



2020

Oyama Zipline Adventure Park 2020 Covid-19 Operating Guidelines



Oyama Zipline Adventure Park Ltd.

6/1/2020

Oyama Zipline Adventure Park 2020 Covid-19 updated operations guidelines

The purpose of this document is to prepare for 2020 operating season with recommendations and suggestions to reduce the risk of viral contagion and comply with local operating requirements to protect Oyama Zipline Adventure Park employees and guests.

On March 26, 2020, the BC Government issued the following:

"The Provincial Health Officer has ordered some types of businesses to close. Any business or service that has not been ordered to close and is also not identified on the essential service list may stay open if they can adapt their services and workplace to the orders and recommendations of the PHO."

Oyama Zipline Adventure Park is an outdoor attraction facility that offers three separate paid activities as well as free-play games and activities. Each paid activity will be limited in capacity to allow for appropriate social distancing. Exposure of participants to staff time is limited. that The main percentage of Oyama Zipline Adventure Park visitors are made up of family members and others who live in the same home and thus do not need to be physically distanced from each other (we will refer to these groups as bubbles). Policies have been put in place to ensure that social distancing requirements between separate bubbles are followed.

In order to comply with federal, provincial and regional recommendations Oyama Zipline Adventure Park have audited our facilities and activities to identify which can be safely adapted under COVID-19 restrictions are dedicated to following protocols while the COVID-19 situation continues to evolve.

We want our staff and customers to know that we are doing everything in our power to make their work and play here at Oyama Zipline Adventure Park a fun and exciting experience. Thank you to everyone for your cooperation and dedication to making our environment healthy and happy.

STAY STRONG, STAY HEALTHY WE'VE GOT THIS!!!!

1. Staff policy and support

STAFF ILLNESS POLICY

Staff who exhibit COVID-19 symptoms, such as fever, trouble breathing, dry cough, fatigue, sore throat and aches and pains, shall remain at home and contact Health Link BC at 8-1-1. If an employee during work begins to show even mild symptoms of the listed symptoms above for COVID-19, they will be sent home immediately, where they will contact 8-1-1 or a doctor for further guidance.

STAFF RESPONSIBILITIES

All staff will be required to have their temperature taken prior to beginning their shift for every shift. Checking temperatures is also a method of distinguishing between a cold/flu and common seasonal allergies. Although allergies may present some similar symptoms, such as a running nose, allergies do not produce a fever. Staff must review self-assessment guidelines prior to each shift and assess that they are not feeling any of the COVID-19 symptoms. Supervisors will visually monitor staff throughout the day to assess any early warning signs as to the status of their health and to touch base on how they are regarding their personal safety throughout the workday.

If symptoms are uncertain, staff should always resort to the available online self-assessment tool: <https://bc.thrive.health/covid19/en>

If a staff tests positive for COVID-19

The staff member will not be permitted to return to work until they test free of the COVID-19 virus. Any Staff who works closely with the infected member will also be removed from the workplace for a minimum of 14 days to ensure the infection does not spread further into the workplace.

If a Team Member has been tested and is waiting for the results of a COVID-19 Test

- As with the confirmed case, the employee will be removed from the workplace.
- The Public Health Agency of Canada advises that any person who has even mild symptoms to stay home and call the local or regional public health authority.
- 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 workspace will be closed off, cleaned, and disinfected immediately in addition to any other surfaces that could have potentially been infected/touched.

If a staff has come in to contact with someone who has COVID-19

If contact is confirmed, the staff member will be removed from the workplace for a minimum of 14 days. Co-workers who may have come into close contact with the staff member will also be removed from the workplace for a minimum of 14 days. The workspace will be closed off, cleaned, and disinfected immediately and any other surfaces that could have potentially been infected/touched.

Employee Support

If a staff member is directed to stay home or is sick with COVID-19, Oyama Zipline Adventure Park management will be in touch immediately to provide guidance and support. The Employee Assistance Plan (EAP) will also be available for support where needed.

