

Kokanee Mountain Zipline

COVID-19 Procedures

Introduction:

The following document outlines the procedures for operations at Kokanee Mountain Zipline (KMZ). These recommendations are based on current scientific knowledge, which is constantly evolving, and necessarily need to align and adhere to rules and regulations put in place by multiple levels of government and local health authorities.

Goal of this document:

The purpose of this document is to assist in the operations of KMZ in following the directives of BC public Health by offering operation specific interpretations of those directions so that KMZ can comply with WorksafeBC compatible safe operating procedures that preserve health and wellbeing of our staff, clients and the citizens of British Columbia.

Risk Management and KMZ:

Risk management is a top priority in the business of ziplining. While the risks of COVID-19 are fundamentally from the inherent risks of ziplining, the evaluation of risk, using techniques to mitigate risk, and making judgements about accepting various levels of risk are integral to ziplines. KMZ educate their clients about the risks of participation; it will be a familiar process to further educate visitors on the new and unique risks posed by COVID-19, as well as the recommended measures which can mitigate those risks.

What aspects of KMZ pose the highest risk of spreading COVID-19?

- Physical contact between individuals, groups of clients, and staff members
- Indirect transfer of the virus from high touch surfaces; both within the climbing space and in general common areas
- Direct droplet transmission during activity due to close proximity

The Activity of Ziplining:

Ziplining necessarily involves the touching of surfaces and gear. Current science suggests that transmission through shared surface contact can only occur if one then transfers residual particles into one's system, usually by touching their face, allowing the virus to enter via their mouth, nose, or eyes. Current preventative measures recommended by the government and health authorities such as frequent hand washing/ hand sanitizing, wearing approved face masks, and maintaining physical distance should be reasonably adequate to reduce the risks of infection within the ziplining operation.

Operation Procedures:

The following operational procedures reflect the general consensus around the ideas and suggestions on how best to:

- Reduce the risk of transmission
- Follow the recommendations as outlined by health officials and other governing body's
- Return to "regular business operations" in ziplining while maintaining focus on Covid concerns

Physical Distancing Strategies:

Engineering Controls:

- Place markers for guests in office and harness up areas upon arrival
- On decks markers for individuals or groups to social distance
- Only allowing 1-2 customers inside check in building
- Clearly denoted common use zones, including capacity and boundary markers
- Remove, relocate or respace gathering areas, remove common area benches and tables, select individual cubbies/ hangers for staff, redistribute seating in staff areas
- Install hand wash/ hand sanitizing stations to avoid crowding in washrooms

Administrative Controls:

- Supervision and enforcement ideas; modified staff duties and tasks
- Small group and zone management and zone management techniques
- Double arm length distance policies where possible
- Customer flow adjustments: checkin, washrooms, high traffic zones
- Equipment / Gear cleaning
- Enhanced cleaning protocols, inactive periods, added inventory
- Customer expectation adjustments, coming properly dressed, leave personal belongings in vehicle, limit socializing, zipline in groups, do not move between groups

Capacity Management Strategy:

Engineering Controls:

- Modified check in process and reception area
- Clear designation of unique area capacities
- Closure or restriction of certain areas
- Removal/ reduction of equipment
- Signage

Administrative Controls:

- Limited time frames and suggested visit length
- User groups based timeslots and opportunities
- Reservation or booking system
- Modified hours of operation
- Limit spectators or non participants
- Breaks between groups
- Require check out upon exit

Staff Health and Safety Strategy:

Engineering Controls:

- Adequate PPE for all staff
- Plexiglass shields at POS/ Office Reception
- Cleaning schedule for washrooms facilities
- Additional workstations
- Barriers in the office
- Cleaning and storing areas

Administrative Controls:

- Appropriate training on PPE, handwashing and sanitizing and other site specific tasks
- Encourage cashless operations
- Modified orientations, tests and tours
- Staff groups/ pods
- Dedicated roles
- Ample opportunities to wash hands/ sanitize
- Modification to customer/ guide gear storage/ cleaning protocol
- Clear Staff sickness and Sick leave policy
- Appropriate use of masks

Facility Maintenance and Hygiene Strategy:

Engineering Controls:

- Eliminating high risk aspects: Water Stations, customer seating
- Prop open access doors
- Assed signage on personal self care and hygiene expectations
- Additional sanitation stations throughout space

Administrative Controls:

- Clients and staff must wash and sanitize hands upon: entering site, prior to gear up, prior to putting on PPE, after tour, prior to leaving
- Limit access to staff areas
- Revised and enhanced cleaning schedule
- Confectionary food or drink sales only

Preventative Risk Management:

