



## **Reopening the Industry Template for PCVA member guidelines**

The Passenger and Commercial Vessel Association (PCVA) is comprised of operators across Canada engaged in the marine industry. On April 5, 2020 the Government of Canada, through Transport Canada, issued an order for the prohibition of all Canadian commercial marine vessels with a capacity of more than 12 passengers from engaging in non-essential activities, such as tourism or recreation. This measure remains in place until June 30, 2020.

Over one month later, we look to the possibility of reopening our businesses. Transport Canada is considering removing restrictions for passenger vessels on single day trips and aligning those operators with local and provincial resumption plans. Operators will be subject to measures imposed by respective jurisdictions regulating, for example, restrictions on food and beverage service, size of crowd gatherings, tourism, etc.

Specific to passenger vessels, the PCVA recommends all passenger vessels maintain specific guidelines related to the operation of our vessels and how we welcome guests on board. In carrying out the PCVA's mandate to work with and support the efforts of our membership, the following document has been created as a template with guidelines for your operation to consider as they reopen the attractions in the wake of the COVID-19 pandemic. Operators may need to adjust their approach from what is outlined here to address cultural concerns or government guidance, or take additional measures based solely on what is needed to gain consumer confidence in different markets.

As operating plans are developed, be sure they are compliant with local, civic, provincial and national laws and regulations, and are in line with guidance provided by your health agencies. It is also important to note that these considerations will change as best practices, government guidelines, and guidance from medical professionals evolve. Plans should be reviewed with legal counsel before moving forward.

### **COMPANY GUIDANCE**

The following information is designed for each operator to consider and adapt to the needs and realities of each operation. It is not a one size fits all document. In cases where the information does not address each need, they must be added to provide proper adherence to regulations and circumstances.

#### ***Health and Personal Hygiene***

##### **Healthy Hygiene Practices**

To reduce spread of respiratory infections including COVID-19, the following healthy hygiene practices are encouraged for employees:

- Perform recommended hand hygiene by washing hands often with soap and water for at least 20 seconds or using an alcohol-based hand sanitizer that contains 60 to 95% alcohol.
- Avoid touching eyes, nose, and mouth with unwashed hands.
- Personal Protective Equipment (PPE) should be worn by employees based on their role and responsibilities and in adherence to regulations. Determine protocols for wearing face coverings and disposable gloves. Training on how to effectively use, clean, and dispose of PPE and understanding its limitations is extremely important. Gloves should be used when changing waste / recycling receptacles.
- For staff that cannot always physically distance 2 metres (6 feet) from other staff or customers, encourage the use of non-medical masks or face coverings if suggested by Public Health Authorities.
- Cover mouth and nose with a tissue when coughing or sneezing or use the inside of the individual's elbow. Throw used tissues in the trash and immediately wash hands with soap and water for at least 20 seconds. If soap and water are not available, use hand sanitizer containing at least 60% alcohol.

### **Monitoring Employee Health**

Consider implementing continuous employee self-monitoring protocols for symptoms and temperature measurement to identify when employees are starting to exhibit symptoms:

- If employees feel sick, have them stay home.
- Employees need to self-isolate and inform supervisor immediately if they develop a fever (100.4°F / 38°C or higher), begin to feel feverish, or develop other signs or symptoms of sickness including coughing, and shortness of breath.
- If their condition worsens, they should contact their doctor.
- Consider temperature checks for employees reporting for work and departing from work.

Be sure to train employees thoroughly on their core responsibilities and on new, COVID-related protocols. Provide clear direction and guidance about what is expected. They should understand:

- When to stay away from the workplace
- What action to take if they become unwell
- What symptoms to be concerned about

Do not allow staff on-site if they are sick or might be sick; they should return home or stay home.

Always follow the processes and recommendations made by your local authority if a crew member/employee tests positive for COVID-19. This may include:

- If the employee is home, they will stay home until they get return to work authorization from their doctor.
- If the employee becomes sick during the workday, they should be sent home immediately.
- Surfaces in their workspace should be cleaned and disinfected.
- Companies should initiate Contact Tracing with local public health staff.
- Compile Information on persons who had contact with the ill employee during the time the employee had symptoms and two (2) days prior to symptoms.

