



**HOMALCO**  
Wildlife & Cultural Tours

# COVID-19 SAFETY PLAN

## 2021



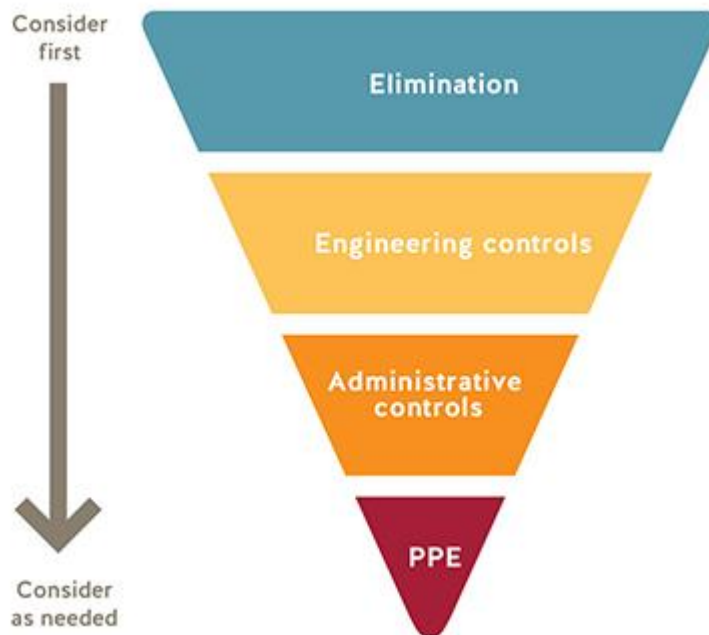
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## Understanding the risk

The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, and from touching a contaminated surface before touching the face. Higher risk situations require adequate protocols to address the risk.

- The risk of person-to-person transmission is increased the closer you come to other people, the amount of time you spend near them, and the number of people you come near. Physical distancing measures help mitigate this risk.
- The risk of surface transmission is increased when many people contact same surface, and when those contacts happen in short intervals of time. Effective cleaning and hygiene practices help mitigate this risk.



### First level protection

**(elimination):** Limit the number of people in your workplace where possible by implementing work-from-home arrangements, establishing occupancy limits, rescheduling work tasks, or other means. Rearrange workspaces to ensure that workers are at least 2 m (6 ft) from co-workers, customers, and members of the public.



**Second level protection (engineering controls):** If you can't always maintain physical distancing, install [barriers](#) such as plexiglass to separate people.

**Third level protection (administrative controls):** Establish rules and guidelines, such as cleaning protocols, telling workers to not share tools, or implementing one-way doors or walkways.

**Fourth level protection (PPE):** If the first three levels of protection aren't enough to control the risk, consider the use of [masks](#). Ensure masks are selected and cared for appropriately and that workers are [using masks correctly](#).

*From the Website: <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/parks>*



## Covid-19 Safety Plan

In response to the current worldwide health crisis Covid-19, Homalco Wildlife & Cultural Tours implemented the following measures to reduce the risk of person-to-person transmission of the virus. The Covid-19 Safety Plan was developed following the six-step process outlined by WorkSafeBC. As response to this crisis is on-going the plan will be updated and amended as needed. This plan extends to all areas of the Homalco Wildlife & Cultural Tours operations.

### **To ensure responsibility in regard to the Covid-19 Safety Protocols and Guidelines, Tour Operators outline responsibilities to all staff and guests for the following:**

- Homalco Wildlife & Cultural Tours staff are responsible for guests on all tours from start to finish arriving and departing Campbell River.
- Homalco Wildlife & Cultural Tours staff are responsible for guests in Orford Bay once guests have arrived in Orford Bay from start to finish of all tours. All Other Partners: Campbell River Whale Watching, Big Animal Encounters, Sonora Resort, Adventure Quest and Discovery Marina Safari's are responsible for their staff and guests on their vessels departing from Campbell River to Orford Bay dock and when departing Orford Bay returning to Campbell River.

