



Capilano Suspension Bridge Park

COVID-19 Safety & Operations Plan



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Introduction

At the Capilano Group, the safety of our Guests and our Employees is our first priority. We are adhering to the Work Safe BC guidelines and the orders put out by BC's Public Health Officer. In this document you will find the steps we are taking to ensure physical distancing is maintained, employees are safe, and cleanliness and sanitation is maintained at Capilano Suspension Bridge Park.

(Our properties in Stanley Park and our Lodges in the Canadian Rockies are currently closed so are not included in this document at this time.)—not sure this is needed as this is the plan for CSBP only. It might just raise alarms.

Our COVID-19 response plan for Capilano Suspension Bridge Park is updated regularly in conjunction with updates from the Provincial health officer. This plan has been developed in accordance with Work Safe BC's COVID-19 Guidelines and includes plans aimed to ensure the following: Physical Distancing is maintained throughout the park; Team Members are trained on how to work safely; how masks are to be used when physical distancing is not possible; guidelines to follow if a Team Member tests positive for COVID-19, and lastly daily cleaning protocols to reduce the spread of COVID-19.

Guest Safety

Ensuring guests can effectively and easily remain Physically Distanced from each other while visiting our Park is a top priority. With this goal in mind we have implemented timed ticketing with guests arriving in half hour time increments to reduce overall park capacity and ensure physical distancing can be maintained, ticketing prior to arrival, signage to provide direction and spacing management, required mask zones and one way directional flow through the park wherever possible. Below are the details surrounding these operational plans:

Guest Communication:

Our website is up to date with our COVID-19 protocols and outlines what guests can expect at the park, what they need to do prior to arrival and what they need to bring. We have also created a "Park Know Before You Go Video". This video summarizes the new COVID-19 protocols for the Park and demonstrates how we will be ensuring guest safety. This video is our summer 2020 version. The winter version is in production and will be available to our guests prior to our Canyon Lights event that starts December 1st 2020. (<https://www.youtube.com/watch?v=36RFE5nXxRA>)

Managing Occupancy:

The Capilano Suspension Bridge Park experience takes guests through 27 acres of trails and attractions, outside, in a West Coast Rainforest and all. We have put detailed plans in place to limit contact upon entry, and manage the occupancy of the park ensuring physical distancing can be maintained in most areas. Where physical distancing cannot be maintained Masks will be required.

With the use of timed ticketing, we will be keeping our park occupancy at a level that will allow us to maintain physical distancing, in all areas of the park. All guests, including passholders will be required to

reserve their tickets within a half hour timeslot, which will evenly spread visitors throughout the day. Only limited tickets will be sold on site, and only if there is space available.

(not sure if we should include this...)

Maximum capacity is being set at 35% of our December 2019 daily attendance capacity. There will be a total of 300 paid tickets, and 150 passholder reservations available per half hour starting at 2pm with the last online timeslot available from 7:30-8pm. The park will close each day at 9pm and guests are permitted to stay in the park until 930pm. The average length a guest stays in the park during the month of December is 90 minutes. Guests will not be permitted to re-enter the park once they have left.

Signage & Announcements

From the moment a guest arrives at the park and throughout their experience, guests will find COVID-19 safety signage ensuring the safest visit possible Details include:

- Upon arrival, guests are greeted with signage ensuring they have pre-purchased a timed ticket, and letting them know that they may not enter the park if they display symptoms of COVID-19
- In all areas where a line up occurs, ground stickers are in place to ensure family groups visiting together maintain 2 meters distance from other groups
- Also, busier areas in the park where a line up may occur, are marked as MASK REQUIRED ZONES.
- Waymarking signage in conjunction with stations and organization of planters will denote the direction Guests will need to travel through the park. The experience through the park is designed to flow in one direction to ensure physical distancing can be maintained.
- On our main attraction, the suspension bridge, safety announcements are made regularly to encourage guests to keep moving and remind them to maintain physical distancing guidelines.
- In all washrooms, there is signage reminding guests to wash their hand properly. All Washrooms are designated as MASK REQUIRED ZONES.



Line Ups

Line ups do occur in the Park and will be managed with the use of line spacing ground stickers ensuring physical distancing is maintained between groups of people that did not arrive together.

- Household Groups will be accommodated on round markers spaced 2 meters apart.
- Household Groups arriving together will move through the line up together with space between each separate group
- Line up's will be minimized by controlling the number of visitors we have in the park at any one time using timed ticketing.
- Team members will regularly remind guests the importance of maintaining the required physical distance between their group and other groups.



Complimentary Guest Shuttle

Capilano Suspension Bridge Park offers a complimentary guest shuttle which runs throughout our operating day between Canada Place in downtown Vancouver, and our bus parking lot on-site. The following will be in place to ensure guests safety:

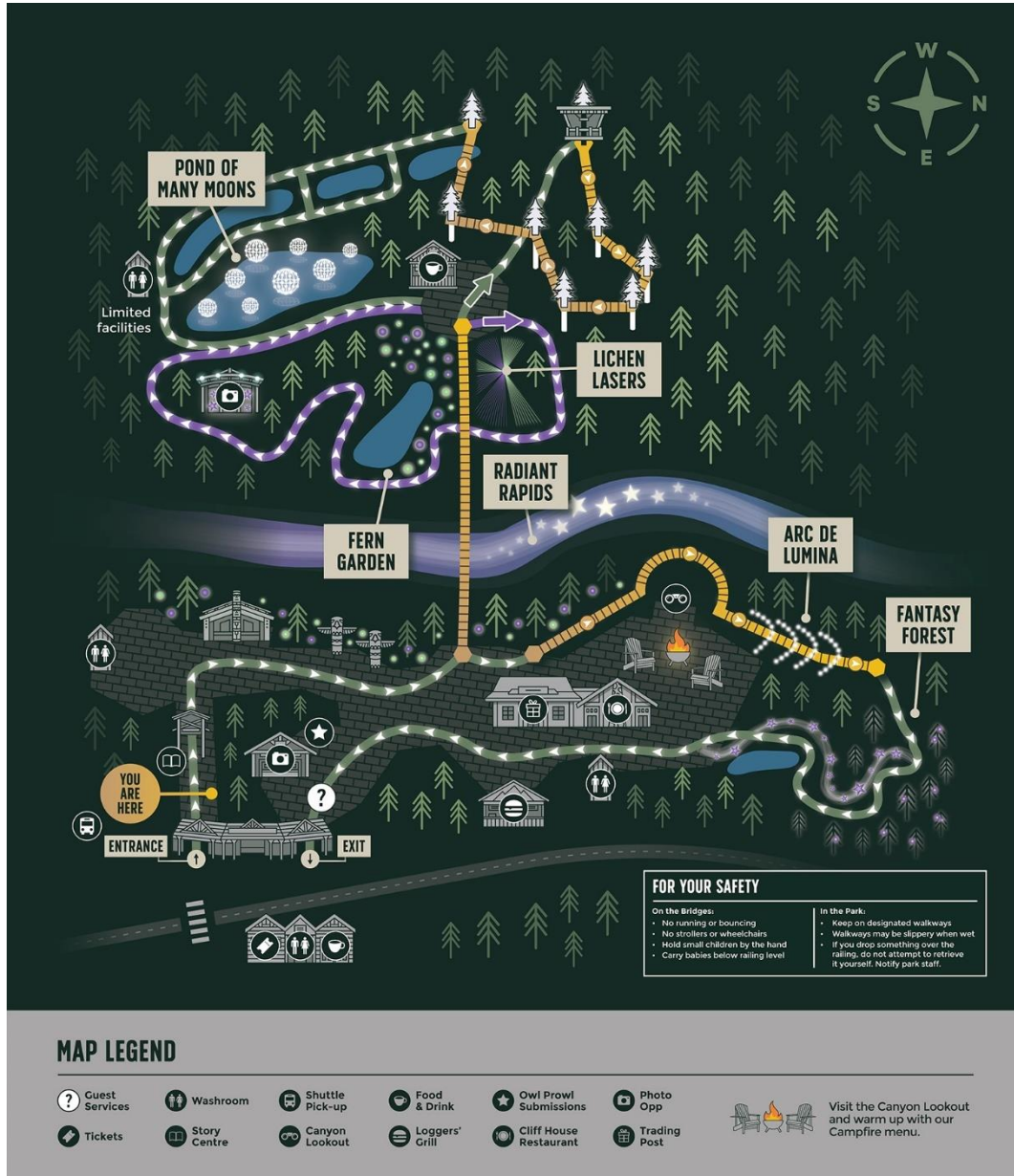
- The shuttle will be a MASKED REQUIRED ZONE, and masks will be made available to those guests who do not have one.
- When buses arrive, guests will be kept on board until space is available on our ticketing plaza
- Canada Place will be staffed throughout the operating day, and a sign will be in place to remind guests of our timed ticketing system and that masks will be required. Guests at Canada Place will be reminded not to visit if they are displaying symptoms of COVID-19.

