



**BANFF CANOE CLUB  
COVID-19 BEST PRACTICES**

## The Banff Canoe Club

The Banff Canoe Club is a canoe, kayak and SUP rental operation in Banff, AB.

### I. EMPLOYEE ILLNESS AND SAFETY PROTOCOLS

During the COVID-19 outbreak, the Banff Canoe Club will follow all mandates and orders from the CMHO, regional health authorities, Workers Compensation and Health Canada.

#### A. EMPLOYEE ILLNESS POLICY

The Banff Canoe Club has an updated Employee Illness Policy that includes approved protocols for Covid-19. This policy must be communicated to all employees before they arrive at work.

##### 1. EMPLOYEE SELF-ASSESSMENT:

1. Employers should implement daily screening of staff, volunteers and patrons for symptoms of fever, sore throat, cough, runny nose or difficulty breathing.
2. Encourage employees with symptoms such as cough, fever, shortness of breath, runny nose, or sore throat symptoms to complete the self-assessment and get tested for COVID-19.
3. Order 05-2020 legally obligates individuals who have a cough, fever, shortness of breath, runny nose, or sore throat (that is not related to a pre-existing illness or health condition) to be in isolation for 10 days from the start of symptoms, or until symptoms resolve, whichever takes longer.
4. **These requirements must be followed regardless of whether or not the individual has been tested for COVID-19.**
5. If employees are unsure, use the online self-assessment tool at <https://myhealth.alberta.ca/journey/covid-19/Pages/COVID-Self-Assessment.aspx>. Follow the same link to book a COVID test.

##### 2. IF AN EMPLOYEE IS FEELING SICK WITH COVID-19 SYMPTOMS:

1. If an employee or volunteer does come to work sick, or becomes sick while at work, the following requirements apply:
  - i. Employees, volunteers or patrons who appear to have acute respiratory illness symptoms (e.g. cough, shortness of breath) upon arrival to the workplace, or become sick while at the workplace, should begin isolation at home immediately.
  - ii. After being directed to leave the business, symptomatic employees should follow hand hygiene and respiratory etiquette and maintain at least 2 meters of distance from other employees, volunteers and patrons.
  - iii. Arrangements should be made by the employer for transportation home where needed; public transportation like buses, taxis or ride sharing should be avoided.
  - iv. Once a sick individual has left the workplace, clean and disinfect all surfaces and areas with which they may have come into contact.

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- v. The employer should immediately consider and record the names of all close contacts of the sick worker who has been in contact with that day and in the 48 hours prior to when the symptoms started in the case. This information may be necessary if the sick worker later tests positive for COVID-19.
  - vi. Advise the employee they must isolate for 10 days or get a COVID test.
2. Employers should emphasize that anyone who is sick with cold-like symptoms such as cough, fever, runny nose, sore throat or shortness of breath, **MUST NOT** be in the workplace.
    - i. Patrons with these symptoms should not be allowed in the workplace and should be advised to return home.
    - ii. There should be no disincentive for staff or volunteers to stay home while sick or isolating.
    - iii. Changes to the Employment Standards Code allow full and part-time employees to take 14 days of job-protected leave if they are:
      1. required to isolate, or
      2. caring for a child or dependent adult who is required to isolate.
  3. Employees are not required to have a medical note.
  4. Persons in isolation are not required to remain in isolation if they test negative for COVID-19 and have no known exposure to COVID-19. However, they must not return to work until symptoms have resolved.

### 3. IF AN EMPLOYEE TESTS POSITIVE FOR COVID-19:

1. Order 05-2020 legally requires individuals to be in isolation for a minimum of 10 days if they have tested positive for COVID-19. The isolation period is 10 days from the start of symptoms, or until symptoms resolve, whichever takes longer.
2. If an employee or volunteer is confirmed to have COVID-19, and it is determined that other people may have been exposed to that person, Alberta Health Services (AHS) may be in contact with the business to provide the necessary public health guidance. Records may be sought up to two-weeks prior to the individual becoming ill.
3. Employers should work cooperatively with AHS to ensure those potentially exposed to the individual receive the correct guidance.