- Others at the facility with close contact within six (6) feet of the employee during this time would be considered exposed.

### **Customers**

Operators may wish to post signage at the entrance that states that no one with a fever or symptoms of COVID-19 is to be permitted to board the vessel and may want to consider policies where customers can be refused entry if displaying signs of COVID-19.

### **Staff protocols**

It is important to understand and communicate to employees that they have a duty to take reasonable care for their own health and safety and to not adversely affect the health and safety of others. Provide pre-opening training to employees to ensure they understand and feel confident managing the physical distancing and hygiene aspects of their roles. They should also know how to handle unsafe conditions and emergency situations.

Items operators may wish to consider are:

- Appoint a Health and Safety Point Person for every shift to ensure protocols are being adhered to and education is provided.
- Implement a pre-work screening “health check” for employees at the beginning of each shift which may include temperature checks.
- Stagger shifts for reporting to and departing from work.
- Have back up crews/replacement personnel available in the event crew members fall ill.
- Instruct employees to wash their hands or use hand-sanitizer at the start of their shift and at frequent intervals and after any of the following: using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, before and after eating and drinking, smoking, entering or leaving a guest area, and before starting their shift. This is a critical protocol to keep employees and guests healthy.
- Instruct employees to wash their hands after handling cash or credit/debit cards, after touching common items, after each transaction if contact was made, and at the end of their shift. Where handwashing after each transaction is not possible, establish clear procedures to have separate staff handle cash transactions than those serving customers.
- At a minimum staff should wash their hands a minimum of every 30 minutes and should avoid touching their face.
- Separate work teams into groups (i.e. a Team A and Team B structure) to keep employees separate on different working days in case one person tests positive for COVID-19. That will allow operations to continue if one entire team or work group must be quarantined. Carefully consider employee rotation cycles to keep work teams together to reduce interactions with different groups of employees.
- Alternate schedules to avoid employees taking breaks at the same times in the same locations and limit the number of employees allowed simultaneously in break rooms.
- Consider reducing the use of shared equipment (computers, phones, radios, etc.). If equipment must be shared, employees should wash/sanitize their hands before and after using that equipment and the high-touch surfaces on the equipment should be sanitized frequently.

- Employee/guest interactions should not be prolonged and social conversation that would extend interactions should be minimized.
- Communicate regularly with employees to keep them informed of changes in operation or COVID-19-related protocols.
- Provide employees with a point of contact to discuss their concerns and access to support services, including employee assistance programs.
- Provide separate lockers or sealed bins/bags for employees to store their personal items. Do not allow staff to leave any items overnight.
- With larger staffs, use communication boards or digital messaging to convey pre-shift meeting information.
- Submit all documents such as reports and forms electronically or wash hands after handling papers.
- Hold in-person meetings outdoors or in large areas that allow for physical distancing.
- Hold worker orientations verbally to avoid touching papers.

### ***Cleaning and Sanitation***

Enhance environmental cleaning procedures and protocols with special attention to high-touch surfaces and objects. Per guidance under development from the Public Health Agency of Canada: Use only approved hard-surface disinfectants that have a Drug Identification Number (DIN). A DIN is an 8-digit number given by Health Canada that confirms the disinfectant product is approved for use in Canada.