Quarantine or self-isolate if:

- You have travelled outside of Canada within the last 14 days.
- You have any symptoms of COVID-19.
- You are from a household with someone showing symptoms of COVID-19.
- You are in quarantine or self-isolating as a result of contact with an infected person or in families who are self-isolating

Staff without symptoms

Staff without symptoms of COVID-19 is welcome in the workplace if they adhere to the following:

- Maintain proper hand washing protocols.
- Practice physical distancing.
- Inform their supervisor or manager immediately if at any time, they feel any symptoms of COVID-19.
- Avoid touching eyes, nose, or mouth with unwashed hands or when wearing gloves.
- Cover their mouth and nose with a tissue when coughing or sneezing.
- If soap and water are not available, use an alcohol-based hand sanitizer.
- Clean and disinfect frequently touched objects and workstation surfaces.

Extended staff training

This training will include items such as:

- Personal Hygiene best practices.
- Available Person Protective Equipment.
- Proper mask use.
- COVID-19 disease transmission methods, signs, and symptoms.
- Cleaning and sanitizing a workspace.
- Physical distancing rules.
- Stay at home policy for sick or ill staff.

PHYSICAL DISTANCING

As defined by the BC Centre for Disease Control, physical distancing means limiting close contact with others. When outside of your home, practicing social distancing by keeping two meters (six feet) away from one another whenever possible is something we can all do to help stop the spread of COVID-19.

All Staff and guests are expected to practice social distancing as follows:

- Minimize interactions with others whenever possible.
- Keep at least two meters distance between yourself and others.
- Do not shake hands with customers or staff, nod, or wave instead.
- Follow social distancing protocols for shifts, breaks and staff meetings.
- When social distancing is not possible, face coverings must be worn.

Creating one-way traffic flows

High foot-traffic areas will have designated traffic flows to help reduce guest proximity whenever possible to help ensure physical distancing.

Installation of Plexiglas barriers

Physical barriers will be used in locations where physical distancing becomes a challenge. Plexiglass barriers will be installed at each retail and guest services location.

Introducing no-contact payments

Whenever possible no-contact payment systems will be introduced and utilized to help reduce the spread of diseases. If pin-pads on payment machines have to be used, they are to be cleaned frequently.

Removal of common touch points

To slow the spread virus Oyama Zipline Adventure Park will audit the premise and remove any commonly touched item deemed unnecessary. For example, but not limited to: entry doors will be held open throughout the operation.

Staff must wash/sanitize hands frequently

Frequent and proper handwashing is encouraged as the best way of preventing all viral respiratory infections and other illnesses.

Staff will follow hand washing procedures, as well as a hand sanitizer being readily available at workstation. All staff must wash hands with soap for at least 20 seconds once they arrive at work, every time they enter a new workplace. Staff is also required to wash hands each time gloves are put on and taken off. <https://www.youtube.com/watch?v=o0P-0d1mJfA>

If soap and water are not available, alcohol-based hand rubs (ABHR) / hand sanitizer can be used to clean your hands if they are not visibly soiled. If they are visibly soiled, use a wipe and then ABHR to effectively clean them.

STAFF MUST WEAR PROPER PROTECTIVE EQUIPMENT

Personal Protective Equipment (P.P.E.) related to the prevention and spread of diseases will be categorized in a three-level system.

- **Low Risk** – tasks where an employee can work isolated, has access to hand washing facilities and does not encounter publicly touched items.
- **Moderate Risk** – physical distancing is adhered to, but gloves might be worn to protect the staff member for certain items they are required to touch. A mask will be recommended occasionally during moderate risk activities.
- **High Risk** - tasks where staff members cannot maintain social distancing of 6 feet e.g. administering first-aid or checking a guest's climbing harness for proper fit before use, attaching customers to and from ziplines, or performing rescue. Plexiglas portable wall or a mask, gloves and/or a shield will be recommended in many of these situations. If gloves are to be used, staff should wash their hands thoroughly before putting on the gloves. Change the gloves before they handle money, credit card machines, cleaners, and after other contamination. Wearing gloves does not exclude a staff member from washing their hands.