Moving through the Park

- Guests will flow through the park in one direction, in order to limit guests from walking past each other in opposite directions.

- The suspension bridge attraction will operate in both directions to ensure physical distancing can be maintained in line ups and that guests are not stopped for any significant length of time. The bridge is a MASK REQUIRED ZONE.

One Way directional Map



Mask Required Zones

Face masks or coverings will be required in the Park (for guests age 6 and over) and are always encouraged in all areas. Mask required zones will be designated with signage throughout the Park (see below).

Guests will have the opportunity to let a Team Member know if they are medically exempt from wearing a mask. Medically exempt guests will receive a sticker indicating this to avoid being approached by Team Members and asked to wear a mask throughout their visit. Our team will communicate with these guests to ensure they are not spending unnecessary time in line ups.

At our front entrance, disposable masks can be purchased by donation to the BC Professional Fire Fighters' Burn Fund for those arriving without one. Failure to comply with the Mask Policy may result in removal from the Park.

Required Mask Zones include:

- The Bridge
- All Line Ups
- The Retail Store
- Cliff Walk Attraction
- Tree Tops Adventure Attraction
- Bridge House Café and ticketing
- All washroom facilities



Engagement Products:

During regular operations we offer Guided Tours, and live music provided by musicians that move throughout the park. Currently there are no guided tours being offered. Instead stationary talks happen in areas where we can separate Team Members from guests on a 'stage' and allow guests free movement to stand apart from each other. Music will be played by a solo musician in hourly sets on a stage that is outdoors and physically removed at a safe distance from all guests.

Guests visiting the park will be asked to keep their eyes open for Christmas light owls. They can then scan a QR code digitally and enter their guess online. No contact is required.

Washrooms:

Line ups for our washrooms are maintained in the same manner as all other line ups, with spacing markings to ensure 2 meters is maintained. Physical Distancing and signage on the importance of washing hands are present in all washrooms. All washrooms are designated as MASK REQUIRED ZONES.

Washrooms are cleaned and sanitized every hour. See our Venue cleaning section

Hand Sanitizer Stations:

Throughout the park Hand Sanitizer stations are set up to encourage guest to keep their hands clean. These stations are replenished daily and checked regularly ensuring there is always product available. The Hand sanitizer stations are replenished with hand sanitizer that is 99% alcohol.



Additional Food and Beverage Adjustments

During Canyon Lights we will have three quick serve venues including: The Grill, Bridge House Café and the Cabin open to serve “grab and go” food and beverage products, all with only outdoor seating provided. The Cliff House Restaurant will also be open serving a limited menu with indoor and outdoor seating provided. The following adjustments have been made to the service at these venues to ensure guest and team member safety:

- Directional signage is provided to ensure guests can maintain appropriate physical distancing
- We are encouraging payments to be made by card
- All team members preparing food will be wearing gloves and masks, and will be trained thoroughly on how to ensure they do not contaminate their PPE.
- Only government approved suppliers will be used for our ingredients.
- All approved suppliers provide us with documented health and safety precautions and COVID-19 workplace procedures.
- Guests will be asked to sit with a maximum number of 6 people at each table.

We have developed a Health and Safety Promise that we share with our guests at each of our Food and Beverage locations.



OUR HEALTH & SAFETY PROMISE

As always and now more than ever during this COVID-19 pandemic, the safety of our guests and team members is our #1 priority. We have taken the following steps to mitigate the risk of COVID-19 transmission, and to ensure the highest level of safety in the preparation and delivery of our food to you by:

- Instructing Team Members to stay home if they experience symptoms of any illness, or have recently travelled
- Practicing physical distancing
- Increasing the frequency of sanitizing surfaces
- Reiterating the importance of frequent and proper hand washing
- Continuing to follow all established HACCP (Food Safe) procedures, which serve to mitigate the spread of viruses, bacteria, and other foodborne pathogens
- Using food preparation disposable gloves and wearing protective disposable masks
- Ensuring the cleaning and sanitation of all food preparation surfaces using CFIA approved cleaning surfactants and sanitizer, along with mechanical washing and sanitizing of all food preparation utensils
- Ensuring that all transaction point of contacts and devices are part of our regular sanitation schedule
- Continuing to purchase our products from government approved vendors, to ensure the safety of our supply chain
- Encouraging credit and debit card payment methods to minimize contact

For everyone's safety, we kindly ask that guests abide by the following guidelines set by the BC Ministry of Health:

- The maximum allowable group size at any one table is 6 guests
- Guests must remain at their own table
- Movement of guests between tables is not permitted
- Tables must not be moved from their set location
- Practice physical distancing of 6 feet/ 2 metres

Thank you for showing kindness to our team who are enforcing the above rules as set out by the Province of British Columbia. We reserve the right to refuse service to anyone not abiding by the guidelines listed above.

