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Discovery Marine Safaris COVID-19 Protocols & Best Practices

The health and Safety of our staff and guests has always been and continues to be our main priority. To illustrate our 100% commitment to ensuring a safe and comfortable workplace and a safe comfortable experience for our guests, we have implemented the following specific COVID-19 Protocols & best practices that will allow us all to operate safely with minimal risk and concern for you and or your families. Together we can all do our part in mitigating further spread of COVID-19 and still share the incredible experience of being at one with nature.

Staff Health & Safety Protocols:

1. All front-line office staff, captains and crew are required to familiarize themselves with the symptoms of COVID-19 and to stay informed regarding travel advisories and Provincial Health recommendations. A Full list of symptoms and a useful self-assessment tool can be found at either <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html> or <https://bc.thrive.health>
2. All front-line office staff, captains and crew are required to complete a one-time health declaration form (Appendix A) stating that they understand and agree that they will not come to work if they or their immediate household members:
 - 2.1.1. Have any symptoms related to COVID-19 including but not limited to a fever, cough, shortness of breath, etc.
 - 2.1.2. Have been in contact with COVID-19, anyone affected with COVID-19, or anyone suspected of being in contact with COVID-19 or anyone under active public health monitoring due to exposure to identified infections.
 - 2.1.3. Have been travelling and are currently subject to a 14-day Quarantine.
 - 2.1.4. As an added precaution, all staff are required to notify management of any proposed travel be it off island and or, out of Province.
3. All front-line office staff, captains and crew will immediately contact their supervisor/management by telephone, text or email should they be experiencing any symptoms of illness and must not report to work and must immediately seek medical attention. Return to work will be denied until they are free of all symptoms. Discovery Marine Safaris Ltd will follow all current labour law employment standards.
4. Should any of our front-line office staff, captains and crew and or immediate members of their households test positive for COVID-19, Discovery Marine Safaris will report the fact to its team and Public Health and will work with officials to assist with contact tracing as necessary.
5. All team members are required to sign off the "daily health check sheet" where each team members temperature will be recorded.

6. A daily cleaning schedule will be strictly adhered to in the office/gift store to ensure regular sanitization of the office equipment, high touch points and surfaces and cleaning methods and products certified by Health Canada, or the British Columbia Ministry of Health are to be used.
7. Boat crews will be assigned to the same vessel throughout the day, whenever possible. If staff/crew changes are required, adequate time will be allowed for proper sanitization of the vessels including but not limited to radios, telephones, microphones, handrails, doorknobs, helm area etc.
 - 7.1. A daily deep cleaning schedule will be followed for each vessel to ensure thorough sanitization of the vessels, the safety demonstration equipment and all other equipment before each tour.
8. A province-wide medical resource list will be supplied to all staff and will be readily available in the office. This will include:
 - Telephone numbers and website addresses for key medical, mental health, and anti-bullying resources
 - Approved sources for COVID-19 information (see Appendix B).
 - Managers/Supervisors after hours telephone numbers
9. Front-line office staff, captains and crew may reserve the right to isolate and refuse entry/service or boarding to any guest displaying symptoms or illness of any nature.
10. Hand sanitizer stations will be located on our vessel, and in our office at entrance and exit doors and at the check-in counter.
11. Approved cleaning methods and products certified by Health Canada or the British Columbia Ministry of Health will be used.
12. A physical barrier (plexi shield) has be positioned at the check-in/sales counter, floor markings will be positioned to ensure physical distancing and number of people in the office/gift store will be restricted accordingly. Separate entry and exit doors will be utilized at all times.
13. Touchless/tap payment methods will continue to be available and encouraged where possible, but cash transactions will remain acceptable.
14. We encourage our front-line office staff, captains and crew to bring their own masks. However, non-medical (disposable) masks will be available to guests and front-line office staff, captains and crew if they didn't bring their own.
15. Passengers will be required to wear a non-medical cloth mask for the duration of the tour or when social distancing is not possible.

General Office, Cleaning & Sanitization Procedures & Responsibilities:

1. Masks must be worn by staff at all times when a minimum of 6ft physical distancing is not possible and or when a non-staff member is on the premises.
2. A one-way system to be introduced and front and back doors to be left open during check-in and pre-boarding briefing. One set of doors to be left open during operating hours for better air flow.
3. A staff hand sanitization station will be set up behind the front desk and in the back storage area
4. Staff to ensure that the Hand Sanitizer stations at each entrance and on the desk are clean, refilled and operational.
5. High touch areas and surfaces of the check-in counter to be wiped down in between customers.
6. Gloves must be used when cleaning, refilling/cleaning the hand sanitization stations, handling cleaning products or emptying trash.

7. A maximum of 6 guests will be permitted in the store at any one time and preferably only one family or household.
8. Trying on items of clothing will not be permitted. Front-line office staff will assist to find appropriate sizing.
9. Front-line office staff will conduct the short health questionnaire with all guests checking in and collect the required contact information for each passenger on the manifest as part of the new waiver unless this has been already done online. Contact information will be filed and kept for a minimum of 30 days for contact tracing. (All staff will undergo full training on these new check-in procedures). It is our goal through the newly introduced online waiver and health declaration form for everyone to have filled out and signed their waiver and health declaration form not more than 48 hours before arrival for check-in.
10. The Naturalists' camera and all binoculars must be wiped down and sanitized before they go out and upon return.
11. A key for the communal washrooms will be available for guests, guests will be asked to use the hand sanitizing station before being handed the key and the key is to be sanitized on its return.

Tour Procedures & Responsibilities

1. The Captain is responsible for checking that the vessel has been cleaned, sanitized and is ready for boarding
2. The Captain will conduct a pre-boarding and safety talk prior to boarding this will include all relevant COVID-19 protocols such as physical distancing and the requirement to wear masks or accepted nose and mouth coverings and be mindful and considerate of other passengers when moving around the boat and using the onboard washroom.
3. Captains and naturalist/crew will wear masks while greeting guests and helping them on board. Guests will be asked to sanitize their hands before boarding and taking their seats. If required, the naturalist will seat guests so that they are spaced out as much as possible.
4. The Naturalist/crew will be responsible for sanitizing the bathroom and high touch points at regular intervals throughout the trip. Appropriate signage and sanitizer will be placed in the washroom reminding guests to wash/sanitize their hands.
5. The naturalist/crew will be responsible for the handling and serving of all food and drinks. Gloves must be worn at all times when handling any onboard refreshments. Refreshments must be kept inaccessible to guests and distributed by crew members only.
6. Hand sanitizers will be located on board our vessels and accessible to guests throughout the tour.
7. Contrary to our environmental policy, we will reluctantly adopt single use coffee cups and water bottles for the 2021 Grizzly Bear season. We encourage our guests to bring their own coffee travel mug and waterbottle.
8. Guests will be encouraged to bring their own rain gear and children's Personal Floatation devices (PFD's). Should rain gear or PFDs be required/requested during the tour, the naturalist will be responsible for the loan and collection of all rain gear and PFD's and will be required to wear gloves while doing so. Used rain gear and PFD's will be immediately deposited into a bag that will then be sealed. This will be taken back up to the office for cleaning. Once cleaned the items will be aired in the back storage area for a minimum of 3 days before being returned to the boat.

9. At the end of the tour guests will be reminded to be mindful of physical distancing and asked to disembark in their travel groups.
10. The Captain and naturalist/crew will clean and sanitize all equipment, seats, surfaces, rails and high-touch points at the end of each tour before securing the boat and leaving the dock. Ensuring that all garbage has been collected, sealed and disposed of appropriately and that everything is ship shape and ready for the next tour.