



**RED ROCK**  
A D V E N T U R E

RED ROCK ADVENTURE  
COVID-19 OPERATIONAL PLAN

June 2020

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## Regulation Guidelines

Red Rock Adventure will be following Federal and Provincial guidelines for operation. Our primary source of information will come from Government New Brunswick and their Coronavirus disease (COVID-19) response guidelines. These can be found at:

<https://www2.gnb.ca/content/gnb/biling/coronavirus.html>

Red Rock Adventure will also reference guidelines and regulations from the following sources:

- Government of Canada
- Restaurants Canada
- Worksafe NB
- Tourism Industry Association of Canada
- Tourism Industry Association of New Brunswick

## Measures for Red Rock Adventure and Shipyard Cafe

### Staying Informed

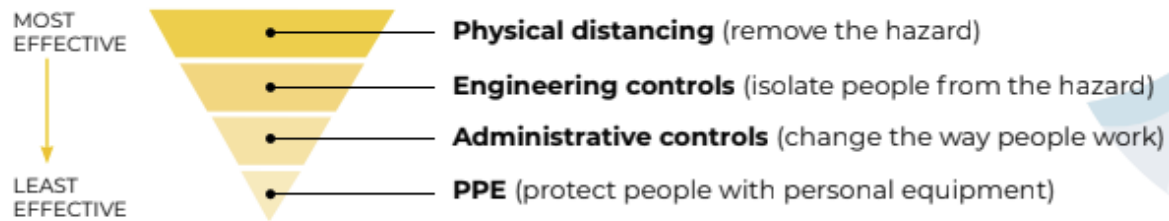
- Red Rock Adventure will maintain a high standard of flow of information. Management will stay informed and encourage their staff to do the same.
- All documentation regarding safety, regulations, guidelines, and operations will be shared with staff. Briefings and specific training will be provided to the staff.
- All Red Rock Adventure created documents and operational standards will be shared and accessible by staff at all times.
- Red Rock Adventure recognizes that zero risk is not a possibility, and that staying informed and having an effective operational plan in place is a combination that will result in the safest environment for our staff and guests.

### Physical Distancing

Physical distancing will be the first line of defense as it is suggested by Worksafe NB as the most effective control in the guidelines for reopening a business.

Where physical distancing is not possible, Red Rock Adventure staff will maintain the standards set out by this operational plan.

Whenever you have more than one option for controlling a risk, consider this hierarchy of controls chart. Physical distancing is always the most effective control, then engineering controls, and so on.



- **Physical distancing:** Restructure physical settings and responsibilities to adhere to the minimum two metre requirement (increase space between people or reduce the number of people within a space at a given time). In addition, wherever possible, give employees the option to work or access businesses and other settings from home.
- **Engineering controls:** Create physical barriers between people when physical distancing is not possible, or increase ventilation.
- **Administrative controls:** Redistribute responsibilities to reduce contact between people, using technology for communication.
- **PPE:** Have employees wear medical PPE for health-care settings, when required, and non-medical cloth face coverings to protect others, where necessary.

## Screening Staff

### *Active*

- Red Rock Adventure will actively screen staff.
- Any staff with symptoms will remove themselves from working until it can be confirmed they do not carry the virus.
- Staff will participate in a check-in and screening procedure that will provide instant updates to management staff.

### *Passive*

- Staff will be asked to monitor their own health.
- Staff will be given the resources to stay updated and informed on the virus.
- Open communication management on health and protection will be encouraged and maintained.

# Measures for Guests

## Travel Restrictions

- Guests coming from outside of New Brunswick should stay up to date with the current travel restrictions.
- Information and notices on travel can be found at the following website:

[https://www2.gnb.ca/content/gnb/en/departments/ocmoh/cdc/content/respiratory\\_diseases/coronavirus/InformationForTravelers.html](https://www2.gnb.ca/content/gnb/en/departments/ocmoh/cdc/content/respiratory_diseases/coronavirus/InformationForTravelers.html)

## Maintaining Physical Distancing

- Guests should maintain physical distancing with others outside of their allowed bubble.
- If guests cannot maintain physical distance, they must provide for themselves and wear the appropriate PPE.

