



COVID-19 BEST PRACTICES FOR COMMERCIAL RIVER RAFTING OPERATIONS

BC RIVERS OUTFITTERS ASSOCIATION

DRAFT 05.05.20

On March 26, 2020, the BC Government issued the following:

"The Provincial Health Officer has ordered some types of businesses to close. Any business or service that has not been ordered to close and is also not identified on the essential service list may stay open if they can adapt their services and workplaces to the orders and recommendations of the PHO."

It is critical that all rafting operations in British Columbia immediately align with COVID-19 orders, direction and safety protocols mandated by the Provincial Health Office (PHO) and regional health authorities.

Where governments have not mandated the temporary closure of Rafting Companies, such as in BC, those companies that choose to open should take every health and safety precaution for their employees and customers. It is imperative that all Rafting Companies implement the COVID-19 physical distancing, disinfection and other procedures outlined in the following best management practices document.

Please note this is not a legal document. It will be updated as new information becomes available; however, every river outfitter must follow all PHO orders.

Please visit <http://www.bcra.ca> for industry updates, news and to sign-up for the BCROA e-newsletter.

Mandate of the BC Rivers Outfitters Association

The BC River Outfitters Association is a not-for-profit Society registered in the Province of British Columbia. We are wholly supported through membership dues and operate with a volunteer board executive and staff.

The mandate of the BCROA is:

1. To represent the interests of commercial river outfitters in discussions with government and other agencies;
2. To promote a high standard of safety and operations in the river outfitter industry; and
3. To initiate, organize and manage programs to improve the operations for outfitters.

The association will include and represent any commercial river-based operations as members that agree to operate at the BCROA standard.

I. STANDARD PROTOCOLS COMMON TO ALL DEPARTMENTS

During the COVID-19 outbreak, BCROA is advocating all BC Rafting Companies follow mandates/orders from the Provincial Health Office (PHO) and regional health authorities, along with other authorities such as WorkSafeBC and Health Canada. In order to comply with federal, provincial and regional recommendations, BCROA is advocating the following protocols to support the BC Rafting Industry's understanding that every property and its resources are different.

A. EMPLOYEE ILLNESS POLICY

All Rafting companies should have an updated employee illness policy that is communicated to all employees immediately before returning to work.

1. Employee Self-Assessment

- Employees must review the self-assessment signage located throughout the facility each morning before their shift to attest that they are not feeling any of the COVID 19 symptoms.
- Managers will visually monitor employees at least twice a day to assess any early warning signs as to the status of their health and to touch base on how they are regarding their personal safety throughout the workday.
- If employees are unsure, have them use the self-assessment tool provided free online through <https://bc.thrive.health/covid19/en> or through the COVID-19 BC Support App self-assessment tool.

2. If an Employee is feeling sick with COVID-19 symptoms

- Employees who feel sick with COVID-19 symptoms, such as fever, trouble breathing, dry cough, fatigue, sore throat and aches and pains, are to remain at home and contact Health Link BC at 8-1-1.
- If an employee at work is showing even mild symptoms of the previously listed symptoms for COVID-19:
Send them home immediately, remove them from the schedule and have them contact 8-1-1 or a doctor for further guidance.

3. If an employee tests positive for COVID-19

- The employee will not be permitted to return to the workplace until they are free of the COVID-19 virus.
- Any employee who works closely with the infected Employee will also be removed from the workplace for at least 14 days to ensure the infection does not spread further into the workplace.
- Close off, clean and disinfect their work area immediately and any surfaces that could have potentially been infected/touched.

4. If an employee has been tested and is waiting for the results of a COVID-19 Test

- As with the confirmed case, the employee will be removed from the workplace.
- The Public Health Agency of Canada advises that any person who has even mild symptoms to stay home and call the public health authority of BC.
- Other employees who may have been exposed will be informed and removed from the workplace for at least 14 days or until the diagnosis of COVID-19 is ruled out by health authorities.
- The workspace will be closed off, cleaned, and disinfected immediately and any other surfaces that could have potentially been infected/touched.

5. If an employee has come in to contact with someone who has COVID-19

- Once contact is confirmed, the Employee will be removed from the workplace for at least 14 days or as otherwise directed by public health authorities. Co-workers who may have come into close contact with the Employee will also be removed from the workplace for at least 14 days.
- The workspace will be closed off, cleaned, and disinfected immediately and any other surfaces that could have potentially been infected/touched.

6. Employee Support

- If you are directed to stay home or are sick with COVID-19, Human Resources and your General Manager will be in touch with you immediately to provide you with guidance and support to assist you throughout your leave process.

7. Quarantine or Self-Isolate if:

- Any Employee who has travelled outside of Canada or the province within the last 14 days is not permitted to enter any part of the facility and must quarantine and self-isolate.
- Any Employee with any symptoms of COVID-19 is not permitted to enter any part of the facility and must quarantine and self-isolate.
- Any Employee from a household with someone showing symptoms of COVID-19 is not permitted to enter any part of the facility and must quarantine and self-isolate.
- Any Employee who is in quarantine or self-isolating as a result of contact with an infected person or in families who are self-isolating is not permitted to enter any part of the Rafting facility.

