



## COVID-19 Safety Plan

# *Vancouver Lookout*

This COVID-19 Safety Plan is our business' step-by-step response to increased awareness around, and our enhanced protocols for, the health and safety for our staff and our customers.

Our business is committing to following the steps outlined in each of the 6 areas mandated by WorkSafe BC and the official Public Health Order. Our plan includes outlining our physical changes, our increased protocols, and our required usage of PPE. We also outline the training we will be providing for our staff to ensure that the processes are followed.

Our goal with this plan is to create a workplace that is aware and responsive to the new protocols and physical changes to our workplace as a result of COVID-19. Through our enhanced awareness, we aim to help the Provincial Ministry of Health to reduce the risk of person-to-person transmission through the following 6 measures in order of priority:

- 1 – Creating more space between patrons and staff in our business.
- 2 – Reducing the number of people in our business at any one time according to the latest Public Health Order (PHO).
- 3 – Adding physical barriers between people working in our establishment that cannot otherwise maintain physical distancing.
- 4 – Establishing new rules and guidelines for our staff to follow to help keep people physically distanced and to enhance our cleaning regimens.
- 5 – Defining what positions and in what situations our staff will safely be using PPE, particularly non-medical masks, to limit exposure to respiratory droplets. This includes training on how to use masks correctly.
- 6 – **Limiting private gatherings to no more than 50 people** in accordance with the PHO.

**Our plan is current as of this date:** August 15, 2020

**Our contact for COVID-19 related concerns is:** 604-689-0421

**You can reach our COVID-19 contact by email at:** [pthurston@vancouverlookout.com](mailto:pthurston@vancouverlookout.com)

**Our customer-facing version of this plan is available online at:**

[www.vancouverlookout.com](http://www.vancouverlookout.com)

**Per the Public Health Order, our capacity has been reduced from 220 to 50.**

## **Risks in Our Workplace**

We have worked extensively with our staff and identified the following risk areas in our workplace. We have assessed both physical proximity issues as well as surface contamination issues.

We have identified the following areas where people gather as points where 2 meters (6.5 feet) of physical distancing is difficult to maintain:

- Kitchen on Upper Mall Level
- Spare Office
- Cash Out Room
- high traffic and narrow hallways on Observation Deck
- Cashier station on Observation Deck
- Exterior Elevators

We have identified the following job roles, tasks, and processes where workers are frequently close to one another or members of the public for periods of time that are longer than 15 minutes:

- None at this time

We have identified that the following equipment, computer and POS terminals are high touch surfaces that must be subject to rigorous cleaning protocols:

- Telephones
- ATMS terminals
- POS terminals
- iPad
- shared laptops (Mac)
- shared computer stations and keyboards – Cashout Room and at Ticket and Merch Desk

We have identified that the following locations are high touch surfaces that must be subject to rigorous cleaning protocols:

- elevator buttons and doors
- upper mall door handles
- credit card machines
- washroom doors and faucets

- fridge handles in both kitchens
- windows and window ledges
- Hi – Spy Binoculars
- retail merchandise
- service counters and greet station
- brochure display racks

### **We have created new protocols for reducing risk**

In collaboration with Vancouver Lookout management and staff and in consulting with the WorkSafe BC guidelines for Tourism Attractions / Event Spaces, we have outlined the following processes for reducing risk in our workplace.

- We will create signage to clearly separate entering and exiting
- We will create a one direction walkway through the attraction
- We will log contact information of each tour group leader, event hosts and guests for contact tracing purposes
- Tours will be scheduled every other hour to allow for deck and elevator sanitizing between arrivals
- No more than 2 events will be scheduled per day
- Tours groups will be scheduled with one hour between tours

Our enhanced Guest Ambassador Protocols are:

Tour Guides will:

- Remove all personal items from common staff room and kitchens after each shift
- Wear masks or protective face shields as requested by group leaders or when on tour
- Use microphone when necessary to reduce need to project voice during tour
- Sanitize windows and window ledges after each group
- Sanitize elevators and other already mentioned high touch points after each use

Our Enhanced Office Protocols are:

- We will limit the number of staff on site per day
- Provide multiple hand sanitizing stations in both the upper mall office areas and on the Observation deck for staff and guest use
- Post signage regarding proper handwashing techniques
- Identified high touch points will be wiped down after each use using approved sanitizer
- Office staff will observe social distancing whenever possible, i.e. when in shared offices or kitchen
  
- **Our NEW People Protocols in response to COVID-19**

Our staffing protocols:

- We require staff to declare that they will not come to work if they have had symptoms of COVID-19 in the 10 days prior to their shift. Should staff experience symptoms of COVID-19, they are required to contact Public Health at 8-1-1 and self-isolate if required.
- We require staff to refrain from coming to work if they have had close exposure to a person currently diagnosed with COVID-19.
- Anyone who is returning to our workplace after travelling must have self-isolated for 14 days while monitoring for symptoms before they can work in our business.
- We have set in place staggered arrivals, breaks and shift ends All staff must wash their hands upon arrival at work at the beginning of each shift and upon return from any breaks.
- Visitors to our back of house for deliveries and service are recorded to assist with contact tracing
- We are engaging in regular health and safety conversations and ensuring that staff are bringing forward any concerns about the new work flow in order to improve our COVID-19 response.
- We have posted a Health Resource document to orient our staff to COVID-19 and any related health, bullying and mental health resources.
- We are actively monitoring our social media and our guest feedback online and in person to ensure that we are not experiencing any backlash or negative engagement with customers and managing difficult situations accordingly to assist our staff through this difficult transition.

