

JASPER NATIONAL PARK PROFESSIONAL RIVER OUTFITTERS ASSOCIATION

**COVID-19 RESPONSE BEST PRACTICES
JASPER COMMERCIAL RIVER OPERATIONS**

VERSION 28.05.20

COVID-19 RESPONSE BEST PRACTICES

– TABLE OF CONTENTS –

EMPLOYEE ILLNESS AND SAFETY PROTOCOLS	5
EMPLOYEE ILLNESS POLICY	5
EMPLOYEE SELF-ASSESSMENT:	5
IF AN EMPLOYEE IS FEELING SICK WITH COVID-19 SYMPTOMS:	5
IF AN EMPLOYEE TESTS POSITIVE FOR COVID-19:	6
REQUIREMENTS FOR EMPLOYEES TO QUARANTINE OR SELF-ISOLATE	6
EMPLOYEE RESPONSIBILITIES	7
PHYSICAL DISTANCING, HAND WASHING AND PPE PROTOCOLS	8
PHYSICAL DISTANCING	8
HAND WASHING	8
PERSONAL PROTECTIVE EQUIPMENT	8
GENERAL EMPLOYEE PROTOCOLS	10
SHIFT PREPARATION	10
PHYSICAL DISTANCING AND SANITATION	10
WORKSTATIONS	10
EMPLOYEE PERSONAL EFFECTS	10
STAFF MEETINGS AND TRAINING	10
CUSTOMER INTERACTIONS	11
MEDIA INTERACTIONS FOR EMPLOYEES	11
CLEANING AND DISINFECTING PROTOCOLS	12
DEFINITIONS	12
HARD (NON-POROUS) SURFACES	12
ELECTRONICS AND POS EQUIPMENT	13
SHUTTLE VEHICLES	13
RIVER OUTFITTER EQUIPMENT	13
SUGGESTED AREAS FOR CLEANING AND DISINFECTING	14
PRODUCT GUIDE FOR DISINFECTANTS	15
SIGNAGE AND WAIVERS	16
SECURITY AND SITE ACCESS	18
ESSENTIAL SITE VISITS	18
NON-ESSENTIAL SITE VISITS	18
CUSTOMER MESSAGING	18
RECOMMENDED CUSTOMER WELCOME MESSAGE	18
RECOMMENDED CUSTOMER NOTICES	19

CHECK-IN PROTOCOLS	20
CUSTOMER ADHERENCE	20

COVID-19 RESPONSE BEST PRACTICES

– TABLE OF CONTENTS –

RIVER OUTFITTER OPERATION PROTOCOLS	21
ENVIRONMENTAL CONSIDERATIONS	21
PRE-TRIP PROCEDURES	21
CUSTOMER BRIEFINGS	21
CHANGING PROCEDURES	21
RIVER OUTFITTER PROCEDURES	21
POST TRIP PROCEDURES	21
EQUIPMENT CLEANING GUIDELINES	22
RIVER OUTFITTER SPECIFIC EMPLOYEE TRAINING	22
SHUTTLE VEHICLE PROTOCOLS	23
USE OF FACE COVERINGS (per Transport Canada Guidelines)	23
PHYSICAL DISTANCING	23
HANDWASHING	23
AIRFLOW	23
CLEANING	23
FOOD AND BEVERAGE PROTOCOLS	24
APPENDIX A - RECOMMENDED EMPLOYEE DECLARATION	25
APPENDIX B - EXPOSURE CONTROL PLAN	26
APPENDIX C - GEAR CLEANING AND PEOPLE PROTECTION	27
APPENDIX D - WCB EMPLOYER FACT SHEET	28

EXECUTIVE SUMMARY

Jasper National Park Professional River Outfitters Association (JNPPROA) is committed to ensuring the health and safety of our members, customers and employees. The outfitting industry (as many other adventure tourism businesses), needs to demonstrate the highest standard of care. To best prepare our members, JNPPROA and PROAOA (Professional River Outfitters Association of Alberta) have prepared the following best practices. Implementing these Best Practices will reduce the risk of COVID-19 transmission.

Note: This is not a legal document and will be updated as new information becomes available.

I. EMPLOYEE ILLNESS AND SAFETY PROTOCOLS

During the COVID-19 outbreak, JNPPROA advocates that all members follow mandates and orders from the CMHO, regional health authorities, Workers Compensation and Health Canada. [Please refer to the Alberta Covid-19 Workplace Guidance for Business Owners](#). In addition to compliance with all federal and provincial recommendations, JNPPROA advocates that all members comply with the following protocols, with the recognition that every company and its resources are different.

A. EMPLOYEE ILLNESS POLICY

All river outfitters must have an updated Employee Illness Policy that includes approved protocols for COVID-19. This policy must be communicated to all employees before they arrive at work.

1. EMPLOYEE SELF-ASSESSMENT:

1. Employers should implement active daily screening of employees, volunteers and customers for symptoms of fever, sore throat, cough, runny nose or difficulty breathing.
2. Encourage employees with symptoms such as cough, fever, shortness of breath, runny nose, or sore throat symptoms to complete the self-assessment and get tested for COVID-19.
3. Order 05-2020 legally obligates individuals who have a cough, fever, shortness of breath, runny nose, or sore throat (that is not related to a pre-existing illness or health condition) to be in isolation for 10 days from the start of symptoms, or until symptoms resolve, whichever takes longer.
4. **These requirements must be followed regardless of whether or not the individual has been tested for COVID-19.**
5. If employees are unsure, direct them to use the online self-assessment tool at <https://myhealth.alberta.ca/journey/COVID-19/Pages/COVID-Self-Assessment.aspx>.

2. IF AN EMPLOYEE IS FEELING SICK WITH COVID-19 SYMPTOMS:

1. If an employee or volunteer does come to work sick, or becomes sick while at work, the following requirements apply:
 - i. Employees, volunteers or customers who appear to have acute respiratory illness symptoms (e.g., cough, shortness of breath) upon arrival to the workplace, or become sick while at the workplace, should begin isolation at home immediately.
 - ii. After being directed to leave the business, symptomatic employees should follow hand hygiene and respiratory etiquette and maintain at least 2 meters of distance from other employees, volunteers and customers.
 - iii. Arrangements should be made by the employer for transportation home where needed; public transportation like buses, taxis or ride sharing should be avoided.
 - iv. Once a sick individual has left the workplace, clean and disinfect all surfaces and areas with which they may have come into contact.
 - v. The employer should immediately consider and record the names of all close contacts of the sick worker who has been in contact with that day and in the 48 hours prior to when the symptoms started in the case. This information may be necessary if the sick worker later tests positive for COVID-19.

2. Employers should emphasize that anyone who is sick with cold-like symptoms such as cough, fever, runny nose, sore throat or shortness of breath, **MUST NOT** be in the workplace.
 - i. Customers with these symptoms should not be allowed in the workplace and should be advised to return home.
 - ii. Employers should examine sick-leave policies to ensure they align with public health guidance.
 - iii. There should be no disincentive for employees or volunteers to stay home while sick or isolating.
 - iv. Changes to the Employment Standards Code allow full and part-time employees to take 14 days of job-protected leave if they are:
 1. required to isolate, or
 2. caring for a child or dependent adult who is required to isolate.
3. Employees are not required to have a medical note.
4. Persons in isolation are not required to remain in isolation if they test negative for COVID-19 and have no known exposure to COVID-19. However, they must not return to work until symptoms have resolved.