Engineering Controls:

- Prominent Signage throughout the course/ office for everyone: No access if symptomatic, proper hygiene, capacity details, increased measures
- Cough Shields at POS
- Staff and Guest PPE

Administrative Controls:

- Additional training for staff, refusal of service, screening measures, refund policy
- Clear communication to community; education via: website, social media, in house media
- Additional team and staff updates
- Clear Sickness and symptom policy (staff and clients), staff screening, record keeping and ongoing status check ins, coverage policy and additional staff on call

Contact Tracing and Outbreak Strategy

Engineering Controls:

- Customer Management System, waiver locations
- Adequate cleaning supplies
- Critical contact list

Administrative Controls:

- Cleaning/ disinfecting protocol
- Contact tracing action/ plan, staff on shift, clients on tour
- Follow up steps
- Re-opening plan
- Monitoring Public Health Instructions for Business

Kokanee Mountain Zipline Covid Operations Guide

Staff Policy and Support

Staff Illness Policy

Staff who exhibit COVID-19 symptoms shall remain at home and contact Health Link BC at #811. If a staff member is exhibiting COVID-19 symptoms they will be sent home immediately and will be asked to be cleared by a doctor.

Staff Responsibilities

Staff must assess their own health prior to and during every shift. Although allergies may present some similar symptoms of COVID-19 the symptoms may not produce a fever. Supervisors will visually monitor staff throughout the day to assess any early warning signs as to the status of staff's health and touch base with that staff member of their overall health.

If symptoms are uncertain, staff should always resort to the available online self-assessment tool:

<https://bc.thrive.health/covid19/en>

If a staff member tests positive for COVID-19

The staff member will not be permitted to return to work until they test free of the COVID-19 virus. Any Staff who works closely with the infected member will also be removed from the workplace for a minimum of 14 days to ensure the infection does not spread further into the workplace.

- As with the confirmed case, the employee will be removed from the workplace.
- The Public Health Agency of Canada advises any person who has even mild symptoms to stay home and call the local or regional public health authority.
- Other Team Members who may have been exposed will be informed and removed from the workplace for at least 14 days or until the diagnosis of COVID-19 is ruled out by health authorities.
- The workspace will be closed off, cleaned, and disinfected immediately in addition to any other surfaces that could have potentially been infected/touched.

If a staff has come in to contact with someone who has COVID-19

If contact is confirmed, the staff member will be removed from the workplace for a minimum of 14 days. Co-workers who may have come into close contact with the staff member will also be removed from the workplace for a minimum of 14 days. The workspace will be closed off, cleaned, and disinfected immediately and any other surfaces that could have potentially been infected/touched

Employee Support

If an employee is directed to stay home or is sick with COVID-19, Kokanee Mountain Zipline will be in touch immediately to provide guidance and support.

Quarantine or self-isolate if:

- You have travelled outside of Canada within the last 14 days.
- You have any symptoms of COVID-19.
- You are from a household with someone showing symptoms of COVID-19.
- You are in quarantine or self-isolating as a result of contact with an infected person or in families who are self-isolating

Staff without symptoms

Staff without symptoms of COVID-19 is welcome in the workplace if they adhere to the following:

- Maintain proper hand washing protocols.
- Practice physical distancing.
- Inform their supervisor or manager immediately if at any time, they feel any symptoms of COVID-19.
- Avoid touching eyes, nose, or mouth with unwashed hands or when wearing gloves.
- Cover their mouth and nose with a tissue when coughing or sneezing.
- If soap and water are not available, use an alcohol-based hand sanitizer.
- Clean and disinfect frequently touched objects and workstation surfaces.

Extended staff training

This training will include items such as:

- Personal Hygiene best practices.
- Available Person Protective Equipment.
- Proper mask use.
- COVID-19 disease transmission methods, signs, and symptoms.
- Cleaning and sanitizing a workspace.
- Physical distancing rules.

Stay at home policy for sick or ill staff.

PHYSICAL DISTANCING

As defined by the BC Centre for Disease Control, physical distancing means limiting close contact with others. When outside of your home, practicing social distancing by keeping two meters (six feet) away from one another whenever possible is something we can all do to help stop the spread of COVID-19.

All Staff and guests are expected to practice social distancing as follows:

- Minimize interactions with others whenever possible.
- Attempt to keep at least two meters distance between yourself and others.
- Do not shake hands with customers or staff, nod, or wave instead.
- Follow social distancing protocols for shifts, breaks and staff meetings.

