



Wild Waterways
Adventures

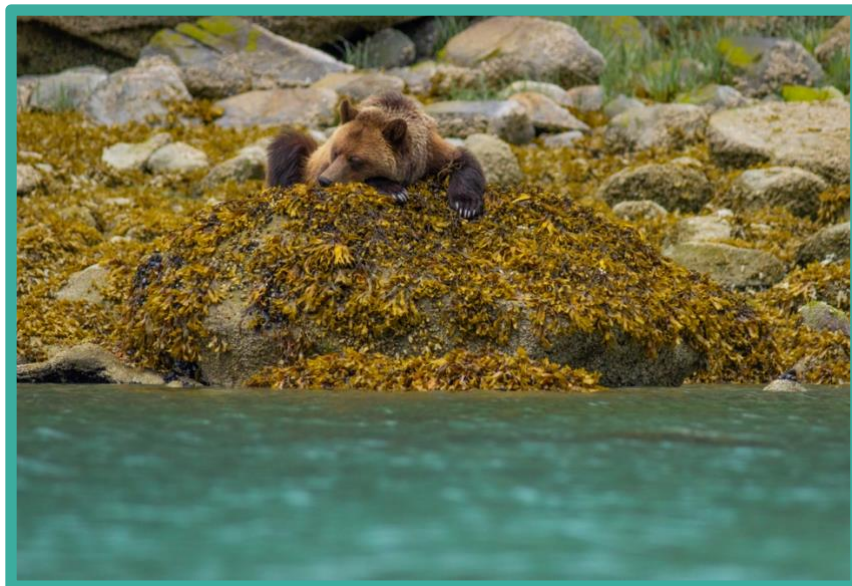


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Wild Waterways Adventures INC

Covid-19 Best Practices

Quadra Island, BC





AT Wild Waterways Adventures (WWA), the health and safety of our guests and employees is our top priority. The following policies and procedures have been put in place to help mitigate any potential health hazards due to covid-19 well out on adventures with us. The following document is in compliance with the BC Provincial health officers current orders and notices.

Employee Communication

WWA has established effective communications with employees as a top priority of a successful workplace. The current situation is constantly evolving, and employees have to deal with multiple new personal and professional changes as a result. Preparing employees with current PHO information will help them understand expectations around hygiene, company policies, safe work practices and protocols. Face-to-face communication can take place if proper physical distancing measures are observed, but other options for communications could also be utilized, such as emails, posters, and signs etc.

Employee Working Groups

There will be situations on a day-to-day basis where physical distancing between workers is not practical for extended periods of time (e.g., in a vehicle or a mothership vessel). 'Working Groups' can be thought of like a family unit where close contact only occurs within a clearly defined group.

Remaining in the same Working Group for as long as practical can help reduce the risk of COVID-19 spreading to other clients, staff, and others in the operation. Working Groups will focus on physically distancing with guests.



Employee Training

During designated staff training days or on the first day of work and on a regular basis after that, all employees will participate in a COVID-19 training and education session provided by the employer. Training and education must also be provided to all contractors, service providers, visitors, or other parties that enter the premises.

Training includes safety measures and procedures, physical distancing, proper hygiene practices, and monitoring and reporting illness.

Training will be offered by video or in person and may include additional written materials. When training is done in person, we will ensure that people gather in small groups of five to 10, and that physical distancing of 2 meters between members is maintained.

Employee Responsibilities

Employees without symptoms of COVID-19 are free to work if they adhere to the following protocols:

1. **PRIORITY 1 - Wash their hands** with soap and water for at least 20 seconds before and frequently during your shift, before eating or drinking, after touching shared items, after using the washroom, after touching common items, after each delivery if contact was made, and at the end of shift. Remove jewelry while washing.

a. Always carry at least one pair of gloves with them, especially when working with guests. These are to be available any time in which they need to touch a surface that has not been cleaned, and maintaining hand hygiene (hand washing) is not possible at that time. Gloves must be removed properly and disposed of safely and responsibly (e.g. into a closed garbage container).

2. **PRIORITY 2 - Practice physical distancing** – keep a minimum distance of at least 2 meters from staff and clients where possible.

a. **Where physical distancing is not practical (i.e. in a vehicle or vessel) masks are to be worn by all individuals.**



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Employee Responsibilities continued

