

Toronto Adventures: Humber River Paddling Center

Staff and Customer Social Distancing and COVID-19 Safety Practices



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Staff Safety Policies & PPE (Personal Protective Equipment):

Masks: All staff will be required to wear protective masks during work hours until such a time as the government deems them no longer necessary. Masks will be provided for free for all employees.

Gloves: All staff will be required to wear protective gloves during work hours until such a time as the government deems them no longer necessary. These will be provided for free for all employees.

Sneeze Guards for Check In/Out Admin: Our on site administrators responsible for checking customers in and out will be doing so from behind a sneeze guard.

2-Meter Distancing: All staff will be required to stay 2-Meters away from each other and other customers in order to adhere to physical distancing.

Health Check: Any staff who are feeling unwell and display any symptoms of COVID-19 are asked to report this to a manager and remain home.

Customer Safety Policies:

Check-In:

- All customers will be required to wait in line with 2-Meter gaps between groups that will be visibly marked.
- Customers will be allowed to enter the Check-In tent to sign waivers and check in only with members of their social circle and only to a maximum of 5 people.
- Instead of customers helping themselves to PFDs and Paddles our Check-In Staff will give them this equipment at check in after it has been sanitized in our “Sanitization Tent” by approved chemicals and disinfectants.

- There will be a sign which will clearly reiterate all of the details of our Check-In procedures for customers to help them understand and safely follow our COVID-19 procedures.
- We will not be accepting cash, only Debit and Credit.

Launching Vessels:

- After the customers have Checked-In and brought their sanitized boats to the launch area our staff will have them take a seat in their vessel before launching them via the back handle of their vessel... as our vessels are a minimum of 4 Meters this will allow for a socially acceptable gap of 2 meters between the paddler and the staff.
- Once on the river there is tons of space so being socially distant shouldn't be an issue however our sign will reiterate that it is of utmost importance that paddlers remain a socially responsible 2 Meters apart.

Arriving Vessels:

- Upon arrival of any vessels our staff will pull their boat up on shore from the handle which is a socially acceptable 2 Meters from the paddler. Once the boat is on shore the customer will be responsible for pulling their boat back to the boat drop area before our staff sanitize them using approved chemicals and disinfectants.
- There will be disinfectant available on site for all customers.

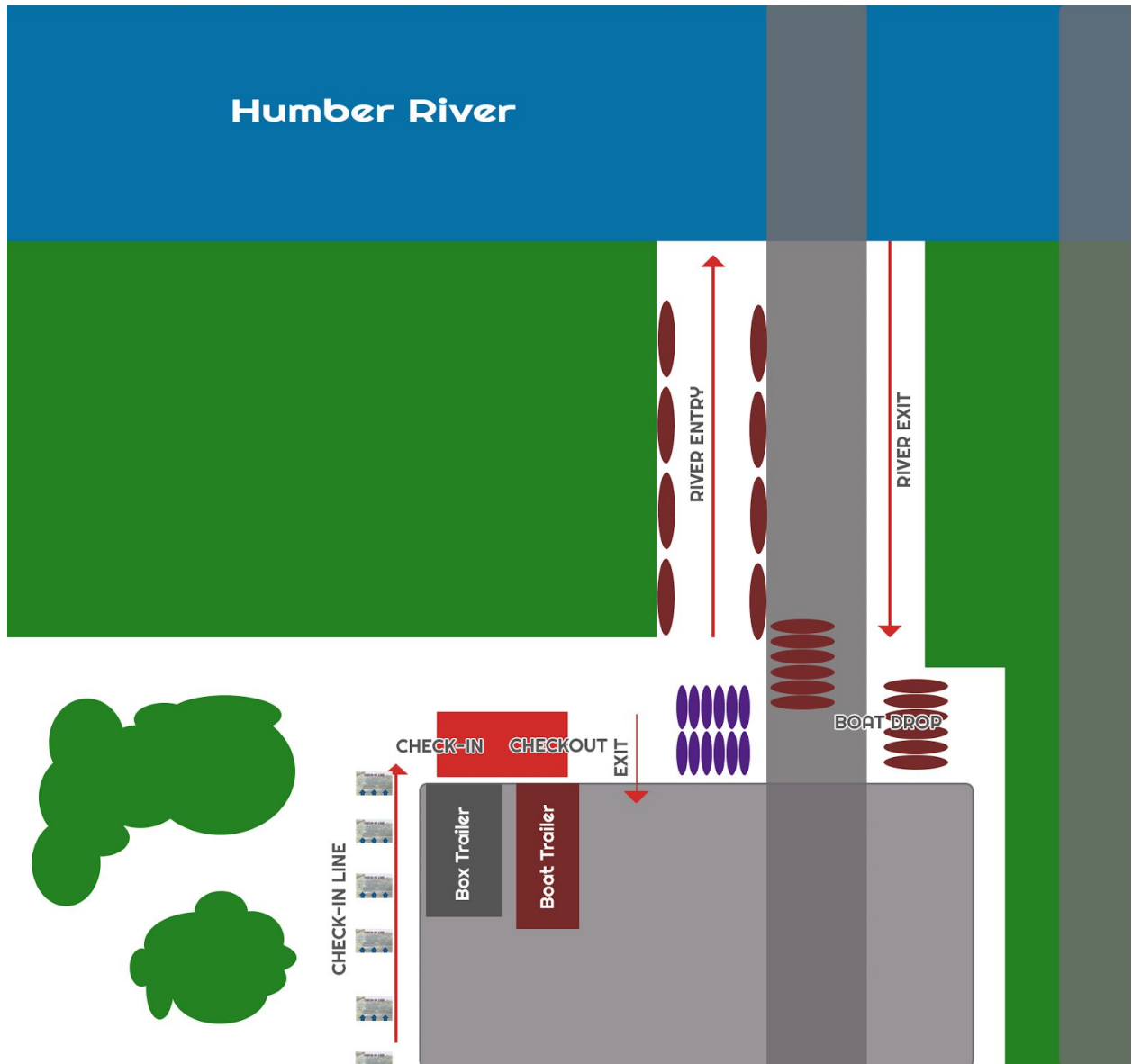
Equipment Check-In and Sanitization:

- After customers have dropped off their boat they will drop off their PFDs and Paddles to our "Sanitization Tent" where our staff will clean them using approved chemicals and disinfectants.

Health Check:

- Any customers who are feeling unwell and display any symptoms of COVID-19 are asked to report this to a manager and remain home.

Humber River Location Customer Social Distancing Flow:



Sign Samples:

