



Bowen Complex

COVID-19 Safe Operations

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1.0 Introduction

The City of Nanaimo is committed to providing a safe and healthy workplace for all of our staff. A combination of preventative measures will be used to minimize worker and public exposure to the COVID-19 virus, including the most effective control technologies available. Our work procedures will protect not only our employees, but also other workers and/or the public who enter our facilities. All employees must follow the procedures outlined in this plan to prevent or reduce exposure to the COVID-19 virus.

The purpose of this Exposure Control Plan (ECP) is to protect employees from harmful exposures to the COVID-19 virus, to reduce the risk of infection in the event of an exposure, and to comply with the WorkSafe BC Occupational Health and Safety Regulation 5.54 and 6.3, Exposure Control Plan.

The City of Nanaimo will strive to find ways to control or eliminate exposure to the COVID-19 virus by developing and implementing proper risk controls, establishing safe work practices, raising awareness, and providing education and training for its employees. The City of Nanaimo will follow direction and controls as specified by the BCCDC, the Ministry of Health, and the Provincial or Island Health Medical Health Officer.

Image Source: BCRPA – The Recreation and Parks Sector Guidelines for Restarting Operations



2.0 Staff Training Plan

Staff Training

The City of Nanaimo has staff training to re-activate staff prior to returning to work.

Training Topics – from site safety plan

1. Staff Safety (All staff)
 - a. Site specific orientation Crew Talk - Site Safety Plan
 - b. City Exposure Control Plan

2. Facility Admission & Access (All staff)
 - a. Public procedures
 - b. Front Desk Procedures
 - c. Programming

3. Building Schedules and Programming (All staff)
 - a. Disinfection (All staff)
 - b. Procedure and Video
 - c. Facility Schedule
 - d. Program Guidelines

4. First Aid Procedures (OFA First Aiders)

All training must be documented and signed by both staff member and supervisor on the site specific orientation and/or Crew Talk.

3.0 Staff Health and Hygiene

COVID-19 Health Assessment

To avoid transmission between employees and patrons, every employee suspected or confirmed to have contracted COVID-19 must stay home.

Staff COVID-19 Self-Assessment

Anyone with COVID-19-like symptoms, such as sore throat, fever, sneezing, or coughing complete the [BC CDC self-assessment tool](#) or call 8-1-1 and inform your supervisor.

If directed, go for testing and self-isolate at home until test results are available. If testing is not possible self-isolate for 10 days. After 10 days, if your temperature is normal and you feel better, complete the self-assessment tool again to determine if you can return to your routine activities. Coughing may persist for several weeks, so a cough alone does not mean you need to continue to self-isolate for more than 10 days.

Sick Workers

- Sick workers should report to first aid, even with mild symptoms.
- Sick workers should be asked to wash or sanitize their hands and provided with a mask, and isolated. Ask the worker to go straight home and call the COVID-19 information line for further guidance related to testing and self-isolation.
- If the worker is severely ill (e.g. difficulty breathing or chest pain), call 911.
- Clean and disinfect any surfaces that the ill worker has come into contact with.

Daily records are kept of staff who work together in the event there is a need for contact tracing on the part of the Medical Health Officer.

Daily Health Checks

Provincial Health Order dated Nov 19, 2020 requires all staff to complete a daily COVID 19 health check prior to arriving at work each day. Employers must document that each staff person has completed the health check. Daily Health Check forms are located at Ambassadors or admin area. Staff must sign in upon arrival each morning. If staff move from one facility to another throughout the day they should sign in at each location.

Daily Health Checks review the following:

1	Have travelled outside of Canada in the last 14 days.
2	Have been identified by Public Health as a close contact of someone with COVID-
3	Have been told to isolate by Public Health.
4	Are displaying any of the following symptoms: <ul style="list-style-type: none">• Fever or chills• Cough• Loss of sense of smell or taste• Difficulty breathing• Sore throat• Loss of appetite• Extreme fatigue or tiredness• Headache• Body Aches• Nausea or vomiting

To avoid transmission between employees and patrons, every employee suspected or confirmed to have contracted COVID-19 must stay home.

Hygiene

Hand Hygiene

Employees must wash their hands upon entry to the building and before and after:

- Eating
- Breaks
- Smoking
- Blowing one's nose, coughing, or sneezing
- Using the toilet
- Being in contact with animals or pets
- Using shared equipment
- Providing routine care for customers needing assistance or first aid

Face Masks

- Employers are expected to enforce the mandatory mask policy with both employees and customers
- A customer can be refused entry or service if they do not wear a mask
- Masks can become contaminated on the outside when touched by hands so employees should avoid touching or adjusting them often.
- Masks that become wet, soiled, or damaged are less effective and must be replaced immediately.
- Masks must be put on and taken off correctly, including not touching the front of the mask and washing hands before/after application and removal.
- Never share masks with others.
- Masks are required in all workplaces for shared work areas and areas where physical distancing cannot be maintained. This includes:
 1. Elevators
 2. Kitchens
 3. Hallways
 4. Customer counters
 5. Break rooms

Personal Hygiene

- Avoid physical greetings such as handshakes and hugs.

- Employees must practice good hygiene throughout their shift including proper hand washing and cough/sneeze etiquette.
- There should be no sharing of cigarettes or vaping equipment or other personal products.

Keeping Shared Spaces and Equipment Clean

List Facility Rooms and Spaces Here:

1. Cashier Wicket/Front Desk Area
2. Lobby
3. Library
4. Main Floor Washrooms
5. Lower Floor Washrooms
6. Upper Floor Washrooms
7. Bowen Auditorium and Kitchen
8. Bowen Room 1 and Kitchen
9. Bowen Room 2
10. Bowen Room 3
11. Bowen Room 4
12. Bowen Room 5
13. Bowen Room 6
14. Bowen Billiards Room
15. Bowen Woodworking Room
16. Bowen Pottery Room
17. Bowen Conference Room
18. Stationery Room
19. Photocopier/Mail Room
20. Staff Kitchen/Break Room
21. General Manager's Office (1)
22. Clerk's Office (1)
23. Director's Offices (2)
24. Manager's Offices (2)
25. Coordinator's Offices (5)
26. Parks Staff Offices (5)
27. Staff Change Rooms – Lower Floor
28. Custodial Storage Closets

Use the same general directions for all spaces/rooms. Examples below

- Staff should arrive dressed in their work clothes or uniform.

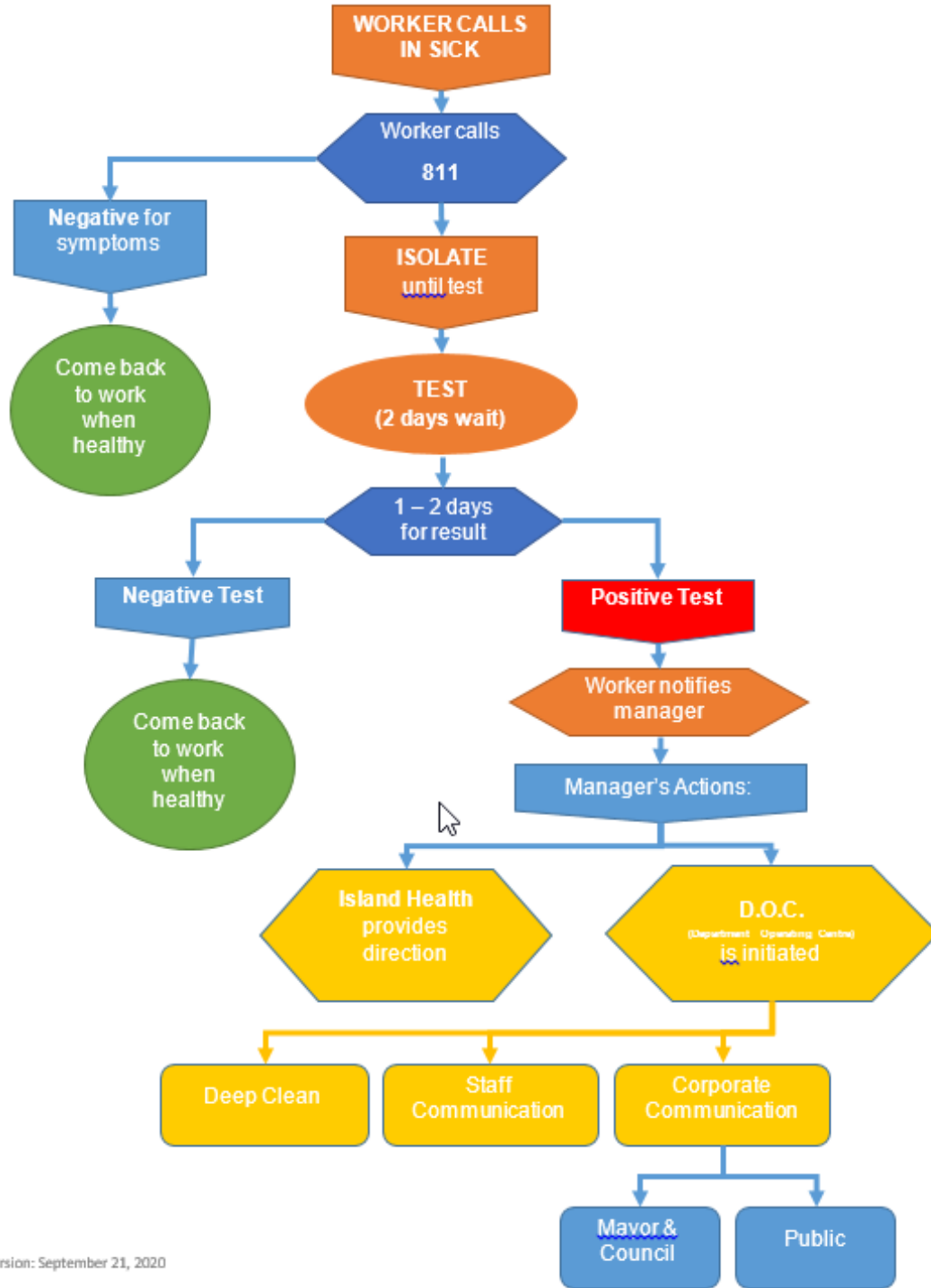
- A maximum of one staff in the change room. Physical distancing must occur at all times.
- Personal items brought in (e.g. bags, shoes, jackets) must be kept to a minimum.
- If personal items are in the change room, adequate space must be between each staff member's items to encourage physical distancing.
- All belongings must be brought home at the end of each shift.

Shared Equipment – list examples of equipment here:

1. Computers and Keyboards
2. Telephones
3. Work Stations and Chairs
4. Photocopiers and Printers
5. Cleaning and Janitorial Supplies
6. Keys
7. Tables and Chairs
8. Cash Drawers and Equipment
9. Binders
10. Stationery Supplies
11. Janitorial Carts and Equipment
12. Vacuums

- Personal equipment and tools should not be shared between employees or must be disinfected between uses if sharing is unavoidable.
- Clean staff room table, telephones, keyboards, etc. before and after each use.
- Do not share cups, glasses, utensils, fanny packs, etc.
- Avoid sharing common objects (e.g. pens).
- Uniforms and work clothes should be washed at the end of each shift.
- Avoid sharing uniforms.

COVID-19: Calling in Sick Procedure



Version: September 21, 2020

4.0 Disinfection and Cleaning Procedures

The disinfection procedures listed are in response to the COVID-19 pandemic. These cleaning measures are in addition to regular facility cleaning procedures. Please review the safe work procedures for [Cleaning and Disinfecting](#) and [How to Clean and Disinfect Your Work Station](#).

Personal Protection

The risk of exposure to cleaning staff is inherently low, however, cleaning staff should wear disposable gloves and appropriate PPE for all cleaning tasks, including handling trash. PPE should be removed carefully to avoid contamination to the wearer and surrounding area. Work uniforms must be washed after each shift.

Cleaning Procedures

Surfaces frequently touched by hands are most likely to be contaminated. These surfaces include doorknobs, handrails, light switches, cabinet handles, faucet handles, tables, countertops, and electronics. These areas are high priority cleaning areas within the facility.

Chemicals Used for Disinfection/Cleaning

Product	Application	Who can use	PPE	Dwell Time	Rinse	Equip.
EP66 Disinfectant	Spray Bottle	All staff / gym patrons	Diluted no gloves for public Staff -gloves	5 minutes	Wipe off	Spray bottle Paper Towel
EP66 Disinfectant	Foamer attached to a hose	In Foamer Aquat. Custodians	Staff -gloves	15 minutes	Hose	Foamer / Hose floor squeegee
Perdiem Cleaner	Spray Bottle	All Staff Contractors	Diluted no gloves for public Staff -gloves	5 minutes	Wipe off	Spray bottle Paper Towel
Perdiem Cleaner	Foamer attached to a hose	In Foamer Aquat. Custodians	Staff -gloves	15 minutes	Hose	Foamer / Hose floor squeegee
Bleach 12%	Foamer attached to a hose Spray Bottle Mop Bucket	All Staff	Resperator Gloves / Goggles Apron	15 minutes	Hose Wash off	Foamer / Hose Spray bottle Mop bucket Mop heads cleaned daily
Ultra One Degreaser	Foamer attached to a hose Spray Bottle	All Staff	Gloves	15 minutes	Hose Wash off	Foamer / Hose Spray bottle
Oxivir Plus Disinfectant Cleaner	Spray Bottle Mop Bucket	All Staff	Gloves	15 minutes	Wash off	Spray bottle Mop bucket Mop heads cleaned daily

Sustainable Earth (SE) SE 64 Neutral Cleaner	Spray Bottle Mop bucket	Custodians	Gloves	10 minutes	Wipe off Wash off	Spray bottle Mop bucket Mop heads cleaned daily
Sustainable Earth (SE) SE 70 Washroom Cleaner	Spray Bottle Mop bucket	Custodians	Gloves	10 minutes	Wipe off Wash off	Spray bottle Mop bucket Mop heads cleaned daily
Sustainable Earth (SE) Glass Cleaner	Spray Bottle	Custodians	Gloves	None needed	Wipe off	Spray bottle Paper Towel Rags
Sustainable Earth (SE) SE 71 Toilet cleaner non acid	Ready to use container	Custodians	Gloves	None needed	Wipe off	Toilet Brush
Staples Washroom Cleaner	Spray Bottle Mop bucket	Custodians AMW	Gloves	None needed	Wipe off Wash off	Spray bottle Paper Towel Rags
Soap and Hot Water	Cloth Squeegee Scrub Brush	Custodians AMW	Gloves		Wash off	Rags Mop Buckets

Room/Space	Product	High Touchpoints	Frequency: hourly daily, weekly, on demand, before and after use	Staff Responsible	Date and time	Staff Initials
Offices and Work Stations	Perdiem	Phones, keyboards, mice, desk tops, Counter Tops	Before and after use	All staff		
Washrooms and Change Rooms	Perdiem Staples Washroom Cleaner	Toilets, sinks, floors, paper towel holders, soap dispensers, door handles	Every two hours when facility is open to public and after facility closes	Custodians Lifeguards		
Lobby/common areas	Perdiem	Counter tops, door handles, benches	Every 30 minutes	Custodians Clerks/Cashiers Lifeguards		
Staff Break room	Perdiem	Table, chairs, countertops soap dispenser	After use	All staff		
Front Office/Wicket	Perdiem	Counter tops, photocopiers,	Every two hours when the facility is	Clerks/Cashiers Custodians		

		printers, door handles	open and after the facility closes			
Activity Rooms/Rentable Spaces	Perdiem	Counter tops, door handles, tables, chairs, flip charts	After Use and after the facility closes	Custodians		
Custodial Storage Rooms	Perdiem	Door handles	Every 2 hours	Custodians		
Kitchens	Ultra One Degreaser	Stove/floor	Before and after every user/ 30 minutes between bookings	Custodians		

