

## MEMORANDUM

DATE: March 13, 2020

TO: Vancouver Lookout Contacts

FROM: The Vancouver Lookout

SUBJECT: Vancouver Lookout Response to COVID-19

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To our visitors and partners,

The health and safety of our visitors, employees, and partners is a top priority for all of us at Vancouver Lookout. We wanted to provide you with information about measures and precautions we are taking as a result of the concerns related to COVID-19.

While the Public Health Agency of Canada has assessed the current public health risk as low, we are actively monitoring COVID-19 and are committed to following the recommendations made by local health officials.

The Vancouver Lookout continues to welcome visitors at this time. To ensure the safety of our visitors and employees, we have introduced the following enhanced safety measures:

- Increasing our cleaning protocols to specifically clean frequently touched surface points (for example: counters, door handles, tables and chairs, handrails, binoculars and penny machines).
- Offering cashless and touchless payment options via debit or credit.
- Offering a number of hand sanitizer stands around the facility for use by visitors and employees.
- Requiring staff members that are sick or showing symptoms to refrain from coming into work.
- Ensuring washrooms are fully stocked at all times with sanitation supplies.

### **Advice from public health officials:**

Public health officials advise that the most important thing you can do to prevent coronavirus and other illnesses is to wash your hands regularly and avoid touching your face.



Cover your mouth when you cough and if you are sick yourself, stay away from others. Contact your health-care provider ahead of time so you can be safely assessed.

While Vancouver Lookout remains open, it's important to note that local health officials recommend that individuals who are feeling sick or have recently returned from an affected area do not attend public events.

Anyone concerned that they may have been exposed to, or are experiencing symptoms of the novel coronavirus, should contact their primary care provider, local public health office, or **BC's HealthLink line at: 8-1-1.**

If you have any questions about the Vancouver Lookout or about our enhanced cleaning protocols, please contact Stacey Klyne.

We greatly value our visitors and partners, and we thank you for your continued support.

Sincerely,

Stacey Klyne  
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