



Operation Manual during COVID-19

Introduction

The British Columbia Snowmobile Federation (BCSF) has developed a Best Practices for operating while in a COVID-19 environment. This can be found at <https://bcsnowfed.teamwork.com/#/files/5478792> and is a working document, subject to change at any time.

This document is a listing of specific procedures for the Valemount and Area Recreation Development Association (“VARDA”). This document is also a working document, and subject to change at any time.

BASIC INFECTION PREVENTION MEASURES

As appropriate, all staff must implement good personal hygiene and infection control practices. These include but are not limited to the [COVID-19 General Guidelines](#) from the Government of Canada.

1. [Wash your hands](#) often with soap and water or use a hand sanitizer that contains at least 60% alcohol.
2. Avoid close contact and practice physical distancing of at least 6’.
3. Cover coughs and sneezes with a tissue or use the inside of your elbow. Immediately wash your hands.
4. Do not touch your face unless you just washed your hands.
5. Cover your mouth and nose with a cloth face cover when you cannot maintain physical distancing of at least 6’.
6. Clean and disinfect frequently touched surfaces daily.
7. Monitor Your Health and be alert for symptoms. Follow [CDC guidance](#) if symptoms develop.

Supplies

There should always be an adequate supply of hand sanitizer, gloves, and masks on hand. If this supply is running low, please contact the Head Trailhead Collector or VARDA General Manager ASAP to replenish the stock.

In a worst case scenario that supplies have run out last minute, you are allowed to purchase a small supply of sanitizer, gloves, and masks where ever possible and submit a receipt to VARDA for reimbursement.

Training

The VARDA COVID-19 Safety Plan is to be shared with all staff before they return to work so that they understand the steps you have taken to protect them and the public.

At the beginning of every day, the staff will be required to acknowledge that they understand these policies and that they themselves are ok to work that day.

Prior to their first day the General Manager will orient all staff on COVID-19 including a review of the risks, the protocols put in place, what the symptoms of COVID-19 are, and the club's current plan to minimize the risks.

All staff must be fully trained on how to complete proper disinfection, limit occupancy, cleaning frequencies, and the use of PPE.

When they return to work it is important to ensure that all equipment they will be using is inspected, disinfected and ready to operate. Also, ensure that they are adequately trained on using all equipment and supplies.

Before you leave home to come to work

The symptoms of COVID-19 are similar to other respiratory illnesses including the flu and common cold. They include:

- Fever
- Chills
- Cough or worsening of a chronic cough
- Shortness of breath
- Sore throat and painful swallowing -
Stuffy or runny nose
- Loss of sense of smell or taste
- Headache
- Muscle aches
- Fatigue
- Loss of appetite
- Diarrhea
- Nausea and vomiting

If you have any of the above symptoms, have traveled outside of Canada in the last 14 days or have been in contact with anyone who is suspected of having COVID-19 please stay home in self isolation/quarantine.

At the beginning of each workday and before you leave your home every Team Member should self assess their fitness to perform work using the Government of BC's COVID-19 [Self Assessment Tool](#).

If you answered yes to any of the questions included in the [Self Assessment Tool](#) you should stay home, self isolate and follow the recommendations.

Do not come to work. Call the Head Trailhead Collector or General Manager and let them know ASAP.

Team Member is Feeling Sick

If a Team Member is at work and is showing even mild symptoms of the previous listed symptoms for COVID-19 they should immediately close the Booth, contact the Head Trailhead Collector or General Manager and return home to self isolate. Contact 8-1-1 or a doctor for further guidance to get tested.

The Head Trailhead Collector will arrange to have the booth cleaned and disinfected immediately.

Team Member is Being Tested

If a Team Member has been tested or is waiting for the results of a COVID-19 Test they will be treated as a confirmed case and the employee will be removed from the workplace and work schedule.

Other Team Members 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 Head Trailhead Collector will arrange to have the booth cleaned and disinfected immediately.

Team Member has Tested Positive

If a Team Member tests positive for COVID-19:

- The Team Member will not be permitted to return to the workplace until they are free of the COVID-19 virus.
- Any Team Members who work closely with the infected Team Member will also be removed from the workplace for at least 14 days to ensure the infection does not spread further into the workplace.
- The Head Trailhead Collector will arrange to have the booth cleaned and disinfected immediately.

Team Member has Come into Contact

If a Team Member has come in to contact with someone who has COVID-19:

- Once the contact is confirmed, the Team Member 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 Team Member will also be removed from the workplace for at least 14 days.

- The Head Trailhead Collector will arrange to have the booth cleaned and disinfected immediately.

Team Member Financial Support

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

There are many government programs to assist Team Members financially and emotionally through this time. Please refer to:

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support>

Team Member Mental Health Support

News and information about the spread of COVID-19 is coming at us quickly. It can be hard to remain calm given all that is going on. Stress, anxiety, and depression are not unusual for people of all ages. But there are things we can do as individuals and collectively to deal with stress and support one another during these challenging times. Here is some great information from the BC Government on [Managing COVID-19 Stress, Anxiety and Depression](#)

OPERATIONS

Physical Distancing

As defined by the BC Centre for Disease Control, physical distancing means limiting close contact with others. The current recommendation is to maintain two meters or six feet between individuals.

All Team Members are to practice physical distancing as follows:

1. Minimize interaction with customers and fellow Team Members whenever possible.
2. Keep at least two meters (six feet) distance between yourself and others where physical barrier is not possible.
3. Do not shake hands with customers or Team Members, nod or wave instead.
4. No one shall enter the booth to ensure that you can maintain your physical distance.

Hand Washing

Frequent and proper handwashing is encouraged as the best way of preventing all viral respiratory infections and other illnesses. Since soap and water is not available at the booth, use the provided hand sanitizer.