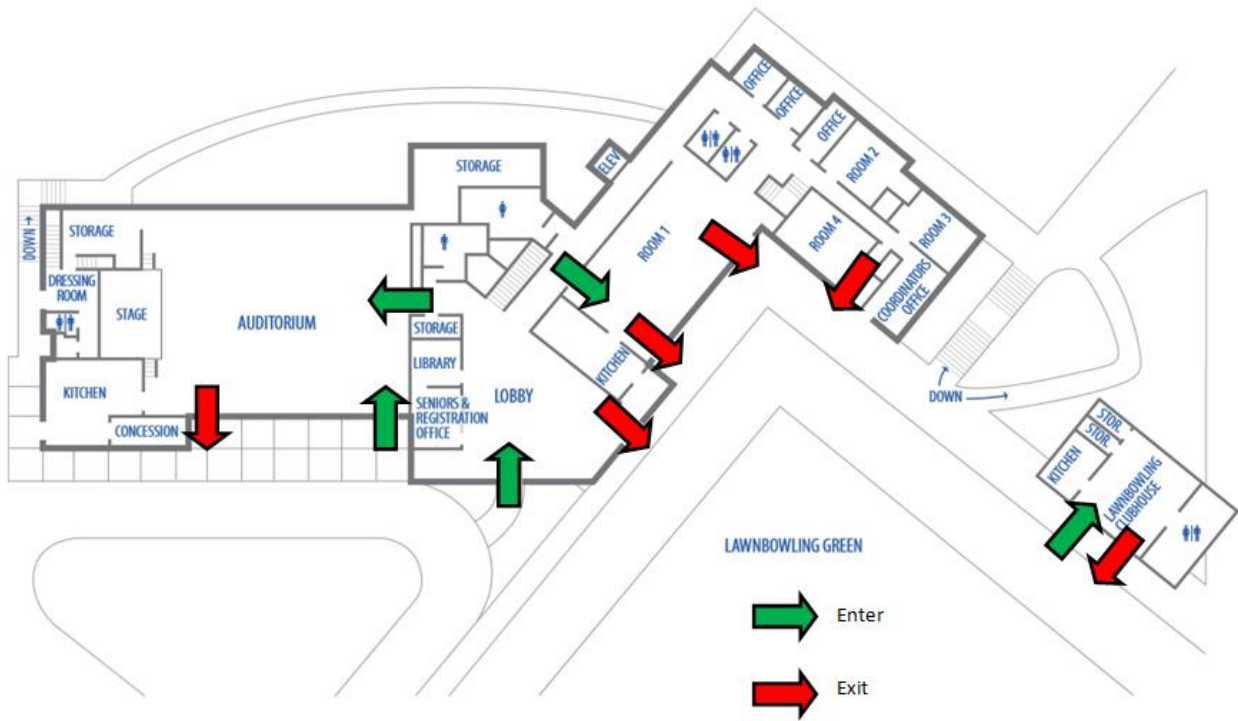
5.0 Facility Information

Facility Access, Egress and Traffic Flow




Bowen Complex is implementing the following facility admission protocols:

1. At the entrance, signs are installed to inform patrons that:
 - a. Patrons must not enter if they are diagnosed with, suspect they have, or if they have any of the known COVID-19 symptoms.
 - b. Patrons must maintain physical distance of 2 meters from other patrons and staff.
 - c. Patrons are to wash their hands with soap and water or use hand sanitizer upon entry to the facility.
2. The City of Nanaimo has developed a facility ambassador position to provide education and information the public about the safety protocols at recreation facilities. Ambassadors also assist with cleaning high touch point areas in recreation facilities.
3. Upon admission to Bowen Complex, all employees and members of the public will immediately wash their hands with soap and water or use hand sanitizer (70% alcohol or higher) for at least 20 seconds.
4. Employees will complete the [BC COVID-19 Self-Assessment Tool](#) prior to the start of their shift
5. Employees located at the front desk are protected by a plexiglass barrier.
6. Employees should wear gloves while handling cash and payment machines.
7. A reservation system and rental/program time limitations are in place to avoid crowd gathering and wait times.
8. Facility access is provided with separate entry and exit points at the main entrance with a barrier ensuring physical distancing.
9. Signage, floor markings and barriers are installed to guide patrons in and out of the building.
10. Physical markers are installed on the lobby floor and throughout the facility which indicate two meter physical distancing for patrons waiting in line.
11. Signage and barriers are installed in the activity rooms and washrooms to encourage physical distancing.
12. Occupancy limits will be posted for all public and staff spaces.
13. Public visitors are prohibited in staff areas. Staff must arrive no more than 15 minutes prior to their shift and leave the building immediately after their shift ends.
14. Allow time for staff shift changeover to minimize group gathering in staff areas.

