

# BC TIDAL WATERS CHARTER, GUIDE, AND LODGE OPERATIONS COVID 19 PROTECTIVE WORKPLAN - MAY 2020

## GENERAL OPERATION GUIDELINES

### 1.1 Purpose

This document provides practical advice, recommendations, and guidelines to ensure safe operations, as businesses seek to open or resume operations in step with [BC's Restart Plan](#) to address the COVID-19 pandemic. This is an evergreen document and will be updated and amended as required and possible.

Plans and protocols are presented here as recommendations and are not intended as a legal standard of care or industry standard. This document is offered to assist participants in the sport fishery, whether that is personal or through fishery related businesses, in complying with health guidance issued by the BC Health Officer, which are subject to change. This document does not carry legal or regulatory authority.

### 1.2 Public Health Directives

The Provincial Health Officer is the senior public health official for B.C. and is responsible for monitoring the health of the population across the province, providing independent advice to the ministers and public officials on public health issues.

The responsibilities of the Provincial Health Officer (PHO) are outlined in the Public Health Act and include the following:

- provide independent advice to the ministers and public officials on public health issues.
- monitor the health of the population of B.C. and advise on public health issues and on the need for legislation, policies, and practices.
- recommend actions to improve the health and wellness of the population of B.C.
- deliver reports that are in the public interest on the health of the population and on government's progress in achieving population health targets.
- establish standards of practice for and conduct performance reviews of Medical Health Officers; and
- work with the B.C. Centre for Disease Control and Prevention and B.C.'s Medical Health Officers across the province to fulfill their legislated mandates on disease control and health protection.

### 1.3 WorkSafeBC Directives

WorkSafeBC is a provincial agency dedicated to promoting safe and healthy workplaces across B.C. They partner with workers and employers to prevent work-related injury, disease, and disability. Their services include education, prevention, compensation and support for injured workers, and no-fault insurance to protect employers and workers.



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WorkSafeBC helps businesses meet their obligations under the *Workers Compensation Act* and the Occupational Health and Safety Regulation. All employers in British Columbia have an obligation under the *Act* to ensure the health and safety of workers and other parties at their workplace. With respect to COVID-19, that responsibility includes protecting workers by following the orders issued by the office of the provincial health officer, guidance provided by the BC Centre for Disease Control and the latest news released from the government. In addition, employers must implement policies and procedures to protect workers from the risk of exposure to COVID-19.

Employers should consider how best to communicate about potential exposure to COVID-19 in the workplace to workers. There should be a system whereby workers (including joint health and safety committee representatives and worker representatives) are able to inform management of concerns related to being exposed to COVID-19 in the workplace. Open communication is key to finding out about specific tasks that concern workers as well as gaining input on appropriate control measures to keep workers safe.

Workers should know and understand their workplace health and safety responsibilities — and those of others. Workers have three key rights:

- the right to know about hazards in the workplace.
- the right to participate in health and safety activities in the workplace.
- and the right to refuse unsafe work.

Workers in B.C. have the right to refuse work if they believe it presents an undue hazard. An undue hazard is an “unwarranted, inappropriate, excessive, or disproportionate” risk, above and beyond the potential exposure a general member of the public would face through regular, day-to-day activity. In these circumstances, the worker should follow some specific steps within their workplace to resolve the issue. The worker would begin by reporting the undue hazard to their employer for investigation and the employers would then need to consider the refusal on a case-by-case basis, depending on the situation.

If the matter is not resolved, the worker and the supervisor or employer must contact WorkSafeBC and a prevention officer will then investigate and take steps to find a workable solution for all involved.

If entering the workplace, workers should:

- Comply with the employer’s instructions around minimizing exposure to COVID-19.
- Wash their hands frequently, and/or use hand sanitizer.
- Take steps to minimize exposure to COVID-19 while away from work.

### 1.4 Recognize Hazards/Assess Risks

Every workplace is unique. Businesses must regularly assess all the hazards within their operations, taking appropriate steps to eliminate or control the associated risk. This process is referred to as a risk assessment. Businesses must also ensure they are taking all the appropriate action to protect themselves and others against the risk of exposure to COVID-19.



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Within the tourism and hospitality industry, there are many routine situations where staff will have contact with clients, coworkers, and the physical environment itself (surfaces, doors, equipment etc.). These encounters could give rise to contact with COVID-19, if not controlled adequately. All businesses must think about the risks in their workplace and take steps to control them. Such controls will include adhering to current public health orders, if applicable, public health advice, as well as implementing best practices to keep your employees and clients safe. We have outlined some best practices that employers should consider when implementing COVID-19 related controls in the workplace.