3. IF AN EMPLOYEE TESTS POSITIVE FOR COVID-19:

1. Order 05-2020 legally requires individuals to be in isolation for a minimum of 10 days if they have tested positive for COVID-19. The isolation period is 10 days from the start of symptoms, or until symptoms resolve, whichever takes longer.
2. If an employee or volunteer is confirmed to have COVID-19, and it is determined that other people may have been exposed to that person, Alberta Health Services (AHS) may be in contact with the business to provide the necessary public health guidance. Records may be sought up to two-weeks prior to the individual becoming ill.
3. Employers should work cooperatively with AHS to ensure those potentially exposed to the individual receive the correct guidance.

4. REQUIREMENTS FOR EMPLOYEES TO QUARANTINE OR SELF-ISOLATE

Quarantine and isolation refer to separating and restricting people from contact with all others to prevent transmission. Quarantine is done when people are not yet sick but have been exposed to the virus. The quarantine period for COVID-19 is 14 days. It can take up to 14 days for an individual to develop symptoms. Isolation is done when people are sick, to keep them from infecting others. The isolation period for COVID-19 is 10 days or until symptoms resolve, whichever is longer.

1. QUARANTINE: In compliance with Order 05-2020, Albertans are legally required to be in quarantine for 14 days either:
 - i. Immediately upon return from travel outside of Canada, or
 - ii. If they are a close contact of a person who tested positive for COVID-19.
2. Order 05-2020 includes the following restrictions and requirements for quarantine:
 - i. Remaining at home.
 - ii. Not attending work, school, social events or any other public gatherings.
 - iii. Not taking public transportation.
 - iv. Watching for relevant symptoms.
 - ii. If persons in quarantine begin to experience symptoms (cough, fever, shortness of breath/difficulty breathing, runny nose, or sore throat) not related to a pre-existing illness or health condition or to a known exposure to COVID-19, they must enter isolation for a period of **10 additional days** from the start of their symptoms, or until symptom resolve, whichever is longer. However, in no case shall the total stay in quarantine/isolation be less than 14 days.

3. **ISOLATION:** Albertans are legally required to be in isolation for 10 days, or until symptoms resolve, whichever takes longer, if they:
 - i. Are diagnosed with COVID-19.
 - ii. Develop a cough, fever, shortness of breath/difficulty breathing, runny nose, or sore throat not related to a pre-existing illness or health condition or to a known exposure to COVID-19.
4. Order 05-2020 includes the following restrictions and requirements for isolation:
 - i. Remaining at home, and 2 metres distant from others at all times;
 - ii. Not attending work, school, social events or any other public gatherings;
 - iii. Not taking public transportation.

8. **EMPLOYEE RESPONSIBILITIES**

Employees without symptoms of COVID-19 are free to work if they adhere to the following protocols:

1. **PRIORITY 1:** Wash your hands with soap and water for at least 20 seconds before your shift and as frequently as possible during your shift.
2. **PRIORITY 2:** Practice physical distancing – keep a minimum distance of at least two meters (six feet) away from fellow employees and customers, unless you are in a shuttle vehicle and wearing a mask, or in a raft.
3. **PRIORITY 3:** Inform your manager immediately if, during your shift, you feel any symptoms of COVID-19 such as fever, trouble breathing, dry cough, fatigue, sore throat and aches and pains.
4. Avoid touching your eyes, nose, or mouth with unwashed hands or when wearing gloves.
5. Cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue in the trash and wash your hands, or sneeze/cough into your elbow.
6. If soap and water are not available, use an alcohol-based hand sanitizer that has greater than 60% alcohol content.
7. Clean and disinfect frequently touched objects and workstation surfaces as per directions in the Cleaning, Sanitizing and Disinfecting Protocols section of this document.
8. Stay informed. Information is changing frequently.

II. PHYSICAL DISTANCING, HAND WASHING AND PPE PROTOCOLS

A. PHYSICAL DISTANCING

As defined by Health Canada, physical distancing means limiting close contact with others. When outside home, practicing physical distancing by keeping two meters (six feet) away from one another, is something we can all do to help stop the spread of COVID-19. All employees are to practice the following physical distancing guidelines:

1. Minimize close-contact interactions with customers and other employees whenever possible.
2. Whenever possible, keep at least two meters (six feet) distance between yourself and others.
3. Do not shake hands with customers or employees, nod or wave instead.
4. Follow protocol for shifts, breaks and employee meetings as outlined in Section III of this document.

B. HAND WASHING

As defined by Health Canada, frequent and proper hand washing is recommended to prevent all viral respiratory infections and other illnesses. After washing your hands, use a disinfectant spray on sink taps and surfaces. If soap and water are not available, use alcohol-based hand rubs (ABHR) or hand sanitizer to clean your hands. However, if your hands are visibly soiled, first use a wipe and then ABHR / hand sanitizer to clean them effectively. These resources demonstrate the correct technique for handwashing:

VIDEO: [Reduce the spread of COVID-19: Wash your hands](#) [POSTER](#)

In addition to other situations not included here, employees must wash their hands when:

1. Entering or leaving any structure at the facility, including shuttle vehicles,
2. When putting on or removing Personal Protective Equipment (PPE),
3. Before and after breaks, and when using washroom facilities,
4. Before and after handling customer equipment.

C. PERSONAL PROTECTIVE EQUIPMENT

1. Use of Personal Protective Equipment (PPE) is categorized as follows, based on exposure risk:
 - LOW RISK: tasks where an employee is isolated, e.g. boat repair.
 - Regular handwashing must be observed.
 - Areas and equipment that were handled are cleaned before and after use, per manufacturer-recommended guidelines.
 - MEDIUM RISK: where employees have interactions with customers and/or other employees, but can be physically distanced, e.g. check-in, briefings.
 - Employees and customers have a non-medical face covering on their person.
 - Regular handwashing must be observed.
 - Areas and equipment that were handled are cleaned before and after use, per manufacturer-recommended guidelines.
 - HIGH RISK: tasks where employees or customers cannot maintain physical distancing, e.g. in a shuttle vehicle.
 - Regular handwashing or sanitizing must be observed.
 - Employees and customers must wear non-medical face coverings unless this poses a severe risk to safety.
 - Areas and equipment that were handled must be cleaned before and after use, per manufacturer-recommended guidelines.

2. Employees must use PPE (gloves and non-medical face covering) while cleaning customer equipment. Employers must provide the employees with the PPE.
3. PPEs must be sanitized or disposed of after each use.
4. **GLOVES:** Gloves are not deemed necessary except when recommended by the cleaning or disinfectant product manufacturer. Wearing gloves does not exclude an individual from regular handwashing; thorough handwashing should take place before and after wearing the gloves.