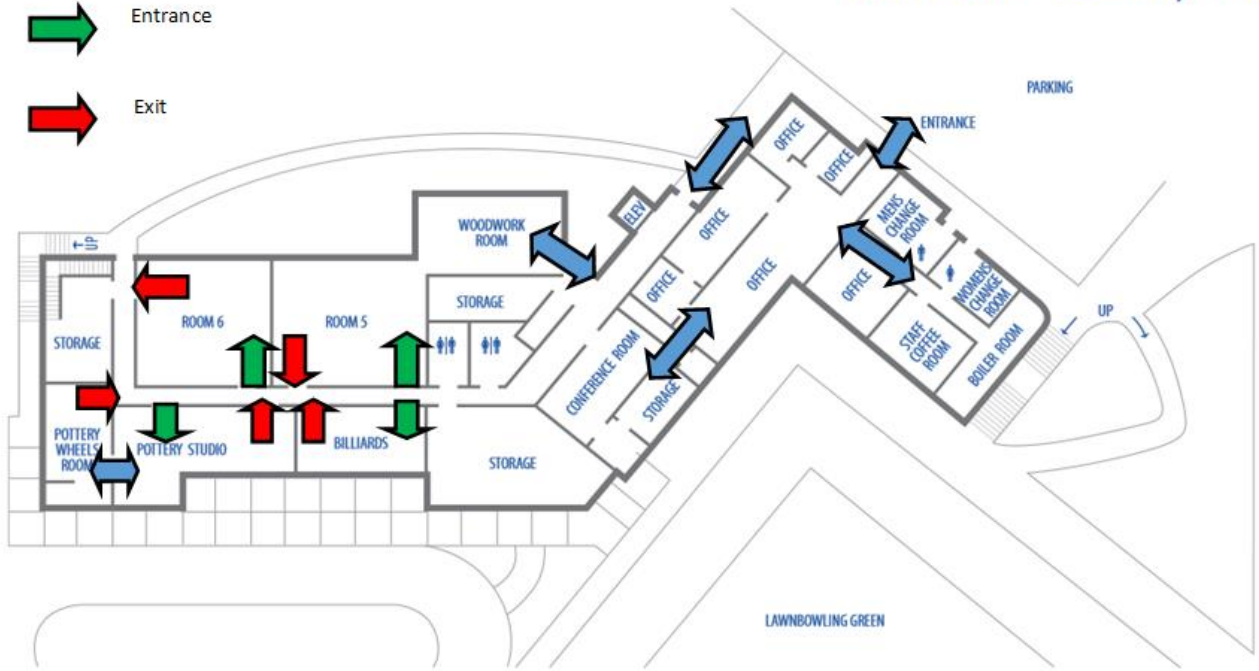
Facility Floor Plans



Bowen Complex - Upper floor plan

-  Two Way:
Staggered program start times or,
low flow traffic
-  Entrance
-  Exit

Bowen Complex Lower Level - Assembly Area



Bowen Complex - Lower floor plan

Occupancy Limits – Public and Staff Spaces

Public Spaces	Maximum Occupancy
Library	1
Bowen Auditorium	106 (limit 50)
Bowen Room 1	34
Bowen Room 2	6
Bowen Room 3	6
Bowen Room 4	6
Main Floor Washrooms	1
Bowen Room 5	25
Bowen Room 6	25
Bowen Billiards Room	4
Bowen Woodworking Room	2
Bowen Pottery Room	6
Lower Floor Washrooms	1
Club House	33

Staff Spaces	Maximum Occupancy*
Cashier Wicket/Front Desk Area	1
Upper Floor Washrooms	1
Bowen Conference Room	12
Stationery Room	2
Photocopier/Mail Room	1
Staff Kitchen/Break Room	2
General Manager's Office (1)	1
Clerk's Office (1)	1
Director's Offices (2)	1
Manager's Offices (2)	1

Coordinator's Offices (4)	1
Coordinator's Office (1)	2
Parks Staff Offices (5)	1
Staff Change Rooms – Lower Floor	1
Custodial Storage Closets	1

*calculated based on stationary activity - reduce if physical activity occurring.

- The City's occupancies comply with all Provincial Health Orders as directed by the Public Health Officer (PHO). Facilities will continue to be monitored and occupancies adjusted as needed based on health information and facility activity.
- Facilities capacities are based on the size of the space used by patrons and staff to ensure physical distancing can be maintained.
- Staff spaces can have higher occupancy if a mask is worn where 2m physical distancing cannot be maintained.

6.0 Service Delivery

Bowen Complex Program Delivery

Mask requirements

Masks are now required for everyone in all public indoor settings and workplaces. People who cannot put on or remove a mask on their own are exempt.

- Employers are expected to enforce the mandatory mask policy with both employees and customers
- A customer can be refused entry or service if they do not wear a mask

General

1. Room capacities are reduced to allow appropriate physical distancing.
2. Signage installed throughout the facility reminding of physical distancing, handwashing, and reminders to stay home if sick.

Patron Equipment

1. Only essential equipment will be available for use during the initial opening.
2. Shared equipment will be disinfected between uses.

Bowen Complex Programs

1. Program ratios will be reduced to maintain physical distancing.

Group Rentals

1. All rentals will be required to book space in advance.
2. Groups with more than 7 people will be required to provide a COVID-19 Safety Plan identifying how the group will follow COVID-19 safety guidelines outlined by the PHO.

Consent Forms

1. All participants must complete a Program Participation Consent form prior to attending and participating in Recreation Programs.

Facility Allocations

Rental – Community Group/Private Groups

1. All renters must provide a written request for facilities to the City's allocation clerk using the facility request form. Verbal request will not be accepted.
2. All bookings must be booked with the allocations clerk over the phone or by email. Face to face bookings are not permitted at this time.
3. Contracts will be sent to customers via email. Contracts must be signed and emailed back to the allocations clerk.
4. Contracts must be paid in full prior to the booking taking place.
5. User groups are asked to arrive no sooner than 15 minutes prior to the start of their rental time.
6. All user groups must provide a COVID operating plan to the City of Nanaimo prior to their booking.
7. Facility renters must comply with all health authority directives and orders.
8. Facility renters must comply with all City of Nanaimo procedures and protocols pertaining to facility use.
9. All renters must provide the City of Nanaimo with insurance naming the City of Nanaimo as co-insured, if required.
10. The City of Nanaimo will provide all users groups with the safety protocols and guidelines that must be adhered to all times while using the facility in advance of their booking. Any non-compliance may result in termination of contract without refund and may lose booking privileges on a temporary basis.
11. Contracts are subject to change based on provincial health directives and orders.