### 1.0 Overall Measures

In order to protect Homalco Wildlife & Cultural Tours staff and their guests, the following measures have been put in place to limit the spread of Covid-19.

- 1) All staff are to complete a daily health declaration form stating they agree to not come to work if:
  - a) They have any symptoms of COVID-19 including fever, cough, shortness of breath
  - b) Have been in contact with COVID-19, another person with COVID-19, or have been notified of a possible Covid-19 exposure
  - c) Have been traveling and are currently subject to a 14 day quarantine
- 2) All staff must familiarize themselves with the symptoms of COVID-19. A self assessment tool can be found at: <https://bc.thrive.health/covid19/en>



- 3) All staff must report to either: **JP Obbagy, Shirley Badger, Chyanne Trenholm, or Kelsie Robinson** via phone and email if they are experiencing any symptoms of illness and must not enter the Homalco Adventure Centre
  
- 4) Should any staff, guides, skippers test positive for COVID-19, operators will report to Public Health and work with officials to assist with contact tracing as necessary
  
- 5) A province-wide medical resource list will be available to staff including websites addresses for key medical, mental health, and anti-bullying resources along with approved sources for COVID-19 information
  
- 6) We will aim to keep vessel crew on the same vessel throughout the day whenever possible. If staff changes are required, adequate time will be allowed for proper sanitization of the vessels including but not limited to radios, telephones, microphones, handrails, doorknobs, helm area, etc.
  
- 7) Operators and staff reserve the right to refuse service to any guest displaying symptoms of illness
  
- 8) Approved cleaning methods and products certified by Health Canada or the British Columbia Ministry of Health will be used
  
- 9) Staff are required to use fresh gloves, whenever handling cleaning products, emptying trash and handling food service items. Gloves and masks will be made available to all staff

### 1.1 Physical Distancing

- Physical distancing signage has been installed throughout the Homalco Wildlife & Cultural Tours public spaces including the Homalco Adventure Centre location at **1344 Island Hwy, Campbell River**, vessels, dock, Welcome Centre in Orford Bay, the buses, and bear viewing towers.
  
- Directional signage has been installed in the Homalco Wildlife & Cultural Tours public areas to avoid congestion as much as possible.
  
- Occupancy levels have been set based on at least 5 square metres of unencumbered floor space per person (Staff and guests). Occupancy levels have

been established for common areas throughout the Homalco Adventure Centre, Vessels, Dock, Welcome Centre, Buses, and Bear Viewing Towers and are posted as appropriate

- Whenever possible doors should be propped open to avoid cross-contamination from multiple people touching doorknobs, railings, light switches. Specifically, the following doors in the Homalco Adventure Centre, Welcome Centre (Orford Bay), washrooms of main entry doors (both entry and exit).
- Staff workspaces have been assessed and adjusted as needed to ensure that workstations are at least 2 metres apart.
- Staff who work in the public have been provided a workspace with an appropriate personal protective equipment to ensure they are able to safely distance from the public that they are serving.
- When necessary, staff work schedules have been adjusted to ensure a safe occupancy within the administrative areas. These adjustments have included the option for staff to work remotely offsite.
- Staff are encouraged to limit the number of guests to the Homalco Adventure Centre location and to use alternate methods of meetings as necessary.

**Protocol Implemented:** January 15, 2021

**Amended:** January 15, 2021

### 1.2 Sick Policy

A Covid-19 sick policy have been developed and adopted by the Homalco Wildlife & Cultural Tours Staff. The policy covers the circumstances when staff and guests will be prohibited from being in the Homalco Adventure Centre and actions taken in the case that someone should become ill during work. Please refer to the *1.3 Daily Health Checks* for Staff & Guests.



### 1.3 Daily Health Checks

Effective November 19, 2020, in accordance with the Province of BC's Provincial Health Order (PHO), all staff are required to undergo a daily health check before entering the retail location. This requirement extends to guests and visitors, who enter the Homalco Adventure Centre.