Our guest protocols:

- We have a hand sanitizing station for guests when they enter the front door to immediately clean hands
- Tour groups will be limited to no more than 50 (must be booked 24 hours in advance)
- Tours will be given to groups of 25 or less to reduce need to excessively project their voice while communicating
- Special events in private space will be limited to groups of no more than 50
- Records will be kept per the Public Health Order for 1 month. Contact information will be used for the PHO or purposes of the booking.
- Guests will be required to wait at an appropriate 2 m distance in all areas where cueing is required (such as exterior elevators)
- Signage is posted at the entrance of the Observation Deck to ensure that no one with symptoms of COVID-19 or who has contact with someone diagnosed with COVID-19 will enter the facility.

We are aware that some guest may not like the new protocols we have instigated and have a staff person assigned to address issues. The point person is Pamela Thurston, Manager of Operations and Guest Experience.

We have posted at the entrance to our business signage that indicates:

- our current occupancy limit
- our core hygiene practices for both staff and guests
- the core public facing elements of our COVID-19 Safety Plan
- our restriction from entering the premises for any visitors or staff with symptoms of COVID-19

### **We are committed to Ongoing Training.**

In our business, we have provided restart training for all our staff and will be conducting training updates to our staff to ensure that any changing regulations are enforced and to respond to any concerns being brought forward by staff or guests.

Our goal for our training is to ensure that our staff is safe in our workplace. Each staff person has agreed to our health check, as this is our front-line defense against COVID-19 in our workplace. Our training covers:

- Physical distancing measures
- Proper handwashing and mask wearing processes
- New sanitation and cleaning processes
- Sanitation and cleaning product instructions and sitting time
- Daily cleaning and deep cleaning checklists

Staff have a designated person to speak to, identified on the cover page of this document, who they can ask COVID-19 related questions to.

**We are requiring masks in specific roles.**

We are supplementing the measures above with limited use of non-medical masks in the following core positions and for the following core tasks:

Tour guides while on tour or in contact with public

We have provided all staff using masks the instructions and training to use them correctly.

**We have enhanced our cleaning and hygiene practices in response to COVID-19.**

We have selected Health Canada approved methods to clean and disinfect surfaces for all common areas and surfaces of our business.

To clean in kitchens, we are using:	Surface Sanitizer
To disinfect tables and menus, we are using:	Ecolab Quat Sanitizer
To disinfect/clean washrooms, we are using:	Ecolab Health Canada Sanitizer
For POS and computer equipment, we are using:	Ecolab Quat Sanitizer

**Hand-washing:** We have installed hand-washing signage at sinks in washrooms and in the kitchens. To support proper hand-washing, we have done a demonstration of proper hand-washing technique for 20 seconds.

**Bathrooms:** Our bathrooms are cleaned after each group departs. All entry/exit and stall door handles, toilet seats, flush mechanisms, urinals and sinks will be wiped down.

**High Touch Locations:** High frequency touch locations are cleaned after every use or when new staff member arrives on site or when group departs as required. POS machines, service counters, debit terminals will be cleaned each time.

Our Enhanced Cleaning schedule is:

- Reception desk and/or service counters and front door handles are wiped down in 30-minute intervals with approved sanitizers.
- Counters, tables, chairs, windows, window ledges must be cleaned or sanitized between groups.
- Credit card machines will be sanitized between patrons who must touch the number pad.
- When staff switch positions, any shared equipment will be sanitized. This will include all repeated contact surfaces such as computer terminals, keyboards, POS machines.
- Staff should perform regular hand washing with soap and water for at least 20 seconds following the official hand-washing guidelines. Hand-washing will be done:
  - Before and after breaks
  - After touching or cleaning tables any surfaces that may be contaminated
  - After sneezing, coughing or nose blowing
  - After touching your face or hair
  - After using the restroom
  - After touching personal phones
  - After using shared equipment such as computers, POS systems and debit terminals between different users
- All kitchen surfaces, equipment used and handles of all types will be sanitized at the end of shift following the product cleaning specs.

**We are committed to adapting and changing as required.**

Our managers are trained to monitor the workplace, engage with staff and ensure that COVID-19 policies and procedures are being followed and that any staff questions are being addressed in a timely manner. Issues that are brought forward that require input from our Health and Safety Committee or advice from WorkSafe BC will be addressed accordingly.

**WorkSafe BC** can be contacted at 1.888.621.7233 for Health and Safety Questions. To report a concern, WorkSafe BC's confidential call line is 604.276.3000.

When issues are brought forward by our staff or our guests, and in the event of changes in the Public Health Order or WorkSafe BC recommendations, we are updating this document and changing the date on the cover page.

We have assigned a COVID-19 point person from our team and that person is also identified with contact information on the cover page.