Operating Schedules

Tentative Bowen Complex Schedule – September to December 2020

Monday through Thursday*

8 am – 9 pm

Friday*

8 am – 6:30 pm

Saturday*

9 am – 4 pm

Sunday – Closed*

*Exceptions will be made for private rentals as per normal practice

- Schedule is subject to change
- Programs will be planned with 30 minute intervals for high touchpoint and surface cleaning

7.0 Public Communication

Safety Education

- When providing information to customers about new rules and COVID-19 guidelines, it is important for staff to remember that not all customers may be initially accepting of the new protocols.
- Staff should be patient and take a customer-focused approach to safety education. **We're Here to Help!**
- Staff should maintain physical distancing while providing effective and consistent messaging and expectations.

Applying the Guidelines

1. Prior to entering the facility, educate the public on new admission standards using signage, including health questions and their responsibilities regarding physical distancing from non-family members for all activities and while using all facility amenities.
2. Educate patrons concerning one-way traffic measures around the facility.
3. Educate patrons on measures put in place to avoid crowd gathering such as waiting lines for recreational equipment.
4. Educate patrons about not sharing personal equipment such as water bottles, towels, etc.
5. Staff working directly with the public should maintain physical distancing while providing effective and consistent rule enforcement and accident prevention.
6. Staff are to maintain physical distancing when providing information to other team members.
7. Staff are to follow and maintain new protocols regarding disinfection of common contact surfaces throughout the day.

Next page includes a communication handout that can be provided to facility users prior to their session, ideally at the time of booking. Other booking communications will be provided to facility renters.



Preventative Measure Information for Program Participants

The City of Nanaimo is pleased to have Bowen Complex open to the community. The health and safety of City of Nanaimo employees and the public remains the highest priority as facilities reopen and begin providing services again. Please note, there are many changes to availability, facility access, activities, and more. These changes have been implemented to meet health guidelines and to ensure a safe environment.

General Information

1. Please follow the direction of facility staff and posted signage while using the facility.
2. All participants are required to follow all safety measures while using the facility.
3. Participants are asked to arrive no earlier than 15 minutes prior to their program start time.
4. All program spaces must be reserved in advance and drop-in participation will not be permitted during initial phases.
5. Please maintain physical distancing at all times and leave the facility as quickly as possible following your session.
6. Please bring your own filled water bottle for the session if needed as water fountains may not be available.
7. If you are unsure of what to do or where to go please speak to staff as they are here to help.
8. No spectators are permitted in any Parks & Recreation Facility.

Facility Information

1. Most lobby furniture will be removed to discourage gathering.
2. Rooms 2 – 4 will remain closed during the initial reopening.
3. Separate entrance and exit doors will be provided for access to the Auditorium and Room 1.
4. Drop-in Spaces (ie: billiards, woodworking, pottery) will require participants to book specific timeslots for use.
5. Kitchens will remain closed until further notice.

Health and Safety Protocols

1. Stay home if you're sick.
2. Please maintain physical distancing (6 ft.) in the facility at all times.
3. Please follow the health and safety information posted throughout the facility.
4. Please use hand sanitizer upon entry to the facility.

Spectators

1. To control the number of people in the facility and to reduce the chance of groups gathering, only program participants will be permitted in the facility.
2. Please avoid gathering in groups outside the facility.

Equipment

1. Non-essential shared equipment will not be available.

Drop off and Pick Up

1. To control the number of people in the facility and to maintain physical distancing requirements parents and guardians are asked to bring their child into the facility, drop their child off with the instructor, ambassador, volunteer or coach then leave the facility and return at the end of the session to pick up their child or youth.

Exiting Facility

1. Please leave the facility as soon as possible after the session has ended.

8.0 First Aid Procedures

Isolation Areas and Procedure

There is a requirement to provide a self-isolation containment area/space/room for employees and patrons showing symptoms of illness while waiting for transportation to a medical centre or home. The isolation space has been designated as the Kitchen area off of Activity Room 1.

First Aid Protocols have been updated by Worksafe BC and the following apply:

OFAA protocols during the COVID-19 pandemic

A guide for employers and occupational first aid attendants

During the COVID-19 pandemic, occupational first aid attendants (OFAAs) continue to provide treatment to workers as necessary. Because of the possibility of community infection, you may need to modify your standard protocols for first aid treatment to reduce the potential for transmission. This document provides additional precautions you may take to include public health directives such as physical distancing, hand hygiene, and disinfection in your procedures.