A staff sign-in health check form is located directly inside the Homalco Adventure Centre located in the front window located at **1344 Island Hwy, Campbell River, BC, V9W 8C9**. Upon entry all staff & guests are required to hand sanitize, review the prohibited Covid-19 criteria and confirm that they have completed the health assessment and that none of the criteria applies to them.

International and local guests have the obligation to inform Homalco Wildlife & Cultural Tours staff if they are experiencing, have become ill or have been exposed to the Covid-19 and all the variants while on tour as implemented by Health Canada.

For guests and visitors, it will be the responsibility of the individual staff members, that they report to, to undertake this daily health check.

- Staff will conduct a brief health questionnaire with all guests when signing their waiver which asks the following basic questions:
- Do you currently have any of the following symptoms? Please check the following that apply to you:

- Fever (temperature greater than 37°C) Yes No
- Chills Yes No
- Cough Yes No
- Fatigue Yes No
- Difficulty breathing or Shortness of Breath Yes No
- Muscle aches, pains, stuffy or runny nose Yes No
- Sore throat Yes No
- Loss of taste or smell Yes No
- Headache Yes No
- Fatigue Yes No
- Loss of appetite Yes No

2. Have you been in close contact with someone with a probable or confirmed case of COVID-19 or have been given notice of possible exposure of Covid-19 (i.e., flights, hotels, shopping facilities, restaurants, your own bubble) in the past 14 days?

Yes No





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

Yes No

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

Yes No

**Protocol Implemented:** January 15, 2021

**Amended:** January 15, 2021

#### 1.4 Masks

In accordance with the Province of BC's Provincial Health Order (PHO) issued on November 19, 2020, masks are mandatory in all indoor public spaces, retail spaces and shared workspaces. People who cannot put on or remove a mask are exempt and refuse to do so will be denied entry. If a customer should refuse to wear a mask and become aggressive or violent, please follow the established protocols as outlined in the Homalco Wildlife & Cultural Tours Partnership LTD Human Resources guidelines

**Protocol implemented:** January 15, 2021

**Amended:** November 19, 2020 by order of PHO

#### 1.5 Hand Sanitizing

Hand sanitizer stations are located throughout the Homalco Adventure Centre location and on the vessels. In Orford Bay, Hand sanitizer is available on the buses and welcome centre. The hand sanitizer provided are in accordance with the BC Centre for Disease Control's hand hygiene guidance which recommends the use of alcohol-based hand sanitizer (minimum 70% alcohol) to help prevent the spread of COVID-19.

Hand sanitizing products are located for all staff and guests at the Homalco Adventure Centre locations front desk, office, on the floor space. Staff and guests are required to hand-sanitize upon entry.

**Protocol implemented:** January 15, 2021

**Amended:** November 24, 2020



## 1.6 Disinfecting Cleaning Schedule

Following an assessment of all potential shared touchpoints in the public and administrative areas a schedule for additional disinfecting has been established, please refer to *1.8 Homalco Adventure Centre and Procedures*

**Protocol implemented:** January 15, 2021

**Amended:** November 24, 2020



### 1.7 Review/Training Process

Protocols and public health orders around Covid-19 is an evolving situation therefore the review process for the procedures outlined in this document must be on-going. This will include:

- Formal and informal discussions with staff
- Recording daily log sheets from staff
- Keeping track of guests names and addresses for 30 days for the purpose of contact tracing in regard to Covid-19 and its variants
- Our responsibilities at Homalco Wildlife & Cultural Tours Partnership LTD. are to notify the Public Health Authority of Canada, Provincial Health of British Columbia, Canada and also follow policies and procedures made by the Provincial Health Orders, BC Centre of Disease Control, WorkSafeBC, Ministry of transport