Employee operational changes

There will be many new operational changes introduced that will affect staff daily, some of those changes include:

- Shifts will have staggered start, break times and closing times
- Meetings will either happen in a large enough area to allow for physical distancing
- Many of the daily tasks will be communicated through email or radio
- All personal PPE will be assigned to specific staff members.
- Radios will be assigned to staff daily and will be wiped down with disinfectant wipes at the beginning and end of their shift. No radio will be shared between staff on a given day.
- Efforts will be made to reduce group training sessions, training will be conducted in small groups, or online whenever possible.

Breakroom facilities

In addition to the current breakroom, a covered outdoor space will be made available for staff to maintain social distancing while on breaks. The following policies will be introduced:

- A maximum of two staff members will be allowed in the main breakroom at any given time.
- Time spent inside the main breakroom will be limited to necessary tasks such as, but not limited to: refrigeration usage, microwave use, signing in and out of their shifts, storing their gear or personal items.
- Employees will be encouraged to use the outdoor space for the bulk of their breaks.

First Aid Care Facility:

- The first aid care facility which is used for secondary assessments will only be used if it is deemed critical.
- If a patient is treated in the first aid care facility, the staff will sanitize all surfaces post treatment.
- Splints and blankets must be sanitized after each use.
- Absolutely no food or drink in any first aid care facilities.
- No unnecessary staff or guests permitted in the first aid care facility. When providing treatment friends family and other staff will be asked to wait outside with the exception of parents of children patients.

CLEANING DEFINITIONS

Cleaning: generally, refers to the removal of germs, dirt, and impurities from surfaces – making a visual difference. It does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

Sanitizing: takes place after cleaning to reduce the level of bacteria to a safe level when following the manufacturer’s instruction for concentration and contact time. When sanitizers are used at the no-rinse concentration level it does not need to be rinsed off with clean potable water. Disinfectants are different from sanitizers in that they have a greater ability to destroy bacteria, viruses, and molds. Disinfectants are used at a higher concentration and require a longer contact time than sanitizers Oyama Zipline Adventure Park will be using cleaning, disinfecting and sanitizing products that have been listed by Health Canada as likely to be effective and may be used against SARS-CoV-2, the coronavirus that causes COVID-19.

(<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>).

Disinfecting: refers to using chemicals to kill bacteria and viruses on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

COVID-19 is susceptible to disinfectants and sanitizers.

PRODUCT	DEFINITION	APPLICATION	PROTECTION LEVEL
Multi-Surface Cleaner	Use full-strength or dilute 250 mL per 4L of warm water apply to surface until thoroughly wet. Wipe with a clean cloth, sponge, or mop. To Sanitize/Disinfect: Pre-clean surface Apply to surface until thoroughly wet. To Sanitize: Leave for 1 minute before wiping. To Disinfect: Leave for 10 minutes before wiping. Rinse all food contact surfaces with water after using the product	Disinfectant that meet Health Canada's, requirements for emerging viral pathogens. These authorized disinfectants may be used against SARS-CoV-2	Advanced disinfectant and sanitizer for Hard surfaces
Bleach (6%) solution	100/1 dilution of sodium hypochlorite solution with water used to disinfect surfaces, 10mL bleach to 1 Litre of water. Minimum contact time of 10 minutes in a single application. Air dry.	Recommended by the BCCDC for disinfecting non-pours surfaces	General use disinfectant and sanitizer for Hard surfaces