### 1.5 Exposure Control Plan

According to section 5.1.1. of the Occupational Health and Safety Regulation, the following biological agents are designated as hazardous substances:

- a liquid or solid material that is contaminated with a prion, virus, bacterium, fungus or other biological agent that has a classification given by the Public Health Agency of Canada as a Risk Group 2, 3 or 4 human pathogen that causes an adverse health effect;
- a biological toxin that causes an adverse health effect.

Section 6.34 of the Occupational Health and Safety Regulation requires employers to develop and implement an exposure control plan if a worker has or may have occupational exposure to a biological agent. The exposure control plan must include the following:

- a risk assessment conducted by a qualified person to determine if there is a potential for occupational exposure.
- a list of all work activities for which there is a potential for occupational exposure.
- engineering controls and administrative controls to eliminate or minimize the potential for occupational exposure.
- standard or routine infection control precautions and transmission-based precautions for all work activities that have been identified as having a potential for occupational exposure, including
  - housekeeping practices designed to keep the workplace clean and free from spills, splashes, or other accidental contamination,
  - work procedures to ensure that contaminated laundry is isolated, bagged and handled as little as possible,
- a description of personal protective equipment designed to eliminate or minimize occupational exposure.
- a program to inform workers about the contents of the exposure control plan and to provide them with adequate education, training, and supervision to work safely with, and in proximity to, a biological agent.
- a record of all training and education provided to workers.
- a record of all workers who have been exposed, while performing work activities, to a biological agent designated as a hazardous substance in section 5.1.1.



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## 2.0 General Operating Guidelines

### 2.1 General Practices

Maintain good personal and environmental hygiene. Ensure good ventilation. Maintain proper function of toilets, drains and pipes. Cover nose and mouth with tissue paper while sneezing or coughing and dispose nasal and mouth discharge properly. Keep hands clean and wash hands properly: before touching eyes, nose and mouth, if there is a need to do so; after handling objects soiled by faeces, respiratory or other body secretions; after touching public installations or equipment, such as escalator handrails, elevator control panels or door knobs. People with symptoms of respiratory tract infection or fever should wear a mask and consult a doctor promptly. Let the doctors know the travel history People returning from endemic areas should consult doctors promptly if they have symptoms of respiratory diseases after the trip.

### 2.2 Employee Policies

#### Employees Must

- Practice physical distancing by working more than 2 metres (6 feet) apart from co-workers whenever possible
- Continue to follow all other safe work procedures. If it is unsafe to work, talk to your supervisor, your health and safety committee or representative, and/or union if present
- Stay home if they are sick or might be sick. Use the BC Ministry of Health for self-assessment: <https://bc.thrive.health/covid19/en>
- Avoid touching their face
- Wash their hands at the start of their shift, before eating or drinking, after touching shared items, after using the washroom, after handling cash or credit/debit cards, after touching common items, after each delivery if contact was made, and at the end of their shift. Remove jewelry while washing

#### ***Workplace Wellness/Sick Leave Policy***

Employers must ensure they have clear policies (*Sample policies can be included*) around that address the following:

- Expectations from employees when they report to work (e.g. washing hands, wearing a mask, undergoing wellness assessment)
- What employees do when they feel sick (e.g. reporting procedures)
- Sick leave entitlement

#### ***Progressive Discipline Policy***

The responsibility for enforcing occupational health and safety regulations eventually lies with the employer. While employees are required to follow these, the employer needs to ensure employees do so. For employees who are observed to not be following these regulations, employers are expected to use discipline, which includes verbal and written warnings, and in extreme cases, termination. Therefore, it is essential that employers have a progressive discipline policy and all employees are familiar with it.



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### 2.3 Client Policies

#### Messaging to Clients

- If you have underlying medical conditions, it is recommended that you not visit our facility
- Anyone displaying symptoms of COVID-19, which primarily displays as a persistent cough, will not be permitted on the premises. If you are sick, stay home.
- You must not travel or come to our facility or business if you live in a household with someone who has COVID-19 or is showing symptoms of COVID-19.
- Maximize physical distancing, where a 2-metre (6 feet) minimum cannot be maintained, a facemask must be worn.
- Washrooms on the premises are disinfected frequently; hand sanitizers are available.