On behalf of everyone at Capilano Suspension Bridge Park, thank you for your support and trust in us.

Quick Serve Adjustments (Bridge house Cafe, Loggers Grill, Cabin)

The following adjustments have been made to our three Quick Serve food and beverage locations:

- All outlets have an entrance and exit ensuring guest flow through the venue in one direction,
- Team Members work behind plexiglass, and food is passed through an opening in the bottom of the plexi glass,
- Line ups are controlled with physical distancing markers on the floor,
- Team member are wearing a mask and gloves,
- Food and drink are placed at designated pickup area,
- Team members will step away as guests move forward to pick up food. (not sure if this is necessary?)
- Hand sanitizer is provided at all entranceways or beginning of line ups for guests using our facilities,

Cliffhouse Restaurant – In Restaurant Dining:

Pre-Service:

- As people approach the host station they are asked for their name and number (for contact tracing if necessary)
- When there is space, guest will be seated immediately. In the event there is a minor delay, we ask guests to wait outside for a table. Physical Distancing Stickers placed on the ground will assist with this.
- Maximum table size is set at six guests
- Restaurant seating has been spaced to allow for two meters of physical distance between tables.

During Service:

- With table sizes capped at six guests, a space at each table will remain as designated place for the server to greet and serve the table, like the open side on a booth. All service, as well as delivery of food & beverages will happen from this point of the table and ensure that Team Member's will not have to squeeze in between customers.
- Single use disposable menus will be provided to every guest at the table.
- Upon arrival to the table, servers will leave food and drinks in the designated space of the table and let guests pass them after the server has stepped away.
- Salt and pepper shakers, sauce dispensers, candles, and other tabletop items such as drink menus will be removed and replaced with single-use options.
- Drink refills, such as coffee or pop will be provided in a fresh glass.
- Guests wanting to take unfinished food with them will be provided with "to go" packaging that they can pack themselves.
- Both Cash and Electronic payment will be accepted. We limit the handling of credit cards whenever possible, by allowing customers to scan or tap their cards and handle the card readers themselves.

Post Service

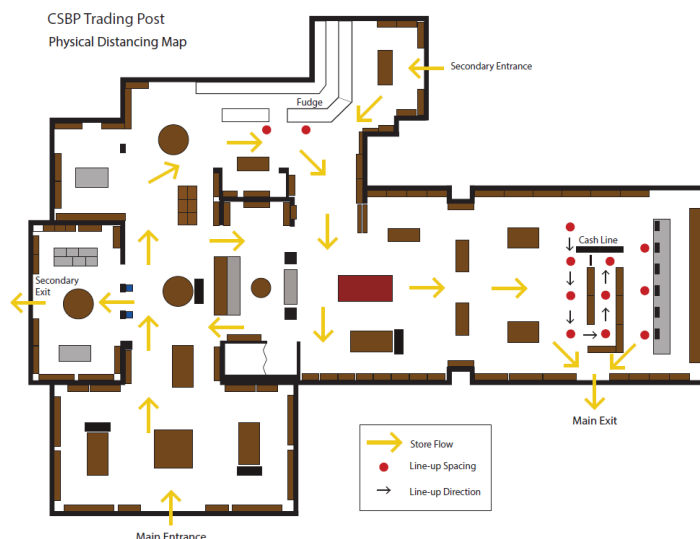
- Between seatings - tables and seats will be wiped down and sanitized with a non-food safe disinfectant spray. A five-minute timer will be set. After 5 minutes, a server will return and wipe with a damp cloth and then sanitize the table with a food safe product.

Retail Adjustments:

Our newly renovated Retail Store is 4500 square feet. This, combined with timed ticketing limiting visitor volume, provides ease of physical distancing. The maximum occupancy for the store is 75 based on the recommendations put forward by Work Safe BC. Signs outlining maximum occupancy are posted outside the entryway. Additionally, the following adjustments have been made to ensure proper safety precautions are being taken:

- The most common touchpoints are sanitized (entrance, sanitizing station, cash, tables, etc) every other hour and shopping baskets are sanitized after each customer.
- High touchpoint areas like the pin pads and the till desks are sanitized after each guest. A cleaning kit lives under each till with the appropriate supplies.

- Team Members wash their hands every other hour, when they start their shift, before and after lunch breaks, before handling any food, after being on tills and before wearing gloves. Hand washing signs can be found next to the two sinks in the store.
- Extra items are kept in our understock for guests that want to purchase products that have not been on the floor or touched by other guests and employees
- Fitting rooms are bare (no décor or unnecessary items)
- Doors are one way only (an entrance or exit). We will have 2 entrances and 2 exits that have appropriate signage, and floor markers
- During busy periods, we are closing our secondary entrance and exit. We have a team member posted at the main entrance door to monitor how many guests are in the store. This person is in communication through radio with the team member monitoring the exit. We are using a one-out, one-in system to ensure we never are over capacity. There are social distancing stickers at the front door for the guests waiting to enter the store.
- As recommended by WorkSafe BC, we are limiting our sampling practices. We are offering samples on our fudge section only and doing so in a socially distant way using a no-contact method.
- Temporary cashier shields are in place to protect team members and guests in areas where social distancing is not possible. Every other till is being used to allow for more spacing between employees.
- There is a preferred way to experience the store that will be enforced by funnelling our guests through our entrance only or exit only entry point.
- Signs are posted at the doors and serving space (Fudge, Ice Cream and Tills) to remind people to stay 2 meters apart from each other.
- The stocking our store occurs after hours (morning/nights) to reduce the amount of staff in the store completing tasks making more room for guests to shop.
- Returned products will be held back for 3 days before being added back into available inventory.
- Masks are mandatory in the store for employees, guests and visitors. Extra masks are available at the entrance for guests that may have forgotten theirs.
- Gloves and standard food safety protocols will be used when serving food in our confectionary zone.



Cleaning of Guest Areas

To ensure a consistent and thorough cleaning of all Capilano Group properties, we reviewed and increased scheduled cleanings for all guest and team members areas. These routine cleanings will be performed by all Team Members including front line and administrative team members in partnership with the Facilities & Grounds Team. The Capilano group will provide both digital and paper-based cleaning routine check lists to guarantee we maintain the highest standard of hygiene for everyone who steps onto our property.

Our Facilities and Grounds department will continue to thoroughly clean all venues in the morning and evening, with additional cleaning happening throughout the day. Also, throughout the day, venue specific team members will use the provided cleaning products to regularly clean their venues.

Frequency of cleaning has been increased in all venues, following the general guideline of every 30 minutes for washrooms and food venues, and every hour for retail and office environments. Ongoing cleaning, disinfecting and sanitization of touch points with happen throughout the park. All of the cleaning products used by team members are approved by Health Canada and proven to kill viruses such as COVID-19.