3. **PRIORITY 3 - Inform their manager immediately if, during their shift, they feel any symptoms of COVID-19 such as fever, trouble breathing, dry cough, fatigue, sore throat and aches and pains.**
4. Avoid touching eyes, nose, or mouth with unwashed hands or when wearing gloves.
5. Cover mouth and nose with a tissue when coughing or sneezing, then throw the tissue in the trash and wash hands, or sneeze/cough into elbow.
6. If soap and water are not available, use an approved alcohol-based hand sanitizer.
7. Clean and disinfect frequently touched objects and workstation surfaces with Enviroclense-A between tours.
8. Stay informed. Information is changing frequently.
9. Disposable gloves will be provided, where appropriate.
10. Guest interactions- if a guest has a question or feedback related to the COVID-19, please encourage them to speak with the owner. Do not go into specifics or make comments related to their feedback.
11. All staff are to complete a one-time health declaration form appendix one stating they agree not to come to work if:
 - a. They have any symptoms of COVID-19 including fever, cough, shortness of breath
 - b. Have been a contact with COVID-19, another person with COVID-19, or person suspected with COVID-19 and/or have been travelling and are currently subject to a 14 day quarantine.
12. All staff must familiarize themselves with the symptoms of COVID-19. A self-assessment tool can be found out: <https://bc.thrive.health/covid19/en>
13. All staff must report to their supervisor if they are experiencing any symptoms of illness and must not report to work.
14. Should any staff/crew members test positive for COVID-19, operators should report to public health and work with officials to assist with contact tracing as necessary.
15. A province-wide medical resource list is available to staff including websites addresses. for a key medical mental health and anti-bullying resources along with approved sources for COVID-19 (appendix 2).
16. Operators and staff reserve the right to refuse service to any guests displaying symptoms of illness.
17. All cleaning and sanitization products are from Clean Terra and are certified by Health Canada
18. Staff are required to use fresh gloves, emptying the trash, handling food service items. Gloves and mask will be available to all staff



Trip Departure Procedures

Your guide will conduct a brief health questionnaire with all guests when signing their waiver which asks the following basic questions:

1. Do you currently have any of the following symptoms?
 - Fever [temperature greater than 37 Celsius]
 - Fatigue
 - Muscle aches and pains
 - Sore throat
 - Cough
 - Difficulty breathing
 - Stuffy or runny nose
 - Loss of taste or smell

2. Have you been in close contact with someone with a probable or a confirmed case of COVID-19 in the past 14 days? **Y/N**

3. Have you travelled outside of Canada or been in close contact with someone who Covid- 19 has in the past 14 days? **Y/N**

4. Are you currently under mandatory quarantine, as a result of recent travel, or buy orders from the provincial, territorial, or local public health authorities? **Y/N**

5. If the guest completes the health questionnaire prior to arrival it will be important to update at check-in.

6. Contact information is collected for all guests through our waiver and held for 30 days should contact tracing be necessary.
 - When on the dock waiting to board the vessel, guests and staff will be asked to maintain physical distancing best practices
 - Your guide will include COVID-19 safety protocols in the safety talk prior to departure
 - Your guide will use and provide hand sanitizer and proceed to help one guest at a time board the vessel
 - Guests will be spaced out to the best of our ability on board the vessel
 - All guests will be provided with a free buff if they do not have their own mask, a mask must be worn at all times throughout the duration of the tour



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Trip Procedures via Boat

- Guide and guests including kids, must wear a mask at all times where applicable throughout the duration of the trip
 - Exceptions are made when lunch or a snack is taken, the mask can come off while eating or drinking, or if guests cannot hear the Captain in the event of an emergency the Captains mask must come off, or the mask may be removed temporarily with physical distancing implemented if guests cannot hear Captain/guide instruction on the water
- Free Buffs are provided to guests that do not have their own mask.
- Physical distancing will be required throughout the duration of trip where possible
- Guests onboard the vessel will be spaced out to the best of our ability
- Hand sanitizer is provided on board the vessel

Trip Procedures on Land

- Guide and guests including kids, must wear a mask at all times where applicable throughout the duration of the trip
 - Exceptions are made when lunch or a snack is taken, the mask can come off while eating or drinking, or if guests cannot hear the Captain in the event of an emergency the mask must come off, or the mask may be removed temporarily with physical distancing implemented if guests cannot hear Captain/guide instruction in the forest
 - On hikes if guests are exhibiting signs of heat exhaustion, they can remove their mask and must maintain physical distancing's of 2 M
- Free Buffs are provided to guests that do not have their own mask
- Physical distancing will be required throughout the duration of hike
- Bathroom sanitization is provided by resort
- Guide and guests will be asked to use hand sanitizer before they disembark the vessel at resort



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Food Service/Preparation Procedures

- All meals will be prepared by one staff member wearing appropriate PPE, i.e. nitrile gloves and mask in our sanitized kitchen
- Sanitization is provided by Enviroclense-A from Clean Terra, a biodegradable and ocean safe, organic, non-toxic cleaner, **(Approved by Health Canada)**
- All guest lunches are prepared for each individual in a separate lunch bag
- All guests are to bring their own reusable water bottle
- All coffee, tea and hot chocolate are served in reusable mugs and will be placed in a sealed bag for sanitization
- One guide will be responsible for distribution of lunch and refreshments
- Appropriate PPE will be used during lunch service [mask and gloves]
- And sanitizer will be provided prior to food service

