



Telegraph Cove
Marina & RV Park

COVID-19 SAFETY PLAN PROTOCOLS & PROCEDURES

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Purpose of COVID-19 safety plan

This COVID-19 safety plan template has been created by **Telegraph Cove Marina & RV Park** to outline the policies and procedures that have been put in place to protect **Telegraph Cove Marina & RV Park** employees, guests and others entering the business from the potential transmission of COVID-19. This plan follows the WorkSafeBC six step process for developing a COVID-19 safety plan and aligns with current Provincial Health Officer (PHO) orders and WorkSafeBC requirements.

Responsibilities

Telegraph Cove Marina & RV Park ownership and management are responsible for the development of this plan including ensuring that adequate resources are made available to implement and sustain the plan.

All **Telegraph Cove Marina & RV Park** employees and contractors will follow this safety plan as a condition of employment. All guests must follow this safety plan as a condition of visiting our property.

Stephanie Meinhold is responsible for implementing this safety plan throughout the workplace.

Employees are responsible for participating in the development, implementation and ongoing sustainment of the COVID-19 safety plan. If employees have any concerns regarding this plan they are to bring them to the attention of **Stephanie Meinhold**.

STEP 1 – Identify the risks

COVID-19 is an illness (disease) caused by a coronavirus. This particular coronavirus is a new virus that was first recognized in December 2019, originating in Wuhan, China. Coronaviruses are a large family of viruses, some of which infect animals and others that can infect humans. The World Health Organization declared COVID-19 a global pandemic on March 11, 2020.

Symptoms of the disease range from mild to severe and can be fatal. Symptoms can appear up to 14 days after initial exposure and include:

- Fever
- Chills
- Cough
- Shortness of breath
- Sore throat and painful swallowing
- Stuffy or runny nose
- Loss of sense of smell
- Headache
- Muscle aches
- Fatigue
- Loss of appetite

The virus that causes COVID-19 spreads from person to person in several ways, including through droplets when a person speaks, coughs or sneezes, or from touching a contaminated surface before touching the face. The risk of transmission increases the closer you come to other people, the more people you come into contact with and the length of time you spend with other people. This is why it is critical to control these interactions in the workplace, to help reduce the transmission of COVID-19.

The following areas have been identified as areas where employees and/or guests may gather:

- *Business Office*
- *Marina Office*
- *Boat Ramp*

- *Laundry Room*
- *RV Park Washrooms/Showers*
- *Marina Washrooms/Showers*

The following tasks bring our employees close to one another or to guests:

- *RV Park and Marina guest check in and/or payment*
- *Parking customer payment*
- *Cleaning Washrooms/Showers*

The following tools, machinery and equipment have been identified as items that employees and/or guests share:

- *Door handles*
- *Computer keyboards*
- *Telephone*
- *Credit card terminals*
- *Pens*
- *Office Equipment*
- *Counter in front of and behind plexiglass*

The following items have been identified as high touch items:

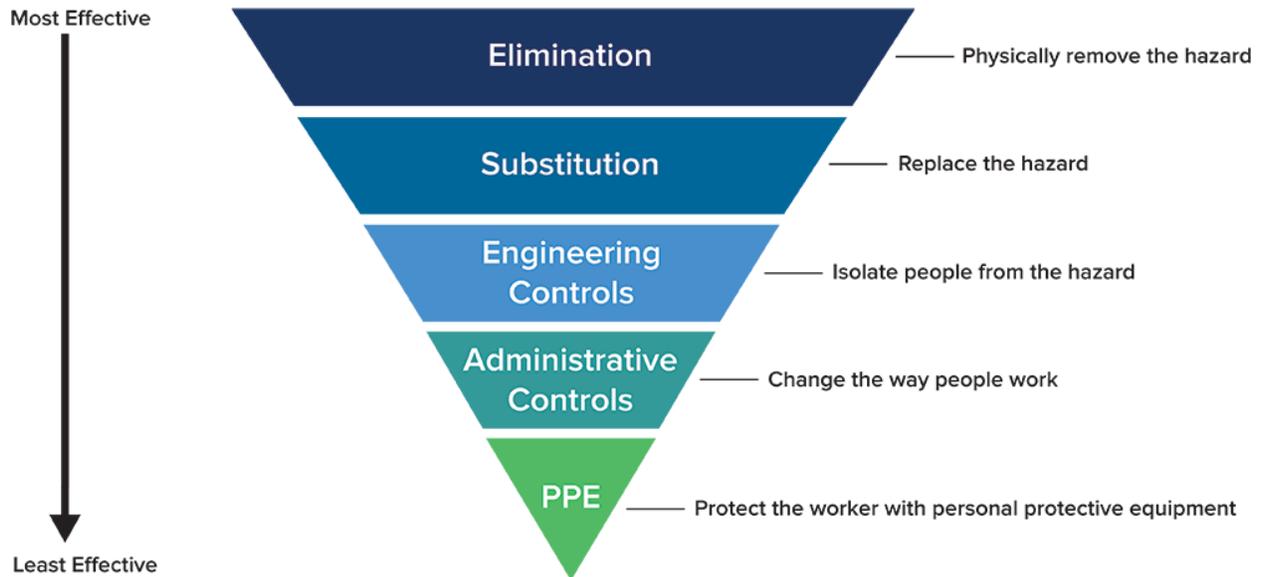
- *Door handles*
- *Light Switches*
- *Credit card terminals*
- *Computer keyboards*
- *Telephone*
- *Toilet handles*
- *Paper towel dispenser handles*
- *Sink faucets*
- *Shower faucets*
- *Shower benches*
- *Top of garbage cans in washrooms*
- *Garbage can handles on bear proof bins*