Tour Changes: Tours will be operated at a smaller capacity to accommodate physical distancing. A maximum of 6 guests will be allowed on each individual tour. Guests will be encouraged to physically distance from members of the tour who are not apart of their social distance pod. Guides will ensure physical distancing will take place by instructing participants where to stand if not able to social distance.

Creating One way Flows: All guests who arrive onto KMZ premises will be required to follow designated traffic flows to help reduce proximity whenever possible to help ensure physical distancing. Limiting customers in the reception area through signage.

Installation of PlexiGlass barriers: KMZ will install Plexiglass barriers at guest services in order to limit contact where social distancing is not available.

Introducing No Contact Payment: Whenever possible no-contact payment systems will be introduced and utilized to help reduce the spread of disease. Emphasis of online and over the phone payment will be placed for sales. If a pin-pad is required on payment machines they will be cleaned after each use.

Removal of common touch points: KMZ will remove common usage areas for guests. Picnic tables and seating areas will be removed at reception as well as on the zipline course. Signage will be placed to inform guests to be mindful of touch points. We will encourage our guests to only show up 20 mins before their tour time.

Staff must wash/ sanitize hands frequently: Frequent and proper handwashing is encouraged as the best way of preventing all viral respiratory infection and other illnesses. Staff will follow hand washing procedures, as well as a hand sanitizer being readily available at workstation. All staff must wash hands with soap for at least 20 seconds once they arrive at work, every time they enter a new workplace. Staff is also required to wash hands each time gloves are put on and taken off.

If soap and water are not available, alcohol-based hand rubs (ABHR) / hand sanitizer can be used to clean your hands if they are not visibly soiled. If they are visibly soiled, use a wipe and then ABHR to effectively clean them.

STAFF MUST WEAR PROPER PROTECTIVE EQUIPMENT

Personal Protective Equipment (P.P.E.) related to the prevention and spread of diseases will be categorized in a three-level system.

- **Low Risk** – tasks where an employee can work isolated, has access to hand washing facilities and does not encounter publicly touched items.
- **Moderate Risk** – physical distancing is adhered to, but gloves might be worn to protect the staff member for certain items they are required to touch. A mask will be recommended occasionally during moderate risk activities.
- **High Risk** - tasks where staff members cannot maintain social distancing of 6 feet e.g. administering first-aid or checking a guest’s climbing harness for proper fit before use or performing rescue. Face shield or a double layered mask, gloves will be recommended in many of these situations. If gloves are to be used, staff should wash their hands thoroughly before putting on the gloves. Change the gloves before they handle money, credit card machines, cleaners, and after other contamination. Wearing gloves does not exclude a staff member from washing their hands.

Employee operational changes

There will be many new operational changes introduced that will affect staff daily, some of those changes include:

- Shifts will have staggered start, break times and closing times
- Meetings will either happen in a large enough area to allow for physical distancing
- Many of the daily tasks will be communicated through email or radio
- Radios are personal PPE and will be assigned to specific staff members and will be washed daily.
- Efforts will be made to reduce group training sessions, training will be conducted in small groups smaller than 6 people, or online whenever possible.

First Aid Care Facility:

- The first aid care facility which is used for secondary assessments will only be used if it is deemed critical.
- In any first aid situation, the employee and guest will be masked and gloved up at all times.
- If a patient is treated in the first aid care facility, the staff will sanitize all surfaces post treatment.
- Splints and blankets must be sanitized after each use.
- No unnecessary staff or guests permitted in the first aid care facility. When providing treatment friends, family, and other staff will be asked to wait outside with the exception of parents of children patients.

General disinfecting

PPE equipment should always be worn properly by manufacturer recommendations. Gloves should be discarded after each cleaning. (Provide the proper disposable glove removal process in writing) If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces for

COVID-19 and should not be used for other purposes. Consult the manufacturer's instructions for cleaning and disinfection products used. Clean hands immediately after gloves are removed.

- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, most common EPA-registered disinfectants should be effective.
- Use products that are EPA-approved for use against the virus that causes COVID-19 if available.
- Follow manufacturer's instructions for all cleaning and disinfection products for (concentration, application method and contact time).
- Additionally, diluted bleach solutions (at least 1000ppm sodium hypochlorite) can be used if appropriate for the surface. Follow manufacturer's instructions for application, ensuring a contact time of at least 10 minutes for disinfecting, 1 minute for sanitizing, and allowing proper ventilation during and after application. Check to ensure the product is not past its expiration date. Never mix bleach with ammonia or any other cleanser. Unexpired bleach will be effective against coronaviruses when properly diluted.