### 2.4 Physical Distancing

Physical distancing is a strategy to limit the spread of COVID-19 and is proven to be one of the most effective ways to reduce the spread of illness during an outbreak. Physical distancing is a conscious effort to reduce contact between people to slow down the spread of the virus. Even if you are symptom free and not part of an at-risk group, you still need to adhere to physical distancing measures to avoid contracting and spread of the virus.

The aim is to do everything possible to limit in-person interactions, while finding new and more protective ways to operate within the physical infrastructure of the workplace.

Everyone in the workplace must adhere to the following:

- abide by physical distancing processes
- wear appropriate personal protective equipment, the quality required will be identified by a risk assessment process
- continue to follow all existing safe work procedures in the workplace
- wash and sanitize hands regularly, cough/sneeze into upper sleeve or elbow (not your hands)
- avoid physical contact with others
- if you notice that another employee is not abiding by the physical distancing policy, you must report it to a supervisor
- reconfigure the workplace, to best extent possible, to maintain appropriate distance between workers.

Other ways in which businesses may achieve physical distancing among employees include the following:

- staggering start times and break times to avoid large groups of employees
- designating additional rooms as break areas
- removing furniture from break rooms, increasing the spacing or adding signs to fixed seating to advise not to sit
- reducing non-critical meetings and non-essential visitors
- increasing sanitation and disinfection practices across the establishment.



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From a client perspective, businesses must implement physical distancing to reduce opportunities for interactions among large groups that would have prolonged close contact. Other ways in which businesses may achieve physical distancing among clients include the following:

- use signs and markings to direct clients, to indicate appropriate distances to stand, to mark direction of travel, to designate entrances and exits.
- limit the number of clients allowed into your facility
- discontinue open salad bars, buffets, and areas that require using the same utensils
- reduce table and seating available to maintain appropriate distances between clients.
- consider staggering start times and break times to reduce congregation of clients

### 2.5 Sanitation and Hygiene

#### ***Hand Hygiene***

To achieve the best hand washing results, staff should take off their watches, rings and accessories on hands and wash their hands properly according to the following procedures. Wet hands under running water. Apply liquid soap and rub hands together to make a soapy lather. Away from the running water. Rub the palms, back of hands, between fingers, backs of fingers, thumbs, fingertips, and wrists for at least 20 seconds (same procedure also applies to disinfection of hands with alcohol hand rub). Rinse hands thoroughly under running water after rubbing. Dry hands thoroughly with clean cotton towel, paper towel or hand dryer. Towels for drying hands should never be shared. If necessary, turn off the tap by wrapping the faucet with paper towel. Avoid touching the faucet again with washed hands.

Employers should ensure that materials for adhering to hand hygiene are available on their premises. Provide lidded receptacles for used tissue paper disposal. Provide easily accessed dispensers of at least 60% alcohol-based hand rub; where sinks are available, ensure that supplies for handwashing (i.e., liquid soap and disposable towels) are consistently available.

#### ***Personal Protective Equipment***

Personal Protective Equipment (PPE) is specialized clothing or equipment worn by an employee for protection against infectious materials. It should serve as a last resort that should not replace any other risk control and infection control measures. However, sufficient stock of PPE should be kept ensuring its provision to protect employees from exposure to infectious agents in the workplace. The common PPE used include:

- Surgical mask
  - Wear a surgical mask to protect mucous membranes of the nose and mouth during procedures that are likely to cause exposure to blood or body fluids (for example, in case of handling or segregating heavily soiled linen sheets or laundering items of hotel clients.)
- Gloves
  - Wear disposable gloves when touching blood, body fluids, mucous membrane, or contaminated items. Remove gloves promptly after use and perform hand hygiene immediately. Gloves do not replace hand hygiene.



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### ***Environmental Hygiene and Decontamination***

Since infective agents can survive in the environment for a period of time, it is vital to observe environmental hygiene from time to time and environmental decontamination should be strengthened, in particular during outbreak situation.

Disinfect the environment with 1 in 49 diluted household bleach (5.25%) solution, leave for 15-30 minutes before rinsing with water and mopping dry. Special attention should be paid to the disinfection of toilets, kitchens and objects which are frequently touched such as light switches, doorknobs, and handrails.