STEP 2 – Control the risks

The overarching aim is to reduce the risk of the virus spreading through droplets in the air and from touching a contaminated surface and then touching the face. Therefore, any controls that are adopted within the workplace should always reflect that. Different controls will offer varying levels of protection and the preferred option is always the control that offers the highest level of protection. This approach to controlling risks is referred to as the “hierarchy of controls”. This process involves assessing the risk (likelihood of harm or injury) associated with different hazards (something with the potential to cause harm or injury).

In some cases, it may be necessary to combine different levels of protection in order to control one particular risk. An example of this, in relation to managing the risk of COVID-19 transmission, is to install barriers to separate people (engineering control) and to wear a mask (personal protective equipment).

Types of risk controls



Elimination or Substitution are the highest, most effective levels of control and involve removing the risk of exposure to a given hazard entirely, or substituting a hazard for something that is less harmful.

Check-in/Check-out

- *Contact-less check-in is offered for all reservations (100% prepaid in advance)*
- *Reservation software is used to collect guest information and is required for contact tracing*
- *Guests may proceed directly to their reserved RV Site*
- *For guests that are not reserved, they can proceed directly to RV park and find a site without a reserved sign, then text us to arrange payment. Payment is done using a credit card to tap on a mobile card reader.*
- *We can also send an invoice via email that the guest can pay online with their credit card to avoid all contact.*
- *All staff members have mobile card readers they are able to use outside and maintain a 2 m distance between the staff member and the guest.*
- *There is no need to check-out at the office. All guests can leave when they are ready as all reservations will be paid 100% prior to check-out.*
- *Reduced occupancy limits in washrooms, laundry room and offices.*

We have implemented the following controls to limit the number of people in our workplace and to ensure physical distancing.

- *Business office capacity is limited to 1 person*
- *Marina office capacity is limited to 2 people*
- *Laundry room capacity is limited to 2 people*
- *RV Park washrooms are limited to 1 person and are advised to lock the door behind them to prevent anyone else from entering*
- *RV Park showers are limited to 1 person per shower*
- *Marina Bathrooms are limited to 2 people in each men's and women's*
- *RV Park Fire Pits are limited to the number of people that can comfortably sit and be 2 m apart*

Engineering controls include placing physical barriers between people when physical distancing cannot be maintained.

Plexiglass barriers have been installed in the business office and in the marina office.

Administrative controls include the rules, training, guidelines and signage you have put in place to educate people on how to control the spread of COVID-19 in the workplace.

We have put the following administrative controls in place:

- *“Handwashing Posters” (BC Ministry of Health) are taped to mirrors in the marina and RV bathrooms*
- *“Masks are Mandatory” posters (WorkSafe BC) are on the business office door, marina office door, laundry room door, marina and RV washroom doors*
- *“Physical Distancing” posters (BC Ministry of Health) are posted at entrance to RV Park, business office, marina office, laundry room, marina and RV park washrooms and showers, boat ramp*
- *“Visitor Entry Check” posters (WorkSafe BC) are posted in business office, marina office, RV Park entrance*
- *COVID safety plan is posted on website and on bulletin board in business office*
- *Guest do’s and don’ts related to COVID are listed on website*
- *Instructions at RV Park Entrance directing reserved guests to their site and un-reserved guests to find a site and text us for payment*
- *Telegraph Cove Marina & RV Park’s “Guest COVID-19 Code of Conduct” is posted at business office, marina office and RV Park entrance.*

Personal Protective Equipment (PPE): This is the least effective option in terms of protection and should be considered if the higher levels of protection don’t allow you to adequately control the risk. PPE should be used in addition to other control measures and not in isolation.

We have put the following PPE controls in place:

- *Masks are mandatory for everyone in many public indoor settings, such as: the business office, marina office, laundry room and washrooms. Free disposable masks are offered in the business office and marina office in the event the guest does not have one.*
- *Hand Sanitizer is available in the business office and the marina office.*

STEP 3 – Develop Policies and Procedures

Clear policies and procedures help to ensure that the identified controls are being followed within the workplace and establish the minimum requirements. They may include arrangements for who can and cannot be at the workplace, how to deal with illness in the workplace, cleaning and personal hygiene protocols, first aid provision and managing violence in the workplace.

Cleaning and Disinfection

The cleaning and disinfection of surfaces, especially high-contact surfaces, forms an important part of safe work practices for controlling COVID-19 in the workplace. Cleaning and disinfection are often

referred to as a “two-stage” process. Cleaning removes visible surface dirt and debris, whereas disinfection destroys bacteria and viruses.