1. When you receive a call for first aid, if possible, gather the following information:
 - What are the circumstances surrounding the call for assistance?
 - Are critical interventions likely required? If so, call 911 or have an emergency transport vehicle (ETV) prepared.
 - Are there any obvious signs of COVID-19? If so, send the patient home or to a hospital.
2. If no critical interventions are required, if possible and appropriate, interview the patient from a distance. Ask the following questions:
 - Is anyone sick or in self-isolation in your household?
 - Have you been in contact with anyone who has been sick?
3. When you arrive at the patient's location, assess the situation:
 - Does the patient have a minor injury that the patient can self-treat while you provide direction and supplies?
 - If yes, direct the patient to self-treat per your OFA protocols (see the self-treatment scenario below).
4. If the patient can't self-treat, don the appropriate level of personal protective equipment (PPE) for the situation. PPE could include the following items:
 - Face shield or surgical-type mask
 - Pocket mask
 - Gloves
 - Coveralls (disposable or washable)
 - Apron or lab coat
 - Glasses or goggles
5. After treatment, sanitize all equipment with either soap and water or 70% isopropyl alcohol. Remove and wash any PPE that is not disposable, as well as any exposed clothing. Wash your hands thoroughly. If critical interventions are required and there is no way of determining background information, don appropriate PPE and limit access to the patient to the number of people required to deal with the critical intervention. It is important to limit the exposure of others.

Because the global supply of PPE is scarce, you may need to consider other options. There are various types of masks, face shields, and respirators that you can consider.

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Scenario: Self-treatment with direction

A first aid attendant receives a call stating a worker has injured her hand. The attendant collects as much information about the severity of the injury as possible. The injury is deemed to be minor with no other concerns, so the attendant goes to the worker, but stays 2 metres (about 6 feet) away. On arrival, the attendant asks:

- Is anyone sick or in self-isolation in your household?
- Are you able to administer first aid to yourself if I tell you what to do and how to do it?

After the first aid attendant has conducted the interview, the attendant visually assesses the patient and the wound from a distance and asks the patient about underlying conditions relating to the injury.

The attendant then places the required first aid supplies on a surface 2 metres from the patient. The attendant steps back and directs the patient to pick up and apply the supplies. The first aid attendant then verbally conducts a modified secondary survey and documents the findings.

Scenario: OFA Level 1 and Level 2 with intervention

A first aid attendant receives a call about a worker who has been struck in the head and is unresponsive. The attendant immediately ensures that 911 is called. On approaching the scene, the first aid attendant conducts a scene assessment and dons appropriate PPE. Once PPE is on, the attendant approaches the patient and conducts a primary survey to determine what, if any,

critical interventions are required. The attendant positions the patient in the three-quarter-prone position to ensure that the airway is open and clear and no further interventions are needed. Only one person (the attendant) needs to be in contact with the patient; all others can stay 2 metres away. The attendant monitors the patient until the ambulance arrives.

Scenario: OFA Level 3 — employer ETV for transport with intervention

A first aid attendant receives a call about a worker who has been struck in the head and is unresponsive. The attendant immediately arranges for the ETV to be ready. On approaching the scene, the first aid attendant conducts a scene assessment and dons appropriate PPE. Once PPE is on, the attendant approaches the patient and ensures an open airway. Once the airway is open and clear, the attendant stabilizes the patient's head with an inanimate object (to free the attendant's hands) and inserts an oropharyngeal airway (OPA) to protect and maintain the airway. The attendant then conducts a primary survey to determine what, if any, further critical interventions are required. Only one person (the attendant) needs to be in contact with the patient; all others can stay 2 metres away.

Helpers will be needed to assist the first aid attendant in lifting the patient into the basket and ETV. Use any PPE or other measures available to provide a barrier between the helpers and the patient, including covering the patient with a blanket. Once the patient is loaded, ensure the helpers remove their PPE and wash their hands with soap and water.

Protocols for group low intensity exercise have been updated by the Ministry of Health and the following apply:

Environmental Measures

Environmental measures are changes to the physical environment that reduce the risk of exposure, such as increasing ventilation, and frequent cleaning and disinfection.

Ventilation

- ❑ **Creation of intentionally overheated exercise environments (e.g. for hot yoga) is prohibited**
- ❑ Outer doors and windows left open or partially open at all times (if possible)
- ❑ All mechanical heating, ventilation, and air conditioning (HVAC) systems are working properly
- ❑ Fresh air intake on ventilation systems has been increased as much as possible
- ❑ All use of floor and wall fans discontinued

For more information, see WorkSafeBC guidance on [general ventilation and air circulation](#)

Floor Markings and Reducing Group Congregating

- ❑ Any group classes or bookings where a cohort of patrons are arriving at the same time must include at least 5 minutes before and 5 minutes after the class/booking time to reduce bottlenecking
 - For example, a 45-minute group class would be 35 minutes of exercise, with 5 minutes for staggered arrival and 5 minutes for staggered exit (additional time between classes is also required for cleaning and ventilation, see Booking and Registration section, below)
 - Additional time may be required for larger classes or to reduce the potential of gathering in common spaces
- ❑ Designate different doorways for entrance and exit if possible, or create a different process so patrons are not entering and exiting simultaneously at the same time
- ❑ Changerooms and showers must be closed; ensure patrons are aware that they should arrive in exercise attire
 - Washrooms should remain open; where washrooms are located within a change rooms, ensure there is signage and communication that these areas are for washroom use only
- ❑ Use floor markings and/or physical barriers to direct flow through the space and ensure 2 metres physical distancing can be maintained at all times
- ❑ Assign staff to ensure no groups are congregating
- ❑ Post signage to indicate how these rules should be followed

Cleaning and Disinfection

- ❑ All shared equipment (e.g. the barre in a Barre class, floor mats, weights, etc.) must be cleaned and disinfected between each use
- ❑ Other high touch surfaces (e.g. door handles, sink faucets, etc.) must be cleaned and disinfected twice per day
- ❑ Where exercise activities involve participants prone or seated on the floor (i.e. floor mats not used), the floor should be cleaned and disinfected between each class

Physical Barriers

- ❑ Physical barriers between exercise equipment or stations may be used as an additional safety measure, although use of physical barriers does not alter the physical distancing or occupancy requirements listed below. More information on using effective physical barriers can be found on [WorkSafeBC](#).