### 4. IF AN EMPLOYEE HAS BEEN IN CONTACT WITH SOMEONE WHO HAS COVID-19:

1. Once contact is confirmed, remove the employee from the workplace for at least 14 days, or as directed by public health authorities.
2. Inform other employees who may have been exposed, and remove them from the workplace for 14 days, or until a diagnosis of COVID-19 is ruled out by health authorities.
3. Immediately close off, clean and disinfect the work areas and any surfaces that infected employees may have touched.

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### 5. EMPLOYEE SUPPORT

1. Advise employees that if they are directed to stay home or are sick with COVID-19, human resources (where applicable) and management will contact them to provide guidance and support throughout their leave.

### 6. REQUIREMENTS FOR EMPLOYEES TO QUARANTINE OR SELF-ISOLATE

Quarantine and isolation refer to separating and restricting people from contact with all others to prevent transmission. Quarantine is done when people are not yet sick, but have been exposed to the virus. The quarantine period for COVID-19 is 14 days. It can take up to 14 days for an individual to develop symptoms.

Isolation is done when people are sick, to keep them from infecting others. The isolation period for COVID-19 is 10 days or until symptoms resolve, whichever is longer.

1. QUARANTINE: In compliance with Order 05-2020, Albertans are legally required to be in quarantine for 14 days either:
  - i. Immediately upon return from travel outside of Canada, or
  - ii. If they are a close contact of a person who tested positive for COVID-19.
2. Order 05-2020 includes the following restrictions and requirements for quarantine:
  - i. Remaining at home.
  - ii. Not attending work, school, social events or any other public gatherings.
  - iii. Not taking public transportation.
  - iv. Watching for relevant symptoms.
  - v. If persons in quarantine begin to experience symptoms (cough, fever, shortness of breath/difficulty breathing, runny nose, or sore throat) not related to a pre-existing illness or health condition or to a known exposure to COVID-19, they must enter isolation for a period of **10 additional days** from the start of their symptoms, or until symptoms resolve, whichever is longer. However, in no case shall the total stay in quarantine/isolation be less than 14 days.
3. ISOLATION: Albertans are legally required to be in isolation for 10 days, or until symptoms resolve, whichever takes longer, if they:
  - i. Are diagnosed with COVID-19.
  - ii. Develop a cough, fever, shortness of breath/difficulty breathing, runny nose, or sore throat not related to a pre-existing illness or health condition or to a known exposure to COVID-19.
4. Order 05-2020 includes the following restrictions and requirements for isolation:
  - i. Remaining at home, and 2 meters distant from others at all times;
  - ii. Not attending work, school, social events or any other public gatherings;
  - iii. Not taking public transportation.

### 7. EMPLOYEE RESPONSIBILITIES

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

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1. PRIORITY 1: Wash your hands with soap and water for at least 20 seconds before your shift and sanitize your hands as frequently as possible during your shift.
2. PRIORITY 2: Practice physical distancing – keep a minimum distance of at least two meters (six feet) away from fellow employees and customers, unless you are wearing a mask.
3. 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.
4. Avoid touching your eyes, nose, or mouth with unwashed hands or when wearing gloves.
5. 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.
6. If soap and water are not available, use an alcohol-based hand sanitizer that has greater than 60% alcohol content.
7. Clean and disinfect frequently touched objects and workstation surfaces as per directions in the Cleaning, Sanitizing and Disinfecting Protocols section of this document.
8. Stay informed. Information is changing frequently.

## II. PHYSICAL DISTANCING, HAND WASHING AND PPE PROTOCOLS

### A. PHYSICAL DISTANCING

As defined by Health Canada, physical distancing means limiting close contact with others. When outside 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 the following physical distancing guidelines:

1. Minimize close-contact interactions with customers and other employees whenever possible.
2. Whenever possible, keep at least two meters (six feet) distance between yourself and others.
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 II of this document.

### B. HAND WASHING

As defined by Health Canada, frequent and proper hand washing is recommended to prevent 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, use alcohol-based hand rubs (ABHR) or hand sanitizer to clean your hands. However, if your hands are visibly soiled, first use a wipe and then ABHR / hand sanitizer to clean them effectively.