8. Employee Responsibilities

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

- PRIORITY 1 - Wash your hands with soap and water for at least 20 seconds before your shift and as frequently as possible during your shift.
- PRIORITY 2 – Practice physical distancing – keep a minimum distance of at least 2M/6ft from fellow employees and customers unless you are in a shuttle vehicle and wearing a mask, or in a raft.
- PRIORITY 3 - Inform your manager immediately if, during your shift, you feel any symptoms of COVID-19 such as fever, trouble breathing, dry cough, fatigue, sore throat and aches and pains.
- Avoid touching your eyes, nose, or mouth with unwashed hands or when wearing gloves.
- Cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue in the trash and wash your hands, or sneeze/cough into your elbow.
- If soap and water are not available, use an alcohol-based hand sanitizer.
- Clean and disinfect frequently touched objects and workstation surfaces as per directions in the Cleaning, Sanitizing and Disinfecting Protocols section.
- Stay informed. Information is changing frequently.

B. MEDIA INTERACTIONS

Please do not speak with the media (radio, television stations, newspapers etc.). If you are approached by the media regarding COVID-19, be polite but do not comment. The news media will try to engage with you — sometimes aggressively to get information, but do not get angry or careless. Refer them to **<Insert Manager's Name>**. Use the following recommended sentence to reply to media: “I want to make sure you have accurate, up-to-date information — so please contact our **<general manager>** at **<telephone # or email>**.”

C. CUSTOMER INTERACTIONS

If a customer in the facility has a question or feedback related to the COVID-19 outbreak, please have them email the General Manager. Listen to them and give them the General Manager's contact information including his/her email address. Do not go into specifics or make comments related to their feedback.

D. PHYSICAL DISTANCING

As defined by the BC Centre for Disease Control, physical distancing means limiting close contact with others. When outside of your home, practicing physical distancing by keeping two meters (six feet) away from one another is something we can all do to help stop the spread of COVID-19. All Employees are to practice physical distancing as follows:

1. Minimize interaction with customers and fellow employees whenever possible.
2. Keep at least two meters (six feet) distance between yourself and others, whenever possible.
3. Do not shake hands with customers or employees, nod or wave instead.
4. Follow protocol for shifts, breaks and staff meetings as outlined in Section 5.

E. HAND WASHING

Frequent and proper handwashing, as set out by Health Canada, is encouraged as the best way of preventing all viral respiratory infections and other illnesses. After washing your hands, use a disinfectant spray on sink taps and surfaces. If soap and water are not available, alcohol-based hand rubs (ABHR) / hand sanitizer can be used to clean your hands as long as they are not visibly soiled. If they are visibly soiled, use a wipe and then ABHR to effectively clean them.

“Reduce the spread of COVID-19: Wash your hands”: <https://www.youtube.com/watch?v=o0P-0d1mJfA>

Hand Washing should be completed for the following reasons but are not limited to:

- Entering or leaving any structure at the rafting facility, including transport.
- When taking Personal Protective Equipment (PPE) on or off
- Before and after breaks and when using washroom facilities
- Before and after handling customer gear and equipment

F. PERSONAL PROTECTIVE EQUIPMENT (PPE)

1. Personal Protective Equipment should be broken down into the following 3 categories based on the risk of exposure levels:
 - **LOW RISK:** tasks where an individual is isolated, e.g. boat repair.
 - Regular handwashing must be observed.
 - Areas and equipment touched to be cleaned and disinfected before and after use using the appropriate PPE recommended by the product manufacturer.
 - **MEDIUM RISK:** where employees have interactions with customers and/or other employees but can be physically distanced, e.g. check-in, briefings
 - Regular handwashing must be observed.
 - Areas and equipment touched to be cleaned and disinfected before and after use using the appropriate PPE recommended by the product manufacturer.
 - Employees and customers must have a face mask on their person.
 - **HIGH RISK:** tasks where employees and/or customers cannot maintain physical distancing, e.g. in a shuttle vehicle.
 - Regular handwashing must be observed.
 - Areas and equipment touched to be cleaned and disinfected before and after use using the appropriate PPE recommended by the product manufacturer.
 - Employees and customers must wear a face mask at all times.
- Any employees cleaning customer equipment must be given Protective Personal Equipment; gloves and face mask and wash their regularly, as well as after each incident.

2. GLOVES

Gloves are not deemed necessary except when recommended by the cleaning or disinfectant product manufacturer. Wearing gloves does not exclude an individual from regular hand washing; thorough hand washing should take place before and after wearing the gloves.

RECOMMENDED CHOICE FOR GLOVES:		
GLOVE TYPE	Nitrile Protective Gloves	
DEFINITION	Made of synthetic materials and offers robust protection.	
ADVANTAGE	Stretchy, durable	
PROTECTION LEVEL	Chemicals, viruses	
USAGE	Kitchen Food service Cleaning	Maintenance Rafting operations

3. FACE MASKS

Face masks are protective layers of absorbent fabric (such as cotton) that snugly fit over the nose and mouth and are secured to the face with ties or ear loops.

Face Masks SHOULD:
Be made of multiple layers of absorbent fabric (such as cotton)
Cover the mouth and nose without gaps
Fit securely to the head with ties or ear loops
Allow for easy breathing
Be changed as soon as possible if damp or dirty
Stay the same shape after machine washing and drying
Face Masks SHOULD NOT:
Be placed on children under the age of 2
Be placed on anyone unable to remove them without assistance or anyone who has trouble breathing
Be made exclusively of plastic sheeting or materials that easily fall apart (e.g. tissues)
Impair vision or interfere with tasks
Be shared with others
Passenger/driver is continuously adjusting the face covering

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How to Wear a Face Mask

- Wash your hands with soap and water for 20-30 seconds or perform hand hygiene with alcohol-based hand rub before touching the face mask.
- Check the new mask to make sure it's not damaged.
- Ensure colour side of the mask faces outward.
- Locate the metallic strip. Place it over and mold it to the nose bridge.
- Place an ear loop around each ear or tie the top and bottom straps.
- Cover mouth and nose fully, making sure there are no gaps. Pull the bottom of the mask to fully open and fit under your chin.
- Press the metallic strip again to fit the shape of the nose. Perform hand hygiene.
- Do not touch the mask while using it. If you do, perform hand hygiene.