RECOMMENDED CHOICE FOR GLOVES:		
GLOVE TYPE	Nitrile Protective Gloves	
DEFINITION	Made of synthetic materials and offers robust protection	
ADVANTAGE	Stretchy, durable	
PROTECTION LEVEL	Chemicals, viruses	
SUGGESTED USAGE	Kitchen Food service Cleaning	Maintenance

5. **NON-MEDICAL FACE COVERINGS:** Protective layers of absorbent fabric (such as cotton) that snugly fit over the nose and mouth.

Non-Medical Face Covering SHOULD:	Non-Medical Face Covering SHOULD NOT:
Be made of multiple layers of absorbent fabric (such as cotton)	Be placed on children under the age of 2.
Cover the mouth and nose without gaps.	Be placed on anyone unable to remove them without assistance or anyone who has trouble breathing.
Fit securely to the head.	Be made exclusively of plastic sheeting or materials that easily fall apart (e.g. tissues).
Allow for easy breathing.	Impair vision or interfere with tasks.
Stay the same shape after machine washing and drying.	Be shared with others.
	Fit so that the passenger/driver is continuously adjusting the face covering.

Patients: When & How to Wear a Mask

III. GENERAL EMPLOYEE PROTOCOLS

A. SHIFT PREPARATION

1. Once they arrive at work, every time they enter and leave a facility, and as frequently as possible during their shift, all employees must wash their hands, or use hand sanitizer as per the directions outlined in Section II. B of this document.
2. Personal Protective Equipment (PPE) must be and worn provided for all operational duties as per the exposure risk categories outlined in this document.
3. Shifts and breaks should be staggered.
4. Job mixing should be minimized; have the same employees do the same tasks during their shift.
5. If possible, eliminate timecards/clock and have employees communicate hours electronically.

B. PHYSICAL DISTANCING AND SANITATION

1. Physical distancing is maintained during all breaks. If possible, employees should be encouraged to have meal breaks outside or in their vehicles. Where the use of a lunchroom is necessary:
 - a. The use of a fridge, microwave, coffee machine, or dishwasher is minimized.
 - b. After all use, all touchpoints are disinfected.
 - c. After each use, all dishes are cleaned immediately, or placed in the dishwasher.
2. After each use, employees disinfect all surfaces they have touched.
3. Employees should carry their own hand sanitizer.
4. Employers should remind employees to keep their hands away from their face.
5. Employers should enforce physical distancing among employees at all times.

C. WORKSTATIONS

1. Ensure there are self-serve hand sanitizers at each workstation and area.
2. Maintain physical distancing with the positioning of workstations.
3. If more than one employee is working in a facility, each person should be assigned to use a particular workstation, Point of Sale (POS) system and phone. At the end of the shift, the workstation and equipment must be disinfected prior to use by another employee.
4. Where possible, assign employees specific vehicles, radios, tasks, rafts, kayaks and other equipment. Disinfect equipment before distributing to other employees.

D. EMPLOYEE PERSONAL EFFECTS

1. Minimize personal storage areas, disinfect after each use and remove all non-essential items.
2. Only one employee is in change rooms at a time, unless physical distancing can be guaranteed.

E. STAFF MEETINGS AND TRAINING

1. Reduce in-person employee meetings. Communicate task assignments via email, text or radio.
2. When possible, to minimize one-on-one training, keep employees doing tasks they already know.
3. If training is required, have employees review standard operating procedures or watch training videos before hands-on training.
4. For hands-on training, employees must wash their hands and wear non-medical face coverings.
5. Procedures for river outfitter-specific training are in the 'RIVER OUTFITTER OPERATIONS PROTOCOLS' section of this document.

F. CUSTOMER INTERACTIONS

If a customer in the facility has a question or feedback related to the COVID-19 outbreak, please have them email management. Employees should listen to them and give them contact information, including email addresses. Employees should not make comments related to the customer's question or feedback.

G. MEDIA INTERACTIONS FOR EMPLOYEES

Employees should not speak with the media (radio, television stations, newspapers, etc.). If the media approaches an employee regarding COVID-19, they should be polite but not comment. The news media engage, sometimes aggressively, to get information. Employees must not get angry or careless. Refer them to <insert manager's name>. Employees should use the following to reply to media: "I want to make sure you have accurate, up-to-date information — please contact <our manager> at <telephone # or email>."

H. CONTACT TRACING

To enable quick contact with employees, employers should maintain an up-to-date contact list for all employees and volunteers, including names, addresses and phone numbers. For the purposes of tracing close contacts, employers should be able to indicate:

1. Roles and positions of persons working in the workplace.
2. Who was working onsite at any given time.
3. Who an employee may have worked with on any given shift.
4. **If a workplace has customers within 2 metres of employees, then lists of customers by time and date should also be kept.**

IV. CLEANING AND DISINFECTING PROTOCOLS

COVID-19 is susceptible to disinfectants and sanitizers. The following protocols must be implemented and documented to reduce the risk of spreading COVID-19:

1. Increase the frequency of cleaning and disinfecting of high traffic areas and common areas.
2. Frequently clean and disinfect high-touch/shared surfaces.
3. Regular household cleaning and disinfecting products are effective against COVID-19 when used according to the directions on the label.
4. Remove all communal items that cannot be easily cleaned, such as newspapers, magazines, and toys.

A. DEFINITIONS

1. Cleaning: refers to the removal of germs, dirt, and impurities from surfaces. It does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.
2. Disinfecting: refers to the use of chemicals, e.g. EPA-registered disinfectants, to kill bacteria and viruses on surfaces. This process does not necessarily clean dirty surfaces or remove germs but can lower the risk of transmission by killing germs on a surface that has been cleaned.

B. HARD (NON-POROUS) SURFACES

1. Clean dirty surfaces using detergent or soap and water prior to disinfection.
2. Use and discard disposable gloves and cloths when cleaning and disinfecting hard surfaces.
3. Use a “wipe-twice” method to clean and disinfect. Wipe surfaces with a cleaning agent to clean off soil and wipe again with a disinfectant.
4. Reusable gloves and cloths are used exclusively to clean and disinfect surfaces for COVID-19, not for other purposes. Thoroughly launder reusable gloves and cloths between each use.
5. Disposable towels and spray cleaners, or disposable wipes, should be available to employees, volunteers and (as necessary) customers to regularly clean commonly-used surfaces.
6. Clean hands immediately after gloves are removed.
7. Follow the manufacturer’s instructions for cleaning and disinfecting products.
8. Health Canada has approved several [hard-surface disinfectants](#) and [hand sanitizers](#) for use against COVID-19. Use these lists to look up the DIN number of the product you are using or to find an approved product.
9. Use a disinfectant that has a Drug Identification Number (DIN) and a virucidal claim (efficacy against viruses).
10. Alternatively, if bleach is safe for the surface, use a bleach-water solution with 100 ml of bleach to 900 ml water. Follow manufacturer’s instructions for application, ensuring a contact time of at least ten minutes for disinfecting and one minute for sanitizing. Allow proper ventilation during and after application.
11. Never mix bleach with ammonia or any other cleanser.
12. Check that products are not expired.
13. Disposable towels and spray cleaners, or disposable wipes, should be available to employees, volunteers and (as necessary) customers to regularly clean commonly used surfaces.