## **2.6 Employee and Client Communications**

### ***Employee Communications***

Effective communications to employees are an important element of a good workplace. It assumes even greater significance at times of crisis. The current situation is constantly evolving, and employees are having to deal with multiple personal and professional changes that they may hitherto have not had to deal with. Ensuring employees are kept informed, and fully understand, expectations around hygiene, company policies, safe work practices and protocols to be followed will not only ensure better compliance but will also go a long way in obtaining employee commitment. Face to face communication can take place if proper physical distancing measures are observed but other options for communications should also be utilized, such as emails, posters, short videos etc.

### ***Client Communications***

Businesses must develop standard communications that they can share with clients preparing to visit and ahead of their arrival. This communication should include

- A message welcoming them to the premises
- Specifics about current operation environment (e.g. provincial health directives that apply)
- Expectations outlined in the client policies section above
- An overview of all the efforts that you are undertaking to ensure client health and safety

This communication should be available and featured on company website or pages, signage at the premises or on the vessel.

## **Food Service and Accommodation Protocols**

Please see the appendix of this document for information regarding food service and accommodation guidelines. The details will be updated as available and sourced from appropriate BC industry guidelines.





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### **Requirement of a COVID-19 Response Plan:**

The BC Sport Fishing COVID-19 Response group, guides, lodge, and public fishery industry representatives tasked with drafting industry response and protocols to comply with BCHO guidelines. It is recommended that agreed plans or protocols are in place and visible to employees and clients at every BC fishing related business, regardless of the size or location.

### **PURPOSE**

The purpose of these plan details is to maintain and adhere to guidelines issued by the BCHO in response to the COVID-19 pandemic. The primary objective is to keep clients, employees, contractors, and the communities safe and healthy, and to minimize the risk of exposure to COVID-19 during business operations.

BC companies engaged in essential service or activities must implement plans and/or protocols to avoid the spread of COVID-19, and to ensure that operations do not endanger the lives of the communities in which one operates, of others who serve as part of that industry, or the ability of that industry to function.

Application of this plan does not guarantee the health and safety of the clients, employees, contractors, or communities.

### **COVID-19 Protective workplan requirements include details regarding:**

- Screening of personnel and clients
- Self-quarantine protocols
- Protecting the public
- Workplace protective measures
- Travel plans and procedures for personnel and clients
- Procedures for personnel who become ill
- Procedures for clients who become ill
- Continued maintenance/operation of critical and safety infrastructure

The BC Fishing COVID-19 Response group further recommends that response plans properly address interactions with clients, vendors, and public facilities.





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## COVID-19 PANDEMIC ACTION PLAN FOR BC TIDAL WATERS CHARTER, GUIDE AND LODGE OPERATIONS

### SCOPE

This action plan covers all employees. Clients will be provided with the COVID-19 Client Protective plan.

### GUIDELINE ADHERENCE AND COMPLIANCE

- Comply with all BCHO guidelines and monitor for new or changes to existing guidelines, by regularly checking the [BC website on Covid-19 guidelines](#).
- Agree to operate in a conservative and safe manner.

### SEASON START UP - EMPLOYEE ONBOARDING

- **Screening:**
  - Employees will be screened for COVID 19 symptoms.
  - Employees shall report any symptoms of COVID-19 immediately.
  - Employees shall be monitored daily. Results will be documented in daily guide logbooks or Lodge records
- **Education:**
  - Employees will read this action plan; clients will be provided with the COVID-19 Client Protective Plan upon booking.
  - Employees will read BCHO materials regarding cleaning and disinfecting.
- **Training:**
  - Employees will receive training on basic infection control, including washing hands with soap and water for at least twenty seconds as frequently as possible or using hand sanitizer containing at least 60% alcohol, covering coughs or sneezes (into the sleeve or elbow, not hands), regularly cleaning high-touch surfaces, and not shaking hands.
  - Employees will receive training on preparing and using cleaning and/or sanitization products.
  - Employees will receive training in proper wearing of protective gear, handling and disposing of waste, garbage or materials that require cleaning.



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### WORKFORCE, CLIENT AND COMMUNITY SAFETY

- **Physical barriers:**
  - Employees and clients will wear cloth face coverings in accordance with BCHO guidelines and when consistent 2 metre (6 foot) physical distancing is not possible.
  
