



Safe Operations Plan for COVID-19 Recovery

SCOPE

- Riverside RV Park, including services delivered by the City of Enderby or a Service Delivery Agent on behalf of the City of Enderby

PURPOSE

- To manage the risk of COVID-19 exposure to workers, as well as customers, guests, invitees, and the public by implementing health and safety measures

PRINCIPLES

- Hygiene
- Sanitation
- Safe social interaction
- Physical modifications
- Staying home if you are sick

DEFINITIONS

- **Hygiene:** personal cleanliness and disinfection control measures.
- **Public:** includes customers, guests, invitees, and others who enter or use the park, except for Workers and authorized agents of the City of Enderby and the Service Delivery Agent.
- **Sanitation:** facility cleanliness and disinfection control measures.
- **Service Delivery Agent:** a person or entity under contract with the City of Enderby to provide a good or service on behalf of the City of Enderby.

ROLES AND RESPONSIBILITIES

- Management (the Campground Manager): provide policies, guidelines, personal protective equipment, and training; implement reasonable control measures; workplace investigations; adopt changes to Safe Operations Plans.
- Supervisors (if applicable; otherwise these responsibilities are that of Management): ensure that policies and guidelines are followed by workers and that they are using personal protective equipment properly; report to Management on reasonable control measures recommended for implementation; participate in worker consultations on re-opening facilities; workplace inspections; recommend changes to Safe Operations Plans to Management.



- Workers: follow policies, guidelines, and training; properly use personal protective equipment; participate in worker consultations on re-opening facilities; participate in workplace inspections and investigations; suggest changes to Safe Operations Plans to Supervisors.

SAFETY CONTROL MEASURES

Worker Sickness and Self-Isolation

- Workers shall adhere to the *COVID-19 Self-Isolation and Worker Care Policy* or the *COVID-19 Self-Isolation and Worker Care Policy for Delivery Agents*, as the case may be, as modified by the current Safe Operations Plan Interim Amendment.

Access

- Access must be managed in accordance with all Public Health Officer orders and guidelines in effect at that time.
- Until such time as the Provincial travel restrictions are rescinded, bookings related to non-essential travel will only be accepted for customers originating from the Interior-Northern health zone.
- Signs describing the conditions of access to the premises for the public shall be placed at all public accesses in accordance with *Facility Access During COVID-19 Policy*.
- Members of the public who do not follow the *Facility Access During COVID-19 Policy* will be asked to leave the premises.
- Staff to encourage work meetings outdoors, by telephone, or virtually when practical, rather than indoors.

Occupancy

- No indoor gatherings with anyone other than your household or, if you live alone, your core bubble.
- Outdoor gatherings of up to 10 people are permitted but should be the same 10 people and COVID-19 layers of protection and physical distancing should be maintained
- Sites where physical distancing cannot occur due to the size and orientation of camping units will be closed at the discretion of the Campground Manager.
- Only 1 worker and 1 customer in the office at any time, with a sign posted on both sides of the office door.
- Masks must be worn by the public and workers in indoor public spaces such as the communal washrooms and the office, except that a worker behind plexiglass in the office is not required to do so.

Sanitation

- The communal kitchen shall not be open to the public until further notice.
- The communal washrooms and showers will be open to the public.



- The two communal water taps shall be restricted from use through bags and, when possible, the closing of valves.
- No communal horseshoes will be provided. Guests may provide their own horseshoes and are expected to maintain COVID-19 safety measures involving sanitation.
- Signs will be posted encouraging picnic tables and other high contact surfaces at campsites to be sanitized by the site occupants regularly.
- Management will provide hand sanitizer and PPE, such as disposable gloves and masks, to all workers. Management will train workers on enhanced hygiene, performing safe sanitation, and using PPE safely.
- Workers may use the communal washrooms as a sanitation station.
- The communal washrooms will be sanitized in the morning, early afternoon, and late afternoon/early evening.
- Plexi-glass partition will be placed in the office on the desk counter to help separate the worker from the customer's breathing zone.
- Unnecessary items in the office will be removed. The brochure rack will be covered over to prevent touching, and an index will be provided for viewing by customers. Customers may request particular brochures, which the employee is to get from behind the cover. Any brochure that the customer decides they do not want should be recycled and not replaced on the brochure rack.
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- Office workers must sanitize high-contact surfaces at the office, such as door handles, keyboards, plexiglass barrier, and light switches at the start of shift and after lunch, and anytime that there is a change from one Worker to another at the same office work station.
- Workers must maintain physical distances of 2 metres (6 feet) from customers. In the event that they are unable to do so, they must wear a mask. After contact with a customer, the worker must sanitize themselves.
- Shared equipment must be disinfected before handed to another worker. Equipment that is used by a customer and then returned, such as the credit/debit card machine, must also be sanitized before use by a worker or another customer.
- All handling of cash or plastic cards requires sanitization after, unless disposable gloves were used.
- Workers will offer to email items such as receipts unless a paper copy is requested.
- Staff may use masks when other control measures are not appropriate or when they have seasonal allergies or other persistent conditions
- Staff should not share pens and should sanitize things like rulers and scissors regularly
- Staff should not share food, glasses, plates, or utensils



FIRST AID

- Provision of first aid to other workers or the public shall be in accordance with *COVID-19 Administration of First Aid Policy*

COMMUNICATIONS

- Worker training will be provided prior to the opening of the facility
- Public expectations will be indicated through signs at the facility and, when appropriate, media releases
- Safe Operations Plans will be posted at the worksite for employees
- Safe Operations Plans will be posted on the website for the public

MONITORING AND ASSESSMENT

- Supervisors will be performing random workplace inspections on an ongoing basis to verify that procedures are being followed and PPE is being worn properly.
- There will be changes to Safe Operations Plans as we learn what works well, what needs improvement, as well as based on the evolving public health threat.
- Workers may propose improvements to Safe Operations Plans at safety meetings or directly to their supervisor, who will evaluate the proposal and either implement it, refer it to management, or provide the worker with reasons why the concern may not be valid. Any concern that is not resolved at that point will be handled in accordance with the *Health and Safety Policy*, section “How Will Safety Concerns Be Handled?”

SUPPORTING POLICIES:

- Current Safe Operations Plan Interim Amendment
- *Facility Access During COVID-19 Policy*
- *COVID-19 Self-Isolation and Worker Care Policy*
- *COVID-19 Self-Isolation and Worker Care Policy for Delivery Agents*
- *COVID-19 Administration of First Aid Policy*
- *Health and Safety Policy*