General items to consider:

- The frequency and approach to sanitizing should be based on the guidelines provided on the cleaning chemicals, which should be determined based on the surface being cleaned. Make sure virus kill times/drying times are considered carefully prior to reopening an area for guest access.
- Identify and purchase proper chemicals and PPE needed for cleaning and disinfecting various surfaces throughout the vessel, facility, and materials (stores, equipment, etc.) moved from shore to the vessel.
- Guests will appreciate seeing employees cleaning and sanitizing within the vessel. Consider making them visible through their uniform or provide a special identity for the group, i.e. “the Clean Team.”
- Dedicate employees to cleaning/disinfecting restrooms frequently. They should also monitor/control restroom capacity to uphold physical distancing guidelines in those facilities. Consider closing or otherwise disabling every other (or every two) toilets to ensure guests maintain physical distancing protocols in restrooms.
- Implement a stringent vessel sanitation and disinfection regime, updating cleaning schedules and logs to reflect increased cleaning and place them in public areas.
- Regulation and weather permitting, prop open entrances and exits to limit need for staff and customers to open/close door. Consider removing high-touch surfaces (i.e. doors) if they aren’t completely necessary.
- Make hand sanitizer available for staff and guests at the entrance, exit, service counter, and any other customer touch points.

- Consider using disposable towels or rags when cleaning and disinfecting surfaces.
- Leverage technology where possible to reduce person-to-person interaction, eg. Mobile ordering, menu tablets, text on arrival for seating, contactless payment options.
- Consider going cash-less.
- Bring customer items only once they are seated: glasses, cutlery, rollups, condiments (as needed), etc. Do not touch water glasses or coffee cups when refilling.
- Reduce the number of items on tables – discontinue on-table condiments, condiment caddies, table cards, marketing materials and candles.
- Conduct proper pre and post cruise cleaning.
- Institute after hours deep cleaning/disinfection and consider use of third-party cleaning company capable of disinfecting vessel surfaces
- Have deep cleaning response plan in place, in the event of an employee(s) testing positive for COVID-19.

Cleaning and disinfecting of material loaded on board the vessel may be guided by current information indicating the persistence of COVID-19 virus on various materials. Examples are:

- Cardboard – 24 Hours
- Plastic – 72 Hours
- Stainless Steel – 48 Hours
- Copper – 8 Hours

Sanitize high-touch areas frequently. Those include:

- a. Public - door handles, trash receptacle touch points, counters, gangway and vessel handrails, seats, benches, ATM machines, credit card machines, point of sale stations, etc.
- b. Dining and beverage service – trays, tables, dining surfaces, chairs, high chairs, salt and pepper shakers, sauce dispensers, reusable menus
- c. Washrooms - toilets, sink faucets and toilet handles, soap dispenser push plates, baby changing stations Make sure washrooms are stocked with soap, paper towels and a plastic lined waste container.
- d. Serving areas - ice scoops, refrigerator handles, towel dispenser handles, cleaning tools, counter tops, door knobs, light switches, sinks.
- e. Crew equipment - control equipment, phones, computers, office equipment, safety vests, and headsets
- f. Wheelhouse - chart table, instruments, chairs, helm, consoles, radar control panels, VHF radios, binoculars, pens/pencils, etc.

When engaged in cleaning:

- Use a disinfectant or bleach solution to destroy or inactivate the virus.
- If household or commercial disinfectant cleaning products are not available, hard surfaces can be disinfected using a mixture of 5 mL of bleach (5% sodium hypochlorite) and 250 mL of water. Make sure the solution is in contact with the surface for 1 minute.

- If liquids can be withstood, disinfect high-touch electronic devices (e.g., touch screens, pin pads, keyboards) with alcohol or disinfectant wipes.
- Wear appropriate PPE such as gloves suitable for the cleaning agent.
- Use a dedicated cloth for cleaning.
- Clean so that when the surface is wiped, the surface still appears wet.
- Dispose of used tissues, wipes, gloves, and other cleaning materials in a plastic lined waste container.
- Use disposable gloves when handling garbage.

### ***Physical Distancing***

Regulations will require physical distancing on board ship. In most locations, regulations will require a reduction in the number of passengers on board to help maintain physical distancing. Any physical distancing measures based on square footage should take into account crew areas as well as passenger areas. Use on board vessel announcements and signage to request passengers adhere to physical distancing.