Cleaning protocols are posted in the RV and Marina janitor closets. A log is kept on the back of each shower and washroom doors. Cleaning is done once per day in the morning in the following areas:

- *RV Sites*
- *Washrooms at Marina and RV Park*
- *Showers at Marina and RV Park*
- *Laundry Room*
- *Offices*

Disinfection of high touch surfaces is done twice daily (12 pm and 4 pm). Disinfection protocols are posted in the RV and Marina janitor closets. Disinfection is tracked using the log on the back of each of the shower and washroom doors.

Hand washing

Regular hand washing is an important step in controlling the spread of COVID-19 in the workplace. **Telegraph Cove Marina & RV Park** employees must wash their hands when they arrive at the workplace, before and after breaks, after coughing, sneezing or touching the face, after using the washroom and before leaving work. Soap and water are preferred but hand sanitizer with a 70% alcohol base can be used when soap and water is unavailable, or as an additional control.

Daily Health Screening

All **Telegraph Cove Marina & RV Park** employees must complete a daily health declaration before entering the workplace. Daily health declarations will be tracked *on the Daily Report form for the Infrastructure Manager and on a log sheet for all other employees. The Infrastructure Manager emails the daily report to the supervisor daily and the log sheet is reviewed daily. All employees are to notify us first thing in the morning by text if they feel unwell, prior to coming to work.*

Employees must review the below information every day, before entering the workplace. Worker and visitor entry check posters are displayed at *the business office and the marina office.*

1. Have you travelled outside Canada within the last 14 days?
2. Have you been identified by Public Health as a close contact of someone with COVID-19?
3. Have you been told to isolate by Public Health?
4. Are you displaying any of the following new or worsening symptoms?
 - Fever or chills
 - Cough
 - Loss of sense of smell or taste
 - Difficulty breathing
 - Sore throat
 - Loss of appetite
 - Extreme fatigue or tiredness
 - Headache
 - Body aches
 - Nausea or vomiting

- Diarrhea

Anyone answering yes to questions 1-3 must follow the advice of Public Health and not attend the workplace. Anyone displaying any of the symptoms listed above must not attend the workplace and should call HealthLinkBC at 811 for further direction from Public Health.

Any worker that receives a positive COVID-19 test result will not be allowed to return to the workplace until they have a negative COVID-19 test result or a note from the doctor stating they are no longer infectious.

If any worker becomes ill at the worksite, they are to don a mask and report to **Stephanie Meinhold**. The employee will be isolated from the other employees on the worksite and arrangements will be made for them to go home.

Workplace Violence

The potential for violence exists whenever there is direct interaction between workers and non-workers. Employers must provide a workplace as safe from the threat of violence as possible. If there is a risk of violence in a workplace, the employer must set up and instruct workers on procedures to eliminate or minimize the risks. Some of these tendencies may be more likely to manifest when individuals are dealing with elevated levels of stress and uncertainty, consistent with a pandemic situation.

Staff are instructed on methods to de-escalate conflict if a difficult situation arises.

STEP 4 – Communication and Training

Everyone within the workplace must understand how to keep themselves and others safe. Training should include the need to stay at home when sick, understanding occupancy limits, hand washing procedures and who is permitted to enter the workplace. Supervisors should be trained on how to monitor workers to ensure that policies and procedures are being adhered to.

*Employees are given the **Telegraph Cove Marina & RV Park COVID Safety Plan** to review. They are given a chance to ask questions. Employees are asked to sign the “Acknowledgement of COVID-19 Safety Plan Receipt and Understanding” and return to their supervisor. Employees are thoroughly trained on cleaning and sanitation protocols, how and when to wear a mask, handwashing protocols and safe protocols for interacting with guests indoors and outdoors.*

STEP 5 – Updating the COVID-19 Safety Plan and Monitoring the Workplace

Stephanie Meinhold is responsible for implementing this COVID-19 safety plan throughout the workplace.

Stephanie Meinhold is responsible for reviewing and updating this COVID-19 safety plan every 2 weeks from May through September and every month from October through April.

STEP 6 – Ensuring Ongoing Training and Monitoring

Training on this COVID-19 safety plan will be included in all new hire orientations, or when bringing back employees following a period of absence.

This safety plan will be reviewed and revised, as required, to reflect any:

- Changes to job scope which may affect the plan,
- New areas of concern or the identification of something that isn't working,
- Health and safety concerns raised through a worker representative or joint health and safety committee,
- Changes to Provincial Health Officer orders or other government and industry requirements that affect the plan.



Acknowledgement of COVID-19 Safety Plan Receipt and Understanding

Please read the **Telegraph Cove Marina & RV Park COVID-19 Safety Plan** and sign the acknowledgement below. *The signed acknowledgement will be signed, returned to your supervisor and kept in your employee file.*

I have received, read and understand the **Telegraph Cove Marina & RV Park COVID-19 Safety Plan**. I will follow all aspects of the plan, including the daily health declaration. If I have any concerns regarding the plan or suggestions for improving it, I will raise them with **Stephanie Meinhold**.

Print Name

Position

Signature

Date