## 2. Specific Protocols by Area



## 1.8 Homalco Adventure Centre & Procedures

### Occupancy Level

- The maximum allowable staff behind the Visitor Services desk is **4** people

### Store hours

The retail location will remain open during our open hours for in-person visits. Hours vary with guest volume during tour season and off season

### Safety Protocol Lead Responsibility: Shirley Badger/Chyanne Trenholm

- Guests are required to line up to await service on the “social distance” floor indicators located on the red line leading up to the desk and kiosk for check in
- Upon entry to the Homalco Adventure Centre location, guests are asked to hand sanitize
- In order to minimize sharing between guests, it is necessary to provide adequate amounts of high touch materials
- As part of the programming planning process, it is necessary to identify the key touch points and sanitize after each visit. This will include any furniture, handrails, light switches, doorknobs, electronic devices (POS system, Ipads) other equipment, and washrooms
- Attendance tracking and a Health Check are required and depending on the situation may include the requirement for all participants to complete the Homalco Wildlife & Cultural Tours Covid-19 Waiver Form
- All guests are required to sign waiver and health declaration before and/or upon arrival
- All staff are responsible for monitoring the occupancy levels in the Homalco Adventure Centre location. This includes managing the timing of visitors entering the Homalco Adventure Centre. Staff are required to monitor the Homalco Adventure Centre areas to ensure that visitors are evenly spaced throughout the building. It is not expected that family/visiting groups who arrive to the building together are asked to maintain social distancing



- Staff are aware of the commonly used and shared equipment in their workspace including phones, keyboard, computer mouse, etc. These are sanitized at the end of each shift and, whenever possible between staff uses
- The touchpad on the debit machine is wiped down with an approved disinfectant before handing to the customer for payment. Customers are encouraged to use the tap option (if available)
- Staff are responsible for disinfecting the high contact points throughout the Homalco Adventure Centre which include: the washrooms, gallery, office, and electronic devices. A checklist for disinfecting each of these points are maintained and includes the date and time of sanitization and whom was responsible for undertaking the activity. Please see attached the *Cleaning/Disinfecting Schedule* for a complete list of all areas to be disinfected
- Any Jewellery or handled items and tried on by customers are disinfected using an approved disinfectant before being put back in the display case
- All surfaces are wiped down regularly and anytime a customer/guests leaves
- All high touch surfaces in customer and staff areas are sanitized after each use
- Masks are mandatory and are to be worn by staff & guests when 6 ft separation can not be maintained
- A hand sanitizer station is set up at the front counter as well as the retail floor
- Guests are given assistance by staff when trying on Mustang suits/Floater Jackets
- Any Mustang suits/Floater jackets tried on by guests are placed in suit from to be run through the OZONE cycle
- We aim to have everyone sign waivers online prior to departure or at the kiosk on the day of the tour
- Contactless payment is used where possible
- The time and frequency of the disinfecting are recorded in the daily log sheet for the retail location



- Available brochures and handouts are relocated behind the desk area and will be handed out by the staff. A copy of each available handout will be displayed in the display area under a piece of plexi-glass.
- Although it is not anticipated that that staff and visitors will not be able to maintain safe physical distancing, masks are available on-site for use and are required. However, as a safety precaution is it mandatory that staff must wear a mask
- Staff have their own workstation for their shift and are not to share things between each other unless sanitized
- Each employee uses their own office phone and do not pass between each other
- Office cleaning schedule is to be signed/initialed and completed each day

**Protocol implemented:** January 15, 2021

**Amended:** January 15, 2021

## 2. Specific Protocols by Area



## 1.9 Orford Bay – Land Based Tours

**Safety Protocol Lead Responsibility:** Kelsie Robinson

- Visitor Services staff, Operations Manager, Guides, and Skippers responsibility is to monitor the flow of visitors through the dock to ensure that adequate spacing is maintained. If necessary, they establish a staggered entry to the space
- All guests will be encouraged to use hand sanitizer wherever possible
- All guests will be given a mask before tour begins
- Bus will be thoroughly sanitized after each tour
- The guides and/or skippers will include COVID precautions in the pre-trip talk
- Lunch will be served individually rather than as a share plate
- We will work with and adhere to COVID policies of our BC Centre of Disease Control, Ministry of Transport, Health Canada, Provincial Health Orders, WorkSafeBC, British Columbia Ministry of Health