- **Hygiene:**
  - Require regular and thorough hand washing, or the application of at least 60% alcohol-based hand sanitizer (denatured ethyl alcohol or isopropyl alcohol)
  - No common food sources will be permitted (e.g., shared bags of chips, community beverages). Single use serving units and single use cups/plates/utensils for all food served out in the field and in the lodge will be utilized.
  - All food handling will be administered by staff who will follow BC Ministry of Health and BC Health Office Covid guidelines for food handling and preparation.
  - Clients who provide their own lunch, snacks, beverages will ensure those adhere to single use serving units, single use cups/plates/utensils for all food consumed on the vessel.
  
- **Physical Distancing:**
  - Employees and clients will pay attention to physical distancing at all times. When it is not possible to maintain a consistent 2-metre (6 foot) distance then a facemask will be worn.
  - Facemasks will be worn by staff and clients when in the public areas of the lodge or during single day charters not originating from a lodge.
  - When employees and clients must be in close quarters, such as in a plane, on a boat, or in a vehicle for commuting, both clients and employees will wear facemasks.
  - When employees and clients are in a boat, physical distancing shall be maintained between groups and guides.
  - Hand sanitizing products will be available for use immediately following any encounters that bring participants closer than physical distancing requirements.
  
- **Sanitation:**
  - Vessel surfaces and gear utilized by clients will be disinfected periodically throughout the day and following the end of a guided activity or trip.
  - Public lodge areas will be cleaned daily as per hospitality facility guidelines.
  - Commonly touched surfaces within lodging or on vessels will be disinfected throughout the day.
  - Rooms/cabins will be cleaned and disinfected following each trip.
  - BC Health Guidelines for food handling, including fish processing, will be adhered to.



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- **Operations:**

- Clients will be provided and agree to the COVID-19 Client Protective Plan and Response Plan prior to arrival.
- Operations will minimize interactions between staff and clients.
- All trips should be paid in advance or digitally to minimize material transactions.
- Accurate records of all individuals on board a vessel or recreational property shall be maintained, including contact information.
- Clients are asked to report if any member of their party becomes ill within 48 hours of trip completion.
- All fish transport preparation will include exterior package disinfection.

### **EMPLOYEE EDUCATION AND TRAINING**

- Employees will be required to read materials from a training packet that cover business-specific policy and practices regarding COVID-19. Posters will be placed around the facility to remind employees on social distancing, good hygiene, symptoms of COVID-19, and current or new health mandates.

### **TRAINING**

- Vessel operators must have a thorough understanding and training for proper behaviour during the period that Covid-19 pandemic precautions remain in place. This shall include the mandatory use of facemasks and outerwear appropriate to minimize exposure or possible transmission of COVID-19. Staff must wash or change all clothing and outerwear after each trip and daily.
- Facemasks must be worn when consistent physical distancing is not possible.
- Staff will also be trained to recognize COVID-19 signs and symptoms.

### **TRAVEL:**

- A minimal number of employees will be assigned to meet clients upon arrival and will direct them through any public places as quickly as possible. If it is possible for clients to do so, they will move their own personal effects to accommodations or vessels immediately.
- Employees or owner operators will be easily identified. Identification, logo staff clothing or name tag, or a pre-determined appearance to help clients easily recognize them will be utilized. Interaction with the community must be minimized and ensure physical distancing between visitors, residents, and employees.
- Staff should be assigned to community interaction. Interactions would be limited to essential activities. For example, airport client greeting, retrieving luggage, garbage disposal, mail receipt, freight pick up and store visits.
- The employees assigned to community interaction will not interact with clients other than for their assigned tasks.
- Clients will be transported with minimal or no interaction with the community.
- Clients will not be permitted to leave the care of the business and facilities for any reason other than hosted activities. Clients will not enter local establishments or personal homes during their stay.



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### PROCEDURES FOR PERSONNEL OR CLIENTS WHO BECOME ILL

- Staff who experience symptoms must report them immediately. Temporary isolation must begin immediately until it can be determined, by a negative test result or no symptoms for 48 hours, that symptoms are not Covid-19. [CDC self-isolation guidance](#).
- Clients who report symptoms will be immediately isolated and telephone or onsite medical advice sought.
  - Should it be advised, clients shall be returned to their home community by arranging a private charter or transportation at personal expense, with as little interaction with others as possible.