Removing the Mask

- Perform hand hygiene.
- Do not touch the front of your mask. Lean forward, gently remove the mask from behind by holding both ear loops or ties.
- Discard the mask in a waste container.
- Perform hand hygiene.

If you have fever, a new cough, or are having difficulty breathing, call 8-1-1.
Non-medical inquiries (ex. travel, physical distancing): 1-888-COVID19 (1888-268-4219) or text 604-630-0200

II. SHIFT PREPARATION, TASKING, TRAINING & GENERAL EMPLOYEE PROCEDURES

A. SHIFT PREPARATION

- All employees must wash hands with soap for at least 20 seconds once they arrive at work, every time they enter and leave the rafting facility, and every hour through their shift.
- Personal Protective Equipment (PPE) is to be provided for all operational duties as per risk categories.
- Stagger shifts and breaks, for example, create two crews with alternating shifts.
- Minimize job mixing and keep the same employees on the same tasks for the day.
- Eliminate timecards/clock. Have employees communicate hours electronically.

B. REDUCE IN-PERSON STAFF MEETINGS

- Communicate task assignments via email, text and/or radio.
- Where possible, assign employees specific vehicles, radios, tasks, rafts, kayaks and other equipment. Disinfect equipment prior to distributing to employees.

C. TRAINING

- When possible, minimize training by keeping employees on tasks they have already been trained on.
- If it becomes necessary for training on a specific task, have employees review standard operation procedures and watch training videos prior to hands-on training.
- For hands-on training, employees must wash their hands and wear PPE.
- Procedures for raft specific training are in the PROTOCOLS FOR RAFTING OPERATIONS section of this document.

D. EMPLOYEE PERSONAL EFFECTS

- Minimize the use of personal storage areas, remove all non-essential items and disinfect after each use.
- Only one person allowed in the employee change room at a time unless physical distancing can be guaranteed.

E. GENERAL GUIDELINES

- Maintain social distancing during all breaks. Encourage employees to have meal breaks outside or in their vehicles, if possible. Where the use of lunchroom is necessary:
 - fridge, microwave, coffee machine, dishwasher use to be minimized.
 - after any use, all touchpoints must be disinfected.
 - all dishes must immediately be cleaned or placed in the dishwasher after use.
- Each employee is to disinfect any surfaces they have come in contact with after each use.
- Encourage employees to carry their own personal hand sanitizer and have self-serve hand sanitizer at each workstation and area.
- Remind employees to keep their hands away from their face.
- Remind and enforce that employees practice physical distancing at all times and ensure a process to maintain that distance with the positioning of workstations.

- If more than one employee is working in a facility, then one person is to be assigned to a workstation, Point of Sale system and phone for use during that shift, at the end of the shift the workstation is to be cleaned prior to the next shift.

F. DISCIPLINARY ACTION(S)

It is expected that protocols within the entirety of this document are followed by all Rafting Company employees. BCROA recommends having your employees sign the attestation at the end of this document to confirm that they have read this manual and understand the importance of following the protocols. Companies are advised to document training received by employees and add protocols to your company Health & Safety orientation and procedures. Standard disciplinary actions, as per your company, should be enforced for failure to observe protocol.

III. CLEANING, SANITIZING AND DISINFECTING PROTOCOLS

COVID-19 is susceptible to disinfectants and sanitizers.

- Increase cleaning and disinfection frequency of high-touch surfaces and high traffic areas to reduce the risk of spreading COVID-19.
- A sign off process for all required cleaning should be implemented that indicates the frequency that it has been done.

A. DEFINITIONS

- Cleaning: refers to the removal of germs, dirt, and impurities from surfaces. It does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.
- Sanitizing: Food grade sanitizers are used after cleaning to reduce the level of bacteria to a safe level when following the manufacturer's instruction for concentration and contact time. Sanitizers are used on food contact surfaces. When sanitizers are used at the no-rinse concentration level it does not need to be rinsed off with clean potable water. Disinfectants are different from sanitizers in that they have a greater ability to destroy bacteria, viruses and molds. Disinfectants are used at a higher concentration and require a longer contact time than sanitizers. If a food grade disinfectant is used on a food contact surface, it may need to be rinsed off with potable water.
- Disinfecting: refers to using chemicals, for example, EPA-registered disinfectants, to kill bacteria and viruses on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

B. HARD (NON-POROUS) SURFACES

- Wear disposable gloves when cleaning and disinfecting surfaces. Gloves should be discarded after each cleaning. If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes. Consult the manufacturer's instructions for cleaning and disinfection products used. Clean hands immediately after gloves are removed.
- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, most common EPA-registered disinfectants should be effective.

- Use products that are EPA-approved for use against the virus that causes COVID-19. Follow manufacturer's instructions for all cleaning and disinfection products for (concentration, application method and contact time).
- Additionally, diluted bleach solutions (at least 1000ppm sodium hypochlorite) can be used if appropriate for the surface. Follow manufacturer's instructions for application, ensuring a contact time of at least 10 minutes for disinfecting, 1 minute for sanitizing, and allowing proper ventilation during and after application. Check to ensure the product is not past its expiration date. Never mix bleach with ammonia or any other cleanser. Unexpired bleach will be effective against coronaviruses when properly diluted.