Here you will find our cleaning schedule for the different areas of the park:

Areas:	Performed by:	Cleaning Interval
Capilano Suspension Bridge Park		
Washroom – Story Center Washroom – Trading Post Washroom – Park OPS Washroom – Bridge House Washroom – Canyon House Washrooms – West Side	Facilities and Grounds Team Members Recorded on I-Auditor	Every 60 minutes
Trading Post	Facilities and Grounds AM Department Team Members during day	Outlined in retail info below
Cabin Bridge House Café Grill	Department Team Members during day and there is a sanitization done every morning and night done by the F&B team	

Ensuring Team Members are symptom-free while at Work:

Our team members are being trained and reminded that it is critical that, if they have any symptoms of COVID-19 (fever, cough or difficulty breathing), or even mild symptoms of respiratory illness (sneezing, running nose, sore throat etc.), they need to stay home to avoid spreading any illness to others.

- If team members develop even mild symptoms while at work, they will separate themselves from others and contact their supervisor for next steps. If this occurs, they will be asked to avoid use of public transit (e.g. buses, train, taxi) if possible.
- Team Members be encouraged to contact their health care provider or Public Health at 8-1-1 and follow their advice.

See Covid Exposure Plan – page 23 for further details

Team Member Safety

The safety of our team is of equal importance to the safety of our guests. The following protocols have been implemented to ensure we have only necessary team members working on site, physical distancing is being maintained while team members are working, only well team members are coming to work and our team members have received the training they require to be safe at work.

Office Physical Distancing Plan

Capilano is prioritizing the work that needs to occur at the workplace to help our business operate, while allowing for physical distance between team members working at desks. We have developed a work from home policy (See Appendix) which encourages team members that are not required to be on site during a given day to work from home.

The office space has been reconfigured to maintain appropriate distance between Team Members by increasing the space between desks, tables and workstations. Where this is not possible, we have left desks vacant to ensure distancing is maintained.

Additionally, we have eliminated some in-person team meetings by modifying them to incorporate technology such as conference calling and online meetings. The meeting space has been set up to allow two meters between all attendees. Small boardroom meetings are to be avoided and meetings, where possible and weather permitting, are taking place outside.

We have limited personal office equipment sharing as much as possible and, where necessary, wipe equipment down between users. Essential work travel has been limited, and all non-essential work travel has and will continue to be postponed.

The Capilano Suspension Bridge Park has assessed all office workspaces and assigned maximum capacities for those areas. The Maximum amount of people that can work in those spaces represented by “Max User Capacity” and the Maximum amount of people that could meet at once in that space is represented by “Meeting Capacity”. “Meeting Capacity” generally allows for one additional person more than “Max user Occupancy”. Both of these numbers ensure physical distancing can be maintained.

Maximum occupancy of Team Member Spaces is posted outside each space. There is limited seating with stickers to denote which seats are intended to be used and placed in a manner that allows for physical distancing. On a temporary basis, lockers are not being shared between team members.

Masks Mandatory in Office Spaces:

Visitor arriving at the Capilano Suspension Bridge Administration Office are required to wear a mask. All other team members are required to wear a mask when in a meeting or moving throughout the office. Team Members can remove their mask when working at their desk if they are able to remain physically distant from their colleagues.

Team members are encouraged to use the phone or email instead of visiting team members at their offices or desks.



Visitors and Deliveries:

We regularly receive packages from couriers and sometimes receive visitors to the office for meetings. We have posted signage at the entrance to inform visitors of the measures in place.

Visitors are required to stand on the markings, 2 meters away when approaching front desk. Plexi glass is being installed to separate the front desk team from visitors and visitors are required to sign in and wear a mask when coming into the office space.

Non-essential communal items, such as candy, magazines, and beverages (coffee, tea, water) have been removed and are not being offered.

Maximum Occupancies

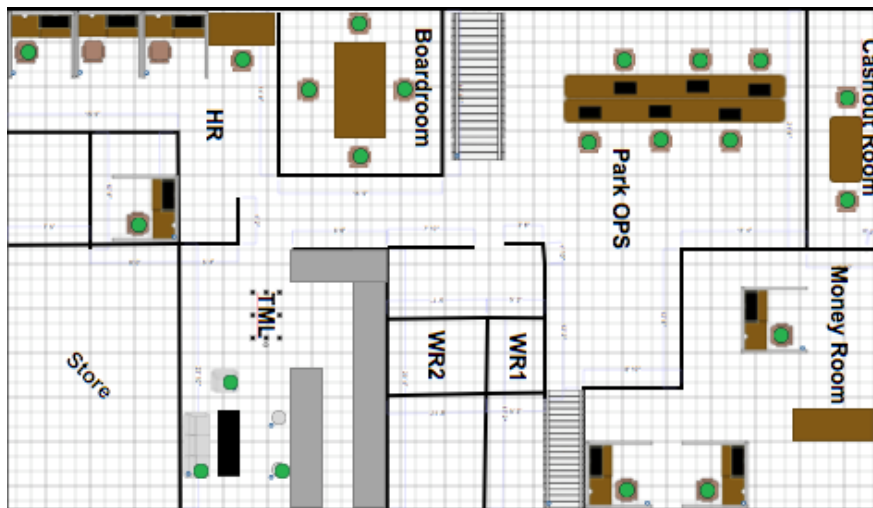
We will be limiting the number of team members in offices and Team Member spaces to make physical distancing possible. For the safety of our Team Members and Guests we will not exceed this number at any one time while physical distancing rules are in place.

Park Office

Office Space	Max User Occupancy	Meeting Capacity
Money Room	3	4
Cash out Room	1	2
Park Ops Desks (8) *	6	N/A
Team Member Lounge	3	3
Boardroom	2	4
HR Manager Office	1	2
HR Office **	3	3

The “Park Ops Desks”, placed at the north end of the Park Office, have been adjusted from four desks to 3 desks to allow us to maintain six-foot intervals both side to side and across.

Human Resources Office has removed one workstation to allow for proper physical distancing.