### PREPARATION AND ONGOING ACTIVITIES

- Vessel preparation: the vessel and equipment used must be disinfected prior to boarding of any clients and maintained periodically throughout the day. Disinfectant wipes, sprays and hand sanitizers must be readily available for use by both clients and staff.
- Restrooms shall be disinfected after each use by the client.
- While it is expected that clients will bring a facemask, surplus face masks shall be kept aboard vessel and made available, as necessary.
- Trash receptacles should always be clearly marked and kept clean. Clients and staff shall be instructed to immediately discard trash into designated receptacles. Trash should be removed from the vessel and disposed of in an appropriate manner immediately upon completion of the trip.

### PROCEDURES WHILE FISHING

- At all times while engaged in fishing, clients and staff will maintain as much physical distancing as possible. Passenger capacity for the vessel may need to be reduced from ordinary operating standards to allow physical distancing.
- For charter guide day clients, on reaching the dock, clients will disembark the vessel and move directly to transport.

### FISH PROCESSING

- Fish cleaning will take place in a workstation that allows appropriate physical distancing and safety guidelines to be followed.
- Provincial and federal guidelines for fish processing will be followed. Additionally, the exterior surfaces of packaging will be disinfected prior to preparation for transport.



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### PRECAUTIONARY MEASURES

- Employee Daily Screening – Employees or owner/operators will be screened for symptoms. If an employee presents with COVID -19 symptoms, they will be immediately isolated and quarantined. [Self-Assessment](#)
  - Daily results will be documented in a health log workbook/worksheet to demonstrate regular screening and as record.
  - Symptoms include:
    - Cough
    - Breathing difficulties
    - Loss of smell or taste
- If an employee or owner/operator has developed COVID -19 symptoms or a high temperature, the employee will be isolated. If testing for COVID-19 is available, the individual will remain in isolation until the results confirm status. Those who test negative for COVID -19 may return to their rooms but may not return to work until symptom free for 72 hours. When leaving the room for any reason, individuals will wear a facemask, wash/sanitize hands frequently and maintain physical distancing including from others in isolation.
- It will be the responsibility of the business, lodge, charter operator or guide, to inform all clients of necessary travel precautions and preparations prior to their arrival. It is important to stress the use of private or rented vehicles and to minimize interacting with other travelers and locals. Travel should be directly to the vessel or trip departure point and to comply with current BCHO health and safety guidelines.
- The vessel representative must direct their clients to meet them at a specific time and location. Upon arrival at a parking location, clients shall inform the business representative.
- Clients should be advised to bring a face mask or face masks for each day and have necessary outerwear. Outerwear includes rubber boots, rain bibs and jacket or similar impermeable apparel. Before boarding the vessel, each client must don a facemask.
- Guides will escort clients to the vessel or trip departure point immediately upon arrival.
- Names and contact information for each client shall be kept on file.



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### GUIDELINES FOR DESTINATION FISHING CHARTERS AND LODGING

- As phases continue and it is suitable that anglers arrive from out-of-community destinations, they will be expected to follow all applicable BCHO health guidelines in preparation for travel in BC for fishing. Fisherman should cancel travel if they experience any COVID-like symptoms or have been near anyone who has experienced the same.
- Fishing operations should consider issuing forms for clients to complete, certifying they are not aware of any exposure to others with COVID-like symptoms, or have experienced the same symptoms themselves in the past two weeks. If rapid test kits become publicly available later this year, clients could be requested to test just prior to outbound travel.
- Travelers should follow [BCHO guidelines](#) of wearing masks in public, and frequently washing or sanitizing hands for the duration of the trip.
- **Client Guidelines Upon Arrival** - clients should bring personal gear including rain gear, boots, gloves, hats, or any other item worn by clients. In addition, clients should bring at least one facemask for each day (home-made or commercial fabric face coverings). Businesses will provide hand sanitizer and may have extra facemasks available.
- Groups will maintain as much physical distance as possible from others and residents during transport to lodging, all will wear facemasks and practice appropriate COVID hygiene at all times. When on operation premises, groups will be required to practice physical distancing (2 metres or 6 feet) and avoid any unnecessary interaction outside their own circle. Clients should physically distance with those not of their known group.



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## 1. TIDAL WATERS CHARTER AND LODGE OPERATIONS – COVID WORKPLAN

### CLIENT PROTECTIVE PLAN

The goal of this plan is to keep clients, employees, contractors, and communities safe and healthy, and to minimize the risk of exposure to COVID-19 during business operations. BCHO guidelines have been relied upon to establish procedures intended to keep you safe while fishing in BC.