C. ELECTRONICS AND POS EQUIPMENT

- For electronics such as POS equipment, tablets, touch screens, remote controls, and keyboards, and telephones remove visible contamination if present.
- Follow the manufacturer's instructions for all cleaning and disinfection products.
- Consider use of wipeable covers for electronics.
- If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens.
- Dry surfaces thoroughly to avoid pooling of liquids
- Credit card terminals if touched by a customer for pin pad entry must be cleaned after every use.

D. SHUTTLE VEHICLES

- PPE equipment must always be worn when disinfecting vehicles.
- Do an initial spray down with water to remove any loose dirt
- DISINFECT the following areas with a hand sprayer to be able to liberally spray the surfaces: Steering wheel, Arm rests, Seats, Safety handles, Lower console (cubbies and cup holders), Reverse switch, Keys, Cup holders (straps, clips, etc.), Inside of Windows and Windshield, Floors
- Discard cleaning gloves prior to touching the steering wheel again, apply new gloves, and park the shuttle vehicle in a storage area.
- Provide a sealed single sanitizer wipe on the driver's seat for use by the driver to allow them to wipe again the high touch point areas.
- Add a sign on steering wheel "This vehicle has been disinfected. A sanitary wipe is provided for your additional safety."

E. RAFTING EQUIPMENT

- Hard or non-porous surfaces can be cleaned and disinfected in accordance to the protocol outlined above (B. Hard non-porous surface). This includes paddles, hard first aid cases, some rescue gear.
- Fabric or porous items such as PFDs, wetsuits, boots, splash tops, helmets, rescue webbing and materials will be cleaned and disinfected using the manufacturer recommended detergent and cleaning products in warm to hot water, water rinsed and air dried. Bleach and some other disinfectants can chemically attack and damage the fabrics and are not recommended to be used.
- Inflatable rafts will be cleaned and disinfected using the manufacturer recommended detergent and cleaning products.
- Customer gear must be placed at the back of the rotation to allow for maximum time before being used again; minimum of 24hrs.

F. OTHER SUGGESTED CLEANING AND DISINFECTING AREAS

- Cleaning of surfaces after each customer exchange must be done.
- Do not use re-useable cloths, rather, disposable cloths. Surfaces include counters, door handles, transaction machines, phones, tv changers, anything that either or both customer and employee touch (keyboards, debit/credit machines, door handles, counters, washrooms, etc.) Disposable items must be placed in a lined garbage container.
- Office / Change Rooms / Restaurant / Public Areas
 - Doorknobs / door push bar / door handles
 - Counter tops / service tops / bar tops
 - POS terminals / merchant terminals / handheld devices
 - Handrails / light switches / thermostat controls
 - Sound system and TV channel remote controls
 - Chairs / guest seating areas / tabletops
- Bathrooms / Kitchens
 - Doorknobs / door push bar / door handles
 - Counter tops / sinks / basins
 - Toilets / paper dispensers / handwash areas
 - Prep areas / kitchen line / service pass
- Staff Room / Offices
 - Doorknobs / door push bar / door handles
 - Counter tops / workstations / desktops
 - Time clocks / staff kitchen area
 - Chairs / staff seating / staff break area

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CLEANING AND DISINFECTANTS FOR PUBLIC SETTINGS

Good cleaning and disinfection are essential to prevent the spread of COVID-19 in BC.

This document provides advice to public groups, arenas, schools, universities, and other institutions in BC on cleaning for non-health care settings.

Cleaning: the physical removal of visible soiling (e.g., dust, soil, blood, mucus). Cleaning removes, rather than kills, viruses and bacteria. It is done with water, detergents, and steady friction from cleaning cloth.

Disinfection: the killing of viruses and bacteria. A disinfectant is only applied to objects; never on the human body.

All visibly soiled surfaces should be cleaned before disinfection.

Cleaning for the COVID-19 virus is the same as for other common viruses. Cleaning products and disinfectants that are regularly used in households are strong enough to deactivate coronaviruses and prevent their spread.

Recommendations:

- General cleaning and disinfection of surfaces should occur at least once a day.
- Clean and disinfect highly touched surfaces at least twice a day and when visibly dirty (e.g., door knobs, light switches, cupboard handles, grab bars, hand rails, tables, phones, bathrooms, keyboards).
- Remove items that cannot be easily cleaned (e.g., newspapers, magazines, books, toys).

Cleaning
For cleaning, water and detergent (e.g., liquid dishwashing soap), or common household cleaning wipes should be used, along with good physical cleaning practices (e.g., using strong action on surfaces).

Disinfection
For disinfection, common household disinfectants such as ready-to-use disinfecting wipes and pre-made solutions (no dilution needed) can be used. Use the figure and table below for guidance. Always follow the manufacturer's instructions printed on the bottle.

List of disinfecting agents and their working concentrations known to be effective against coronaviruses^{1,2}:

Agent and concentration	Uses
1. 1:100 dilution Chlorine: household bleach – sodium hypochlorite (5.25%) ³ 10 ml bleach to 990 ml water	Used for disinfecting surfaces (e.g., hand railings, grab handles, door knobs, cupboard handles). Make fresh daily and allow surface to air dry naturally.
2. 1:50 dilution Chlorine: household bleach – sodium hypochlorite (5.25%) ³ 20 ml bleach to 980 ml water	Used for disinfecting surfaces contaminated with bodily fluids and waste like vomit, diarrhea, mucus, or feces (after cleaning with soap and water first). Make fresh daily and allow surface to air dry naturally.
3. Hydrogen Peroxide 0.5%	Used for cleaning and disinfecting surfaces (e.g., counters, hand rails, floor knobs).
4. Quaternary Ammonium Compounds (QUATs): refer to label (quaternary ammonium chloride)	Used for disinfecting surfaces (e.g., floors, walls, furnishings).