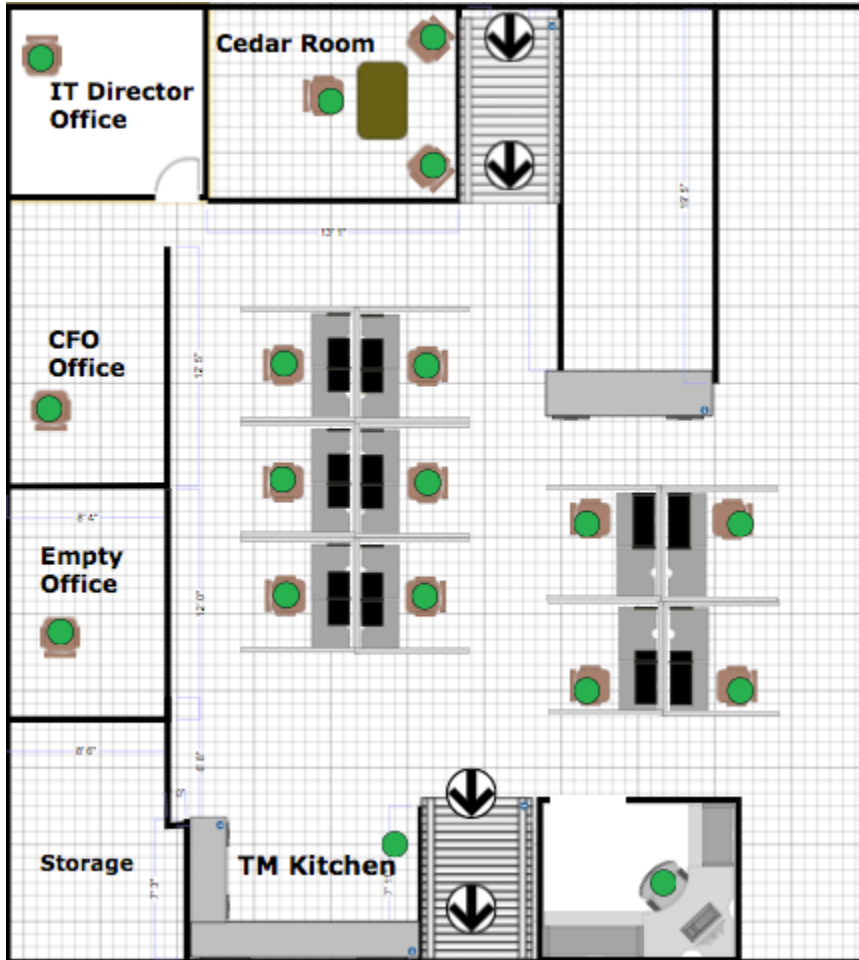
Canyon House – Second Floor (Finance / IT)

Office Space	Max User Occupancy	Meeting Capacity
Director IT	1	2
CFO	1	2
Empty Window Office	1	2
Cedar Room	2	3
Finance Cubicle (6)	6	N/A
Payroll / IT Cubicles (4)	4	N/A
Printer Desk	1	N/A
Rae Mitchell Desk	1	N/A
Kitchen	1	N/A

The floor plan layout as well as style of cubicle used on the second floor of the Canyon House currently allows for physical distancing of 6 feet between desks side-to-side and provides a physical barrier between team members.

For the Payroll / IT Cubicles on the south East Corner of the office, Team Members have placed their computer stations on opposite walls to provide further distance side to side.

Additional Office space is available, by request, on the South West Wall of the office.

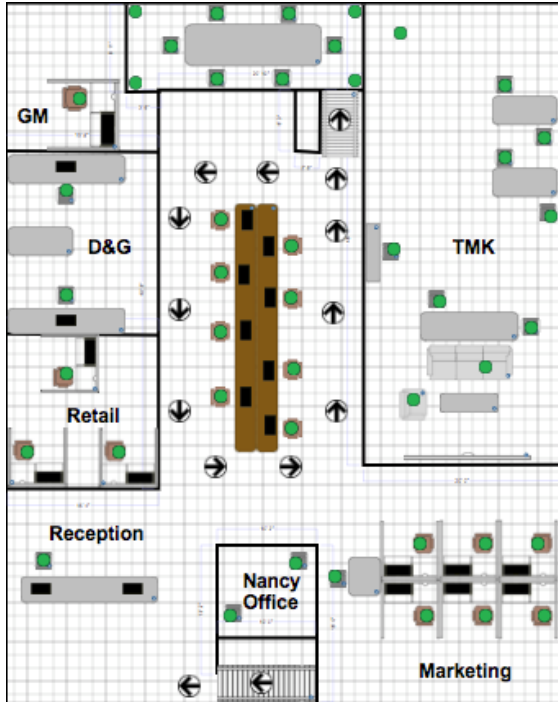


Canyon House – First Floor (Operations / Marketing / Retail)

Office Space	Max User Occupancy	Meeting Capacity
Douglas Fir Room	N/A	10
Operations GM Office	1	2
Design & Graphic Office	2	3
Retail Office	3	4
Reception	1	N/A
Nancy Office	1	2
10-Pack Multi Department	8	N/A
Marketing Department	6	N/A
TMK:	9	9
• Women's Washroom	2	N/A
• Women's Change Room	1	N/A
• Men's Washroom	2	N/A
• Men's Change Room	1	N/A

The "10-Pack Multi-Department" desks placed at the center of the main floor have had one desk removed each side to ensure we are able to maintain six-foot intervals both side to side and across.

The Marketing Desks located at the south corner of the Canyon House have been measured and abide by physical distancing rules. Out of an abundance of caution, the four outer most desks have pushed their workstation to the far points of the desk to allow for further distancing.



The Team Member Kitchen has seating for up to 9 people taking a break at once as well as 1 person utilizing the kitchen:

- Two people per table (3 tables)
- One person per couch (2 couches)
- One person on the wall mounted table

Additional seating has been removed and seating markers are on the tables, ensuring team members know where they are permitted to sit.

Facilities & Grounds – Office and Break Room

Office Space	Max User Occupancy	Meeting Capacity
Managers Office	2	2
Supervisors Office	2	3
Workshop	2	2
Lunchroom	6	6

Employee Training and PPE

The safety of Capilano Group Employees is our first priority. To ensure our Employees Safety we have provided and continue to provide PPE training. All team members received a 45-minute training session reviewing the guidelines outlined in this document prior to returning to work. New team members will receive this training as part of their Orientation training. This training includes:

- Information on proper handwashing, the importance of maintaining physical distancing and how to effectively use PPE.
- The information included in this video <https://vimeo.com/423426772/11ff11c4fe>
- Review of all learnings with a safety quiz following the presentation,
- Sign off by all employees on having reviewed the policy and video,

The effectiveness of personal protective equipment and its ability to keep our Team Members protected is only as good as their ability to don and doff the PPE appropriately. We have provided training in proper donning and doffing required for PPE in their department prior to team members starting work. If team members feel unsure of how to use any PPE they have been encouraged to see their Supervisor or Human Resources.

Masks do not provide full protection from aerosolized diseases such as COVID-19. Masks are used to reduce the spread of COVID-19 by reducing the amount of droplets a person expels from breathing, speaking, coughing or sneezing (similar to coughing into your sleeve).

- Team Members are asked to don (put on) their mask at the beginning of their shift following proper donning procedures (See Safety Video)
- Team Members change or clean their mask if it is visibly soiled, damp, damaged and immediately perform hand hygiene.
- Team Members are asked to avoid touching their mask unnecessarily.
- Team Members are asked to only remove your mask during breaks and if needed or when leaving work and physical distancing is available.