Neutral Disinfectant cleaner	Use 3.9 mL per liter of water for a minimum contact time of 10 minutes in a single application. Can be applied with a mop, sponge, cloth, coarse spray or by soaking. The recommended use solution is prepared fresh for each use then discarded. Air Dry.	Approved for use against the coronavirus disinfecting non-pours surfaces	Advanced disinfectant and sanitizer for Hard surfaces, low acidity
Disinfecting Wet Wipes 70% Alcohol	To sanitize / disinfect: Pre-clean surface. Use 70% alcohol based fresh wipes to thoroughly wet surface. To sanitize: Allow surface to remain wet for 10 seconds. Air Dry.	Single use isopropyl alcohol wet wipes, disposable	Safe to use on electronics including Smartphones, Tablets and POS equipment
Touch Free Hand Sanitizer	Minimum 70% alcohol hand sanitizer solution, rub hands together until dry.	To clean hands if handwashing is not available	General use to kill bacteria and viruses

General disinfecting

PPE equipment should always be worn when recommended by the manufacturer. Gloves should be discarded after each cleaning. If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces for COVID-19 and should not be used for other purposes. Consult the manufacturer’s instructions for cleaning and disinfection products used. Clean hands immediately after gloves are removed.

- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, most common EPA-registered disinfectants should be effective.
- Use products that are EPA-approved for use against the virus that causes COVID-19 if available.
- Follow manufacturer’s instructions for all cleaning and disinfection products for (concentration, application method and contact time).
- Additionally, diluted bleach solutions (at least 1000ppm sodium hypochlorite) can be used if appropriate for the surface. Follow manufacturer’s instructions for application, ensuring a contact time of at least 10 minutes for disinfecting, 1 minute for sanitizing, and allowing proper ventilation during and after application. Check to ensure the product is not past its expiration date. Never mix bleach with ammonia or any other cleanser. Unexpired bleach will be effective against coronaviruses when properly diluted.

Item cleaning

Certain items shall be cleaned between each customer use; examples of items are:

- Payment machine pin-pads
- Climbing harnesses and helmets
- Sign in tablet

Other items shall be cleaned on a frequent repetitive schedule, examples of items are:

- Door handles
- Counters
- Light switches
- Sink faucets
- Picnic area

Washrooms

Washrooms will be sanitized on regular basis and deep-cleaned each night.

The maximum number of guests permitted to use a washroom at any given time may be limited to ensure proper traffic flow and social distancing measures are adhered to. Washrooms will be available to Oyama Zipline Adventure Park Customers only.

MAINTENANCE FACILITY CLEANLINESS:

All door handles, counters, light switches, fuel handles and other high touch items must be disinfected several times per day depending on the amount of use. Hand sanitizer will be placed throughout maintenance area.

EQUIPMENT AND TOOL USE / CLEANING / MAINTENANCE

Vehicles, mowers, equipment (hand or power), tools, etc.:

- Each employee is required to disinfect their own equipment/tools before and after use
- During the course of a shift, do not share vehicles, mowers, radios, tools and other hand or power equipment.
- When using hand tools, employees must wear gloves to avoid direct contact with handles.

MEDIA AND GUEST INTERACTIONS

Media

Consistent with existing media policy, employees are asked not to speak to the media on any issue unless they are authorized to do so by a member of the Management Team. This includes any media enquiries related to COVID-19. Designated spokespersons are the only authorized staff to make statements to the media.

Social Media

Staff of Oyama Zipline Adventure Park are encouraged to continue engaging on social media channels but it is important to do so in a manner that does not negatively impact ongoing business or reputation. This includes not addressing specific workplace issues through social media or sharing confidential and sensitive information. Employees are asked to abide by existing social media policy in the context of COVID-19 and the implementation of these new policies and protocols.

Guest Interactions

While practicing these new safety measures, employees may encounter questions or comments from guests. If a guest within the park is looking for further information or clarification of policies and safety measures, please direct them to the COVID-19 related information on our website.

If a guest is upset or concerned, please contact your Course Manager or upper management. Do not go into specifics or make comments related to their feedback.