C. ELECTRONICS AND POINT-OF-SALE (POS) EQUIPMENT

1. After each use, clean payment terminals that were touched by a customer.
2. Consider the use of wipeable covers for electronics.
3. To clean, first remove all visible dirt on electronics, such as POS equipment, tablets, touch screens, remote controls, keyboards and telephones.
4. Follow manufacturer's instructions for all cleaning and disinfection products.
5. If no manufacturer instructions are available, use alcohol-based wipes or sprays that contain at least 60% alcohol to disinfect touch screens.
6. Allow surfaces to dry thoroughly.

D. SHUTTLE VEHICLES

1. Always wear PPE equipment (gloves and mask) when disinfecting vehicles.
2. Do an initial spray down with water to remove any loose and visible dirt.
3. With a hand sprayer, liberally spray all interior surfaces of vehicles. This includes the steering wheel, armrests, seats, safety handles, lower console, cubbies, cup holders, reverse switch, keys, cup holders, straps, clips, walls, inside of windows, windshield and floors.
4. Discard gloves used for cleaning before touching the steering wheel again. Put on new gloves and park the shuttle vehicle in a designated area.
5. Provide a sealed, single-use sanitizer wipe on the driver's seat for use by the next driver to allow them to wipe high-touch point areas after their use.
6. Leave a sign on the steering wheel: "This vehicle is disinfected. Use the provided sanitary wipe for your additional safety."

E. RIVER OUTFITTER EQUIPMENT

1. Hard or non-porous surfaces must be cleaned and disinfected by following the Hard Surface (Non-Porous) procedure outlined above. These surfaces include paddles, hard first-aid cases and some rescue gear.
2. Clean inflatable watercraft thoroughly using manufacturer-recommended cleaning products.
3. Fabric or porous items, such as PFDs, wetsuits, boots, splash tops, helmets, rescue webbing and materials, must be cleaned using a manufacturer-recommended product such as Gear Aid Revivex Wetsuit and Drysuit Shampoo. It is recommended to set up a system that allows each piece of equipment to be pre-rinsed, washed in preferably warm soapy water, rinsed once or twice in freshwater and, if possible, a disinfecting rinse.
4. Place customer equipment in a rotation that allows for a minimum of 24 hours between each customer's use.
5. Bleach and some disinfectants are not recommended for use because they can damage fabrics.

F. SUGGESTED AREAS FOR CLEANING AND DISINFECTING

Surfaces include counters, door handles, transaction machines, phones, tv changers, keyboards, debit/credit machines, washroom surfaces and anything that customers and employees touch.

1. Office / Change Rooms / Restaurant / Public Areas

- Doorknobs / door push bar / door handles
- Counter tops / service tops / bar tops
- Cash registers / menus
- POS terminals / merchant terminals / handheld devices
- Handrails / light switches / thermostat controls / elevator buttons
- Sound system and TV channel remote controls
- Chairs / customer seating areas / tabletops

2. Bathrooms / Kitchens

- Doorknobs / door push bar / door handles
- Counter tops / sinks / basins
- Toilets / paper dispensers / hand wash areas
- Prep areas / kitchen line / service pass

3. Staff Room / Offices / Work Areas

- Doorknobs / door push bar / door handles
- Counter tops / workstations / desktops / keyboards
- Time clocks / staff kitchen area
- Chairs / staff seating / staff break area
- Phones / computers / remote controls / keyboards / desktops / conference room equipment
- Equipment handles / hand tools / machinery control panels / seat belt buckles / joysticks / steering wheels / controls on powered mobile equipment

CORONAVIRUS DISEASE (COVID-19) CLEANING AND DISINFECTING PUBLIC SPACES

This document provides guidance on cleaning and disinfecting of public settings, including schools, universities, public libraries, museums, public transit, communal residences and workplaces.

WHAT YOU SHOULD KNOW

- Surfaces frequently touched with hands are most likely to be contaminated. These include doorknobs, handrails, elevator buttons, light switches, cabinet handles, faucet handles, tables, countertops and electronics.
- It is not yet known how long the virus causing COVID-19 lives on surfaces, however, early evidence suggests it can live on objects and surfaces from a few hours to days.

CHOOSE A PRODUCT THAT CLEANS AND DISINFECTS

- When cleaning public spaces, choose products that clean and disinfect all at once (e.g. premixed store-bought disinfectant cleaning solutions and/or wipes when available).
- Cleaning products remove germs, dirt, and impurities from surfaces by using soap (or detergent) and water. Cleaning does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

CREATE A CLEANING PROCEDURE

Workers of community settings should develop or review protocols and procedures for cleaning public spaces. This will help determine where improvements or additional cleaning may be needed.

- Read and follow manufacturer's instructions for safe use of cleaning and disinfection products (e.g. wear gloves, use in well-ventilated area, allow enough contact time for disinfectant to kill germs based on the product being used).
- Wash hands with soap and water or use alcohol-based hand sanitizer after removing gloves.

WE CAN ALL DO OUR PART IN PREVENTING THE SPREAD OF COVID-19. FOR MORE INFORMATION, VISIT

Canada.ca/coronavirus
or contact
1-833-784-4397

- Use damp cleaning methods such as damp clean cloths, and/or a wet mop. Do not dust or sweep which can distribute virus droplets into the air.
- Contaminated disposable cleaning items (e.g. mop heads, cloths) should be placed in a lined garbage bin before disposing of them with regular waste. Reusable cleaning items can be washed using regular laundry soap and hot water (60-90°C). Clean and disinfect surfaces that people touch often.
- In addition to routine cleaning, surfaces that are frequently touched with hands should be cleaned and disinfected more often, as well as when visibly dirty.
- Shared spaces such as kitchens and bathrooms should also be cleaned more often.

G. PRODUCT GUIDE FOR DISINFECTANTS

PRODUCT	APPLICATION	DEFINITION	PROTECTION LEVEL
Multi-Surface Cleaner	<p>Use full-strength or dilute 250 ml/4L of warm water. Pre- clean surface. Apply to the surface until thoroughly wet. Wipe with a clean cloth or mop.</p> <p>To Sanitize: Leave for 1 minute before wiping.</p> <p>To Disinfect: Leave for 10 minutes before wiping. Rinse all food contact surfaces with water after using the product.</p>	<p>Disinfectant that meets Health Canada's requirements for emerging viral pathogens.</p> <p>These authorized disinfectants may be used against SARS-CoV-2.</p>	Advanced disinfectant and sanitizer for Hard Surfaces
Bleach (6%) Solution	<p>100/1 dilution of sodium hypochlorite solution with water used to disinfect surfaces, 100mL bleach to 1 Litre of water. Minimum contact time of 10 minutes in a single application. Air dry.</p>	<p>General use disinfectant and sanitizer for hard surfaces</p>	Recommended by the Alberta CDC for disinfecting Non-porous Surfaces .
Neutral Disinfectant Cleaner	<p>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.</p>	<p>Advanced disinfectant and sanitizer for hard surfaces, low acidity.</p>	Approved for use against the coronavirus disinfecting Non-porous Surfaces
Disinfecting Wet Wipes (60% Alcohol)	<p>Pre-clean surface. Use 60% alcohol based fresh wipes to thoroughly wet the surface.</p> <p>To sanitize: Allow the surface to remain wet for 10 seconds.</p> <p>Air Dry.</p>	<p>Single use isopropyl alcohol wet wipes, disposable.</p>	Safe to use on electronics including Smartphones, Tablets and POS equipment
Touch Free Hand Sanitizer	<p>Minimum 60% alcohol hand sanitizer solution, rub hands together until dry.</p>	<p>General use to kill bacteria and viruses.</p>	On hands if handwashing is not available

A. The link below provides details on what disinfectants meet Health Canada's requirements for COVID-19:

Locate the Drug Identification Number (DIN) on the disinfectant product label and enter into the blank field.


