



Klahoose Resort Limited Partnership dba Klahoose Coastal Adventures COVID-19 Policies

Klahoose Resort Limited Partnership dba Klahoose Coastal Adventures is committed to provide a safe and healthy working environment for all employees and guests. Bear viewing is an activity that is conducted outside with transportation from the welcome area to the viewing platforms by minibus/van/truck.

1) All staff and guides are to complete a one-time health declaration form stating they agree to not come to work if:

a) They have any symptoms of COVID-19 including fever, cough, shortness of breath;

b) Have been in contact with COVID-19, another person with COVID-19, or a person suspected with COVID-19 and/or;

c) Have been travelling and are currently subject to a 14-day quarantine

2) All staff must familiarize themselves with the symptoms of COVID-19. A self assessment tool can be found at:

<https://bc.thrive.health/covid19/en>

3) All staff must report to their supervisor if they are experiencing any symptoms of illness and must not report to work.

- 4) Should any staff or guide test positive for COVID-19, operators should report to Public Health and work with officials to assist with contact tracing, as necessary.
- 5) A province-wide medical resource list will be available to staff including websites addresses for key medical, mental health, and anti-bullying resources along with approved sources for COVID-19 information.
- 6) We will aim to keep guides on the same tour throughout the duration whenever possible. If guide changes are required, adequate time will be allowed for proper sanitization including but not limited to: radios, telephones, microphones, handrails, doorknobs, etc.
- 7) Operators and guides reserve the right to refuse service to any guest displaying symptoms of illness.
- 8) Approved cleaning methods and products certified by Health Canada or the British Columbia Ministry of Health will be used.
- 9) Staff are required to use fresh gloves, whenever handling cleaning products, emptying trash. Gloves and masks will be made available to all staff.
- 10) Each guide is to use their own radio; bear spray etc. and not pass between each other.
- 11) We will work with and adhere to COVID policies of our tour partners who will be responsible to communicate additional information to guests such as health questionnaires, collecting visitor information, should contact tracing be necessary and ensuring each guests to have their own mask or be provided with one prior to joining our tours.

Tour Procedure

- Guides are to incorporate information regarding COVID as part of safety talk prior to leaving for the tour.
- All guests will be asked to use hand sanitizer upon entering the minibus and viewing platforms.
- We will space guests out to the best of our ability on the minibus and viewing platforms.
- A mask they supply themselves, or by the tour provider must always be worn during the tour, including vehicles, and in towers if physical distancing is not possible. The nose, and mouth must be covered.
- Minibus will be thoroughly sprayed with SANI Spray before and after each tour.
- Bathrooms will be sanitized after each use using SANI cleaner
- Signage will be placed in bathrooms reminding guests to wash their hands and use hand sanitizer.
- Tour times will be staggered to minimize the number of people at welcome area or viewing platforms at any time.

After Tour Procedures

- Guests will disembark the minibus one at a time.
- Guides will clean and sanitize all surfaces of minibus between each tour.
- We will try to keep guides on the same tour whenever possible
- All garbage will be sealed and thrown out.