Team members are being trained on the use of disposable gloves, in limit the transmission of COVID-19 from surfaces to themselves. Team Member are reminded that gloves do not replace hand hygiene and are reminded to follow these guidelines:

- Don new gloves between cleaning sessions, breaks or as needed dependent on use
- Gloves should be exchanged every they leave their area of work. (Eg. leaving to go on a break or moving to a new area to clean) Gloves should also be worn in accordance with Foodsafe standard for proper handling of food and beverage products.
- Gloves do not substitute for hand hygiene and performing hand hygiene both before putting gloves on and immediately after removing the gloves is required
- Following proper donning procedures (See Safety Video)

Goggles or a face shields are used to reduce the risk of exposure of COVID-19 through the eyes when carrying out work that is likely to generate splashes or sprays of droplets. Work such as First Aid Calls or cleaning washroom facilities may require a face shield (do we require this?) may sounds too wishy washy. Ordinary spectacles do not provide adequate protection. Reusable goggles / face shield are washed and decontaminated after use or whenever contaminated. Team Members are being trained on these guidelines:

- Don goggles or face shield where appropriate. If face shields or goggles are unavailable, safety glasses can be used with the same cleaning protocols in place.
- Avoid touching you googles or face shield. If you must touch or adjust your eye protection, perform hand hygiene. If you see a colleague touch or adjust their eye protection, remind them to perform hand hygiene.

- After use or at shift end, use the three-sink process for cleaning (wash, rinse, sanitize), If not available use disinfectant to clean goggles or face shield.

Usage Guidelines for PPE

Depending on the department team members will be required or will have the option to wear specific pieces of PPE mentioned above. Currently the following guidelines exist for work in each department:

- Food & Beverage: Team Members involved in the preparation and selling of food are wearing surgical style masks and gloves while continuing to follow Food Safe Guidelines for food preparation and sanitation.
- Retail: Due to challenges maintaining physical distancing, when assisting guests, masks are being worn. When serving food (fudge) team members will also need to don gloves.
- First Aid attendants (While on a call): When treating a guest or Team Member for a first aid call the first option is to consider contactless approach such as providing a Team Members with the resources and instructions to care for their own needs. (e.g. provide a team member with disinfectant and a band aid in addition to instructions on wound care) When not possible we will provide the guest or team member a surgical mask to help limit the first aid attendant's exposure. In addition, we ask that first aid attendants wear goggles, surgical mask and gloves when providing first aid.

Regular Team Member Communication

We are committed to keeping safety front of mind for our team members. We send out monthly communication to all team members reminding them of our COVID-19 protocols and the expectations we have of each team member to do their part.

When changes are made to our policies and practices, Team Members receive immediate notification. Regular coaching and feedback to ensure team members are complying with the guidelines we set out is occurring. To encourage safe practices, we award a "safety superstar" award regularly during our busy periods. This award highlights what the team member is doing right with the goal of ensuring others are following the same practices

Team Member Screening

All front-line team members will check in with their Supervisor or Manager prior to starting their shift for a verbal screening. In some situations, one person will be assigned to take the lead on screening all team members.

Office employees are also required to complete a screening survey each day. They are required to fill in the survey within 15 minutes of being at work. HR will review survey responses by 9:30am daily to ensure compliance with the recommendations of the screening survey.

Screening questions include:

Are you experiencing any of the following?

- *Severe difficulty breathing (e.g. struggling to breathe or speaking in single words)*
- *Severe chest pain*

- *Having a very hard time waking up*
- *Feeling confused*
- *Losing consciousness*

Are you experiencing any of the following?

- *Mild to moderate shortness of breath*
- *Inability to lie down because of difficulty breathing*
- *Chronic health conditions that you are having difficulty managing because of difficulty breathing*

Are you experiencing cold, flu or COVID-19-like symptoms, even mild ones?

Symptoms include: Fever, chills, cough or worsening of chronic cough, shortness of breath, sore throat, runny nose, loss of sense of smell or taste, headache, fatigue, diarrhea, loss of appetite, nausea and vomiting, muscle aches.*

While less common, symptoms can also include stuffy nose, conjunctivitis (pink eye), dizziness, confusion, abdominal pain, skin rashes or discoloration of fingers or toes.

Have you travelled to any countries outside Canada (including the United States) within the last 14 days?

Did you provide care or have close contact with a person with confirmed COVID-19?

Note: This means you would have been contacted by your health authority's public health team.

If a team member answers "yes" to any of the questions presented in the screening test, either verbally or through the survey they will be sent home immediately and asked to remain at home, for 14 days or until they have received a negative COVID-19 test - refer to **Exposure Plan on Page 21**.

Daily screening will be recorded in a document that will be audited regularly by HR to ensure all departments are remaining compliant with the screening requirements.

Handwashing:

Team members have been trained on the importance of washing hands as effective hand hygiene is one of the most important ways to stay safe and reduce the transmission of bacteria . Capilano Team Members have been and will continue to be provided with ample resources to ensure regular hand hygiene, including additional short breaks for handwashing while on shift, as well as access to hand sanitizer in the event handwashing is unavailable. Team members will regularly be reminded to:

- Wash their hands often with soap and water for at least 20 seconds.
- Avoid touching their eyes, nose and mouth.
- Cough or sneeze into the bend of their arm.
- Avoid touching surfaces people touch often.
- Instead of a handshake, give a friendly wave.

- Use the proper hand washing technique below in the PPE section

Scheduling and Breaks:

Whenever possible, staff are scheduled in a way that decreases interaction with fellow colleagues by staggering arrival and departure times and scheduling the same team members to work together on the same consistent days each week.

For Team Member Breaks, we are avoiding scheduling too many employees on break at once time to ensure break area capacity can be followed. We have asked that office team members take their breaks at their desk, in their car or off-site.

Team Member Washroom and Change Room Spaces:

Maximum occupancy signage for Team Member Spaces has been posted on the wall as you enter. Team Member Washrooms and Change Rooms will be cleaned on an increasing schedule (see below) and on a temporary basis, lockers will not be shared between team members.

Personal Protective Equipment

The Capilano Group is providing all employees with training and personal protective equipment that is required to keep them safe in their areas of work.

Disposable masks and gloves are available to all Team Members to wear on shift. Food & Beverage and Retail Team Members are required to wear disposable masks and gloves as per Worksafe recommendations. All other team members may wear them on a voluntary basis. Additionally:

- Team members have the option to wear a fabric washable mask or a disposable mask
- Each team member has been provided with two fabric masks to allow for one to wear and one in the wash.
- Team members will be provided with a new mask and gloves as needed.
- Team members that cannot maintain appropriate physical distancing due to the nature of their position, will be required to wear a mask.
- Plexiglass has been installed at all locations where payment is processed or one on one interactions that may require less than 2 meters distance occur.

On a temporary basis, we are asking Team Members to limit the amount of jewelry, time pieces and accessories they wear to work. Jewelry hinders proper handwashing, is hard to clean, hides bacteria and risks the puncturing of gloves. Where at all possible please consider limiting your jewelry.