V. SIGNAGE AND WAIVERS

Clear, concise communication of policies and protocols must be easily available to customers and employees:


1. Post steps taken to prevent virus transmission, and the importance of their roles in these measures. It's recommended to post this [‘Help Prevent the Spread’ poster \(download\)](#).
2. Place appropriate signage outside buildings and structures, outlining the physical distancing guidelines in place. [Download a physical distancing poster](#).
3. For customers and employees, post COVID-19 posters that encourage proper handwashing in highly visible locations, including washrooms. [Download a hand washing poster](#).
4. [Download Self-assessment signage for employees](#), including how to access the Self-Assessment Tool online, must be posted in a highly-visible location.
5. If useful for customers, English signage can be posted in other languages. [Here are other good signage resources](#).
6. Consider posting legal waivers and participation agreements.

How to Hand Wash


© 2019 Alberta Health Services.
If you have any questions or comments regarding this information please contact the Infection Prevention & Control Hand Hygiene Program at: Hand.Hygiene@ahs.ca



- Roll up long sleeves and push up any wrist accessories
- Wet hands with warm water
- Apply enough soap to cover surfaces of the hands



- Vigorously rub soap over palms, backs of hands and wrists
- Include space between fingers, fingertips and thumbs
- Procedure should take 15 to 30 seconds





- Rinse under warm, running water
- Pat hands dry with disposable towel
- Turn tap off with the disposable towel

Periodically apply AHS-provided hand lotion for skin integrity.

Adapted with permission from The World Health Organization

Original date: May 2017
Revised date: June 2019

COVID-19

Daily Fit for Work Screening

Online tool for AHS staff and physicians

The new online tool allows you to complete the Daily Fit for Work Screening questionnaire right from your personal or work mobile device.

It's simpler, faster, and safer for our staff, physicians, and patients as we help reduce the spread of COVID-19.

- Visit ahs.ca/fitforwork
- Login with your AHS account information
- Fill out the questionnaire before every shift
- Show your "Fit for Work" status on your mobile device to the screener when you arrive at your workplace



Trouble logging in? Contact the IT Service Desk at 1-877-311-4300



Access the online tool by visiting ahs.ca/fitforwork or scan the code with the camera on your mobile device.

ahs.ca/fitforwork



Healthy Albertans.
Healthy Communities.
Together.



COVID-19 INFORMATION

HELP PREVENT THE SPREAD

Prevention starts with awareness. Be informed on how you can protect yourself and others from COVID-19.

- Now mandatory to self-isolate for 10 days if you're feeling sick
- Now mandatory to self isolate for 14 days if you're returning from international travel, or in close contact with people confirmed to have COVID-19
- Stay home – if you must leave your home, maintain physical distancing of 2 metres
- Wash your hands frequently for at least 20 seconds
- Cover coughs and sneezes
- Avoid touching your face

Stay informed on how you can help prevent the spread.

alberta.ca/covid19

March 31, 2020

Alberta

COVID-19 INFORMATION FOR ALBERTANS

PREVENT THE SPREAD OF CORONAVIRUS

You can help prevent the spread of COVID-19 in Alberta. Prevention starts with awareness.

- Practice physical distancing
- Self-isolate if you're feeling sick
- Wash your hands frequently
- Cover coughs and sneezes
- Avoid touching your face
- Do not travel outside of Canada

PRACTICE PHYSICAL DISTANCING

All Albertans have a responsibility to help prevent the spread of COVID-19. Take steps to protect yourself and others:

- Limit the number of times you leave your home.
- Stay at least 2 meters away from others when you go out for groceries, medical trips, and other essential needs
- Have groceries or other items delivered if possible
- If you go outside for fresh air maintain 2 meters distance from others
- Avoid overcrowding in elevators and other enclosed spaces
- Wash your hands after touching communal surfaces such as handrails, handles
- Postpone family visits, friend gatherings, and group outings, especially if household or family members are senior citizens or have high-risk medical conditions
- Do not gather with other people if you have a fever or a cough, even if symptoms appear to be mild.
- Obey all mandatory self-isolation requirements and mass gathering restrictions now in place in Alberta.

Legally enforceable public health measures are in place to limit the time Albertans spend in contact with each other. Anyone violating these restrictions is now subject to fines.

MONITOR YOUR SYMPTOMS

COVID-19 symptoms are similar to influenza and other respiratory illnesses. Symptoms can include:

- cough
- fever
- shortness of breath
- runny nose
- sore throat

If you have any of these symptoms stay home and self-isolate; do not go to an ER or medical clinic. **Call Health Link at 8-1-1 for more information.** Services are available in 240 languages.

SELF ISOLATE

You are legally required to self-isolate for:

- **14 days** if you returned from international travel or are a close contact of a person with COVID-19
- **10 days** if you have a cough, fever, shortness of breath, runny nose, or sore throat that is not related to a pre-existing illness or health condition

If you are self-isolating:

- Stay home — do not go to work, social events or any other public areas or community settings
- Avoid close contact with other people, including household members but especially seniors and people with chronic conditions or compromised immune systems
- Do not use public transportation or ride sharing
- Do not go for walks in public places. This includes children in mandatory self-isolation.
- If you go outside, you must remain on private property not accessible by others.
- If you live in an apartment building or high-rise, you must stay inside and cannot use the elevators or stairwells. If your balcony is private and at least 2 metres away from other balconies, you may use your balcony to get fresh air.

alberta.ca/covid19

©2020 Government of Alberta | Published: March 2020

Alberta

VI. SECURITY AND SITE ACCESS

A. ESSENTIAL SITE VISITS

1. Are only for operations personnel, including guides, food and beverage, maintenance and administration employees and contractors.
2. Shipping, receiving and deliveries.
3. Customers.

B. NON-ESSENTIAL SITE VISITS

1. Anyone not carrying out facility operations, e.g. vendors, family/friends, is non-essential. Non-essential visitors are not permitted on-site.
2. If there is a need for non-essential visitors to be on-site, make prior arrangements. Visitors must wash or disinfect their hands before entering any buildings or interacting with employees or customers.

VII. CUSTOMER MESSAGING

A. RECOMMENDED CUSTOMER WELCOME MESSAGE

It is well-advertised and documented that the best practice to contain the spread of COVID-19 is to stay home and limit visits to public places. Our top priority is the health and safety of our employees, customers and communities through these challenging times.

