

Deer Lake Boat Rentals

Covid-19 Safety Manual

Social Distancing Protocols

Summer 2020

Step 1: Assess the risks at your workplace

- The virus that causes COVID-19 spreads in several ways. It can spread in droplets when a person coughs or sneezes. It can also spread if you touch a contaminated surface and then touch your face.
- The risk of person-to-person transmission increases the closer you come to other people, the more time you spend near them, and the more people you come near.
- The risk of surface transmission increases when many people contact the same surface and when those contacts happen over short periods of time.
- Deer Lake Boat Rentals have involved staff members in identifying areas where there may be risks, either through close physical proximity or through contaminated surfaces.
- We have involved frontline workers, supervisors and management personnel.
- We have identified areas where people gather.
- We have identified job tasks and processes where workers are close to one another or members of the public.
- We have identified the tools, machinery, and equipment that workers share while working.
- We have identified surfaces that people touch often, such as doors to fridges and freezers, phones, computer mouse, pinpad, pens, waivers and light switches.

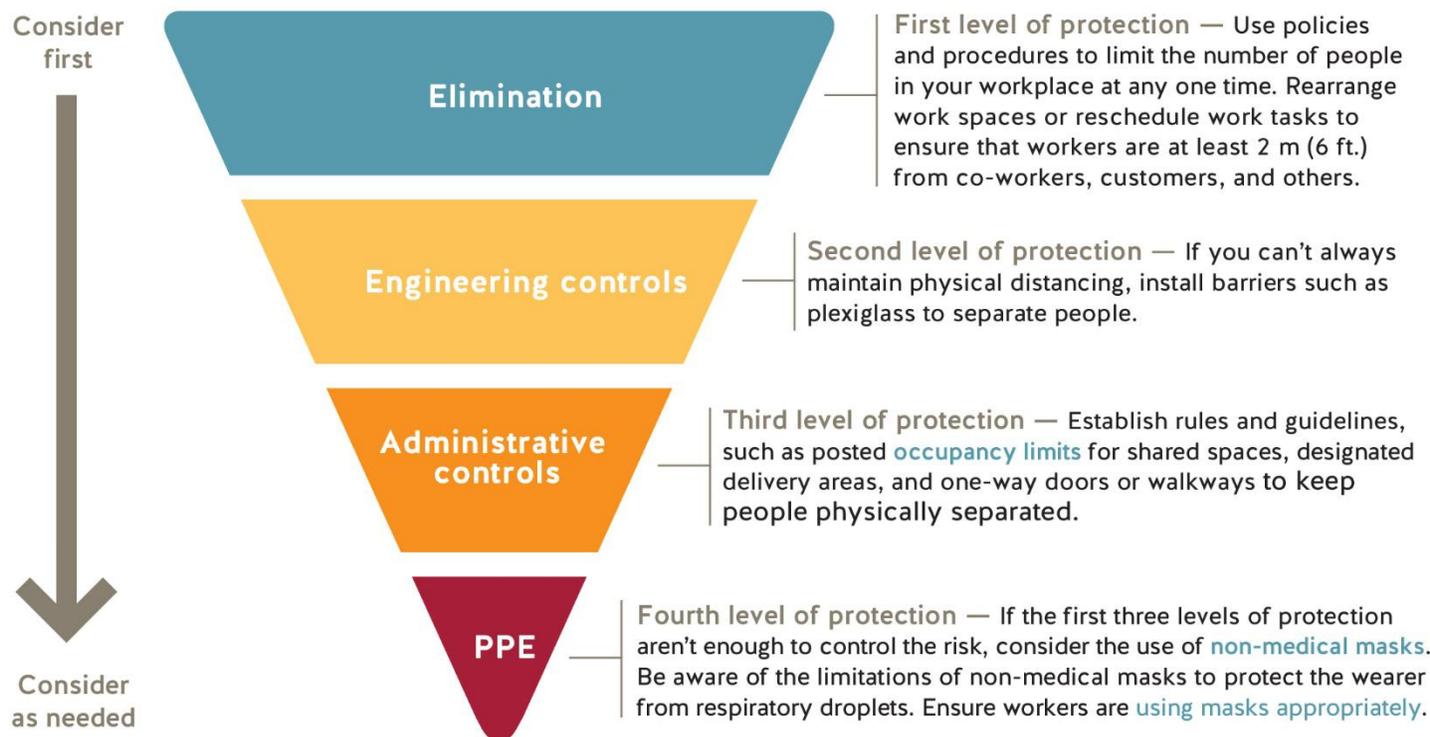
Step 2: Implement protocols to reduce the risks

Industry Specific Protocols were reviewed including information from the Canoe and Kayak Association of Canada, Lifesaving Society of BC and research with other boat rental organizations in Canada.