**Protocol implemented:** January 15, 2021

**Amended:** January 15, 2021



## 2. Specific Protocols by Area





## 2.0 Tours Bookings

### **Availability**

By order of the PHO as of November 19, 2020

Groups tours are available on a time slot basis implemented by Homalco Wildlife & Cultural Tours. Currently a review is underway to assess how to modify programs so that they may be safely conducted and in keeping with Provincial Health protocols and our internal restrictions. As much as possible tour programs will be modified to a hybrid format that may or may not include a physical visit to the Homalco Adventure Centre and Orford Bay tour location.

**Safety Protocol Lead Responsibility:** Shirley Badger

Each tour booking will be assessed on a check in time basis to ensure that safety protocols including adequate physical distancing can be maintained.

The booking process will incorporate specific questions to ensure that groups have their own Covid safety plan including a protocol for how they manage one of their group members who may become ill during the tour and that they undertake daily health checks.

The booking procedure include that during this time, we have a flexible cancellation policy.

Groups are required to wear mask given to them by Homalco Wildlife & Cultural Tours staff during their visit to the Homalco Adventure Centre /Vessels/Buses/Orford Bay. Exceptions will be made for individuals who are unable to wear masks for health reasons and for those who cannot put on or take off a mask on their own.



## 2.1 Orford Bay Tour Procedures

**Safety Protocol Lead Responsibility:** Kelsie Robinson

Directional and informational signage are installed including arrows and signage at the dock asking guests not to enter if they are feeling sick, have a sick person in their household or have been advised to self-isolate. This signage will remind them to observe safe distancing to avoid unnecessary touching and that they will be required to sanitize their hands upon entry.

Whenever possible during open hours of tours, the dock will be open.

Guests will be directed by **Kelsie Robinson**/Guides/Skippers when they can exit the vessel and upon entry to the dock, they will be asked to sanitize their hands.

Guests who are awaiting entry to the dock will be asked to wait on the vessel, distance from the dock, therefore allowing for the adequate physical distancing for guests who are exiting the vessel.

### **Tour Procedures**

- Skippers/Captains have information regarding COVID as part of safety talk prior to leaving dock
- Skippers/Captains are required to wear mask while helping guests board, guests will board one at a time
- Hand sanitizer is available to guests on each vessel and should be used prior to boarding
- We space guests out to the best of our ability on boat
- Bathrooms are sanitized after each use
- Signage is placed in bathrooms reminding guests to wash their hands
- Departure times are staggered to minimize the number of people at the Homalco Adventure Centre and dock in Campbell River as well as Orford Bay and dock in Orford Bay

## 2. Specific Protocols by Area



**Protocol implemented:** January 15, 2021  
**Amended:** January 15, 2021

## 2.2 Vessels

### Occupancy Level 12

#### Safety Protocol Lead Responsibility: Guides/Skippers

- If using a pleasure craft, avoid any unnecessary contact with others during your trip and respect your local health authority's measures with respect to the size and make-up of your boating group
- A distance of at least 2 metres should be kept from other people and boats as much as possible
- Face coverings and non-medical masks are mandatory for short periods of time when physical distancing is not possible in public settings. Have one with you and check with your local health authority for further guidance. If the face covering or non-medical mask becomes damp or wet, we encourage you to replace it with a dry one. A reusable non-medical mask that is damp or dirty can be put into a plastic bag until it can be safely laundered.

All Canadians should follow appropriate hygiene practices, including washing hands often with soap under warm running water for at least 20 seconds or using alcohol-based hand sanitizer. Proper cough and sneeze etiquette should be followed at all times.