As our employees and management prepared for the 2020 season, we carefully watched the progress of the Covid-19. We closely monitored recommendations for precautionary measures from the World Health Organization, Health Canada, Alberta Health and the Chief Medical Officer of Health. Given the nature of the activity of river trips in wide-open spaces, commercial river outfitter trips can be conducted with rigid protocols to reduce the risk of COVID-19 transmission. Public health organizations acknowledge that participating in outdoor activities offers benefits to a participant's physical, mental and emotional well-being.

<Insert River Outfitter Company name> is committed to the ongoing safety of our customers and employees. To reduce the risk of virus transmission, we implemented precautionary measures in all stages of our operation. To ensure the success of these measures, we rely on the full cooperation of customers and employees.

The safety measures we have implemented include:

1. We monitor employees' health.
2. We enforce physical distancing.
3. PPEs are used where recommended.
4. We have reduced the number of touchpoints, and increased cleaning of remaining touchpoints.
5. Our employees are trained on enhanced cleaning and disinfecting procedures.
6. Customers and employees must adhere to our policies and procedures.

A full list of the measures we have implemented is on our website < website address and link> and posted at the <insert location>. We hope that our environment returns to normal in the not-too-distant future, but for now, these protocols are our new normal.

We acknowledge that every customer must make their own decision as to whether or not it is in their best interest to participate in commercial river trips during these times. However, if you choose to join us, we sincerely welcome you, and we require your full cooperation with all of our safety measures.

B. RECOMMENDED CUSTOMER NOTICES

1. Anyone displaying symptoms of illness is NOT permitted to enter our facility. If you don't feel well, please stay home, and, when in doubt, consult a medical professional.
2. Online or phone bookings and payments are preferred. For payments required at the trip time, touchless credit and debit card transactions are preferred.
3. You are required to state a declaration of health before starting the trip.
4. PHYSICAL DISTANCING IS REQUIRED: groups who have not booked, travelled and arrived together at our facility must maintain a minimum of 2 M/ 6ft distance between them. Failure to observe physical distancing risks closure of the company, and as such, you may be asked to leave the premises and be suspended from future trips.
5. Following the recommendations of Health Canada, we require all customers to wear non-medical face coverings in the changing rooms and in shuttle vehicles. Please refer to the Transportation Protocols of this document.
6. Although we clean surfaces between guests, we recommend that you bring hand sanitizer and use it every time you touch a surface in our facility (doors, doorknobs, seats, railings).
7. We are not providing water and are unable to fill water bottles.
8. Do not handle each other's paddles, helmets, PFDs or wetsuits.

C. CHECK-IN PROTOCOLS

1. Online or phone booking is recommended for reservations and payment.
2. For payment required at the facility, a touchless payment terminal is recommended.
3. Include the points of the general welcome message as part of the booking conditions or confirmation. Indicate where to find detailed information about customer responsibilities and company protocols, e.g. website, posted at the facility.
4. PRACTICE PHYSICAL DISTANCING between groups and employees.
5. Consider employing a greeter to inform customers of the various protocols.
6. If the company has adopted a digital waiver, consider having customers complete waivers online before the trip. Otherwise, use PHYSICAL DISTANCING or PPE when administering paper waivers to customers.
7. Customers should not arrive at the River Outfitter facility earlier than necessary.
8. Avoid gathering of people in areas close to the facility, e.g. car parks, outside check-in offices.
9. Encourage groups to maintain PHYSICAL DISTANCING.
10. If entry into a facility requires opening and closing a door, install hand sanitizing stations and clean all surfaces before the next group enters. If possible, prop entry doors open.
11. Increase and encourage frequent hand washing and hand sanitizing among customers.

D. CUSTOMER ADHERENCE

Advise customers that anyone not in compliance with these policies will be asked to immediately leave the premises and may be suspended from participation in future trips.

VIII. RIVER OUTFITTER OPERATION PROTOCOLS

A. ENVIRONMENTAL CONSIDERATIONS:

River trips take place in dynamic, wide-open, outdoor environments with constant airflow and 'natural washing' from rivers. On most river trips, participants all have the same forward-facing orientation, i.e. face-to-back and not face-to-face.

River trips are activities that have intrinsic risks for participants. A commercial river outfitter is required to conduct trips following standard safety and rescue protocols that minimize those risks. Standard rescue protocols require participants to assist if a participant's physical safety or life is perceived to be at risk, which may require participants to temporarily breach physical distancing protocols. In such situations, industry-standard safety protocols will be followed, and supersede COVID-19 Best Practises.

When conducting a river trip using the propulsion methods of paddle or paddle-assist (non-motorized), river hydraulics can require a significant amount of forward-momentum to ensure the safe navigation of those hydraulics. As such, watercrafts may require a minimum number of participants to ensure that adequate forward-momentum is generated.

B. PRE-TRIP PROCEDURES

1. CUSTOMER BRIEFINGS

1. Employees and customer groups must maintain physical distancing (2m/6ft) during introductions, orientations and safety briefings.

2. CHANGING PROCEDURES

1. Employees and customers must maintain physical distancing (2m/6ft) where possible.
2. Employees and customers must wear face coverings or masks if they are within 2m/6ft of each other.
3. Minimize the number of employees that handle customer equipment.
4. Reduce job mixing; keep the same employees on the same task for the duration of the trip.
5. Unless the changing area can accommodate physical distancing measures, customers must change only with their booking group.
6. Customers must wash their hands or use hand sanitizer before entering the changing area.
7. Customers should be able to receive equipment with minimal employee contact.

3. RIVER PROCEDURES

Any portion of the trip that includes transport in a vehicle must follow the guidelines in the 'Shuttle Vehicle Protocols' section of this document.

1. Make all reasonable efforts to have only customers from the same booking group on a watercraft, e.g. a family of five stays together and are the only customers on a raft.
2. Where possible, maintain a forward-facing orientation of participants and the guide. That is, face-to-back and not face-to-face.

C. POST TRIP PROCEDURES

1. A guest equipment cleaning system must allow customers to remove their equipment (PFD, helmet, wetsuit, boots) and place it directly into a container or storage area for cleaning. Employees must have PPE when touching guest equipment that has not been cleaned.

D. EQUIPMENT CLEANING GUIDELINES

1. Employees who are designated to clean the customer equipment must be provided with PPEs and must wash their hands before and after. No other employee can touch customer equipment before it has been cleaned unless wearing PPE.
2. CLEANING, SANITIZING and DISINFECTING PROTOCOLS in this document must be followed.

E. RIVER OUTFITTER SPECIFIC EMPLOYEE TRAINING

1. Only employees who require hands-on river rescue training scenarios should complete that training.
2. River familiarity training trips will be conducted in accordance with the JNPPROA Safety Standards.
3. For employees who can safely navigate a whitewater kayak, consider having them complete river familiarity trips in kayaks, as this allows for physical distancing.
4. Any transport that is required to facilitate training sessions must follow the protocols outlined in the SHUTTLE VEHICLE PROTOCOLS section.
5. First aid kits should contain extra non-medical face coverings that can be used to administer first aid.

IX. SHUTTLE VEHICLE PROTOCOLS

Notice to Reader: These practices are from Transport Canada's guidelines on public transportation measures for COVID-19. They are adapted for private transport in enclosed vehicles.