We are implementing protocols as outlined by WorksafeBC and their various levels of protection as outlined in Drawing 1.

Reduce the risk of person-to-person transmission

To reduce the risk of the virus spreading through droplets in the air, we are implementing protocols to protect against identified risks. Different protocols offer different levels of protection. Wherever possible, we will use the protocol that offers the highest level of protection.



First level protection (elimination): Limit the number of people at the workplace and ensure physical distance whenever possible

Public Health has advised that the prohibition on gatherings of greater than 50 people refers to “one-time or episodic events” (weddings, public gatherings), and is therefore not intended to apply to workplaces. However, limiting the number of people in a workplace is an important way to ensure physical distancing is maintained. [Public Health has developed [guidance for the retail food and grocery store sector](#) that requires at least 5 square metres of unencumbered floor space per person (workers and customers). This allows for variation depending on the size of the facility, and may be a sensible approach for determining maximum capacity for employers from other sectors that do not have specific guidance on capacity from Public Health.]

We recognize that our boat rental is unique in that we have our operating space (shed and area in front of the shed) and customers have access to the lake with our equipment. We have decided to limit the number of rental boats to 50 at any given time. Our experience tells us that the size of the lake will adequately accommodate adequate distance between boaters.

Furthermore, staggering the launch and return times of boaters (through our scheduled reservations), this will also help to space out boaters throughout the day.

Prior to Arrival:

- Customers will be provided information to our new protocols thru our website and through our other social media platforms.
- Customers will be encouraged to complete a reservation online, complete and sign their liability waiver online and to pay ahead of time. Customer will also be asked to self-identify for symptoms of Covid 19, if they have recently travelled, or if they have been in contact with anyone with symptoms of Covid 19. If customers show up with any symptoms of being sick, we have the right to refuse services, for the safety of staff and other boaters.
- All customers will be encouraged to bring their own masks, gloves, and life jackets when possible through the online booking service. Deer Lake Boat Rentals will provide disposable gloves for those who would like them.
- Customers will be encouraged to show up on time for reservations to limit overcrowding.
- Customers will be asked to leave all personal items in their cars

At the Boat Rental:

- Signs will be placed onsite as reminders for customers to follow safety rules with regards to social distancing and where to obtain and return equipment.
- There will be hand sanitizing stations for customer use
- For customers with a reservation: boats will be ready for customers when they arrive so as to minimize wait times.
- Staff will attend to one customer at a time. Cones will be placed 6 feet apart to mark where customers can line up outside of the shed.
- Staff members will hand out lifejackets for customers so that customers will not be in contact with life jackets other than the ones they will be wearing
- Staff members will hand out oars and paddles for customers
- Customers will be informed respectfully to keep a 2 meter distance from other boaters
- They will be asked to take all items such as garbage back with them after using the boat

- Boaters will be encouraged to wait on the water until other boats unload to avoid close contact with others on the dock
- Boaters will be encouraged to load themselves in and out of the boats when possible. When assistance is needed staff may only help with appropriate PPE on (mask and gloves)
- There is a maximum of 3 staff members in the shed and they will remain a minimum of 6 feet apart. Cash register stations will be a minimum of 6 feet apart.
- Staff members will take lunch breaks separately
- Staff will not hold onto or take any personal belongings from customers
- Multiple counters will be set up when it is busy so that staff and customers can be spread out further apart

After the Boat Rental:

- After the rental, customers will be directed to place worn jackets in a clearly designated to be washed pile, so that staff do not need to come in contact with them until they are being washed
- Customers will be directed to leave oars and paddles in a clearly designated location after use to be sterilized by staff

Second level protection (engineering): Barriers and partitions

- We have installed barriers (plexiglass) between cash register stations to assist with protecting co-workers.
- We have installed barriers (plexiglass) between our staff and customers to protect our workers and the public.
- We have included barrier cleaning in our cleaning protocols.
- Our safety boat will be equipped with a ladder for self entry on the far side of the boat

Third level protection (administrative): Rules and guidelines

We have identified rules and guidelines for how workers should conduct themselves.

We have clearly communicated these rules and guidelines to workers through a combination of training and signage.