Administrative Measures

Administrative measures include the implementation of policies, procedures, training and education that reduce the risk of exposure.

Occupancy

- To determine overall occupancy: each workout room/space must have at least 7m² (2.5m x 2.5m plus a safety allowance of 20%) of unencumbered useable floor space per patron/staff who will be in the space during an exercise class, with a maximum of 25 patrons/staff in any exercise class or room (regardless of the space above)
 - For example, an exercise room that has 140m² (~1500ft²) of useable floor space would be able to accommodate: (140m² / 7m²) = 19 people
- Post signage with occupancy limits for each room so staff and patrons are aware and ensure that capacity is not exceeded

Physical Distancing and Minimizing Physical Contact

- Physical distance of **2.5 metres** between each patron in all directions at all times must be maintained **while exercising**:
 - Exercise machines must be appropriately spaced or blocked off to accommodate
 - Floor markings/signage should be used to identify exercise space
 - If there is movement occurring in a class, each patron should have enough space to ensure they are never within 2.5 metres of each other
- Instructors should remain in a designated “instructor area” throughout the class where they can maintain 2.5 m physical distance
 - Instructors must give verbal rather than hands-on corrections for yoga/barre/Pilates, etc.
- Physical distancing of **2 metres** must be maintained **when not exercising** and at all other times in facility

Booking and Registration

- All patrons must be scheduled in advance, no drop-ins allowed
 - Inform clients when they book an appointment that they should not come if they are feeling sick, and must cancel if they are feeling unwell
 - Change cancellation policy to allow for cancellations with no penalty if exhibiting COVID-19 symptoms
- There must be at least 10 minutes between classes where no patrons are in the space
 - *Example Schedule:* 9:00-9:05– staggered entrance for Class 1; 9:05-9:45 – low intensity exercise Class 1; 9:45-9:50 – staggered exit for Class 1; 9:50-10:00 – cleaning and no patrons in space; 10:00-10:05– staggered entrance for Class 2.
 - Smaller studio spaces or those with lower ceilings or fewer windows/natural air intake are encouraged to allow even greater time between classes
- Ask that patrons do not arrive earlier than their scheduled arrival time
- All patrons have read and agree to follow safety protocols

Audio

- Instructors for exercise classes require microphones so that they are not required to raise their voices beyond a normal speaking volume. Microphones must be only used by one individual or covered for use
- Music must be kept below speaking volume in order to reduce singing or shouting; individuals may listen to music with headphones but are required to take headphones off when communicating with another patron/staff/instructor/trainer

Food and Beverages

- ❑ Patrons must bring or use a personal water bottle; water filling stations can be provided, but water fountains for drinking should be shut off
- ❑ No food or beverages may be sold on site

Staying Home When Sick and When New Symptoms Develop

- ❑ Policies established to ensure employees complete daily entry requirements
- ❑ Policies established to ensure employees can stay home when they have symptoms of COVID-19
- ❑ Policies established for employees or patrons showing symptoms of COVID-19 when inside the facility

Personal Measures

Personal measures are actions individuals can take to protect themselves and others. Examples include physical distancing, minimizing physical contact, frequent hand washing, practicing respiratory etiquette and staying home if sick.

COVID-19 Health Check

- ❑ Employees must complete daily entry requirements before entering the facility as per the [WorkSafeBC employer requirement](#)
- ❑ Patrons must complete daily entry requirements before entering the facility (e.g. [Entry Check for Visitors](#))

Exercise Attire / Personal Equipment

- ❑ Patrons are expected to arrive in exercise attire as change rooms will be closed
- ❑ Where practical, patrons should bring as much of their own equipment as possible (e.g. exercise mats, weights, etc.)

Hand Hygiene

- ❑ Instruct patrons to practice hand hygiene before and after a workout; supplies should be provided throughout the facility
- ❑ Make sure used tissues and disinfectant wipe are properly disposed of in a lined waste bin that is emptied at least daily

Personal Protective Equipment (PPE)

Masks

- ❑ Masks must be worn at all times when not exercising
- ❑ Masks can be encouraged to be worn during exercise, but not required
- ❑ Instructors must wear masks at all times unless they are exercising or are in the 2.5m x 2.5m “instructor area”
- ❑ People who are unable to wear a mask due to a health condition or a physical, cognitive or mental impairment, and people who are unable to put on or remove a mask without the assistance of another person are exempt from mask requirements. People who are unable to wear a mask must maintain at least 2 metres distance at all times when in the facility

Documents referenced in the creation of the Bowen Complex Site Safety Plan include:

- a) BC's Restart Plan Next Steps to move BC through the Pandemic
- b) Work Safe BC
- c) British Columbia Recreation and Parks Association (BCRPA) – Guidelines for Restarting Operations
- d) viaSPORT British Columbia - Return to Sport Guidelines for BC
- e) BC Centre for Disease Control