The guidance and recommendations contained within this document are required practices for motor carriers, buses, van operators and passengers. This guidance is intended to limit transmission of COVID-19, recognizing that the use of face coverings helps to protect people in proximity to the wearer of the mask by limiting the spread of respiratory droplets at times when physical distancing (2m/6ft) is difficult to maintain. As outlined in the Federal safety guidance to protect drivers, proven interventions to limit the spread of COVID-19 include hand washing, regular cleaning of commonly touched surfaces, and respecting physical distancing by maintaining a 2M/6ft distance from other people.

A. USE OF FACE COVERINGS (per [Transport Canada Guidelines](#))

1. All drivers and passengers will wear a non-medical face covering at all times while on the shuttle vehicle. Customers must wear compliant ([E](#)) non-medical face coverings and have sufficient quantities for the duration of their travel. This requirement must be communicated to customers during the booking process.
2. Drivers must advise passengers to wear non-medical face coverings when boarding and throughout their trip. If physical distancing cannot be respected, and it is operationally feasible and appropriate, operators must deny boarding to passengers who refuse to wear face coverings without a valid reason.

B. PHYSICAL DISTANCING

1. Physical distancing of 2 meters / 6 ft is the preferred objective when in a shuttle vehicle. If not possible, a non-medical face covering is worn at all times and as much space between groups provided as possible.
2. Encourage extra space between riders and drivers through education from employees and the use of signs and posters on vehicles.
3. Where possible, use protection barriers to prevent customer contact with drivers. If possible, prevent the use of seats closest to the driver to maintain physical distancing.
4. Advise customers to take seats at the rear of the vehicle first to minimize close contact while passing others on the vehicle. If the vehicle is equipped with rear doors, adopt a rear-loading process.

C. HANDWASHING

1. Handwashing with warm soap and water must occur pre and post each transportation event. Where handwashing is not possible, use hand sanitizer. Customers and employees must carry or be provided with sufficient hand sanitizer to allow for transport to and from their destination.
2. Before boarding the vehicle, remind customers to wash their hands or use hand sanitizer.

D. AIRFLOW

1. Where possible, increase the airflow throughout the shuttle vehicle.

E. CLEANING

1. Cleaning routines must be adapted, and increased focus placed on disinfecting common surfaces and waste disposal after each trip, and before new passengers embark. Employees must be equipped with the necessary protective equipment and be responsible for removing all waste and disinfecting surfaces.

2. Ensure both the inside and outside of vehicles, as well as transit stations and facilities, are cleaned regularly. Such cleaning includes a disinfectant wipe of all touch points: door handles, steering wheels, seats, windows, stair and escalator handrails, elevator buttons, fare gates, vending machines, garbage handles, benches, seats, emergency cabinets, and emergency phones.
3. When disposing of or cleaning a face mask, passengers and drivers should take the following precautions:
 1. Launder cloth masks with other items using a hot cycle, then dried thoroughly.
 2. Face coverings that cannot be washed should be discarded and replaced as soon as they get damp, soiled or crumpled.
 3. Dispose of masks properly in a lined garbage bin.
 4. Do not leave discarded masks in vehicles.

X. FOOD AND BEVERAGE PROTOCOLS

Companies that provide the service of food or beverages must follow the [Alberta Guidelines](#) for Restaurants, Cafes, Pubs and Bars, as well as the [Workplace Guidance for Business Owners](#), [Food Regulations](#) and [Food Retail and Foodservices Code](#).

APPENDIX A - RECOMMENDED EMPLOYEE DECLARATION

I, _____, of _____, _____,

DO SOLEMNLY DECLARE THAT:

1. I have thoroughly read and understood the contents of the COVID-19 Response Best Practices for Jasper National Park Professional River Outfitters Association document, and
2. I will observe the protocols and procedures until they are no longer valid, or new protocols are communicated to me.

I make this solemn declaration conscientiously believing it to be true and knowing that it is of the same force and effect as if made under oath.

Name: _____

Witness Name:

Signature: _____

Witness Signature:

Date (DD/MM/YY): _____

Date (DD/MM/YY):

Name of Company:

APPENDIX B - EXPOSURE CONTROL PLAN

Exposure Control Plan

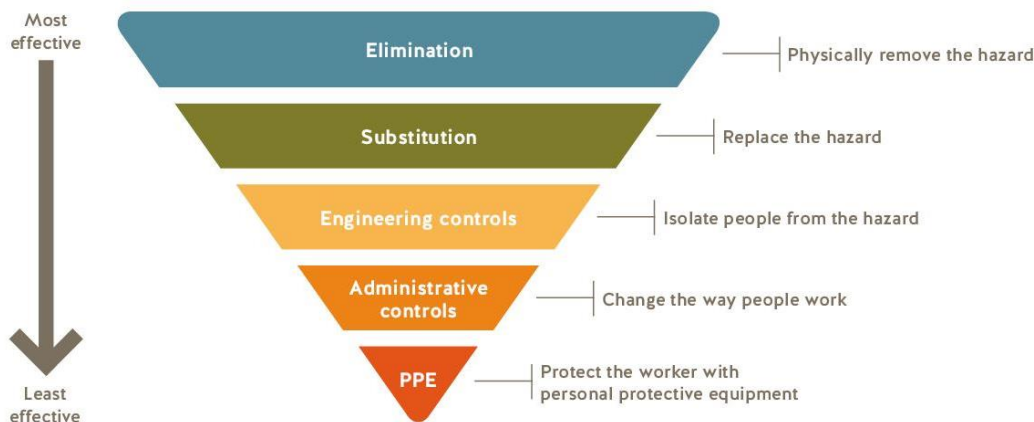
This Exposure Control Plan identifies the actions that should be taken to reduce the number of social interactions between workers and clients, as well as nearby communities, physical distancing or enhancing protection through other means where physical distancing is not practical, increased hygiene practices and cleaning and disinfecting high touch point areas. In circumstances where interactions are necessary, such as for grocery shopping, it will be important to maintain physical distancing and practice good hygiene. Designating employees to a same small working group for as long as practical will also reduce social interactions. Like a family unit, this working group will ensure close contact only occurs within a select small crew.

Five Principles for Every Situation				
Personal Hygiene	Stay Home If You Are Sick	Environmental Hygiene	Safe Social Distancing	Physical Modification
<ul style="list-style-type: none"> • Frequent handwashing • Cough or sneeze into your sleeve • Wear a non-medical mask • No handshaking 	<ul style="list-style-type: none"> • Routine daily screening • Anyone with any symptoms must stay away from others • Returning travelers must self-isolate 	<ul style="list-style-type: none"> • More frequent cleaning • Enhance surface sanitation in high touch areas • Touch-less technology 	<ul style="list-style-type: none"> • Meet with small numbers of people • Maintain distance between you and people • Size of room: the bigger the better • Outdoor over indoor 	<ul style="list-style-type: none"> • Spacing within rooms or in transit • Room design • Plexiglass barriers • Movement of people within spaces

Hierarchy of Controls

When considering how to reduce the risk, there is a certain order you should follow. This is called the hierarchy of controls. It is important to follow the hierarchy, as shown below, rather than start with the easiest control measures. Note that while the controls are listed in order of effectiveness, all four types of controls should be considered. They often work best in combination. For example, first responders cannot eliminate risks by choosing not to enter a burning building, but they can use engineering controls, administrative controls, and personal protective equipment and clothing to minimize the risks when they enter that building.