- Staff members will be required to self-quarantine for 14 days if they have recently left the country or province, or have been in contact with anyone showing symptoms
- Staff will be trained in all safety protocols, and symptoms of Covid-19 will be posted for staff to refer to regularly
- Staff members will be required to sign a training sheet confirming that they have been trained and understand all of the protocols
- Staff members must not attend work if they are feeling sick or have any flu like symptoms
- If staff feel any symptoms they must inform the manager on duty immediately
- If staff show any symptoms they will be sent home immediately
 - Must be quarantined for 14 days before next shift
 - Recommend they contact their doctor or call 811
 - All surfaces will be immediately closed off and cleaned
 - Any staff in contact with ill member will be warned and asked to self quarantine as well
- Staff are encouraged to use online self assessment tools daily <https://bc.thrive.health>
 - Staff will be monitored by Managers to ensure safety protocols are being met, and to check for signs of flu like symptoms
- Hand Sanitizer will be available for staff use and they will be encouraged to wash their hands frequently
- Staff will be told that washing hands regularly for 20 seconds or using hand sanitizer is also encouraged, even when wearing gloves (gloves may tear)
- All workers will be provided with PPE and required to wear PPE when they are sanitizing boats or boating equipment
 - Gloves
 - Staff will be shown how to safely remove gloves <https://www.youtube.com/watch?v=ATU383lft8>
 - Mask

- All surfaces will be wiped down after each use using an approved sanitizing cleaner on the government of Canada (<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19.html>) list of approved hard surface disinfectants and hand sanitizers (COVID-19)
- Any shared surfaces by staff and customers will be wiped down after each use using an approved sanitizing cleaner on the government of Canada (<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19.html>) list of approved hard surface disinfectants and hand sanitizers (COVID-19)
 - Example: phone, pens, till, ipad, pinpad etc.
- Jackets and whistles on the jackets will be sanitized by either hand washing with warm soap and water and left to air dry or with an alcohol solution approved on the aforementioned Government of Canada list and left to air dry.
- Lifejackets will be rotated through to maximize the number of days between the use of any lifejacket.
- High Contact surfaces on Boats will be sanitized thoroughly after each use by staff
- Paddles will be sanitized after each use by staff
- Once sanitized, boats and oars will be rotated through to maximize the number of days between the use of any equipment
- Some staff members will be exclusively responsible for the sanitizing of frequent surfaces, sanitizing of lifejackets and equipment using a an approved sanitizing cleaner on the government of Canada (<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19.html>) list of approved hard surface disinfectants and hand sanitizers (COVID-19)
- Lifeguard must wear a mask and gloves as they may need to touch and be in close proximity with those that have capsized
- Lifeguard must wash hands once on land
- Sterilize the safety boat once boaters are safe on shore

Fourth level protection: Using masks (optional measure in addition to other control measures)

We have reviewed the information on [selecting and using masks](https://www.worksafebc.com/en/resources/health-safety/information-sheets/covid-19-health-safety-selecting-using-masks) (<https://www.worksafebc.com/en/resources/health-safety/information-sheets/covid-19-health-safety-selecting-using-masks>) and [instructions on how to use a mask](https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-how-to-use-mask) (<https://www.worksafebc.com/en/resources/health-safety/posters/help-prevent-spread-covid-19-how-to-use-mask>) and this is a part of our training plan for staff.

- We understand the limitations of masks to protect the wearer from respiratory droplets. We understand that masks should only be considered when other control measures cannot be implemented.
- We have trained workers in the proper use of masks.
- Staff will be trained by watching the websites noted above and will need to check off that they were educated from these websites.
- We will stress that to
 - Always wash hands before putting on or removing mask
 - Once mask is moist, dispose and replace with a new one
- All workers will be provided with PPE and required to wear PPE at all times including when they are sanitizing boats or boating equipment
 - Gloves - Staff will be shown how to safely remove gloves
<https://www.youtube.com/watch?v=ATU383lIfT8>
 - Mask
- Lifeguard must wear a mask and gloves as they may need to touch and be in close proximity with those that have capsized
- Lifeguard must wash hands once on land

Reduce the risk of surface transmission through effective cleaning and hygiene practices

We have reviewed the information on [cleaning and disinfecting](https://www.worksafefbc.com/en/resources/health-safety/information-sheets/covid-19-health-safety-cleaning-disinfecting) (<https://www.worksafefbc.com/en/resources/health-safety/information-sheets/covid-19-health-safety-cleaning-disinfecting>) surfaces.

- Our workplace has enough handwashing facilities on site for all our workers. Handwashing locations are visible and easily accessed.
- We have policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers. Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus. [[Handwashing](#) and [Cover coughs and sneezes](#) posters are available at worksafefbc.com.]
- We have implemented cleaning protocols for all common areas and surfaces — e.g., washrooms, tools, equipment, vehicle interiors, shared tables, desks, light switches, and door handles. This includes the frequency that these items must be cleaned (number of times per day) as well as the timing (before and after shift, after lunch, after use).
- Workers who are cleaning have adequate training and materials.

