



# RENTAL SHOP COVID 19 SAFETY PLAN

Updated September 2021

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## Introduction

We have involved front line workers, supervisors and health and safety committee to assess and identify areas where there may be a risk. This document will list the protocols implemented in our downtown office to reduce the risks of transmission for all parties including employees and guests.

As information about COVID-19 develops, Hudson Bay Mountain will continue to monitor the progression of the virus and refer to the guidance of public health officials. Hudson Bay Mountain is following guidance from public health officials and WCB including:

1. Keeping the workplace clean and hygienic.
2. Requiring regular and thorough handwashing by employees, contractors and customers. Handwashing kills the virus on the hands and prevents the spread of COVID19
3. Instruction to staff to not touch the face. Touching infected surfaces and then the face or mouth is the primary reason for infection.
4. Requiring all employees to wear gloves during all cleaning duties or laundry (aprons, face coverings, gloves) and replace with fresh a set for each guest /between tasks.
5. Providing education about social distancing and hand-washing to prevent the spread of COVID-19
6. Required social distancing protocols to lessen the chance of community spread.
7. Required respiratory hygiene in the workplace to prevent the spread of COVID-19.

## Expectations

- All staff will review the safety plan
- It is expected that all staff must comply with the policies and procedures set forth in this document.
- In addition all guests must follow COVID-19 protocols such as social distancing or personal hygiene requirements. If a guest is not following protocols, staff must remind guests of expected protocols. If the guest continues to cause risk by not following social distancing or personal hygiene requirement staff have the right to refuse service to that guest.

## Wellness Checks/Sick Staff Protocols

- Employees must self assess every morning to determine if they are showing any symptoms such as cough, fever, shortness of breath, runny nose, or sore throat.
- Employees are asked to sign off that they have completed a Daily Wellness Check
- Employees with symptoms such as cough, fever, shortness of breath, runny nose, or sore throat are not to come to work, are to complete the self-assessment and get tested for COVID-19.
- Employees who have a cough, fever, shortness of breath, runny nose, or sore throat (that is not related to a pre-existing illness or health condition) are mandated to be in isolation for 10 days from the start of symptoms, or until symptoms resolve, whichever takes longer.
- Employer must take said individual off the work schedule for a minimum of 10 consecutive days
- Employer must notify the local Health Authority.
- These requirements must be followed regardless of whether or not the individual has been tested for COVID-19.

### If an employee does come to work sick, or becomes sick while at work:

- Upon arrival to the workplace, or becoming sick while at the workplace, the employee must leave the workplace and should begin isolation at home **immediately**.
- After being directed to leave the business, symptomatic employees should follow hand hygiene and respiratory etiquette and maintain at least 2 meters of distance from other employees, volunteers and patrons.
- Once a sick individual has left the workplace, the employer must ensure that all surfaces and areas with which the affected employee may have come into contact with are cleaned and disinfected.
- The supervisor must record the names of all close contacts of the sick worker who has been in contact with that day and in the 48 hours prior to when the symptoms started in the case. This information may be necessary if the sick worker later tests positive for COVID-19.
- If an employee is confirmed to have COVID-19, and it is determined that other people may have been exposed to that person, the health department may be in contact with the business to provide the necessary public health guidance.
- Employers must cooperate with the health department to ensure those potentially exposed to the individual receive the correct guidance.
- Phone numbers of various medical support agencies and organizations is posted in staff area as well as the members of the Health and Safety committee.

## Uniforms

Employees keep their uniform clean and if they feel it does not meet the requirements to wash and sterilize.

Uniforms include;

- Masks
- Buffs
- Jackets

## Personal Protective Equipment (PPE)

PPE controls the hazard of the worker and the guest. Examples of PPE include gloves, eye protection, and face coverings. Hudson Bay Mountain will provide all PPE required and requested.

- Hudson Bay Mountain will provide PPE equipment to staff
- Employees are **required** to wear a face covering during any interaction with a guest or other team members
- Employees have the option of wearing gloves.