Some general practices to consider are:

### **Boarding:**

- Family groups/bubbles can stay together in one 6 foot (2 meter) space as long as the group is at least 6 feet (2 meters) away from any other individuals or groups.
- Where possible, stagger arrival times to minimize queue lines or crowds at the attraction entrance. Consider a timed ticketing program that staggers arrivals.
- Holding areas used prior to boarding should allow for physical distancing.
- Provide clear guidance to customers that they show up only at their designated time.
- Remove waiting area seating and design a process to ensure guests stay separate while waiting to board the vessel.
- Depending on the circumstances of your boarding area, use floor markings, outdoor distancing, alternate boarding times, waiting in cars, etc.

### **Customer Areas:**

- Post signage promoting physical distancing upon entry.
- Size of parties cannot exceed that of current public health authority restrictions. Request passengers stay within their group for the duration of the cruise and not circulate.
- Ask passengers to designate one person from the group to go to the bar for beverages or confectionary items.
- Mark direction of travel, to designate entrances and exits, pick up areas and washrooms.
- If you have two sets of stairs to other decks, designate one for going up and the other for going down. If you do not, manage movement so passengers are not passing in stairways.
- Demarcate floor with markers for any areas where a line up may occur (restrooms, pick up areas, etc.) and/or provide directional signage to indicate flow through the vessel.
- Where furniture cannot be removed to adjust for physical distancing, mark certain tables and chairs unavailable for use.
- Temporary table dividers may be installed to make social distancing easier for ships with communal seating or larger tables.

- Where practical, separate booth seating with physical barriers.
- Offer table service to reduce the number of guests moving about the vessel.
- Some operating stations on smaller vessels are located within the passenger compartment. Establish perimeter 6 feet from the operator. Consider partitions either solid or virtual (carpet tape).
- Develop procedures to restrict visitors to limited and specific areas of the vessel as much as possible.

#### **Staff areas:**

- Train staff on physical distancing and how to best serve guests with the least amount of contact.
- Where possible, workstations should be staggered so employees avoid standing directly opposite one another or next to each other. Where six feet of separation is not possible, consider other options (e.g., face coverings) and increase the frequency of surface cleaning and sanitizing.
- Remind third-party delivery drivers and suppliers of internal distancing requirements.

#### ***Operational Procedures***

Working on board a vessel and welcoming passengers presents some unique activities that should be managed. When first becoming operational, consider starting with a smaller initial capacity, assess physical distancing behavior, and increase capacity gradually as you improve your practices and experience.

#### **Boarding and Admission**

- Encourage (and consider incentivizing) advance, online ticket purchases to reduce transactions on site and reduce congestion at the entrance.
- Encourage guests to present a digital confirmation and not have paper tickets. Do not accept paper tickets but have the guest retain them for recycling later.
- Consider offering package deals combine admission, food and beverage, and special upgrades like reserved seating drive revenue and reduce transactions.
- Encourage guests to reduce the number of personal items they bring on board

#### **Vessel Operation**

When on board, manage crew/employee rotation to minimize potential cross contamination by:

- Restrict personnel from the bridge where practicable.
- Provide dedicated microphones to crew as needed to eliminate shared usage.
- Drinking and eating should be avoided.
- Except for passengers, personnel allowed onboard vessels should be limited to company personnel and third parties required to be there.
- Encourage cooperation between vessel crews and port workers to develop and comply with screening protocols or procedures to address COVID-19.
- For operators also running a photo booth, consider tripod mount camera shots, with remote control. Explore digital only option or minimize customer - photographer exchange when selling.

- Work with local law enforcement partners, companies should develop contingency procedures for dealing with noncompliant individuals and groups.