Cleaning of Team Members Spaces

To ensure a consistent and thorough cleaning of all Capilano Group properties, we have implemented scheduled cleanings for all guest and team members areas. These routine cleanings will be performed by all Team Members including front line and administrative team members in partnership with

the Facilities & Grounds Team. The Capilano group will provide both digital and paper-based cleaning routine check lists to guarantee we maintain the highest standard of hygiene for everyone who steps onto to Capilano Group Properties.

Our Facilities and Grounds department will continue to clean all Team Member spaces, and venues in the morning and evening. Throughout the day, team members will use the provided cleaning products to regularly clean workspaces and their venues.

Frequency of cleaning has been increased in all venues, following the general guideline of every 30 minutes for washrooms and food venues, and every 2 hours for office environments.

Areas:	Performed by:	Cleaning Interval
Capilano Suspension Bridge Park		
Team Member Kitchen Canyon House Team Member Kitchen Park Ops	Facilities and Grounds AM & PM Department Team Members during day	Every Two hours
Office & Boardroom Park Ops Office & Boardroom Canyon House	Facilities and Grounds AM & PM Department Team Members during day	Every Two hours

Canyon House Office & Park Operations Office Cleaning Check List:

Date: _____ Department: _____

Please use the rag and spray provided to clean the following areas on the following schedule:

Time	Item	Team Member Signature
10:00 am	<input type="checkbox"/> Kitchen Counter & TMK Tables Wiped <input type="checkbox"/> Photo Copier Counter & Screen Wiped <input type="checkbox"/> Door Handles Wiped <input type="checkbox"/> Front Counter Wiped <input type="checkbox"/> Dishwasher on & Dishes Put Away <input type="checkbox"/> Bathroom Counters Wiped	
Noon	<input type="checkbox"/> Kitchen Counter & TMK Tables <input type="checkbox"/> Photo Copier counter & Screen Wiped <input type="checkbox"/> Door Handles Wiped <input type="checkbox"/> Front Counter Wiped <input type="checkbox"/> Dishwasher on & Dishes Put Away <input type="checkbox"/> Bathroom Counters Wiped	
3:00 pm	<input type="checkbox"/> Kitchen Counter & TMK Tables Wiped <input type="checkbox"/> Photo Copier counter & Screen Wiped <input type="checkbox"/> Door Handles Wiped <input type="checkbox"/> Front Counter Wiped <input type="checkbox"/> Dishwasher on & Dishes Put Away <input type="checkbox"/> Bathroom Counters Wiped	
5:00 pm	<input type="checkbox"/> Kitchen Counter & TMK Tables Wiped <input type="checkbox"/> Photo Copier counter & Screen Wiped <input type="checkbox"/> Door Handles Wiped	

	<input type="checkbox"/> Front Counter Wiped <input type="checkbox"/> Dishwasher on & Dishes Put Away <input type="checkbox"/> Bathroom Counters Wiped	
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Office team members are assigned to each cleaning shift each day and sign off on having completed the cleaning in the central cleaning logbook kept in the kitchen in both office locations.

COVID-19 Exposure Policy

Sick or Unwell Team Member

Any Team Member who is sick with COVID-19 symptoms must stay home and away from others.

It is critical that, if a Team Member has symptoms of COVID-19 (fever, new cough or difficulty breathing), or even mild symptoms of respiratory illness (sneezing, running nose, sore throat etc.), they stay home to avoid spreading any illness to others.

Before returning to work, Managers will encourage Team Members to use the B.C. COVID-19 Self-Assessment Tool or call 8-1-1 to determine if testing for COVID-19 is warranted.

Team Members must ensure their symptoms have gone away completely prior to returning to work.

If a Team Member develop even mild symptoms while in the workplace:

- Separate the team member from others and remove them from their workspace,
- Clean and disinfect areas that were used by the symptomatic person
- Have the Team Member Avoid use of public transit to return home (e.g. buses, train, taxi) if possible,
- Have the Team Member contact their health care provider or 8-1-1 and follow their advice,
- Have the Team Member report back to Capilano any further directives provided by 8-1-1 or other professional medical advice.

If Team Members chooses not to contact 811 or a health care professional, HR or their Manager needs to ask the team member to get tested for COVID-19.

If an unwell team member tests negative but is still showing signs of illness, HR or their Manager needs to ask the Team Member to stay home until they are feeling better and all symptoms have resided.

Team Members who have been working with a colleague who has left work due to general illness, may continue their duties as normal ensuring to following proper hand hygiene and sanitization protocols for their department.

At this time, only people with symptoms of COVID-19 or people who are referred to testing by a health care professional or Public Health should be tested for COVID-19.

If the Team Member later becomes positive for COVID-19, please see Positive Team Member section below.

If a Team Member Tests Positive for COVID-19

If We Are Informed by Public Health	If We Are Informed by A Team Member
<p>Public Health is notified of all positive tests immediately and contact tracing begins by speaking to the COVID-19 positive employee.</p> <p>This review will identify the nature of contacts in the team members social or workplace in the 48 hours prior to becoming symptomatic.</p>	<p>HR, in conversation with the team member, will determine the level of interaction with other employees. This is a stop gap measure until guidance is provided by Public Health Authority. This would include assessing:</p> <ul style="list-style-type: none"> • Who did the Team Member interact with? • Were both parties wearing a mask • Was 2 meters of physical distance maintained? • Was the exposure for 15 minutes or less?
<p>If Public Health identifies any close contacts during this review, those individuals will be contacted directly by Public Health and given self-isolation advice.</p> <p>Public Health will only contact the workplace if there is a concern about workplace transmission or difficulty contacting individuals.</p> <p>Team members will be asked to pass this advice on to HR and their Manager</p>	<p>Low risk exposure to a confirmed COVID-19 case includes walking by the person or briefly being in the same room.</p> <p>For low risk exposure, the co-workers will be asked to self-monitor for symptoms and practice good hand hygiene and social distancing in public, at home and at work.</p> <p>Low risk Team Members may resume work unless notified otherwise by Public Health Authorities.</p> <p>If Higher Risk – Team Member will be asked to stay home for 72 Hours and get tested.</p>
<p>In all cases not hearing from Public Health official means the risk of transmission is low and no further notifications or actions are required.</p>	

Potential Exposure to COVID-19

If a Team Member is Informed by Public Health	If we are Informed by Team Member
<p>If a team member informs us, they have been in contact with someone with COVID-19 by public health, we will ask them to follow the advice of public health.</p>	<p>HR will ask them to stay home from work for at least 72 hours, or until they hear from public health and or get their COVID-19 test results back. These days will be paid</p>
<p>If a team member receives the advice to stay home for 14 days. The TM will be able to apply for Medical EI to cover the pay for these days.</p>	<p>If a team member is not contacted by public health or contacted and told they are able to come back to work, the team member can return to work and would be asked to monitor for symptoms.</p>

If a team member feels uncomfortable to return, Capilano would let them voluntarily stay away from work for 14 days from possible exposure. These days will be not be paid.