Cross-border non-essential travel between the United States and Canada, including travel by pleasure craft, is prohibited.

As always, pleasure craft operators must observe safe speeds and practices, and refrain from operating watercraft under the influence of alcohol and/or cannabis.

#### Ensuring safety and health at marinas and boat launches

While preparing to depart or returning from a trip at a marina or boat launch, the following measures are strongly recommended:

- Keep a distance of at least 2 metres as much as possible and avoid using boat ramps and docks while other people are on them.
- Refrain from beaching your boat right next to someone else.
- Avoid sharing your boating equipment. I.E., CB Radios, Steering column etc...

*From the Government of Canada Website: <https://tc.canada.ca/en/initiatives/covid-19-measures-updates-guidance-issued-transport-canada/guidelines-pleasure-craft-during-covid-19-pandemic>*

The Skipper and Guides are responsible for a full cleaning and disinfecting of the vessels and buses and all high touch areas. To allow for adequate air exchange within the vessels the skippers and guides will wait 1 hour after all guests have departed the vessels for housekeeping and disinfecting. Gloves should be worn (one pair per vessel) while cleaning



and proper hand hygiene must be performed after removing gloves. This protocol will extend to the cleaning of vessel bathrooms.

The availability of written material for the guests such as magazines and tourist information material has been removed from the vessels and buses.

### 2.3 After Tour Procedures

#### **Safety Protocol Lead Responsibility:** Guides/Skippers

- Guests will disembark one at a time
- Guests will remove wet suits/floater jackets and pile on deck or return to it to the Adventure Centre
- Guide and skipper will sanitize wet suits/floater jackets and hang in suit room to be run through OZONE
- Guides and skipper will clean and sanitize all surfaces of boats between every trip
- We will keep guides on the same boat whenever possible
- All garbage will be sealed and thrown out
- Office staff will be provided with mask to wear while cleaning and disinfecting
- All suits will be sprayed with an appropriate cleaner (in accordance with Health Canada) on cuffs, buckles, zippers and around face area then hung in the suit room to go through an OZONE cycle
- Guides will be given masks to wear when handling suits after tour
- Each guest will be given a mask and there will be extra masks onboard to replace for the guests if needed

**Protocol implemented:** January 15, 2021

**Amended:** January 15, 2021

## 2. Specific Protocols by Area



## 2.4 Food Handling Food Services Procedures

**Safety Protocol Lead Responsibility:** Guides/Skippers

- One person will be responsible for any beverage or food handling
- Lunches will be individually packaged for each guest
- The temporary use of single use water bottles will be implemented
- No food is to be self served, the guide and/or skipper is to serve all food
- Appropriate PPE should be worn during food service (mask, and gloves)
- Hand sanitizer will be available prior to serving any food
- We will continue to use disposable and reusable coffee cups. They will go straight into a sealed bag after use until cleaning
- Guide and/or Skipper are responsible for cleaning & putting away dishes/Tupperware
- Guide and/or Skipper are responsible for disinfecting areas on the vessel after lunch is over
- **Protocol implemented:** January 15, 2021
- **Amended:** January 15, 2021

## 2. Specific Protocols by Area



## Attachments

- WorkSafeBC Sick Leave/Policy: Covid-19 *link found* [here](#)
- Covid-19 Homalco Wildlife & Cultural Tours Floor Capacity
- WorkSafeBC How to Use a Mask
- WorkSafeBC Cleaning and Disinfecting
- WorkSafeBC COVID-19 Safety Plan

**Homalco Wildlife & Cultural Tours is committed to providing a safe environment for our guests and staff.**

- **All staff are made aware to direct any escalating issues to the management team.**
- **Staff are not expected to deal with any issues that involve angry, frustrated, or verbally abusive customers.**
- **Should a guest or staff member become violent and puts everyone at risk, 911 will be called and further action will be taken from the First Responders, Ambulance, Fire Department and RCMP authorities**