## Social/ Physical Distancing

Practices to support distancing between employees to reduce the risk of transmission amongst workers and guests include:

- If possible, employees must try to ensure a 2 meter distance between themselves and guests.
- Guests will be encouraged to only come inside if necessary
- Plastic barriers will be put in place for interactions where the guest must come inside

**A reminder to all staff to maintain social distance from one another and from guests. No fist bumps, hugs or handshakes.**

## Rental Shop Set Up

- Signs indicating ENTRANCE ONLY and EXIT ONLY on the doors
- Hand sanitizer available at entrance and behind the desk for employees
- Face coverings are mandatory for any interaction with a guest or other team members
- Guests are reminded to stay on the other side of the barrier
- Markers will be placed on the floor, 2 meters apart for social distancing
- Sanitizing of common surfaces must happen every 30 minutes
- Thorough cleaning and sanitizing must happen at the end of each day

- Clean pens will be kept in one container and dirty pens will be put in a different container and sanitized at the end of the day.
- Barriers will be placed on the benches to separate people (social distancing)
- One staff member will deal with one guest through the whole setup process
- Rental Shop Team will ask anyone purchasing a ticket the related COVID questions
  - Are experiencing any symptoms of COVID 19?
  - Have you travelled outside of Canada in the last 14 days?
  - Have you been in contact with someone who has tested positive for COVID 19 in the last 14 days?

## Guests in the Rental Shop

- Guests are encouraged to pre-book and pre-pay for their rentals, to reduce time spent in the building
- Guests are encouraged to enter the Rental Shop building alone or in the case of younger children, have only one parent drop them off
- Only one person or bubbles personal belongings are allowed in each cubby
- Guests must follow social distancing while inside
- Guests must use hand sanitizer upon entering the building
- Only guests who have rented gear will be allowed to leave bags/shoes in designated cubbies

## Returns

- Guests will be instructed to leave their skis outside and only bring in their boots/poles/helmets
- Returns will either be
  - Kept in one area away from other rentals until they can be sanitized
  - Sanitized right away before being put away

## Cleaning

- The Rental Shop building must be thoroughly cleaned and sanitized at the end of each day.
- Common surfaces must be sanitized every 30 minutes
- Rentals will be sanitized after each use

Clean visibly dirty surfaces before disinfecting, unless stated otherwise on the product instructions. Cleaning refers to the removal of visible dirt, grime and impurities. Cleaning does not kill germs but helps remove them from the surface.

All sanitizers will be used as per the manufacturer's direction. Any sanitizer used will have an 8 digit DIN as approved by the CDC. Should it be unavailable a bleach solution will be used. Bleach Solution for Disinfecting: A solution of 1-part bleach to 100 parts or water (1:100 ratio). This is approximately 1 teaspoon of bleach per liter of water.

Disinfectant used for thorough cleaning will be Meadow Hygiene Disinfectant (<https://meadowhygiene.com/pages/disinfectant-label-information>). Health Canada Approved and carries a DIN # of 02499002.

Sign off will be required and to the WCB protocols.

A record will be kept for all sanitization performed.

## General Hygiene

Employees must wash their hands at minimum of every 30 minutes and after doing any of the following tasks:

- Touching door handles
- Touching their face or hair
- Taking off gloves
- Taking off face coverings
- Going to the washroom
- Handling credit card machines

## Signage and Posters

- Signage regarding entrance and exit, cubbies, capacity, mandatory face coverings, social distancing and sanitizing will be posted on all entrances to the building
- Signage for hand washing practices are posted at each sink and in washrooms for guests and staff

## Additional/New Procedures

- Face coverings are mandatory at all times
- Face coverings must be cleaned and switched out regularly
- If the guest is not already wearing a face covering, an employee must ask them to put one on.
- Guests are encouraged to pre-book and pre-pay for their rentals, to reduce time spent in the building
- During fittings, employees are encouraged to limit contact as much as possible and must wear their face covering at all times
- Gear returned must be thoroughly sanitized before going back into rotation
  - If slow, this can be done as the gear is returned

- If it is busy, the gear must be piled in a designated spot and sanitized after the Rental Shop is closed
- Only guests who have rented gear will be permitted to leave bags/shoes in the Rental Shop
- Signage on entrance and exit doors
- At the very end of the day, the entire Rental Shop must be sprayed with disinfectant before leaving
- Clean pens kept in one container, used pens put in a different container. Pens will be sanitized at the end of the day.
- Markers will be placed on the floor, 2 meters apart for social distancing
- Lines of tape will be placed on the benches to separate people (social distancing)

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