In addition to other situations not included here, employees must sanitize their hands when:

1. Entering or leaving any structure at the facility
2. When putting on or removing Personal Protective Equipment (PPE),
3. Before and after breaks, and when using washroom facilities,
4. Before and after handling customer equipment.

### C. PERSONAL PROTECTIVE EQUIPMENT

1. Use of Personal Protective Equipment (PPE) is categorized as follows, based on exposure risk:

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- **LOW RISK:** tasks where an employee is isolated, e.g. boat repairs / maintenance
  - Regular hand washing / sanitizing must be observed.
  - Areas and equipment that were handled are cleaned before and after use
- **MEDIUM RISK:** where employees have interactions with customers and/or other employees, but can be physically distanced, e.g. rentals out/ rentals return (in cabin)
  - Physical barriers to be implemented – tables, glass protective shield
  - Regular hand washing / sanitizing must be observed.
  - Areas and equipment that were handled are cleaned before and after use
- **HIGH RISK:** tasks where employees or customers cannot maintain physical distancing, e.g. putting guests in boats
  - Regular handwashing or sanitizing must be observed.
  - Employees wear non-medical face coverings unless non-medical face covering pose a severe risk to safety
  - Areas and equipment that were handled must be cleaned before and after use, per manufacturer-recommended guidelines.

2. Employees must use PPE (gloves and non-medical face covering while cleaning customer equipment). Employers must provide the employees with the PPE.

3. **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 handwashing or sanitizing; thorough handwashing should take place before and after wearing the gloves.

4. **NON-MEDICAL FACE COVERINGS:** Protective layers of absorbent fabric (such as cotton) that snugly fit over the nose and mouth and secure to the face with ties or ear loops.

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

### III. GENERAL EMPLOYEE PROTOCOLS

#### A. SHIFT PREPARATION

1. All employees must sanitize their hands once they arrive at work, every time they enter and leave the docks.
2. Personal Protective Equipment (PPE) must be provided and worn for all operational duties as per the exposure risk categories outlined in this document.
3. Shifts and breaks should be staggered.
4. Job mixing is minimized. Try and have the same employees do the same tasks during their shift.

#### B. PHYSICAL DISTANCING AND SANITATION

1. Physical distancing is maintained during all breaks. If possible, employees should be encouraged to have meal breaks offsite and the use of fridge is minimized.
2. After each use, employees must disinfect all surfaces they have touched e.g. fridge
3. Employees should carry their own hand sanitizer.
4. Remind employees to keep their hands away from their face.
5. Remind and enforce physical distancing among employees at all times.

#### C. WORKSTATIONS

1. Have self-serve hand sanitizers at each workstation and area.
2. Maintain physical distancing with the positioning of workstations.
3. If more than one employee is working in a facility, each person should be assigned to use a particular workstation, Point of Sale (POS) system and phone. At the end of the shift, the workstation and equipment must be cleaned prior to use by another employee.

#### D. EMPLOYEE PERSONAL EFFECTS

1. Minimize personal storage areas (back shed), remove all non-essential items and disinfect after each use.
2. Only one employee is in back shed at a time, unless physical distancing can be guaranteed.

#### E. STAFF MEETINGS AND TRAINING

1. Reduce in-person staff meetings. Communicate task assignments via email, text, zoom or Facebook group.
2. When possible, keep employees doing tasks they already know to minimize training.
3. If training is required, have employees review standard operating procedures or watch training videos before hands-on training.
4. For hands-on training, employees must wash their hands / sanitize frequently

## **F. CUSTOMER INTERACTIONS**

If a customer in the facility has a question or feedback related to the COVID-19 outbreak, please have them email management. Employees should listen to them and give them contact information, including email addresses. Employees should not make comments related to the customer's question or feedback.

## **G. MEDIA INTERACTIONS FOR EMPLOYEES**

Employees should not speak with the media (radio, television stations, newspapers, etc.). If the media approach an employee regarding COVID-19, they should be polite but not comment. The news media engage, sometimes aggressively, to get information. Employees must not get angry or careless. Refer them to Tanya Price or Daryn McCutcheon. Employees should use the following to reply to media: "I want to make sure you have accurate, up-to-date information — so please contact our management."