## Q & A for Homalco Wildlife & Cultural Tours Staff

**Q1: What happens if I start displaying Covid-19 symptoms before or during work, who do I report to?**

**A1: Do not** show up to the Homalco Adventure Centre, if you feel you are experiencing symptoms related to Covid-19 and/or its variants. You will be required to self isolate for 14 days. Contact your local health care provider to get advice or call HealthLinkBC at 811 to speak to a nurse. The BCCDC also provides [guidance on self-isolation](#). Report to your supervisor via telephone and/or email. ***You are required to submit a proof of a negative Covid-19 test before returning to work.***

Please use the Screening Questionnaire for COVID-19 at <https://ca.thrive.health/covid19/en>

**A2:**

If you begin to feel sick while on shift, you need to leave the worksite immediately, self-isolate and inform management. If you develop a fever, begin to feel feverish, or develop any other signs or symptoms of the virus including coughing or shortness of breath.

**Q2: What happens if I get notified of a possible exposure?**

**A2: Do not** show up to the Homalco Adventure Centre if you have been exposed to or have been given a notice of exposure. You will be required to self isolate for 14 days. Contact your local health care provider to get advice or call HealthLinkBC at 811 to speak to a nurse. The BCCDC also provides [guidance on self-isolation](#) and follow their further instructions. Report to your supervisor via telephone and/or email. ***You are required to submit a proof of a negative Covid-19 test before returning to work.***

**Q3: What are my responsibilities to reduce transmission of Covid-19 in my workplace?**

**A3:** Your responsibilities first and foremost are to keep yourself safe. To complete a self-assessment test before entering the workplace. Once you've completed the daily self assessment test, please do the following:

- You are required to wear a medical grade mask or face shield and for everyone's safety, a mask will be given to you and we will have extra masks made available
- Wash your hands often
- Sanitize your hands often
- Sneeze or cough into your arm instead of your hands
- Disinfect high touch points such as door handles, light switches, rails, bathroom fixtures (i.e. faucet handles, toilet handle) after each use





**Q4 : What are everyone else’s responsibilities to keep safe?**

**A4:** Everyone else’s responsibilities should be like yours, refer to **Q2** and if you witness another employee or guest that is non-compliant and is not adhering to the Covid-19 safety guidelines/protocols set in place by your employer and/or company, report to your supervisor immediately

**Q5: What happens if an employee tests positive for Covid-19?**

**A5:** If an employee is home they will stay home until they get an authorization from their doctor and the following will be implemented:

- If an employee becomes sick during the workday, they will be sent home immediately.
  - Surfaces that the employee came in contact with will be cleaned and disinfected immediately.
  - Homalco Wildlife & Cultural Tours will report to Public Health and work with officials to assist with contact tracing when necessary.
  - Homalco Wildlife & Cultural Tours will compile information on persons who had contact with the ill employee during the time they had symptoms and two days prior to their symptoms.
  - Other persons at the facility who had close contact (within 2 metres) of the employee during this time should also be considered exposed.
  - Upon returning, staff will be required to submit a proof of a negative Covid-19 test
  - For a full list of symptoms and self-assessment tools, visit <https://bc.thrive.health/> and <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirusinfection/symptoms.html>
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## Q & A for Homalco Wildlife & Cultural Tours GUESTS & TRAVELERS

### **Q1: What happens if I start displaying Covid-19 symptoms, who do I report to?**

**A1:** Do **not** show up to Homalco Adventure Centre location, if you feel you are experiencing symptoms related to Covid-19 and/or its variants. You will be required to self isolate for 14 days. Contact your local health care provider to get advice or call HealthLinkBC at 811 to speak to a nurse. The BCCDC also provides [guidance on self-isolation](#). and follow their further instructions. Please use the Screening Questionnaire for COVID-19 at <https://ca.thrive.health/covid19/en>

### **Q2: What happens if I get notified of a possible exposure?**

**A2:** Do **not** show up to Homalco Adventure Centre. If you have been exposed to or have been given a notice of exposure. You will be required to self isolate for 14 days. Contact your local health care provider to get advice or call HealthLinkBC at 811 to speak to a nurse. The BCCDC also provides [guidance on self-isolation](#). and follow their further instructions. We will keep your information for 30 days in case contact tracing is necessary.