Boat, SUP, Kayak, Diving & Fishing Procedures

- Zodiac, SUP, Kayaks, Diving and Fishing gear are sanitized before and after each trip using an electrostatic sprayer with Enviroclense-A, a biodegradable and ocean safe, organic, non-toxic sanitization product.
- The entire vessel is misted with this product and left to sit for 10 min, before another trip is taken
 - Enviroclense-A (Anolite) is a next gen commercial & household disinfectant that is **non-toxic, organic, biodegradable** and **EPA approved** to kill **SARS-CoV-2**, the novel coronavirus that causes **COVID-19 (Approved by Health Canada and the FDA)**



Gear Procedures

- We will offer gloves, goggles and toques/beanies when needed and they will be sanitized and or washed where permitted at the end of each day by your guide, or respective staff member [staff member will be required to wear a mask and nitrile gloves during sanitization process]
- Survival Suits/Kids Suits will be sanitized at the end of each day
- All sanitization will be done using Clean Terra products approved by Health Canada
- Free buffs are provided for guests that do not have their own mask

End of Trip Procedures

- Guests will disembark one at a time
- Staff will be provided with mask and nitrile gloves when cleaning any tour related gear
- Guide will mist suits, PFDS and goggles with Enviroclense-A sanitizer and let them air dry in WWA dry room
- Staff will put any other gear provided into a sealed bag to be washed in the washing machine in hot water and will mist gear with Enviroclense-A sanitizer when gear comes out of the wash and will let air dry thereafter
- Reusable mugs will be misted with Enviroclense-A sanitizer for a 10 min soak and then washed in the dishwasher on a hot setting
- All garbage will be sealed and thrown out

Important note about First Nations and First Nations Health Centres

- Indigenous populations face heightened health risks due to lower health outcomes compared with non-Indigenous Canadians. First Nations, Métis, and Inuit populations disproportionately face health disparities linked to the social determinants of health (i.e. social, economic, cultural, political inequities). As such, all outfitters must respect any precautions being taken to avoid COVID-19 transmission into First Nations communities. Source: <https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-guidance-large-industrial-work-camps.pdf>
- WWA will stay abreast of any current precautions being taken in their region and respect the wishes of Indigenous leaders and communities.



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Important note about First Nations and First Nations Health Centres continued

- It is not recommended that medical care is sought from a local First Nations health centre as there may be inadequate resources to sustain an influx of external cases.
- If an employee who is symptomatic wishes to return to their Indigenous community, the First Nation health centre should be notified to determine that sufficient resources are in place to support isolation of the individual on arrival.

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 at least 2 meters (6 feet) away from one another is something we can all do to help stop the spread of COVID-19.

Physical distancing considerations on the dock require staff and guests to stay 2 m apart and when on the vessel where this is not possible a mask must be worn at all times.



Handwashing, respiratory etiquette, hygiene and personal protective equipment [PPE]

Hand Washing

Frequent and proper hand washing helps prevent or reduce the spread of COVID-19 and other illnesses. WWA operators will ensure that materials to facilitate hand hygiene are available on their premises. Operators should provide sealed receptacles for used tissue disposal and conveniently located dispensers of alcohol-based hand sanitizer (minimum 60% alcohol). Where sinks are available, ensure that supplies for hand washing (i.e., liquid soap and disposable towels) are consistently available.



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Hand Washing continued

Hand hygiene is most important at the following times:

- Before eating or preparing food;
- After coughing, sneezing, or blowing one's nose;
- After going to the bathroom;
- After touching potentially contaminated surfaces such as taps and doorknobs; and
- Before and after contact with another person.
- PPE will be available where appropriate.

Respiratory Etiquette

Respiratory etiquette is also essential in preventing the spread of illness. The key elements of respiratory etiquette are:

1. Covering cough/sneeze into a sleeve or tissue; wash hands after coughing or sneezing
2. Disposing of used tissues in garbage

Cleaning, Disinfecting, and Sanitizing Protocols

All sanitization of WWA property and gear is provided by Envirocleanse-A (Anolite) a next gen commercial & household disinfectant that is **non-toxic, ocean safe, organic, biodegradable** and **EPA approved** to kill **SARS-CoV-2**, the novel coronavirus that causes **COVID-19 (Approved by Health Canada and the FDA)**.

Note that protocols in Appendix 4 have been developed for high touch surfaces and high traffic areas. Operators are also referred to WorkSafe BC's background sheet, "Cleaning and Disinfecting", <https://www.worksafebc.com/en/resources/health-safety/information-sheets/covid-19-health-safety-cleaning-disinfecting?lang=en>

STAY SAFE AND HAVE FUN!