Disciplinary Action(s)

It is expected that protocols in this document and new procedures introduced are followed by all staff where applicable. Standard disciplinary actions will be enforced for failure to follow the newly established procedures.

2. STANDARD GUEST POLICIES AND PROTOCOLS

General outline for guests

- If you have underlying medical conditions, it is recommended that you not visit Oyama Zipline Adventure Park.
- Anyone displaying symptoms of COVID-19 which primarily displays as a persistent cough will not be permitted.
- If you do not feel well, please stay home, and, when in doubt, call 8-1-1 or get tested.
- If you have traveled outside of Canada, you are not permitted at our park until you have self-isolated for a minimum of 14 days.
- If you live in a household with someone who has COVID-19 or is showing symptoms of COVID-19, please do not come to our park.
- Participants of the Zipline Guided Tour and Aerial Obstacle Course are required to wear face coverings and gloves. Participants may provide their own or purchase from the park at cost.
- Following the recommendations of Health Canada, we encourage all non-participating visitors to wear a mask or some face covering while at Oyama Zipline Adventure Park.

Parking

Guests will be reminded with signs to comply with physical distancing guidelines and keep distance from staff.

Hand washing and sanitizer to be available and used

Oyama Zipline Adventure Park will be providing hand washing stations in key locations and hand sanitizer at multiple locations throughout the park and recommending guests make use of them.

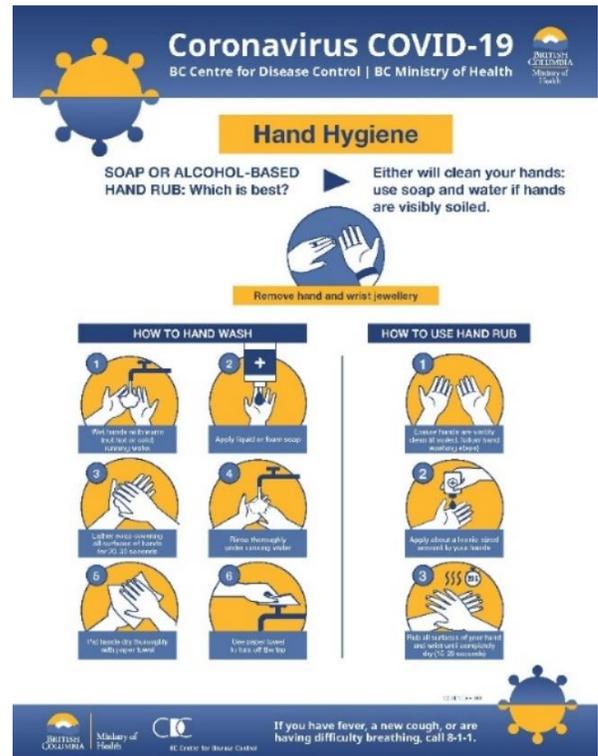
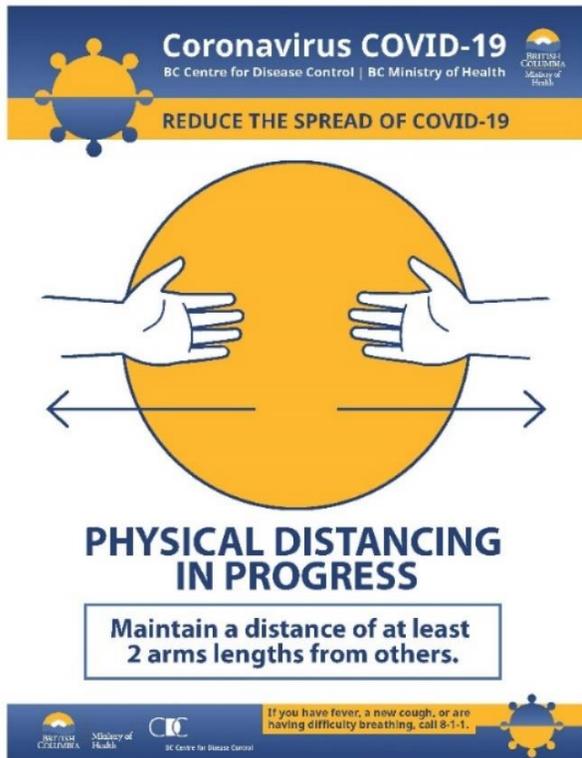
Physical distancing