Hierarchy of controls



APPENDIX C - GEAR CLEANING AND PEOPLE PROTECTION

GEAR CLEANING AND PEOPLE PROTECTION – CORONAVIRUS

by Northwest River Supply, river equipment manufacturer/supplier

The Difference Between Cleaning and Disinfecting

CLEANING refers to the removal of germs, dirt, and impurities from surfaces. Cleaning does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

DISINFECTING refers to using chemicals to kill germs 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.

Cleaning

This can be as simple as using soap and water, just as with washing hands. Some experts believe it's as effective as using disinfecting chemicals to prevent the spread of the virus. If you're using the gear in whitewater there's going to be some natural "washing" of the surfaces of the boat, paddles, etc. during a trip.

At the end of a trip some scrubbing with soap and water may be all that's needed. Wetsuits and technical outerwear can be washed with a product such as Gear Aid Revivex Wetsuit and Drysuit Shampoo.

- With larger gear like boats and paddles, soap, water and rags or brushes can be used.
- With smaller items like helmets, PFDs and apparel you can set up a multi bucket/barrel washing line, like in dishwashing. Pre-rinse, warm soapy water, one or two freshwater rinses and possibly even a disinfecting rinse.
- Employees must wear gloves and a face mask when doing cleaning and thoroughly wash hands after removing gloves.

Disinfecting

If surfaces are dirty, they should be cleaned with soap and water before disinfecting.

- Diluted household bleach can be used for appropriate surfaces. Look on the bleach container to see if it's still within its Use By Date. Prepare a solution by mixing 5 tablespoons (1/3 cup) bleach per gallon of water, or 4 teaspoons per quart of water. *Note that chlorine can be hard on neoprene and technical outerwear materials.*
- These EPA-approved products are expected to be effective against COVID-19, based on data for harder-to-kill viruses. Follow the manufacturer's instructions for all cleaning and disinfection products (e.g., concentration, application method and contact time, etc.).
- Certainly, employees need to take precautions, wearing gloves, goggles, etc., as necessary, to protect themselves from these chemicals.

References

[https://www.cdc.gov/coronavirus/2019-ncov/prepare/cleaning-](https://www.cdc.gov/coronavirus/2019-ncov/prepare/cleaning-disinfection.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fcommunity%2Fhome%2Fcleaning-disinfection.html)

[disinfection.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fcommunity%2Fhome%2Fcleaning-disinfection.html](https://www.cdc.gov/coronavirus/2019-ncov/prepare/cleaning-disinfection.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fcommunity%2Fhome%2Fcleaning-disinfection.html)

<https://www.nationalgeographic.com/science/2020/03/why-soap-preferable-bleach-fight-against-coronavirus/>

APPENDIX D - WCB EMPLOYER FACT SHEET



Employer Fact Sheet

COVID-19

The novel coronavirus (COVID-19) has raised many questions about coverage, reporting responsibilities and process. The following information helps you determine your responsibility as an employer during this pandemic flu.

Most instances of COVID-19 are not work-related and do not need to be reported to WCB-Alberta. However, there are a few exceptions.

When COVID-19 may be work-related

When a worker contracts COVID-19 as a direct result of the duties of their employment, they are entitled to compensation if the following conditions are met:

- The nature of employment involves sufficient exposure to the source of infection,
- and-
- The nature of employment is shown to be the cause of the condition,
- or-
- The nature of employment creates a greater risk of exposure for the worker.

Reference: Policy 03-01: Part II - Occupational Disease

In every case, WCB-Alberta adjudicates work-relatedness and benefit entitlement based on the specific and unique circumstances of each case.

A claim is likely to be accepted if a worker contracts the illness and is performing what the province deems to be an "essential service" that puts them in regular contact with the general public. A worker will also likely be covered in the event of a widespread outbreak at their place of work.

Questions and answers

When do I report a case of COVID-19 to WCB-Alberta?

Report it if it meets the specific criteria. If your worker is at greater risk than the general public of contracting the virus while at work, and they lose time from work after contracting the virus, report the claim to WCB.

However, if your staff is not at greater risk than the general public of contracting the infection, do not report. Examples include people who believe they caught the COVID-19 virus from a co-worker or client.

Do I report cases where one staff member caught COVID-19 from a co-worker?

No. Coronaviruses like COVID-19 can be caught through contacts in the community, home or work.

If I'm an employer in the acute health care field or if I believe my staff is at greater risk than the general public of exposure at work. Do I need to report all exposures?

No, you only need to report time loss claims to WCB. If workers were exposed to the virus but develop no symptoms, the incident should be recorded in your records but you do not need to report it to WCB.

I'm an employer whose staff is at greater risk than the general public of exposure at work. I sent my worker home because there's a high risk of exposure. Do I need to report it to WCB?

No, if there is no illness, there is no claim. There's no need to report this to WCB.

I'm an employer with a worker on modified duties from a previous workplace injury. Will they get paid if our workplace closes due to COVID-19?

Workers will not suffer any loss of benefits due to work disruptions. If employers do not pay workers during a shut down, WCB will provide wage replacement benefits for any workers who were working modified duties as a result of a previous workplace injury.

We understand you may have questions about claims costs stemming from pandemic-related closures and an inability to offer modified work.



Employer Fact Sheet COVID-19 (continued)

Your 2020 claims costs will begin to impact premium rates in 2022, so we have time to investigate options related to any costs incurred as a result of these events.

Do I report cases where my worker had COVID-19 but then develops problems related to their treatment?

Yes, if COVID-19 is work-related due to greater risk at work (e.g., health care providers), any treatment complications are also considered work-related.

Will WCB-Alberta accept COVID-19 claims where there are symptoms present but no medical reporting that confirms a diagnosis of COVID-19?

Yes, if it meets the specific criteria. If your worker believes they have COVID-19, advise them to call Health Link at 811 and follow their advice. Early in the pandemic, they may instruct your worker to seek medical attention and undergo testing to confirm the diagnosis.

If your worker is not severely ill, 811 may instruct them to remain at home (in self isolation), until their symptoms fully resolve. If symptoms persist or worsen, they should seek medical treatment and ask to have that reporting forwarded to WCB.

What happens when I submit a COVID-19 claim?

Like any other claim, WCB-Alberta must determine whether exposure to the disease arose out of the course of employment and was caused by an employment hazard (in this case, workplace exposure to the virus).

We have a team of people who specialize in the adjudication of infectious disease claims and can appropriately apply policy and legislation. If the illness meets the conditions for coverage, WCB-Alberta will cover medical aid costs and any time lost due to the condition.

Where can employers find more information on infectious disease claims?

More information is available online at www.wcb.ab.ca. Go to Resources > For employers > Employer fact sheets.

You may also wish to familiarize yourself with the occupational health and safety information [respiratory illness in the workplace](#).



www.wcb.ab.ca



contactcentre@wcb.ab.ca



1-866-922-9221 (within AB)

1-800-661-9608 (outside AB)