Our Covid Exposure plan has been reworded to be easily digestible by team member and can be seen here:

COVID-19 GUIDELINES

All team members will be screened for COVID-19 symptoms upon arrival. Please check in with your supervisor or manager before starting your shift.

What to do if you are unwell or may have been exposed to COVID*:

* If a team member you have been working with goes home sick you are okay to keep working as long as you feel healthy.

If you feel sick or unwell BEFORE your shift...

- Do not come into work.
- Call your supervisor at your earliest convenience so they can cover your shift.
- If your symptoms are COVID-like (cough, trouble breathing, fever) call 8-1-1 to determine if testing is needed.
- Please update your supervisor on your condition and any advice you are given from 8-1-1.
- When your symptoms have gone away completely you can return to work.

If you feel sick or unwell DURING your shift...

- Notify your supervisor.
- Head home - ensure you are wearing a mask as you travel home.
- Stay home from work and away from others to ensure you do not make anyone else sick.
- If your symptoms are COVID-like (cough, trouble breathing, fever) call 8-1-1 to determine if testing is needed.
- When your symptoms have gone away completely you can return to work.

Worried you might have been DIRECTLY exposed to COVID-19 at work:

Public Health is notified of all positive tests immediately and contact tracing begins by speaking to the COVID-19 positive employee. Public Health is our best source of information and when in doubt call 8-1-1 for advice and guidance.

- You are contacted by Public Health and told you have been in contact with someone with COVID-19.**
 - Follow the directions you are given - which may include isolating for 14 days.
 - Be sure to update your supervisor.
- A team member you worked with lets you know they tested positive for COVID-19.**
 - Connect with HR to determine if the exposure is considered high or low risk.
 - If low risk** - you will be asked to self monitor for symptoms.
 - If high risk*** - you will be asked to stay home for 72 hours and get tested.
- HR notifies you that you have worked with someone that has tested positive for COVID-19.**
 - You may be asked to stay at home for 72 hours depending on the level of exposure.
 - **Low risk exposure includes walking by the person or briefly being in the same room.
 - ***High risk includes being in close contact with that person while not wearing a mask or physically distancing. High risk exposure also includes exposure to someone that has an active cough.

Indirect exposure 'what if's':

- You live with someone that gets sick and has yet to be tested.**
 - If you do not have any symptoms you can keep working. If you get sick stop working and refer to the 'what to do if you are unwell' section above.
 - If you are both well, and without symptoms you can continue working.
- You live with someone that has been told to stay home for 14 days by Public Health because they have been exposed.**
 - If you become unwell you will need to get tested and stay away from work for 14 days depending on test results.
 - If the person you live with becomes unwell you will need to self isolate until they receive a negative Covid test or advice from Public Health.
- You have been told by Public Health that you may have been exposed and need to self-isolate for 14 days.**
 - Update your supervisor and follow the guidelines given by Public Health.

Team Member privacy:

At Capilano we treat our team member's privacy with the utmost of importance. If you test positive for COVID-19, only your Supervisors / Managers, the HR Department and the Operations General Manager, CFO and CEO will be informed. Your teammate will only be informed if there is a risk of exposure. Please do keep any information you have about a fellow teammates health to yourself.

This document has been distributed to all team members and is posted in all workplaces.

Communication and Confidentiality

At Capilano we treat team member's privacy with the utmost of importance. If a team member tests positive for COVID-19, only the necessary parties will be informed of a positive test. Communication will be limited to these individuals:

- Their direct manager,
- The Human Resources Manager,
- Operations General Manager, the CFO, and CEO.
- Additional team members or guests will be informed only if there a risk of exposure. Capilano will release relevant information to public health authorities at their request.

Individual notified will be reminded of the importance of strict confidentiality around the information regularly.

If a COVID-19 positive individual was in the workplace while symptomatic, Managers will direct their supervisors to communicate when this has occurred while protecting the identity of the individual, and to confirm that the appropriate cleaning protocol is undertaken (see cleaning and venue closing)

Team Members will be asked to respect the confidentiality of their teammates and to ensure gossiping does not occur.

Venue Cleaning When Exposure Occurs:

The Capilano Group currently has rigorous cleaning protocol in place to prohibit the spread of COVID-19. Venues need not be closed if a team member goes home sick. When team members go home sick or notify us that they have being diagnosed positive with COVID-19 we will ensure that the contact surfaces in both client and employee areas have been wiped down with disinfecting cleaner.

Frequently Asked Questions:

What do we do if a team member, with no symptoms, lives with someone who becomes sick that has not been tested for COVID-19 or been contacted by public health as a close contact?

If the worker is asymptomatic, they can continue to attend work and are not required to self-isolate; the asymptomatic worker would continue with preventative health practices such as hand washing, distancing, and self-monitoring for symptoms.

If the worker subsequently develops symptoms, they should not attend work, get assessed and, if necessary, tested. If the symptomatic member of the household test comes back COVID positive, Public Health will be involved and provide advice to the worker regarding self-isolation and not attending work.

What do we do if a team member lives with a person who has been recommended to stay home for 14 days as they have been identified (by Public Health) as a close contact of a COVID positive case?

- If the family member or roommate is asymptomatic and the worker is also asymptomatic, the worker can continue to attend work and does not need to self-isolate.

- If the household member becomes ill, the household member will need to be medically assessed and tested since they are a close contact.
- While the symptomatic family member is being tested and waiting for their results, it is reasonable for the worker to also self-isolate pending the outcome of the test results.
- If the symptomatic household member, who is a close contact, has a positive COVID test result, Public Health will be involved in contact tracing and the asymptomatic worker will be given advice on self-isolation and not to attend work.
- Even if the worker is asymptomatic, if they have been medically recommended to self-isolate, they must not return to the worksite for the 14-day self-isolation period.
- If the symptomatic family member, who is a close contact, turns out to have a negative COVID test result, the asymptomatic worker can continue to attend work and self-monitor for symptoms, but does not need to self-isolate.

Concerns or Questions:

The best source of information for all questions or concerns about testing, self-isolating or close contacts is public health or 8-1-1. Please encourage your team members to use this resource as it has the best up to date information and they have worked with many different scenarios. For questions about this policy, all team members will be asked to speak with HR.

Additional Guidance

At Capilano Suspension Bridge Park, we are using the hierarchy of controls to manage the risk of COVID-19. With this in mind, we have taught our team members that Physical Distancing is more effective than PPE and is a first and important step followed by Physical Barriers and Hand Washing.



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We are asking all team members and our guests to follow these guidelines we have put in place and remember that safety is our first priority.

Additionally, when in doubt we are asking our team members to call 8-1-1 for guidance around when to get tested, when to stay home and when it is okay to return to work.

Conclusion:

This plan is a working document. As new information arises we may need to make minor adjustments. All adjustments will be made in accordance with Work Safe BC's guidelines and the recommendations set out by the Minister of Health and the Provincial Health Authority.