Please review [BCHO Guidance on Fishing and Hunting during Covid-19](#).

#### **Preparation:**

- **Please plan for your trip.** Shopping for gear or other items should take place in your home community.
- As it becomes available, testing for COVID-19 before you leave your community and prior to departing for the lodge will be recommended. Anyone found to be infected will not be able to travel to the lodge.
- Facemasks are mandatory. Please bring facemasks and wear them whenever you are in proximity to others who are not part of your known circle.
- While it is discouraged, if you do need to stop for any reason while travelling to your destination you must adhere to [BCHO guidelines](#) and use a facemask. Sanitize or wash your hands prior to entering and after leaving a business.
- Bring gear for any weather.
- Report any symptoms of COVID-19 immediately.
- It is possible that the communities near the operation you are visiting are not equipped or unwilling to respond to out-of-community COVID-19 cases. If symptoms arise during your stay you will be directed to seek medical advice. Be prepared to contract appropriate private transportation and depart immediately for medical help or your home at your own cost.
- When it is appropriate to travel and in order to protect communities you may pass through, you will be expected to locate your operation contact and depart the airport or your accommodations as quickly as possible to reduce or eliminate interaction with other travelers and local citizens.
- Once you have reached the lodge movement outside of lodge property will not be permitted except for fishing or hosted activities.





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### **When you arrive:**

- You will be met upon arrival by an employee and immediately transported to the lodge with minimal or no interaction with the community.
- You will be expected to immediately depart the plane or vehicle or vessel with protective gear on and proceed directly to your transportation.
- Clients may not depart from the property or facilities for any reason other than lodge hosted activities. You may not enter any local establishments or personal homes during your stay.
- Once you arrive on the property facemasks are mandatory before you exit your room or cabin or enter any shared public area. Please use proper disposal techniques when removing gear.
- Whenever using the restrooms located within the lodge, please use the hand sanitizer we have provided there. Please clean toilet, sink, taps and doorknobs with provided in room supplies.

### **During your stay:**

We cannot always maintain physical distancing while fishing, but we can take other steps while on board:

- Always wear your facemask while on board the boat, plane, or vehicle with others.
- Do not share your food, beverages, or clothes.
- Single-serving foods and beverage containers will be prepared for you. Refrain from sharing foods or beverages from a container (e.g., bag of chips, jerky, shared water bottle, etc.).
- Please make sure to keep any gear in your personal space during your stay to reduce or eliminate potential contamination.
- Fishing rod and reels will be disinfected frequently and between each angler use to avoid potential contamination.
- Only lodge personnel will be allowed in smaller more confined areas such as the dock house, fish cleaning or equipment areas.
- Dependent on the size of the space, a limited number of clients will be allowed into changing or gear rooms at one time unless you are in the same group.

### **After your trip:**

- Cleaning your fish: staff will be required to wear facemasks while handling your catch. In addition, your catch packages will be sanitized prior to boxing to send home with you.
- Boat and fishing gear will be sanitized daily, please help keep our team safe by disposing of your personal trash after your trip in provided receptacles.
- Let us know if you or anyone in your party becomes ill within 48 hours of your trip completion.



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## 2. APPENDIX

### Food Service and Accommodation Protocols

Display signs at your entrance outlining the special measures that you are taking. This could include instructions regarding physical distancing, hand hygiene, cough and sneeze etiquette and not entering if feeling unwell. You may also stipulate the maximum number of clients permitted inside at any one time. Multiple signs enable clients to maintain physical distancing.

- Consider providing sneeze/cough guards at collection points.
- Remove chairs and other furniture from the collection area.
- Regularly clean and disinfect hand contact points in the food collection area and operate an enhanced cleaning schedule throughout the premises.
- Ensure frequent and proper handwashing by staff, as well as proper sneeze and cough etiquette.
- Provide at least 60% alcohol-based hand sanitizer at prominent locations for clients and staff to use.
- Provide single-use containers for take-out foods. Clients must not use their own containers or carrier bags/boxes for take-out items.
- Communicate your sanitation controls to your staff and monitor them:
- Enhance your premises' sanitation plan and schedule, review with all employees for input and assign cleaning duties accordingly. Post a copy in the work area.
- Safe transactions: team members accepting payments with credit cards and debit cards should encourage contactless payment and must wash their hands frequently or use hand sanitizer and avoid touch their face.
- Merchant terminals must be wiped down after every use. Please follow manufacturer guidelines when cleaning or use 70% alcohol wet wipes.
- Service counters must be wiped down after every use. Please use a registered disinfectant to clean surfaces.
- Doorknobs and handles should be wiped down every day and between staff shift change
- Common client touch points should be wiped down frequently.