Gloves

If a premise chooses to use gloves, Team Members should wash their hands thoroughly before putting on the gloves. Wearing gloves does not exclude the need for washing hands. Team members are required to wash your hands or use the supplied sanitizer each time gloves are taken on and off.

Non-medical (cloth) mask

Any mask or face covering that is made of at least two layers of tightly woven material such as cotton or linen, is large enough to completely and comfortably cover a person's nose and mouth without gaping and can be secured to a person's head with ties or ear loops.

When worn properly, a person wearing a Non-medical mask can reduce the spread of his or her own infectious respiratory droplets.

How to put on a Non-medical mask:

1. Ensure the Non-medical mask is clean and dry
2. Wash your hands with the provided hand sanitizer
3. Ensure your hair is away from your face
4. Place the Non-medical mask over your nose and mouth and secure to your head or ears with its ties or elastics. Adjust if needed to ensure the nose and mouth are fully covered. The mask should fit snugly to the cheeks and there should not be any gaps
5. Repeat Step 2

Non-medical Masks Fit

Non-medical face masks should:

- Allow for easy breathing
- Fit securely to the head with ties or ear loops
- Maintain their shape after washing and drying
- Be changed as soon as possible if damp or dirty
- Be comfortable and not require frequent adjustment
- Be large enough to completely and comfortably cover the nose and mouth without gaping

Non-medical masks should not:

- Be shared with others
- Impair vision or interfere with tasks
- Be made of plastic or other non-breathable materials
- Be secured with tape or other inappropriate materials
- Be made exclusively of materials that easily fall apart, such as tissues
- Be placed on anyone unable to remove them without assistance or anyone who has trouble breathing

Cleaning/Disposing of Non-medical Masks

If you plan to reuse the mask, wash it before wearing it again. Change your cloth mask as soon as it gets damp or soiled by:

- Washing your hands with soap and water before taking off the Non-medical mask
- Putting it directly into the washing machine or in a bag reserved for soiled masks
- Washing following the manufacturer's instructions
- Washing your hands again with soap and water before touching your face or doing anything else
- Non-medical masks that cannot be washed should be discarded and replaced as soon as they get damp, soiled or crumpled. After use:
- Dispose of masks properly in a lined garbage bin
- Washing your hands again with soap and water before touching your face or doing anything else
- Do not leave discarded masks on the ground or elsewhere
- Clean your hands with soap and water after emptying the wastebasket

Shift Preparation When you arrive for your shift

- Team members must confirm to their supervisor that they have completed the [self-assessment tool](#) each morning before their shift to attest that they are not experiencing any of the COVID 19 symptoms.
- All Team Members must wash hands with the provided hand sanitizer for at least 20 seconds prior to entering the collections booth, every time they enter and leave the Booth and every hour through their shift.

Cash Handling

It is important that all Team Members wear gloves and or wash their hands after handling cash and before they do any other tasks.

End of Day Reporting

Upon returning to the VARDA office at days end, cash is to be pre-sorted, change provided in the supplied baggies and your cash out sheet to be fully completed.

Staff will enter the building with a mask on and must sanitize hands for 20s prior to approaching the counter.

If more than one staff member is present, the other members will wait near the back wall of the VARDA office, moving around the tables in a counter clockwise direction (arrows on the floor) to maintain the 2m spacing.

Staff will then cash out with the Head Trailhead Collector, staff designate or VARDA General Manager one at a time.

After cash out, staff will collect any needed trailhead supplies and PPE and fill out their Timecard with their own pen prior to leaving the office.

Head Trailhead Collector, staff designate or VARDA General Manager must sanitize the counter space between each cash out period at and the final completion of the day.

Disciplinary Action(s)

- It is expected that protocols in this document are followed by all Team Members.
- All Team Member must sign acknowledgment that they have read this manual and understand the importance of following protocols.
- Standard disciplinary actions, as per VARDA, will be enforced for failure to observe protocol.
- Team Members have the right to refuse unsafe work. If they have reasonable cause to believe that performing a job or task puts them or someone else at risk, they must not perform that job or task. They must immediately notify the Head Trailhead Collector or General Manager, who will then take the appropriate steps to determine if the work is unsafe and remedy the situation.
- If they still feel the work is unsafe please go to the WorkSafe BC resource on [Refusing Unsafe Work](#) for next steps.

Cleaning, Sanitizing, and Disinfecting Protocols

Facility cleanliness

All doors, hands, counters, and other high touch items must be disinfected several times per day depending on the amount of use, with the following suggested at minimum:

- when you arrive first thing in the AM;
- after lunch;
- at the end of each shift.
- All cleaning products and sanitizer must be brought into a warm location while not on shift to avoid freezing.

Electronics and POS Equipment

- For electronics such as POS equipment, keyboards, and computer mice remove visible contamination if present.
- Do not use aerosol cleaning sprays or wipes that contain bleach.
- Clean the keys and the surrounding area by wiping them and keeping them wet for about three minutes if you're looking to disinfect
“wet” doesn't mean soaking—you want to see moisture on the surface of the keys, but liquids shouldn't be allowed to soak into the keyboard. If you're using a wipe, you may need to squeeze out excess liquid.
- let your keyboard rest for a few minutes while it dries off—and always make sure everything is 100% dry before powering back on.
- Dry surfaces thoroughly after with a clean cloth or paper towel to avoid pooling of liquids
- Credit card terminals if touched by a customer for pin pad entry must be cleaned after every use.

Out House

If a staff member needs to use the outhouse, they are required to wear gloves prior to entering the facility and to remove the gloves immediately after using the facility.

GM question – should we consider private outhouses for staff?