## **H. DISCIPLINARY ACTION(S)**

All company employees follow protocols in this document. The Banff Canoe Club recommends having employees sign the included attestation to confirm that they have read this document and understand the importance of following the protocols. Companies should document training received by employees and add these training protocols to your company's Health & Safety orientation and procedures. Standard disciplinary actions, as per your company, should be enforced for failure to observe protocol.

## **I. CONTRACT TRACING**

To enable quick contact with employees, employers should maintain an up-to-date contact list for all staff and volunteers, including names, addresses and phone numbers. For the purposes of tracing close contacts, employers should be able to indicate:

1. Roles and positions of persons working in the workplace.
2. Who was working onsite at any given time
3. Who an employee may have worked with on any given shift
4. Guest information to be collected at rental check in

## **IV. CLEANING AND DISINFECTING PROTOCOLS**

COVID-19 is susceptible to disinfectants and sanitizers. The following protocols must be implemented and documented to reduce the risk of spreading COVID-19:

1. Increase the frequency of cleaning and disinfecting of high traffic areas and common areas
2. Frequently clean and disinfect high-touch/shared surfaces such as: tables, ledges

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3. Regular household cleaning and disinfecting products are effective against COVID-19 when used according to the directions on the label.
4. Remove all communal items that cannot be easily cleaned, such as picnic tables, public benches

### 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, used after cleaning, reduce the level of bacteria to a safe level. Follow the manufacturer's instruction for concentration and contact time. Use sanitizers on food contact surfaces. When using a sanitizer at the no-rinse concentration level, the surface is not rinsed with potable water.
- Disinfecting: refers to the use of chemicals, e.g. EPA-registered disinfectants, to kill bacteria and viruses on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but can lower the risk of transmission by killing germs on a surface that has been cleaned. Disinfectants differ from sanitizers; they have a greater ability to destroy bacteria, viruses and molds. Disinfectants at a higher concentration require a longer contact time than sanitizers. Food-grade disinfectants, used on food contact surfaces, may need to be rinsed off with potable water.

### B. HARD (NON-POROUS) SURFACES

1. Clean dirty surfaces using detergent or soap and water prior to disinfection if required
2. Use and discard disposable gloves and cloths when cleaning and disinfecting hard surfaces.
3. Reusable gloves and cloths are used exclusively to clean and disinfect surfaces for COVID-19, not for other purposes. Thoroughly clean reusable gloves and cloths between each use.
4. Disposable towels and spray cleaners, or disposable wipes, should be available to staff, volunteers and (as necessary) patrons to regularly clean commonly used surfaces.
5. Clean hands immediately after gloves are removed.
6. Follow the manufacturer's instructions for cleaning and disinfection products.
7. Health Canada has approved several hard-surface disinfectants and hand sanitizers for use against COVID-19. Alternatively, if bleach is safe for the surface, use a bleach-water solution with 100 ml of bleach to 900 ml water. Follow manufacturer's instructions for application, ensuring a contact time of at least ten minutes for disinfecting and one minute for sanitizing. Allow proper ventilation during and after application.
8. Never mix bleach with ammonia or any other cleanser.
9. Check that products are not expired.

### C. ELECTRONICS AND POS EQUIPMENT

1. After each use, clean payment terminals that were touched by a customer.
2. Consider the use of wipe able covers for electronics.

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3. To clean, first remove all visible dirt on electronics, such as POS equipment, tablets, touch screens, remote controls, keyboards and telephones.
4. Follow manufacturer's instructions for all cleaning and disinfection products.
5. If no manufacturer instructions are available, use alcohol-based wipes or sprays that contain at least 70% alcohol to disinfect touch screens.
6. Allow surfaces to dry thoroughly.

