

Nelson & District Chamber of Commerce & Visitor Information Centre

COVID -19

SAFETY PLAN



May 2020

INTRODUCTION

The Nelson & District Chamber of Commerce is committed to providing a safe and healthy workplace for all our workers and visitors. All staff are responsible for the implementation of this plan and through strict adherence to this plan and a combined effort will help contain the spread of the virus.

To limit the spread of COVID-19, the Provincial Health organization has issued orders that impact the hospitality and tourism industry. COVID-19 can spread in several ways. The Nelson & District Chamber of Commerce COVID-19 Response Plan details the policies and practices necessary for the employer to meet the Government's 'Return to Work Safely Protocol' and to prevent the spread of COVID-19 in the workplace. This plan will give an overview of key areas that the Nelson Chamber of Commerce will assess to ensure compliance with the protocol and to minimise the risk to workers and others.

Our plan needs strong commitment from management and workers and has been developed and put in place in consultation with our staff. Consultation with workers, supervision, clear direction and information for customers and clients is key in ensuring the success of our COVID-19 Response Plan. This plan is a live working document, and it will be reviewed on an ongoing basis and amended to consider new guidance.

SYMPTOMS & SELF-ASSESSMENT TOOL

It is critical that if any staff have symptoms of COVID-19 or even mild symptoms, staff are not to come to work to avoid spreading illnesses to others. Please do not enter the workplace if You:

- Have travelled outside of Canada within the last 14 days
- Have been identified by Public Health as a close contact of someone with COVID 19
- Have been told to isolate by Public Health
- Are displaying any symptoms of fever or chills, cough, loss of sense of smell or taste, difficulty breathing, sore throat, loss of appetite, extreme fatigue or tiredness, headache, body aches, nausea or vomiting and diarrhea. If these symptoms are displayed staff must self
- Call 8-1-1 for guidance of symptoms while at your workplace, separate yourself from others and go home. Contact your local Public Health Authority and follow their advice.

The [BC COVID-19 Self- Assessment Tool](#) is available for anyone that develops symptoms and can be used to help determine if you need further assessment or testing for COVID-19.

RISK IN THE NELSON VISITOR CENTRE WORKPLACE

The following areas listed have been identified as having potential risks:

- Visitor Information centre
- Entrance lobby
- Guide shelves
- Boardroom
- Public bathrooms
- Staff kitchen & boardroom kitchen
- Offices
- Visitor Service desks
- Office equipment
- Visitors & Staff
- Office equipment including, phones, computers, printer, pens, counters, chairs, retail items, cash, POS system
- Other touchpoints include, handles, light switches, doorknobs, computers and attachments.

MEASURES TO REDUCE RISK:

All employees have been instructed on the following polices & procedures that have been respectively put in place.

Physical Distancing

- Keep a distance of 2 metres between you, your coworkers, and customers
- Follow the directional signs posted on the Visitor Centre floor.
- Respiratory hygiene
- Minimising contact
- Stay behind the plexiglass when dealing with visitors
- Removed visitor lounge chairs from the Visitor Centre
- Reconfigured our workspace to ensure appropriate distance is maintained
- Scheduled less staff per each shift
- Allow a maximum of 10 people in the visitor centre at a time
- Maximum of 15 people in the boardroom
- Social distancing signs in each of the bathrooms
- Maximum of one person in the staff kitchen
- Breaks are to be taken on a rotating schedule in a private/personal area to ensure proper social distancing is feasible.

Cleanliness and Hygiene

The systems the Nelson Chamber have put in place to reduce the risk of airborne transmission include:

- Washing your hands often with soap and water for at least 20 seconds.
- All staff have received the policy for staying home when sick.
- Visitor Centre and bathroom cleaning is to be completed twice a day following the cleaning checklist. More cleaning will be required on high traffic days.
- Staff Kitchen is to be cleaned and sanitized.
- Dishes, cutlery, coffeepots & teakettles are not available for use in the boardroom kitchen.
- Staff are to use their own pens and office supplies, if equipment is shared the equipment is to be wiped down immediately after use.
- Masks will be provided for staff to wear at all times

Cleaning Protocols for the Nelson & District Chamber of Commerce

Cleaning schedules have been created for the public areas of the building (Appendix 1-3). The cleaning is to be done by all staff. All staff have been trained on the proper use of cleaning products, how to wear protective clothing, gloves and what areas are to be cleaned and how.

Disinfecting cleaning products are available, wipes and cleaning solutions, disposable gloves, safety glasses and a cover shirt.

Bathrooms are scheduled to be cleaned twice a day, the boardroom is to be cleaned after each room booking, the Visitor Centre is scheduled to be cleaned twice a day and the staff kitchen is to be cleaned daily. Cleaning sheets have been created and are to be initialed when cleaning is completed.

Customer counters and information racks are to be wiped after every set of visitors. The Credit card/ Debit machine is to be wiped after every transaction. Staff are responsible for cleaning their own workstation every day.

Each morning outside doorhandles are to be wiped with disinfectant.

Other ways the Nelson Visitor Centre is practicing safe COVID – 19 Protocols

- Directional arrows are posted on the walls in the Visitor Centre
- Mats are spaced at the appropriate distance through the main information area,
- Occupancy signs are posted on the Visitor Centre door
- Two hand sanitizing stations are available in the Visitor Centre lobby as well as hand sanitizer at each visitor information counter.
- Lounge chairs have been removed from inside the Visitor Centre
- Board room occupancy numbers have been limited
- Signage is posted throughout the building listing the COVID safety protocols that the Visitor Centre has in place.
- Staff sign daily health check sheets
- Visitor signage indicating not to enter if you are sick, to keep social distance, and to please sanitize upon entry.
- Display “Be Smart Posters and “Wearing is Caring”



Messaging to Visitors:

The Nelson Visitor Centre continues to welcome visitors to Nelson & area and we have the following signage posted on our front entrance door, and our visitor centre door.



Floor map set up to practice social distancing.



Plexiglass at each information counter.



Visitor guidelines posted on main entrance door.



Hand sanitizer and Nelson Visitor Centre guidelines.

Additional Resources:

For additional information on COVID – 19 Safety visit:

- BC's Restart Plan
- Go Forward Management Strategy
- WorkSafeBC COVID-19 Safety Plan
- WorkSafeBC Returning to Safe Operation
- WorkSafeBC COVID-19 FAQs
- https://www2.gov.bc.ca/assets/gov/careers/managers-supervisors/covid-19/covid-19_workplace_assessment_tool.docx
- https://www2.gov.bc.ca/assets/gov/careers/managers-supervisors/covid-19/covid-19_cleaning_protocols.docx
- https://www2.gov.bc.ca/assets/gov/careers/about-the-bc-public-service/bc_public_service_covid19_meeting_room_procedures.pdf