- We have removed unnecessary tools and equipment to simplify the cleaning process — e.g., coffee makers and shared utensils and plates
- All surfaces will be wiped down after each use using an approved sanitizing cleaner on the government of Canada (<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19.html>) list of approved hard surface disinfectants and hand sanitizers (COVID-19)
- Any shared surfaces by staff and customers will be wiped down after each use using an approved sanitizing cleaner on the government of Canada (<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19.html>) list of approved hard surface disinfectants and hand sanitizers (COVID-19)
 - Example: phone, pens, till, ipad, pinpad etc.
- Jackets and whistles on the jackets will be sanitized by either hand washing with warm soap and water and left to air dry or with an alcohol solution approved on the aforementioned Government of Canada list and left to air dry.
- Lifejackets will be rotated through to maximize the number of days between the use of any lifejacket.
- High Contact surfaces on Boats will be sanitized thoroughly after each use by staff
- Paddles will be sanitized after each use by staff
- Once sanitized, boats and oars will be rotated through to maximize the number of days between the use of any equipment
- Handles to the fridge and freezer will be sanitized every half hour during operating hours.

Some staff members will be exclusively responsible for the sanitizing of frequent surfaces, sanitizing of lifejackets and equipment using an approved sanitizing cleaner on the government of Canada (<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19.html>) list of approved hard surface disinfectants and hand sanitizers (COVID-19)

- Lifeguard must wear a mask and gloves as they may need to touch and be in close proximity with those that have capsized
- Lifeguard must wash hands once on land
- Sterilize the safety boat once boaters are safe on shore

Step 3: Develop policies

We have developed the necessary policies to manage our workplace, including policies around who can be at the workplace, how to address illness that arises at the workplace, and how workers can be kept safe in adjusted working conditions.

Our workplace policies ensure that workers and others showing symptoms of COVID-19 are prohibited from the workplace.

- Anyone who has had 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.
- Anyone directed by Public Health to self-isolate.
- Anyone who has arrived from outside of Canada or who has had contact with a confirmed COVID-19 case must [self-isolate for 14 days and monitor](#) for symptoms.
- Visitors are prohibited in the workplace.
- Staff members will be required to self-quarantine for 14 days if they have recently left the country or province, or have been in contact with anyone showing symptoms
- Staff will be trained in all safety protocols, and symptoms of Covid-19 will be posted for staff to refer to regularly
- Staff members will be required to sign a training sheet confirming that they have been trained and understand all of the protocols
- If staff feel any symptoms they must inform the manager on duty immediately
- If staff show any symptoms they will be sent home immediately
 - Must be quarantined for 14 days before next shift
 - Recommend they contact their doctor or call 811
 - All surfaces will be immediately closed off and cleaned
 - Any staff in contact with ill member will be warned and asked to self quarantine as well
- Sick workers should be asked to wash or sanitize their hands, provided with a mask, and isolated. Ask the worker to go straight home. [Consult the [BC COVID-19 Self-Assessment Tool](#), or call 811 for further guidance related to testing and self-isolation.]
- If the worker is severely ill (e.g., difficulty breathing, chest pain), call 911.
- Staff are encouraged to use online self assessment tools daily <https://bc.thrive.health>
 - Staff will be monitored by Managers to ensure safety protocols are being met, and to check for signs of flu like symptoms
- Ensure workers have the training and strategies required to address the risk of violence that may arise as customers and members of the public adapt to

restrictions or modifications to the workplace. Ensure an appropriate [violence prevention program](https://www.worksafebc.com/en/health-safety/hazards-exposures/violence) (<https://www.worksafebc.com/en/health-safety/hazards-exposures/violence>) is in place.

Step 4: Develop communication plans and training

We have a training plan to ensure everyone is trained in workplace policies and procedures.

All workers have received the policies for staying home when sick.

We have posted signage at the workplace, including occupancy limits and effective hygiene practices. [A customizable [occupancy limit poster](#) and [handwashing signage](#) are available on worksafebc.com.]

We have posted signage at the main entrance indicating who is restricted from entering the premises, including [visitors](#) and [workers](#) with symptoms.

Supervisors have been trained on monitoring workers and the workplace to ensure policies and procedures are being followed.

Step 5: Monitor your workplace and update your plans as necessary

We have a plan in place to monitor risks. We make changes to our policies and procedures as necessary.

Workers know who to go to with health and safety concerns.

When resolving safety issues, we will involve other workers and supervisors.

Step 6: Assess and address risks from resuming operations

We have a training plan for new staff.

We have a training plan for staff taking on new roles or responsibilities.

We have a training plan around changes to our business, such as new equipment, processes, or products.

We have reviewed the start-up requirements for vehicles, equipment, and machinery that have been out of use.

We have identified a safe process for clearing systems and lines of product that have been out of use.