¹ Osherson, Christine. Quaternary Ammonium Compounds: The efficacy of common household disinfectants and sanitizers against novel hepatitis virus. A journal article for SAGE communications. Retrieved from https://www.sagepub.com/journalsPermissions.nav. doi:10.1177/1075547020938822.
² Osherson, Christine. Quaternary Ammonium Compounds: The efficacy of common household disinfectants and sanitizers against novel hepatitis virus. A journal article for SAGE communications. Retrieved from https://www.sagepub.com/journalsPermissions.nav. doi:10.1177/1075547020938822.
³ The BC Ministry of Health does not endorse or promote any specific brands of disinfectant products. IPC v2.0

If you have fever, a new cough, or are having difficulty breathing, call 8-1-1.
Non-medical inquiries: 1-888-COVID-19 (1888-268-4319) or text: 604-656-5050

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CLEANING AND DISINFECTANTS FOR PUBLIC SETTINGS

See Health Canada's List of hard-surface disinfectants for use against coronavirus (COVID-19) for specific brands and disinfectant products.

Drug Identification Number (DIN): A DIN is an 8 digit number given by Health Canada that confirms it is approved for use in Canada.

IMPORTANT NOTES:

- Ensure disinfectant product has a Drug Identification Number (DIN) on its label.
- Follow product instructions for dilution, contact time and safe use.
- All visibly dirty surfaces should be cleaned BEFORE disinfecting (unless otherwise stated on the product).

Agents effective against coronavirus:

- Bleach (sodium hypochlorite 0.25%)
- Hydrogen peroxide 0.5%
- Any quaternary ammonium cations

Check label and directions for use.

List of disinfecting agents and their working concentrations known to be effective against coronaviruses^{1,2}:

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2. 1:50 dilution Chlorine: household bleach – sodium hypochlorite (5.25%) ³ 20 ml bleach to 980 ml water	Used for disinfecting surfaces contaminated with bodily fluids and waste like vomit, diarrhea, mucus, or feces (after cleaning with soap and water first). Make fresh daily and allow surface to air dry naturally.
3. Hydrogen Peroxide 0.5%	Used for cleaning and disinfecting surfaces (e.g., counters, hand rails, floor knobs).
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Non-medical inquiries: 1-888-COVID-19 (1888-268-4319) or text: 604-656-5050

G. PRODUCT GUIDE FOR DISINFECTANTS

PRODUCT	APPLICATION	DEFINITION	PROTECTION LEVEL
Multi-Surface Cleaner	Use full-strength or dilute 250 mL per 4L of warm water. Pre- clean surface. Apply to surface until thoroughly wet. Wipe with a clean cloth, sponge, or mop. To Sanitize: Leave for 1 minute before wiping. To Disinfect: Leave for 10 minutes before wiping. Rinse all food contact surfaces with water after using the product.	Disinfectant that meets Health Canada's requirements for emerging viral pathogens. These authorized disinfectants may be used against SARS-CoV-2.	Advanced disinfectant and sanitizer for Hard Surfaces
Bleach (6%) Solution	100/1 dilution of sodium hypochlorite solution with water used to disinfect surfaces, 10mL bleach to 1 Litre of water. Minimum contact time of 10 minutes in a single application. Air dry.	General use disinfectant and sanitizer for hard surfaces	Recommended by the BCCDC for disinfecting Non-porous Surfaces.
Neutral Disinfectant Cleaner	Use 3.9 mL per liter of water for a minimum contact time of 10 minutes in a single application. Can be applied with a mop, sponge, cloth, coarse spray or by soaking. The recommended use solution is prepared fresh for each use then discarded. Air Dry.	Advanced disinfectant and sanitizer for hard surfaces, low acidity.	Approved for use against the coronavirus disinfecting Non-porous Surfaces
Disinfecting Wet Wipes 70% Alcohol	Pre-clean surface. Use 70% alcohol based fresh wipes to thoroughly wet surface. To sanitize: Allow surface to remain wet for 10 seconds. Air Dry.	Single use isopropyl alcohol wet wipes, disposable.	Safe to use on electronics including Smartphones, Tablets and POS equipment
Touch Free Hand Sanitizer	Minimum 70% alcohol hand sanitizer solution, rub hands together until dry.	General use to kill bacteria and viruses.	To clean hands if handwashing is not available

Click on the link below to find out which disinfectant meets Health Canada's requirements for COVID-19:

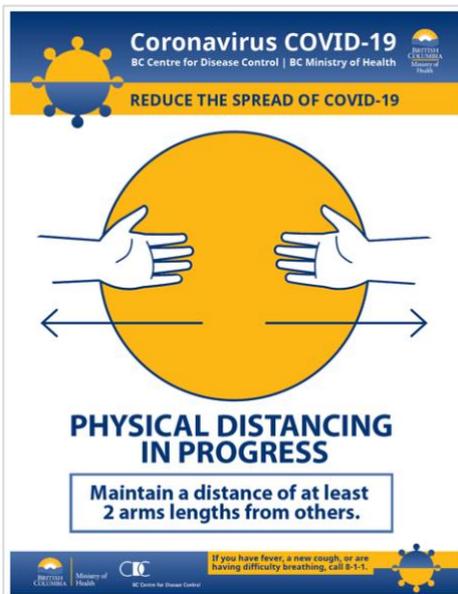
<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>

Locate the Drug Identification Number (DIN) on the disinfectant product label and enter into the blank field.

