



**Smithers District
Chamber of
Commerce and
Visitor Centre
COVID-19 Safety &
Operating Policy**

March 8

2021

We know things won't quite be the same, but we're committed to giving our Visitor Centre, Chamber members and greater business community the customer experience you know and love while practicing physical distancing and prioritizing our members', guests' visitors' and employees' health and safety. The wellbeing of our guests, community and team remains our top priority. With this in mind, we have put increased health and safety measures into place. Please read through this Safety & Operating Policy.

**THIS POLICY WAS
UPDATED BY
MANAGER:
JILL BARROWMAN**

Protocols to Reduce Risk

1. Building has an 8-person occupancy limit (including staff).
2. In-person meetings with non-staff members are discouraged and suggest meeting virtually or telephonic conversations.
3. Staff to wear a face mask when interacting with visitors, unless staff can remain behind the plexiglass shield.
4. When co-workers must be in close contact with each other, masks must be worn.
5. Staff to keep at least 2 metres apart from other co-workers and members of the public.
6. Reception area and Visitor Information counter has a plexiglass barrier between visitors and staff.
7. High touch surfaces must be sprayed with Microban and wiped down 5 minutes afterwards as part of the enhanced daily sanitizing.
8. Hand sanitizer is available at the entranceway for both staff and visitors to use when entering the building.
9. Electronic payments encouraged.
10. Discourage handshakes, physical contact as well as touching of brochures and souvenirs.
11. Workspaces are not shared, except for the Visitor Information counter. Staff to spray counter with Microban immediately after working at the counter.
12. When travel is required, co-workers to travel in separate vehicles.

Communication Plans

1. Safety and Operating Policy to be updated by the Manager when new Provincial Health Orders are announced that affect the organization's COVID-19 policy.
2. Any suggestions or improvements to this policy should be directed to the Manager, who will seek input and involvement from the staff to ensure compliance.
3. Any updates to the COVID-19 Safety Policy must be reviewed with staff to ensure they understand the policy and/or have any questions relating to the implementation thereof.
4. The Safety Policy must be reviewed with new staff when they receive training on the Visitor Services handbook and HR Policy (which includes working alone and workplace harassment).
5. Staff to be trained in the appropriate use of wearing a mask.
6. Staff to be shown the proper use and frequency of sanitizing surfaces.
7. WorkSafeBC "How to Use a Mask" notice to be posted in the reception area.
8. Posted signage at the main entrance to include: WorkSafeBC "Help Prevent the Spread of COVID-19", occupancy limit, face masks mandatory, 2-metre social distancing.
9. WorkSafeBC "Cover Coughs & Handwashing" notice to be posted in both washrooms.

Key Operational Changes/ Internal COVID-19 Policy

- **Service Model:** Visitor Centre “Grab and go” service model as opposed to a “stay/serve “mode.” Chamber operations to continue, but preferably by appointment only.
- **Staff Scheduling:**
 - September to April is the slower time of year with only two staff members in the office. Working from home or staggered hours is not necessarily required due to the office layout. Any staff member working partially from home is expected to maintain their productivity, check in as needed with other staff or a Board of Director.
 - May to end of August, two summer students are hired. Students to ensure they are spaced 6 feet / 2 metres apart. Supervisor to review work schedules and work tasks to ensure appropriate spacing is allowed.
- **Meetings and In-Person Events:** staff is discouraged from arranging in-person meetings at the office or participating in meetings off site. Where unavoidable, staff is asked to maintain a 2-metre physical distance from others during a meeting as well as wear a mask.
- **Use of Technology:** Staff is encouraged to utilize the Chamber Zoom account to conduct business meetings as well as telephonic conversations.
- **Health and Hygiene:** Staff is asked to comply with the following health and hygiene guidelines:
 1. Take your temperature every morning before coming to the office (if it exceeds 100.4°F or 38°C, please inform your supervisor and stay at home).
 2. If you are feeling unwell, or exhibiting symptoms of COVID-19, please stay at home and inform your Supervisor. Please seek medical treatment as needed or call 811 for further guidance relating to testing and self-isolation. Tests are available for COVID-19 – please contact your physician or Northern Health (1-844-645-7811).
 3. Staff to perform a daily health check. Refer to the notice on the entrance door “Keep our Workplace Safe from COVID-19”. Staff to confirm verbally with their Supervisor when entering the building in the morning that they are healthy. Staff must not enter the building if they have any of the symptoms or potential exposures listed on the health check.
 4. If either a staff member or visitor is feeling unwell in the building, please inform your Supervisor, who will ask them to sanitize their hands, wear a mask, leave the building and go straight home. Supervisor to ensure any surfaces the ill worker/visitor has come into contact with has been disinfected with Microban spray.
 5. If a staff member has been off work ill, he/she may only return to work once they have received a COVID-19 negative test.
 6. When arriving or returning to the office, please wash your hands with soap provided for a minimum of 20 seconds.

7. While interacting with the visitors, members, or closely with co-workers, please use a disposable or reusable mask.
8. When using communal kitchen, copy room, staff washroom or equipment, please sanitize or wash your hands before and after use.
9. If you feel the urge to cough or sneeze at the office, please direct it into your elbow or a tissue. If this is due to illness, please leave the office as soon as possible.
10. The first person to arrive at the office is asked to spray all common door handles as well as common pieces of equipment (coffee maker, fridge, and copy machine, kitchen and copy room cabinets) with Microban spray provided.

- ***Changes to the Office Environment***

The following changes have been made to enhance capacity for physical distancing (2 metres between staff or guests at all times):

1. A plexiglass barrier has been installed at the front desk and Visitor Information counter.
2. Chairs in the boardroom have been placed to ensure 2 metres between occupants.
3. Only one person is permitted in the kitchen or copy room at any time.
4. Only one visitor party is permitted in the reception area at a time.
5. Hand sanitizer stations are available the entranceway.

- ***Sick Leave & Employee Policy***

Smithers District Chamber of Commerce will provide five to seven days of paid sick leave to all permanent employees, however, considerations due to COVID-19 necessitate the following changes:

In the situation where an employee is required to self-isolate at home, but is still capable of working, they may arrange a Work-From-Home agreement with the Manager, including:

1. Anyone who has had symptoms of COVID-19 in the last 10 days must self-isolate at home.
2. Anyone who has been diagnosed with COVID-19 but feels able to continue working from home.
3. Anyone under the direction of the Provincial Health Officer to self-isolate must follow their instructions.
4. Anyone who has arrived from outside of Canada, or who is a contact with a confirmed COVID-19 case, to self-isolate for 14 days and monitor for symptoms.
5. Anyone who has been diagnosed with COVID-19, has exhausted their paid leave and is unable to continue working due to the severity of their illness, may be required to apply for temporary disability through Employment Insurance, or any applicable Government COVID-19 grants available at the time.