## **Payments**

Accepting payments requires some degree of close contact. To mitigate this:

- Encourage guests to make purchases online (prior to their visit) or from apps once inside the attraction to minimize on-site payment transactions.
- Cash handling should be avoided if possible. If cash handling is required, employees should wash or sanitize their hands frequently.
- Try to arrange tap readers so guests can insert/swipe their own cards, so the employees don't have to do it for them. If the credit card machines are still close, the employee should step back while the guest makes payment.
- Recommend tipping when paying digitally rather than using cash.
- Clean credit, cash machines/ATMs frequently. Provide handwashing stations or sanitizer nearby.
- Clean/sanitize cash caddy/employee tills prior to distribution and upon return.
- Assign one person to each Point-of-Sale (POS) terminal if possible. Terminal should be sanitized between each user and after each shift. If multiple employees are assigned to one POS terminal, servers should sanitize their hands before and after each use.
- Use physical barriers to separate staff from guests at cash registers where practical. Consider installing Plexiglas barrier in front of cash register

## ***The Public and Communications***

As operators prepare to open, instilling guest confidence and clear communication will be a crucial activity in encouraging guests to come for a cruise. On your tickets, advertising, messaging, social media and other communications, assure guests you have their and the crews' health at the forefront and have instituted procedures designed to improve safety for all. Commitment to passenger's good personal hygiene and increased sanitation practices have been implemented. Consider the following:

In advance of joining a cruise, advise guests:

- To protect yourself:
  - Wash your hands often and avoid touching your face
  - Maintain your distance from others
  - Cover your mouth and nose
  - Avoid touching surfaces
- If you or a member of your party are sick, please don't participate and encourage your family not to participate until you are well.
- Suggest those living in nursing homes or long term care facilities or those with underlying medical conditions remain at home.
- While we are committed to keeping you healthy and safe, but we cannot guarantee you will not be exposed to COVID-19.
- New operational procedures include:



- Identifying COVID-19 symptoms and messaging that asks guest to come back another day if anyone in their party is experiencing the symptoms
- Directives on wearing masks/ face coverings for employees and guests
- Physical distancing guidelines
- Capacity limits that facilitate social distancing
- Enhanced cleaning and sanitizing protocols
- Use of temperature checks/thermal scanning cameras (if required)
- Request guests' patience and understanding with these necessary operational changes.

For those joining a cruise:

- Take a proactive approach with messaging to reiterate to guests on arrival of methods being deployed for employee and guest safety.
- Post signs with health and hygiene and physical distancing reminders should be visible throughout the property.
- Place signs in restrooms and throughout facilities to remind guests of appropriate handwashing standards (soap, water, 20 seconds).
- Remind, when coughing or sneezing, cover your mouth and nose with a flexed elbow or tissue. Throw tissue into a trash receptacle after use.
- Ensure in-attraction cleaning/sanitizing team is highly visible to provide reassurance.
- Remind guests of physical distancing guidelines carefully, maintaining 6 feet (2 meters) of space from others. Family members and group bubbles may be together but all others should strictly adhere to the physical distancing guidelines. This will apply throughout the attraction including in lines, restrooms or moving about the ship.
- Consider a guest tip line (phone number) or build the functionality into an app that would allow guests to report health, safety, or cleanliness concerns to management in a timely manner.

## Company Template

Based on the information in this document, complete the following tables with the decisions and protocols to be implemented at your operation:

Health and Hygiene Practices to be used:

<b>Location/Activity</b>	<b>Process:</b>
<b>Health Practices</b>	
<b>Monitory Employee Health</b>	
<b>Customer protocols</b>	
<b>Staff Protocols</b>	

Cleaning and Sanitation Procedures

<b>Location/Activity</b>	<b>Process:</b>
<b>General</b>	
<b>Public areas</b>	
<b>Dining and Beverage</b>	
<b>Washrooms</b>	
<b>Serving Area</b>	
<b>Crew Equipment</b>	
<b>Wheelhouse</b>	

Physical Distancing processes:

<b>Location/Activity</b>	<b>Process:</b>
<b>Boarding</b>	
<b>Customer Areas</b>	
<b>Staff Areas</b>	

Operational Procedures:

<b>Location/Activity</b>	<b>Process:</b>
<b>Boarding</b>	
<b>Vessel Operation</b>	
<b>Payments</b>	

Communication processes:

<b>Communication Method</b>	<b>Message</b>