### D. EQUIPMENT

1. Hard or non-porous surfaces must be cleaned and disinfected by following the Hard Surface (Non-Porous) procedure outlined above. These surfaces include paddles, dry bags and some rescue gear.
2. Clean canoes/ kayaks/ SUPs thoroughly using manufacturer-recommended cleaning products.
3. Fabric or porous items, such as PFDs, must be cleaned using a manufacturer-recommended product, such as spraying with disinfectant/submerging in sanitizing solution and hanging them to dry in the sun before adding them back into the rotation for guests to use.
4. Place customer equipment in a rotation that allows for sanitation between each customer's use.

### E. SUGGESTED AREAS FOR CLEANING AND DISINFECTING

Surfaces include anything that customers and employees touch.

1. Cabin / Shed / Public Areas / Dock
  - o Door knobs / door push bar / door handles
  - o Counter tops / Chairs
  - o Cash till / computers / keyboards / Printers / Radios
  - o Pens / Clipboards
  - o POS terminals / merchant terminals / handheld devices
  - o Handrails / light switches / thermostat controls
  - o Sound system and Speaker remote controls

### F. PRODUCT GUIDE FOR DISINFECTANTS

PRODUCT	APPLICATION	DEFINITION	PROTECTION LEVEL
<b>Multi-Surface Cleaner</b>	<p>Use full-strength or dilute 250 ml/4L of warm water. Pre- clean surface. Apply to the surface until thoroughly wet. Wipe with a clean cloth or mop.</p> <p><b>To Sanitize:</b> Leave for 1 minute before wiping.</p> <p><b>To Disinfect:</b> Leave for 10 minutes before wiping. Rinse all food contact surfaces with water after using the product.</p>	<p>Disinfectant that meets Health Canada's requirements for emerging viral pathogens. These authorized disinfectants may be used against SARS-CoV-2.</p>	<p>Advanced disinfectant and sanitizer for <b>Hard Surfaces</b></p>

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<p><b>Bleach (6%) Solution</b></p>	<p>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.</p>	<p>General use disinfectant and sanitizer for hard surfaces</p>	<p>Recommended by the AlbertaCDC for disinfecting <b>Non-porous Surfaces.</b></p>
<p><b>Neutral Disinfectant Cleaner</b></p>	<p>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.</p>	<p>Advanced disinfectant and sanitizer for hard surfaces, low acidity.</p>	<p>Approved for use against the coronavirus disinfecting <b>Non-porous Surfaces</b></p>
<p><b>Disinfecting Wet Wipes (70% Alcohol)</b></p>	<p>Pre-clean surface. Use 70% alcohol based fresh wipes to thoroughly wet the surface. <b>To sanitize:</b> Allow the surface to remain wet for 10 seconds. Air Dry.</p>	<p>Single use isopropyl alcohol wet wipes, disposable.</p>	<p>Safe to use on <b>electronics</b> including <b>Smartphones, Tablets</b> and <b>POS</b> equipment</p>
<p><b>Touch Free Hand Sanitizer</b></p>	<p>Minimum 70% alcohol hand sanitizer solution, rub hands together until dry.</p>	<p>General use to kill bacteria and viruses.</p>	<p>On <b>hands</b> if handwashing is not available</p>

The link below provides details on what disinfectants meet Health Canada's requirements for COVID-19: <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>

**V. SIGNAGE AND WAIVERS**

1. Clear, concise communication of policies and protocols must be easily available to customers and employees:
2. Post steps taken to prevent virus transmission, and the importance of their roles in these measures, such as displaying posters.
3. Place appropriate signage outside buildings and structures, outlining the physical distancing guidelines in place.
4. ([Download](#)) [Self-assessment signage for employees](#), including how to access the Self-Assessment Tool online, must be posted in a highly-visible location.
5. Consider posting legal waivers and participation agreements online so customer can peruse prior to coming