## Booking with Family and Friends

Guests will be encouraged to book tours with the people who are in their social bubble as allowed by the Provincial Recovery Framework.

## PHASED RE-OPENING

Phase 1 - April 24 <sup>th</sup> Low Risk / Low Contact	Phase 2 - May 8 <sup>th</sup> Controlled Contact	Phase 3 - 2 to 4 weeks High Risk / High Contact	TBD Based on Success
<ul style="list-style-type: none"> <li>✓ Two-household bubble</li> <li>✓ Golf courses, outdoor courts, marinas</li> <li>✓ Fishing and hunting</li> <li>✓ Outdoor spaces</li> <li>✓ Car pooling</li> <li>✓ Post-secondary education (progressive, starting with practical programs)</li> <li>✓ Outdoor (drive-in) religious services</li> </ul>	<ul style="list-style-type: none"> <li>✓ Two-household bubble</li> <li>✓ Outdoor gatherings with physical distancing of 10 or fewer</li> <li>✓ Elective surgeries and other non-emergency health services</li> <li>✓ Post-secondary education and some cultural venues</li> <li>✓ Offices</li> <li>✓ Retail businesses</li> <li>✓ Restaurants</li> <li>✓ Campgrounds and outdoor recreational activities</li> <li>✓ Daycare (May 19<sup>th</sup>), childcare and day camps</li> <li>✓ ATV trails</li> </ul>	<ul style="list-style-type: none"> <li>✓ Extending your bubble to all close family and friends</li> <li>✓ Outdoor gatherings with social distancing of 50 or fewer</li> <li>✓ Increase in elective surgeries and other non-emergency health care services</li> <li>✓ Non-regulated health professionals/businesses</li> <li>✓ Personal services businesses</li> <li>✓ Swimming pools, saunas and waterparks</li> <li>✓ Gyms, yoga and dance studios</li> <li>✓ Rinks and indoor recreational facilities</li> <li>✓ Pool halls and bowling alleys</li> <li>✓ Low-contact team sports</li> </ul>	<ul style="list-style-type: none"> <li>✓ Overnight camps</li> <li>✓ Larger public gatherings</li> <li>✓ Casinos, bingo halls, amusement centres, arcades and cinemas</li> <li>✓ Bars (without seating) and large live performance venues</li> </ul>

## Personal Protective Equipment

Guests should bring their own PPE, such as community masks, and be prepared to use them when physical distancing can't be maintained.

## Measures for Staff

### Maintaining Physical Distancing

- Only kitchen staff will be allowed in the kitchen.
- Community masks should be worn when working in the upstairs staff area.
- PPE should be worn if physical distancing can't be maintained.

### Personal Protective Equipment

- Red Rock Adventure will provide all staff with a community mask.
- Staff will properly clean their PPE when needed.

### Staff From Out of Province

Red Rock Adventure understands that not all staff, who are required to have specific certifications, skills, and experience can be sourced from within the province.

Any staff coming from a different province to work, will have to follow these steps:

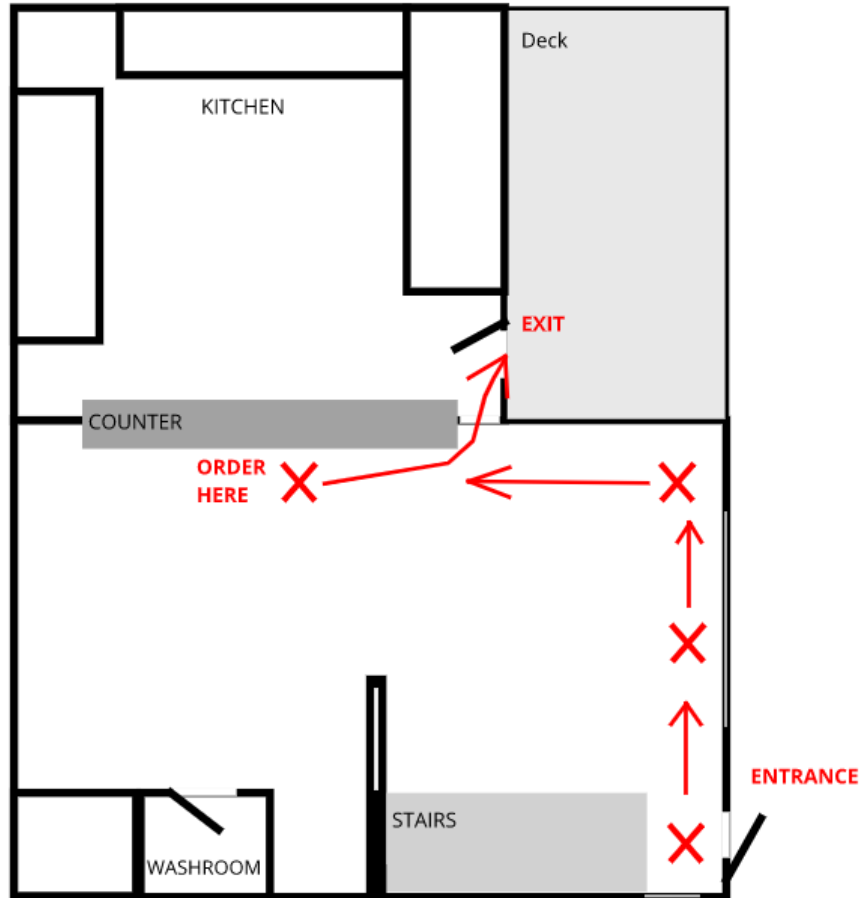
1. Ensure that the Government of New Brunswick is allowing workers from other provinces into New Brunswick.
2. Compile any necessary documentation required to enter and work in New Brunswick.
3. If quarantine is required, ensure that it can be completed before the agreed upon start date and at no cost to Red Rock Adventure.

## Shipyard Cafe Operations

### Shipyard Cafe Customer Flow Plan

#### *Ordering*

- Customers will follow the marked spots, allowing only 4 to 5 people in the cafe at once.
- Customers will order at the counter, pay, then exit.
- Customers must exit through the side door, onto the deck.



### *Washroom Facilities*

- If a customer needs to use the washroom, they must wait until they are at the first marked spot at the entrance before moving to the washroom.
- After using the washroom, the customer must exit directly out the side door, while maintaining proper distance between other customers waiting on the marked spots.

## Cleaning and Sanitization Procedures

### *Washroom*

- Washrooms should be sanitized as frequently as possible.

### *Kitchen*

- Disinfect with virucidal/bactericidal claim to disinfect frequently touched preparation surfaces.



## *Public Area*

- Clean payment system between each customer.
- Clean stainless steel milk/cream canisters frequently.
- A glass/plexiglass/acrylic barrier will separate customers from staff behind the kitchen counter.

## Food Handling

- Maintain excellent hand hygiene.
- Clean all areas frequently, as to your standard cleaning procedures.

# Red Rock Adventure Operations

## Screening Guests

- The resources from Government New Brunswick (specifically, <https://www2.gnb.ca/content/gnb/biling/coronavirus.html>) will be made available to all guests interested in an activity with Red Rock Adventure.
- A series of questions regarding a guest's potential interactions with COVID-19 will be asked at the time of booking, and answers made available to guides.
- Red Rock Adventure's operational guidelines can be made available to guests.
- Staff will have the opportunity to monitor guests and the right to refuse service to anyone displaying symptoms of COVID-19.

## Guest Pre-Screen Questionnaire

- 1) Do you have any of the following symptoms?
  - Fever
  - Cough
  - Sore Throat
  - Runny Nose
  - Headache
- 2) Have you had contact with someone who was/is a confirmed case of COVID 19 within the last 14 days?
- 3) Have you had contact with a person being tested for COVID 19 within the last 14 days?
- 4) Have you been diagnosed with or are waiting to hear the results of a test for COVID 19?
- 5) Have you been outside of New Brunswick within the last 14 days?
- 6) Have you been told by any organization that you may have been exposed to COVID 19?