### **Q3: What are my responsibilities to reduce transmission of Covid-19?**

**A3:** Your responsibilities first and foremost are to keep yourself safe is to complete a self-assessment test before entering the Homalco Adventure Centre location. Once you've completed the daily self assessment test, please do the following:

- A medical grade mask will be required and given to you before tour begins and we will have extra masks made available at the retail location, vessels, buses, and Orford Bay for the Great Bears of Bute, People Water Land tours
- Wash your hands often
- Sanitize your hands often
- Sneeze or cough into your arm instead of your hands
- Do not remove mask while on vessel and buses or any enclosed areas where social distancing is not possible
- Social distancing is required at the Homalco Wildlife & Cultural Tours retail/office location, dock, vessel, Orford Bay location (dock, buses, welcome centre, bear viewing towers)

### **Q4: What are everyone else's expectations and responsibilities to keep safe?**

**A4:** Everyone else's responsibilities should be like yours, refer to **Q2** and if you witness another employee or guest that is non-compliant and is not adhering to the Covid-19



safety guidelines/protocols set in place by Homalco Wildlife & Cultural Tours, report to management immediately by calling 250.923.0602 and/or email: [wildlife@homalco.com](mailto:wildlife@homalco.com)

**Q5: What if I start displaying symptoms of Covid-19 and its variants during the tour?**

**A5:** Report to the guide and/or skipper immediately. Actions will be taken as follows:

- You will depart the tour immediately and will be advised to seek medical attention
- We will keep your information for 30 days for contact tracing purposes and it is our responsibility to notify the Public Health Authority of Canada, Provincial Health of British Columbia, Canada and also follow policies and procedures made by the Provincial Health Orders, BC Centre of Disease Control, WorkSafeBC, Ministry of transport
- Guests and Staff on the vessel and tour location will also be required to seek medical attention and self isolate for 14 days prior to returning to Homalco Wildlife & Cultural Tours and you will be required to submit a Covid-19 negative test as proof upon returning

**LINKS**

***\*If you are unsure about guidelines in British Columbia, Canada, please refer to the links as follows:***

The best way to combat the return of COVID-19 or other airborne pathogens is through simple practices at home, in public and of course the workplace. These steps include reducing touching, through social distancing, thus ensuring personal health and well-being. There are many sources of educational material available to operators, however we have included some links as well as basic checklists to assist with ensuring a culture of safety and wellness moving forward as we prepare to open.

- BC Centre for Disease Control: latest Provincial data: <http://www.bccdc.ca/health-info/diseasesconditions/covid-19/data>
- WorkSafeBC: Covid-19 updates: <https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19returning-safe-operation>
- Canadian Mental Health Association: Staying well in uncertain times: <https://cmha.bc.ca/covid-19/>
- BC Ministry of Health: Covid-19 Self-assessment tool: <https://bc.thrive.health>



- First Response Training International: Airborne Pathogens Workplace Training (No charge)  
<https://www.firstresponse-ed.com/stay-safe/>
- Worksafe BC COVID-19 Safety Plan: <https://www.worksafebc.com/en/resources/health-safety/checklist/covid-19-safety-plan?lang=en>
- CDC COVID-19 Symptoms & Self-Assessment Tool:  
<https://www.cdc.gov/coronavirus/2019-ncov/symptomstesting/symptoms.html>
- For up-to-date travel restrictions and Covid-19 in British Columbia  
<https://www2.gov.bc.ca/gov/content/covid-19/travel/current>