regarding our operations and limit our capacity allowance for the BFWP. Based on 5 sq meter per person we can accommodate well over 1,200 on site but will be limiting capacity to 600 and any one time.

The office now has plexiglass shields or barriers in place. Only two staff at a time are allowed in the store/office.

Bathrooms and showers will be cleaned on an enhanced schedule. Limits are placed on number of people at one time in the washrooms.

2m markers have been identified at the entrance and on access points to slides

Additional signage regarding social distancing etc is posted throughout the property in multiple key locations to maximise visibility for guests and visitors on site.

Keeping in mind we cannot police all guests; we must do our best to remain kind and supportive if we do need to remind guests of appropriate conduct during this time.

### **Bridal Falls Waterpark**

#### **WorksafeBC Review**

## Preventing exposure to COVID-19 in the workplace

Orders from the provincial health officer (PHO) and guidance to employers and businesses provided by the BC Centre of Disease Control represent the minimum standard that employers must meet, to comply with obligations to ensure worker health and safety. To address health and safety concerns in the workplace raised by COVID-19, we will use the following to guide our new procedures:

1 How are you telling your workers about COVID-19 (i.e. exposure to COVID-19 in your workplace)?

- All staff will be provided a training package specific to new procedures.

2 Do you have a system in place where workers (including joint health and safety committee representatives and worker representatives) can inform you of concerns relating to being exposed to COVID-19 in the workplace? Find out if there are any specific tasks that concern them (e.g. tasks that involve interacting with others) Identifying exposure hazards and developing measures to control exposure

- Pre shift meetings and specific monthly meetings to discuss concerns and reinforce proper procedures will take place.

3 What are you doing to prevent your workers from being exposed to COVID-19?

- A walk-through of the Park to identify specific conditions or tasks that may increase the risk of exposure of your workers to COVID-19 is done by the Manager each day.
- At the preshift meeting staff will be asked to identify where potential exposures may occur and how they think exposures can be controlled?

4 Have you developed controls that will eliminate or minimize the risk of exposure?

- Refer to the COVID-19 safety plan.
- Controlling the number of people on site

5 How are you controlling the number of workers and other people at your workplace?

- Each staff member is assigned a “cleaning kit” to take with them as they start their day to sanitize areas that they may encounter.

6 If you have workers who need to come to the workplace, how are you ensuring the following steps are being taken to reduce their risk of COVID-19 exposure? Different workplaces will have different needs but the following steps are a good start:

- Staff are assigned tasks that allow for physical distancing. Keep 2 metres distance between workers and customers, clients, and other workers.



- Each staff member is assigned a “cleaning kit” to take with them as they start their day to sanitize areas that they may encounter.

7 How are you checking and tracking whether the above steps are being taken?

- A daily log of staff tasks and activities will be in place. Ongoing encouragement and followup will take place. The pre and post shift meetings will review daily actions.

8 What are you and your supervisors and managers doing to prohibit the following workers from coming to work?

- As staff arrive for work the Manager will be “checking in” with all staff to ensure that they are not sick and are fine to be at work. Any staff who are sick and those returning from outside Canada will not be allowed to stay at work.
- Workers who are displaying symptoms (e.g., fever, cough, sore throat, sneezing), whether or not the illness has been confirmed as COVID-19 will be sent home.

9 How are you communicating these messages to your managers, supervisors, and workers?

- Pre shift meetings to discuss concerns and reinforce proper procedures will take place. Communication via “distancing” meetings and email will be in place.

10 What are you doing to track and communicate with workers who fall into one of the above categories?

- A log will be kept of all communication and daily activities.