## VI. CUSTOMER MESSAGING

### A. RECOMMENDED CUSTOMER NOTICES

1. Anyone displaying symptoms of COVID-19 is NOT permitted to enter our facility. If you don't feel well, please stay home, and, when in doubt, get tested.
2. 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.
3. If you have travelled outside of Canada, you must self-isolate for a minimum of 14 days before you are permitted at our facility.
4. For payments required at the trip time, touchless credit and debit card transactions are preferred.
5. You must agree to contact tracing before renting.
6. Should you or someone in your group test positive for Covid-19 after the trip and within 14 days, you must agree to inform our company. The company will inform you and your group if someone that you may have been in contact with during your canoe trip tests positive for Covid-19.
7. PHYSICAL DISTANCING IS REQUIRED: groups who have not booked, travelled and arrived together at our facility must maintain a minimum of 2 M/ 6ft distance between them. Failure to observe physical distancing risks closure of the company, and as such, you may be asked to leave the premises and be suspended from future trips / rentals.
8. All customers in a canoe / kayak will either be one group that has booked, travelled and arrived together at our place of business.
9. Although we clean surfaces between guests, we recommend that you bring your own hand sanitizer and use it every time you touch a surface in our facility.
10. We are not providing water and are unable to fill water bottles.
11. Do not handle each other's paddles or PFDs

### B. CHECK-IN PROTOCOLS

1. Rentals check in area and rentals return area to be revised so no guests go inside the cabin. Implement directional flow and signage to practice social distancing.
2. For payment required at the facility, a touchless payment terminal is recommended.
3. Include the points of the general welcome message as part of the booking conditions or confirmation. Indicate where to find detailed information about customer responsibilities and company protocols, e.g. website, posted at the facility.
4. PRACTICE PHYSICAL DISTANCING between groups and employees.
5. Use PHYSICAL DISTANCING or PPE when administering paper waivers to customers.
6. Avoid gathering of people in areas close to the facility, e.g. car parks, outside check-in.
7. Encourage groups to maintain PHYSICAL DISTANCING.

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8. Increase and encourage frequent hand sanitizing among customers.

### C. CUSTOMER ADHERENCE

Advise customers that anyone not in compliance with these policies will be asked to immediately leave the premises, and may be suspended from participation in future trips.

## VII. RENTAL OPERATION PROTOCOLS

### A. RISK OF VIRUS TRANSMISSION:

Canoe / Kayak / SUP trips take place in dynamic, wide-open, outdoor environments with constant airflow and 'natural washing' from rivers. On canoes and kayaks, participants all have the same forward-facing orientation, which may reduce the risk of transmission. Overall, on a canoe or kayak, the risk of virus transmission is estimated to be low.

### B. PRE-TRIP PROCEDURES

1. Offer hand sanitizer spray to all guests entering the operation.
2. Guests are issued with a clean, sanitized pen and clipboard while filling out the waiver and contact information, which is gathered for contact tracing. Payments are touchless (limited cash payment)
3. Guests receive a sanitized paddle and PFD each and directed to the dock / beach when it is safe to do so.
4. They are then provided a clean Canoe / Kayak / SUP and given directions for the river and creek.
5. Guests are required to wear masks while on site and at the dock

### C. POST TRIP PROCEDURES

1. Staff will direct guests where to dock upon return.
2. Guests will get out of their Canoe / Kayak / SUP and will remove their equipment (PFD and paddle) and will be directed to place it directly into a bucket where it can be cleaned and disinfected.
3. Red sharpie will be used by dock staff to indicate any Canoes / Kayaks / SUPs that are yet to be sanitized if unable to disinfect them straight away. All boats will be sanitized and left to dry before placing them back in rotation to use.

### D. EQUIPMENT CLEANING GUIDELINES

1. To minimize the risk of virus transmission, a designated employee will be allocated to the sanitize equipment
2. Employees who are designated to clean the customer equipment must be provided with PPEs, and must wash their hands before and after. No other employee can touch customer equipment before it has been cleaned.
3. CLEANING, SANITIZING AND DISINFECTING PROTOCOLS in this document must be followed.

**E. SPECIFIC EMPLOYEE TRAINING**

1. Employees travelling to undergo training from outside of Canada must self-isolate for 14 days before starting training.
2. Make all reasonable efforts to adapt training sessions to allow for physical distancing. Where this is not possible, non-medical face coverings must be worn.
3. River familiarity training trips will be conducted in accordance with the Paddle Canada Safety Standards, and employees must observe physical distancing and/or wear a face mask where possible.
4. First aid kits should contain extra non-medical face covering that can be used during shore-based rescues