IV. SIGNAGE AND WAIVERS

Clear, concise communication of the policies and protocols must be made easily available to guests and employees:

- Place entrance policies and/or code of conduct at the entrance to your parking lot and offices.
- Place appropriate signage outside buildings and structures outlining the physical distancing guidelines in place.
 - Download a free physical distancing poster from the [BCCDC](#).
- COVID-19 posters for the general public and employees encouraging good handwashing are to be posted in appropriate locations, where they will be most noticed, including washrooms.
 - Download a free handwashing poster from the [BCCDC](#).
- Self-assessment signage for employees including how to access the Self-Assessment Tool online must be made accessible:
 - <https://bc.thrive.health>
- Signage that is posted in English may also be posted in other languages if useful for customers and can be found [here](#), along with other useful posters.
- Legal waivers and participation agreements may also be considered.



V. SECURITY AND SITE ACCESS

A. ESSENTIAL SITE VISITS

- Only for operations personnel including Rafting, food and beverage, maintenance and administration.
- Shipping/receiving/deliveries
- Customers

B. NON-ESSENTIAL SITE VISITS

- Anyone not carrying out facility operations, e.g. vendors, family/friends,
- Non-activity visitors must not be permitted onsite.

- If there is need for non-essential personnel to be onsite, prior arrangements must be made before visiting and this visitor must disinfect prior to entering any buildings and/or interacting with any staff or customer.

VI. CUSTOMER MESSAGING

A. SUGGESTED WELCOME MESSAGE TO CUSTOMERS:

Welcome to the 2020 Rafting season. It is well advertised and documented that the best practice to contain the spread of COVID-19 is to stay home and limit visits to public places. Our first priority is the health and safety of our employees, guests and communities through these challenging times.

As our staff and management prepared for the 2020 season, we carefully watched the progress of the COVID-19 Pandemic. We monitored closely the recommendations and precautionary measures of the World Health Organization, Health Canada, the BC Centre for Disease Control and our provincial health officer. While we acknowledge that the best practice is to stay home, given the nature of the activity of rafting in wide open spaces, and with rigid protocols in place, the service of rafting trips can continue whilst reducing the risk of transmission of the COVID-19 virus to customers and employees. It is acknowledged that participating in outdoor activities can offer health benefits to both the participants physical, mental and emotional well-being.

<Insert Rafting Company name> is committed to the ongoing safety of our customers and employees. A number of precautionary measures have been put in place to help reduce the risk of virus transmission. Safety will rely on the full cooperation of our customers and employees from the time we arrive at the facility until the time we leave.

The safety measures we have implemented include:

- Monitoring Employee health
- Practicing physical distancing
- Use of PPE
- Reducing the number of touch points & rigorous cleaning of remaining touch points
- Training our employee on enhanced cleaning, disinfecting and sanitizing procedures
- Requiring the adherence of customers and employees to our policies and procedures.

A full list of the internal measures we have implemented can be found on our website < website address and link> and these measures are also posted at the <insert location>. We hope that our environment will return to normal in the not too distant future, but for now, this method of operation will become our new normal.

We acknowledge that every customer will make their own decision as to whether it is in their best interest to participate in rafting during these times or not. However, should you choose to join us, we will welcome you and require your full cooperation with regards to the measures that have been implemented for everyone's safety.

Stay safe,

<Insert General Manager's name>

<Insert Rafting Company name>

B. GENERAL MESSAGING TO CUSTOMERS

- 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 to enter the facility. If you don't feel well, please stay home, and, when in doubt, get tested.
- If you have traveled outside of Canada, you are not permitted at our facility until you have self-isolated for a minimum of 14 days. If you are showing symptoms of COVID-19, please do not come to our facility. If you live in a household with someone who has COVID-19 or is showing symptoms of COVID-19, please do not come to our facility.
- Online or over the phone booking and payment is preferred. If payment is required at the time of the tour, only credit and debit card will be accepted.
- You will be required to sign a declaration of health prior to commencing the tour.
- You will be required to agree to contract tracing prior to the tour. Should you or someone in your group test positive for Covid-19 subsequent to the tour and within 14 days, you agree to contact the company and inform them. In addition, the company agrees to inform you and your party should someone that you may have been in contact with during your tour, tests positive for Covid-19.
- PHYSICAL DISTANCING (minimum 2m/6ft apart) IS REQUIRED WHILE ON SITE between groups who have not booked, traveled and arrived together at our facility. Failure to observe physical distancing risks the closure of the company, and as such, you will be asked to leave the premises and may be suspended from future trips.
- The exception to PHYSICAL DISTANCING of 2m/6ft is within shuttle vehicles and rafts. In shuttle vehicles, masks must be worn at all times. (Please see Transportation). Within the rafts, groups will be those who are travelling together and/or there will be a minimum of 1m/3ft between guests (See Rafting Operations)
- Following the recommendations of Health Canada, we require all customers to wear a mask while present at the facility; including in the changing rooms and on the shuttle vehicles. We recommend that you bring your own mask for use during the tour.
- We recommend that you bring hand sanitizer and use it every time you touch a foreign surface (doors, doorknobs, seats, railings).
- Please bring your own water as we will not be providing any and will have no place for you to fill up your water bottles at this time.
- Do not handle each other's paddles, helmets, PFDs or wetsuits.
- The washrooms on-site are open and are disinfected frequently.