Guest Gear Cleaning Regiment

- Each tour time will have specific harnesses assigned specifically for that tour and will be only used once in a day. Once those harnesses have been used they will be cleaned and disinfected in alignment with the safest practices by the harness manufacturer. The harnesses will be left to dry for a 24 hour period until they can be used by the public again.
- Helmets will be cleaned after each use with manufacturer recommended cleaning practices. Once dried the helmet will be put back into rotation for customer use. (Preferably after 24 hours)
- Metal Equipment/ Trolleys will be cleaned with disinfectant and will be able to be used once dried.

Item cleaning

Certain items shall be cleaned between each customer use; examples of items are:

- Payment machine pin-pads
- Climbing harnesses and helmets

Other items shall be cleaned on a frequent repetitive **schedule (at least daily)**, examples of items are:

- **Door handles**
- Counters
- Light switches
- Staff eating area
- High usage areas

Vehicle Usage for Staff

If a vehicle is being occupied by more than one staff all staff members must be operating vehicles with facemasks. Anyone driving or riding in a vehicle must wear a mask at all times and alternate seating will be followed.

Van Customer Tour Usage

All customers must respect social distancing while riding in the tour van. If a customer enters a van they must be wearing a mask at all times. Separate social distance pods may sit together, if they are from separate pods they must sit in different seating rows. The van will be loaded from the rear seats first until the van is full with alternate seating and will be unloaded from the front seats first until the van is empty.

Vehicle Cleaning

Van cleaning will take place in between each tour group or staff usage. After the van driver has dropped off the tour group they will clean high usage/ touch points upon the immediate exit of participants at the top of the zipline course. The vehicle will be cleaned immediately after usage by staff.

Washrooms

Washrooms will be sanitized on a regular basis and deep-cleaned each night documenting it each time. The maximum number of guests permitted to use a washroom at any given time may be limited to ensure proper traffic flow and social distancing measures are adhered to. Washrooms will be available to KMZ customers only.

Equipment and Tool Use/ Cleaning/ Maintenance

- If riding in vehicle with other staff members facemasks are mandatory
- Each employee is required to disinfect their own equipment and tools before use
- During the course of a shift limit the usage of shared equipment where possible
- Assigning staff equipment to avoid sharing between employees and will be stored on there dedicated hooks

Media

- Consistent with existing media policy, employees of both resorts are asked not to speak to the media on any issue unless they are authorized to do so by a member of the Management Team. This includes any media enquiries related to COVID-19. Designated spokespersons are the only authorized staff to make statements to the media.
- Please refer any media enquiries to KMZ management/ Ownership.

Social Media

- Staff of KMZ is encouraged to continue engaging on social media channels but it is important to do so in a manner that does not negatively impact ongoing business or reputation. This includes not addressing specific workplace issues through social media or sharing confidential and sensitive information. Employees are asked to abide by existing social media policy in the context of COVID-19 and the implementation of these new policies and protocols.

Guest Interactions

- While practicing these new safety measures, employees may encounter questions or comments from guests. If a guest within either resort is looking for further information or clarification of policies and safety measures, please direct them to the COVID-19 related information on our website.
- If a guest is upset or concerned, please contact management or ownership. Do not go into specifics or make comments related to their feedback. If the guest is unwilling to follow the safety guidelines set out in the Covid or safety procedures for the zipline their tour will be ended at that location.

General outline for guests

- If you have underlying medical conditions, it is recommended that you not visit KMZ.
- Anyone displaying symptoms of COVID-19 which primarily displays as a persistent cough will not be permitted.
- If you do not feel well, please stay home, and, when in doubt, call 8-1-1 or get tested.

- If you have traveled outside of Canada, you are not permitted at our resorts until you have self-isolated for a minimum of 14 days.
- If you live in a household with someone who has COVID-19 or is showing symptoms of COVID-19, please do not come to our resorts.
- We will not be providing any place for you to fill up your own water bottles during this time.
- Following the recommendations of Health Canada, we require all visitors to wear a mask or some face covering while within a 6' area of any person not within their pod.

Hand sanitizer will be available at multiple locations for guests.

Physical distancing will be required where possible and if not a face covering is required.

Information posted on websites

Information regarding procedures will be posted on our website for review by guests at any time. All staff will be made aware of this page so that they can refer to it and direct guests to the page when deemed appropriate.

Educational Signage: KMZ is dedicated to providing staff and customers with information on how to protect oneself. Signage will be updated as new information becomes available. Signage types include hand washing protocols, physical distancing protocols, COVID-19 general information boards. COVID-19 educational signs will be placed in the following locations.

- Parking Lots
- Outside and within Entrance
- Outside and within customer service area
- Washroom facilities
- Staff rooms, offices and common workplaces