### Dining service

Help clients maintain good infection control and physical distancing by discontinuing operations, such as salad bars, buffets, and beverage service stations that require clients to use common utensils or dispensers.

- Rearrange seating to ensure physical distance guidelines can be observed.
- Map route for clients from entry to tables and washrooms. Consider using separate entry and exits and use signage and floor markings to ensure physical distancing
- Ensure adequate spacing between clients while in line for service or check out in accordance with the applicable provincial requirements (at least 2 metres).



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- Continue to use approved sanitizers and disinfectants for their designed purposes.
- Remove bottles of ketchup, sugar, vinegar, salt, pepper, etc. and replace with one-time use or single serving containers of these products to minimize commonly touched surfaces.
- Wash, rinse, and sanitize food contact surfaces dishware, utensils, food preparation surfaces, and beverage equipment after use.
- Frequently disinfect surfaces repeatedly touched by employees or clients, such as doorknobs, equipment handles, condiments, check-out counters etc.
- Frequently clean and disinfect floors, counters, and other facility access areas, such as bathrooms, using approved disinfectants.
- Prepare and use sanitizers according to label instructions

### **Kitchen and Back of House procedures**

Work with minimal staff to allow sufficient space for physical distancing. Consider re-arranging work areas or re-organizing work tasks to allow workers to maintain distance. Moving activities to another room wherever possible. Separating duties into unused dining areas could be an option for some preparation and packaging

Using markings or dividers in the kitchen to ensure physical distancing

- Routinely clean all frequently touched surfaces in the workplace, such as workstations, countertops, doorknobs, and equipment. Provide disposable wipes so that commonly used surfaces can be wiped down by employees before each use.
- Ensure employees practice proper hygiene including frequent hand washing, and proper cough and sneeze etiquette (into elbows rather than hands).
- Approved cleaning products should be used, following the manufacturer's instructions regarding dilution and contact time.
- Increase the cleaning and disinfection frequency of high traffic areas and contact points, to reduce the risk of spreading COVID-19. Assign cleaning responsibilities and ensure that the level of cleaning meets the requirements set out in the cleaning schedule.
- Communicate your physical distancing and personal hygiene measures to any delivery personnel or vendors who come to the premises. Assign safe drop off areas and communicate any special protocols to delivery companies, staggering deliveries where possible. External packaging (boxes, crates etc.) must not be allowed inside the kitchen.
- Only essential staff members should be permitted within the kitchen, to reduce possible contamination and to allow physical distancing measures to be upheld.
- Wash equipment and utensils using a dishwasher that can achieve disinfection. If washing by hand, use the three-sink process (wash, rinse, sanitize), ensuring that all equipment is disinfected. Specific temperature and chemical requirements apply to commercial equipment disinfection; see BCCDC and Provincial Health Services Authority Dishwashing Requirements for more details.



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## Additional Resources

### WorkSafeBC

- What employers should do  
<https://www.worksafebc.com/en/about-us/covid-19-updates/health-and-safety/what-employers-should-do>
- Preventing exposure to COVID-19 in the workplace: A guide for employers  
<https://www.worksafebc.com/en/resources/about-us/guides/preventing-exposure-to-covid-19-in-the-workplace?lang=en>
- Staying safe at work  
<https://www.worksafebc.com/en/about-us/covid-19-updates/health-and-safety/staying-safe-at-work>
- Hospitality and COVID-19 safety  
<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-industry-information/hospitality>
- COVID-19 and returning to safe operation  
<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation>

### BC CDC

- Information for grocery stores, restaurants and other food premises for employers and workers.  
<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/employers-businesses/food-businesses>

### BC Ministry of Health

- COVID-19 Guidance to the Hotel Sector  
<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-hotel-sector.pdf>

### go2HR

- Covid-19 Health & Safety Resources  
<https://www.go2hr.ca/health-safety/resources/covid-19-resources#worksafebc>

MAY 2020 VERSION – May 29, 2020

Guidelines developed by:

Sport Fishing Institute of BC

[info@sportfishng.bc.ca](mailto:info@sportfishng.bc.ca) | 604.946.0734