## Guest Reception and Sign-In

- Guests coming on a day adventure will have to sign in at the 'Adventure Shed', sign waivers there, and wait outside until the start of the tour.
- Only one member from each group should check in at a time.
- Only one family or bubble should be in the shed at a time to sign waivers.

## Signing Waivers

Waiver procedures have been updated at Red Rock Adventure. The following measures are in place to ensure the highest level of precaution:

- Waivers will be viewable online.
- No more paper waivers will be filled out.
- Waivers will be signed on a digital device, which will then be sanitized after each use.
- Red Rock Adventure staff will witness the signing of waivers.
- The contents of the waivers will be explained and reviewed during the guest safety briefing prior to the start of a trip.
- Guests will be given the opportunity, between the safety briefing and the start of the trip, to retract their signature and let Red Rock Adventure staff know they are uncomfortable with the risks.

## Cleaning and Sanitization Procedures

### *Day Adventure Equipment*

- Guides will be responsible for making sure the gear used on their trip is properly cleaned and stored, as per industry regulations.

### *Guide Gear*

- Guides will be responsible for properly cleaning any of the gear that they use.

## Food Handling

- All food preparation will be done by kitchen staff prior to tour departure.
- There will be no communal utensils for guests to use.
- Guest snacks will be individually packaged to reduce contamination.

## Canoe and Kayak Courses

- Everyone will maintain a 2m distance at all times. Instructors will recognize that they may have to close this distance in the interest of safety.
- If the course requires people to be closer than 2 meters (practicing rescues, white water rescues, advanced kayak/canoeing courses), strategies will be in place to limit the possibilities of transferring COVID 19.
- We will limit our courses to local clientele.
- We will employ the same pre-screening measures as those used on our day adventures.
- We will have the necessary equipment for sanitation. Gear will be sanitized between uses. The use of face masks and gloves will be considered for use during a course.

### *Considerations to Take From Paddle Canada*

- Has your Province or Territory “opened” and indicated that you/your business can operate?
- Are you following your local guidelines for opening your business with regards to gathering size, health and sanitation, and any other items required?
- If you offer your course on public lands, are they open to you? (ie parks, beaches, marinas)
- Are you, and your students, welcome where you intend to deliver this course (ie remote areas and/or indigenous communities; have you asked for permissions)?
- Are you confident the course can be run in a manner that minimizes exposure to, and transmission of, COVID-19?

## Rescues

In the event of an open water rescue or a rescue on a trail, it is unlikely physical distancing will be able to be maintained. Due to the nature of most rescues, it will most likely be important that guides take other precautions to ensure the non-transfer of COVID-19.

### *Administrative Controls*

- Customer screening measures will be used prior to a trip, in order to reduce possible transfer.
- Guests booking trips will be asked a number of questions to best inform Red Rock Adventure staff of any risks.
- Staff will remove any guests observed to be symptomatic prior to a trip.

### *Assumed Risk*

- Guests will be informed that if a rescue does need to be executed, they are to assume a possibility of risk of transfer.
- Red Rock Adventure guides will take the necessary precautions in order to mitigate the risks as best as possible.

## Risk Analysis

<b>Situation</b>	<b>Probability</b>	<b>Risk of COVID Transfer</b>
Adjusting kayak pedals	High	Medium
Payment for activities or Cafe items	High	Low
Open water rescue (kayak)	Low	High
Open water rescue (Boat tour)	Low	High
Trail extraction due to hiking injury	Low	Medium
Beach extraction due to hiking injury	Low	Medium

## Sources

Canada, Restaurants. *Restaurants Canada COVID-19 Rapid Recovery Guide*. Restaurants Canada, 2020, pp. 1–22, *Restaurants Canada COVID-19 Rapid Recovery Guide*. Last Updated: May 7, 2020

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