C. CHECK-IN POLICIES

- Online or over-the-phone booking is recommended including payment.
 - Include the points of the general welcome message as part of the booking conditions or confirmation and refer to where more detailed information about the customer responsibilities and company protocols can be found i.e. website, posted at the facility.
- PRACTICE PHYSICAL DISTANCING (minimum 2m/6ft apart) between booking parties and employees. Where physical distancing is not possible guests and employees must both wear a mask.
- Consider employing a greeter who will inform the customer of the various protocols that are in place. Each customer must be asked if they have returned from travel outside of Canada within the last 14 days, if they have, they will be asked to leave the property immediately.

- Waivers are to be completed online and prior to the tour if the company has adopted a digital waiver system. Otherwise, PHYSICAL DISTANCING and/or use of a mask should be observed when administering paper waivers to guests.
- If payment is required at the facility it must be by credit or debit card.
- Guests are not to arrive at the rafting facility any earlier than necessary. Avoid gathering of people in areas close to the facility i.e. car parks, outside check-in offices; encourage PHYSICAL DISTANCING between groups.
- Where entry into a facility is required and includes opening/closing of a door, install hand sanitizing stations, prop entry doors open and clean all surfaces and touched items before the next booking group enters.
- Increase and encourage frequent handwashing and hand sanitizing among all customers.

D. CUSTOMER ADHERENCE

All policies will be enforced and anyone not in compliance with these policies will be asked to leave the premises and may be suspended from future trips.

VII. PROTOCOLS FOR RAFTING OPERATIONS

In the event where an individual's life is perceived to be in immediate risk, standard river safety risk management protocols will supersede Covid-19 safety protocols. In the same, if the raft guide deems the need to break physical distancing protocols to address an immediate risk, this shall be undertaken.

Rafting trips take place in dynamic, wide, open outdoor environments with constant air flow and "natural washing" from the rivers. Therefore, the risk of infection while on the raft is recognized to be low.

A. PRE-TRIP PROCEDURES (in addition to that already covered in this document)

Customer Briefings

- Employees and guest groups must maintain physical distancing (2m/6ft) during introductions, orientations and safety briefings.
- Where employees and guest groups cannot maintain physical distancing (2m/6ft) they must wear face coverings/masks.

Changing Procedures

- Employees and guests are to maintain physical distancing (2m/6ft) where possible.
- Employees and guests are to wear face coverings/masks during the changing process as they are required to come within 2m/6ft of each other at times.
- Reduce the number of employees delegated to handing out the rafting equipment (wetsuits, boots etc.) to the guests. Reduce job mixing and keep the same employees on the same task for the duration of the trip.
- Guests are to change with their booking group only, unless the changing facility can accommodate physical distancing measures (2m/6ft).
- Guests must use hand sanitizer before entering the changing area.

- Guests should be able to pick up the remainder of the required gear (life jacket, paddle) with minimum contact to employees and/or while wearing a face covering/mask.

Rafting Procedures

- Transport from the facility to the river maintaining the guidelines set out in the Transportation section of this document.
- All reasonable effort should be made to have guests from the same booking group only on the raft together, i.e. one family of five people will stay together and be the only guests on that raft with the raft guide positioned at the furthest back part of the raft.
- Where booking groups are not large enough to power a raft by themselves i.e. groups of 2 in larger raft sizes, small guest groups will be placed together with a minimum distance of 1m/3ft between each guest. Groups will be spread apart as much as possible in the rafts.
 - Risk of infection while on the raft is considered low as per the statement at the beginning of this section.
- Guests and raft guides are not required to but can opt to wear a mask during the rafting portion of the trip. They are not required as the guests will be mostly within only their booking groups, and the mask could pose a potential safety hazard in the river environment.
 - Guests must be able to hear commands from the raft guide at the back of the raft in order to be able to successfully paddle the raft down the river and adhere to safety instructions when required to. On some rivers, if the guide wears a mask it could inhibit the ability of the guests to hear them.
 - In the raft, the orientation of the guests and raft guide all facing the same direction i.e. face to back and not face to face, reduces the chance of infection.
 - If guests chose to wear a mask on the river, they should be informed that it may get wet and not stay on.
- The procedures outlined in this document must not compromise the river regulations set out by the BCROA for the river being commercially operated on.

B. POST TRIP PROCEDURES

- Transport from river to the facility maintaining the guidelines set out in the Shuttle Vehicle Procedures section of this document.
- Guests should be directed to remove all of their equipment (PFD, helmet, wetsuit, boots) and drop directly into a cleaning or disinfectant bucket or hang where it can be cleaned or disinfected. Wetsuits should be taken off inside out for better cleaning.
- Employees must not be required to touch customer equipment before it has been cleaned unless they are the designated cleaners.

C. EQUIPMENT CLEANING GUIDELINES

- The same employees should handle the equipment for that trip to minimize the contamination risk.
- Suitable PPE should be worn when cleaning the equipment and employees must wash their hands before and after the process. See
- Use the appropriate cleaning and disinfectant product for the item being cleaned as outlined in the CLEANING, SANITIZING AND DISINFECTING PROTOCOLS section of this document.

- Certain disinfectants such as bleach will chemically attack and damage fabrics such as neoprene wetsuits or webbing materials and are not recommended to be used. Instead, a thorough wash using regular wetsuit detergent in warm/hot water and a rinse is suggested.
- “Sink the Stink” or other gear deodorizers do not have any disinfecting qualities.
- Washed porous equipment (wetsuits, PFDs, boots etc.) should be left to dry for as long as possible and kept out of rotation for a minimum of 24hrs before being used again.
- Hard-surface, non-porous equipment (paddles, first aid cases, rescue gear etc.) that go on the raft can be disinfected before going out on the next trip.
- Rafts must be cleaned and disinfected between each trip using the prescribed cleaning methods and product.