Physical Distancing is required whenever possible. Oyama Zipline Guest Services will limit the number of participants in the park at any given time for paid activities, however there is no requirement that customers leave immediately after their activity concludes. Therefore, park staff will do what they can to encourage customers to comply with physical distancing in communal areas. Signage will be posted in multiple locations to remind customers to do so.

Washroom Use

- Washrooms will be available to Oyama Zipline Adventure Park Guests only and will be disinfected frequently.
- Washrooms are equipped with soap and water controlled by a foot pump.

COMMUNICATION AND SIGNAGE



Information posted on websites

Information regarding procedures will be posted on our website for review by guests at any time. All staff will be made aware of this page so that they can refer to it and direct guests to the page when deemed appropriate.

Educational signage

COVID-19 poses new health risks to the general public, Oyama Zipline Adventure Park will work towards educating all guests through the use of signage within the park with a clear concise message.

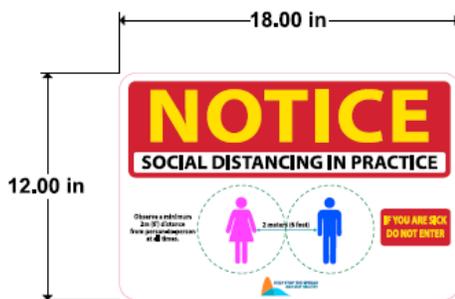
Sign Placement

COVID-19 educational signs will be placed at the following locations:

- Parking lots.
- Outside and within Oyama Zipline Adventure Park entrance.
- Outside and within the Guest Services area.
- Throughout Oyama Zipline Adventure Park trails around all activities
- Washroom facilities.
- Staff rooms, offices, and common workplaces.
- Anywhere a line up may form.

Signage types (below are samples of signage that may be used):

- Hand washing protocols.
- Physical distancing guidelines.
- Physical distancing reminders.
- Floor / walkway spacing indicators.
- COVID-19 general information boards.
- Clean / Used indicators.



Media posts

All necessary information will be made available to guests before they arrive on Oyama Zipline Adventure Park website. This is to help guests take our health measures into consideration while making plans and to help communicate our new rules and regulations.

Oyama Zipline Adventure Park Activities

All activities will have reduced capacity to allow for social distancing and no large groupings of people.

- All guests will be encouraged to complete a waiver prior to their arrival online and purchase their activity and reserve time online.
- Cleaned PPE will be laid out for guests with a distance of six feet between non-family/same household members (their bubble).
- Guests will be required to use hand sanitizer upon arrival and prior to gearing up for any activity
- Guides will be required to wear a mask, face shield, and gloves when preparing guests for any activities, checking PPE and completing safety rescues.
- Distancing markers placed on ground for safety briefing, guests required to stand on markers for distancing purposes.
- When it is time for guests to be harnessed the staff member will ask the guest to approach them, the staff member should not approach the guest.
- Guests will be required to wait in designated areas prior to accessing any platform for distancing purposes.
- A guest or family may not proceed onto the next element/platform unless clear of another guest or family
- Aerial courses will have a limit of 1 guest per element and 1 guest or family of maximum 3 family members per platform at any given time
- Children participating in the Monkey Park will be required to use hand sanitizer prior entering the course and encouraged to wash hands when leaving.

Cleaning & Sanitation

- All Rope Course equipment and PPE (Connection Lanyards, harness & helmet) will be cleaned after each use.
- Manufacturer recommended cleaning methods and products will be used on PPE as certain chemicals and solutions are unsafe to use.