D. EMPLOYEE PROCEDURES FOR RAFT SPECIFIC TRAINING (in addition to that already covered in this document)

- Essential hands-on river rescue training scenarios will continue to be undertaken for necessary employees only.
- All reasonable effort must be made to adapt training sessions and allow for physical distancing (2m/6ft). Where this is not possible, face masks must be worn when they do not pose a safety hazard to the employee i.e. not while whitewater swimming.
- River familiarity training will occur in accordance to BCROA river regulations, but employees must observe physical distancing (2m/6ft) and/or wear a face mask where appropriate.
 - Employees who are competent enough to complete river familiarity requirements in whitewater kayaks should do so as physical distancing (2m/6ft) can be observed.
 - If river familiarity must be completed in rafts, then a minimum of 1m/3ft physical distancing should be implemented.
- Any transport that is required to facilitate training sessions must follow the protocols outlined in the SHUTTLE VEHICLE PROCEDURES section.

E. RESCUE SCENARIO RESPONSE GUIDELINES

- In the event of an incident, the physical safety of customers and employees will take precedence over physical distancing measures to allow for required intervention and preservation of life.
- First aid kits should contain extra face masks that can be used during on shore extractions.

VIII. SHUTTLE VEHICLE PROCEDURES

Notice to Reader: These practices are taken from the Transport Canada guidelines on public transportation measures for COVID 19. They have been adapted for private transport in enclosed vehicles.

The guidance and recommendations contained within this document are required practices for motor carrier, bus, and van operators and passengers.

The intent of this guidance is to limit transmission of COVID-19, recognizing that the use of face coverings helps to protect people in proximity to the wearer of the mask by limiting the spread of respiratory droplets at times when physical distancing (2m/6ft) is difficult to maintain.

As outlined in the Federal safety guidance to protect drivers, proven interventions to limit the spread of COVID-19 include: hand washing, regular cleaning of commonly touched surfaces, and respecting physical distancing by maintaining a 2m/6ft distance from other people. It is critical that these measures continue.

A. USE OF FACE COVERINGS (in accordance with [Transport Canada Guidelines](#))

All drivers and passengers will wear a non-surgical face covering at all times whilst on the shuttle vehicle. Guests must provide their own compliant (E) facemasks and have sufficient quantities for the duration of their travel or they must be provided by the company. This must be communicated to the guests during the booking process.

Drivers will advise passengers to wear face coverings when boarding and throughout their trip. If operationally feasible and appropriate, operators must deny boarding to passengers who refuse to wear face coverings without a valid justification for doing so when physical distancing measures cannot be respected.

B. PHYSICAL DISTANCING

Physical distancing of 2 meters / 6 ft is the preferred objective for travel in the shuttle vehicle transport where it can be practically achieved. Where it cannot be achieved, a face mask must be worn at all times and as much space between groups provided as possible.

Encourage extra space between riders and drivers through education from employees and the use of signs and posters on vehicles.

Use protection barriers to prevent customer contact with drivers where possible. Prevent the use of seats closest to the driver to maintain physical distancing, if possible.

Advise guests to take seats at the rear of the vehicle first to minimize close contact with others from passing on the vehicle. If the vehicle is equipped with rear doors adopt a rear-loading process.

C. HAND WASHING

Hand washing with warm soap and water and where not possible hand sanitizer must occur pre and post each transportation event/occurrence. Guests and/or employees must carry sufficient hand sanitizer for each leg of the transportation to and from their destination.

Remind guests prior to boarding the vehicle to wash their hands or use the hand sanitizer provided.

D. AIR FLOW

Air flow throughout the shuttle vehicle should be increased by opening windows and/or using the air conditioner function.

E. CLEANING

Cleaning routines must be adapted, and increased focus placed on disinfecting common surfaces as well as waste disposal after each trip before new passengers embark. Employees must be equipped with the necessary protective equipment and be made responsible to remove any waste and to disinfect surfaces.

Ensure both the inside and outside of vehicles, as well as transit stations and facilities, are being cleaned regularly, including a disinfectant wipe down of all touch points (e.g., door handles, steering wheels, seats, windows, stair and escalator handrails, elevator buttons, fare gates, vending machines, garbage handles, benches, seats, emergency cabinets, and emergency phones).

When disposing of or cleaning a face covering, passengers and drivers should take the following precautions:

- Cloth masks can be laundered with other items using a hot cycle, and then dried thoroughly
- Non-medical masks that cannot be washed should be discarded and replaced as soon as they get damp, soiled or crumpled
- Dispose of masks properly in a lined garbage bin
- Do not leave discarded masks in vehicles

IX. FOOD AND BEVERAGE PROTOCOLS

The BCROA recommends eliminating food and beverage service at rafting facilities. Companies that deem the service of food and/or beverages essential due to the nature and/or length of the rafting activity, must follow the protocols outlined in the ministerial order of the British Columbia provincial health officer dated 20 March 2020.

<https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/reports-publications/covid-19-pho-order-nightclubs-food-drink-services.pdf>

Rafting companies must follow any updated mandates from the provincial health officer as they are provided.

X. SUGGESTED EMPLOYEE ATTESTATION

I hereby attest that I have fully read and understood the contents of this document and will observe the protocols and procedures within, until which a time they are no longer valid or new protocols are communicated to me.

Name: _____

Witness Name: _____

Signature: _____

Witness Signature: _____

Date: _____

Date: _____

Company: _____