

REMOTE's Safety Plan for Guests

General Safety Messaging to Guests

Anyone displaying symptoms of COVID-19 will not be permitted to join our marine activities. If you do not feel well, please stay home and if in doubt please get tested.

If you have traveled outside of Canada, you are not permitted to join us on the water until you have self-isolated for a minimum of 14 days.

If you are showing symptoms of COVID-19, please call 8-1-1, local public health or your doctor.

If you live in a household with someone who has COVID-19 or is showing symptoms of COVID-19, please do not join our departures.

Physical distancing is required at all times unless using a mask. Otherwise please keep a minimum of 2 meters/6 feet apart. Please note - failure to observe physical distancing risks the closure of our operation.

You will receive an orientation to our safety policies and expectations via a pre-arrival email, on-site orientation and signage, please follow these

Please note for public safety we will be collecting full contact details when you check-in for contact tracing purposes only.

Orientation and Check-in:

At the first point of contact between staff and guests, guests will receive an orientation welcoming them, reconfirming the guests health, and educating them about RPME current COVID-19 related safety practices including what is expected of guests for their own safety, that of the other guests and RPME staff. All guests will sign a waiver including a health declaration and provide contact information. Guests will receive a buff face-covering or mask if they do not have their own.

For guest safety:

- RPME (Remote Passages Marine Excursions) has implemented enhanced cleaning and disinfection protocols including disinfecting common items including credit/debit card terminals and pens, plus all marine gear and vessels after each use :
 - Moved reception, check-in & waiver procedures outside, to a new covered entrance area
- Installed plexiglass barriers at our front desk indoors -- only for payment

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- Promoted physical distancing indoors - manage any queue line for payment with retractable belt stanchions and floor markings, including where to stand and wait for washrooms and gear. Posted signage about physical distancing, and one-way entries and exits
- Provided sufficient hand sanitizer and washing stations and educational signage for guests to practice good hand hygiene
- Provided sufficient tissue, lidded garbage cans and educational signage for guests to practice good cough and sneeze etiquette
- Implemented enhanced hand hygiene policies for staff including that staff are required to sanitize their hands after each transaction
- Staff are required to wear a mask while in public areas of our operation
- Shifted our departure schedule to ensure only one activity is on site at any one time
- Provided additional outside covered space for guests
- Provided easy access to our safety policies and expectations via our website, pre-arrival email, on-site orientation and signage

Entering Building:

Occupancy limits are clearly posted, as well as one-way entries and exits. Signage with screening self-assessments to control entry to site, and to building.

Inside building:

Signage posted asking guests to hand sanitize upon entry, maintain physical distancing when possible, and showing occupancy limits for the bathroom. Guests will be directed into a designated people flow via a physical queue line with retractable belt stanchions and floor markings.

Marine Tours (Whale Watch, Bear Watch) & Sea Kayaking:

- a. Guests must declare any COVID-19 symptoms or illness, and will be required to complete a 'health declaration form' before departing on tour including whether they have traveled outside Canada in the last 14 days.
- b. Staff will deny participation to any guests whom they believe may be unfit to join an activity.
- c. Staff will deny participation to any guest who has travelled outside Canada in the last 14 days.
- d. Guests must provide full contact information for contact tracing purposes only
- e. Guests will wear buff face covering or masks as follows:

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- for Marine tours -- on site and during the marine tour
 - for Sea Kayaking -- on site, during the on-land lesson and launch, and then again upon return to land
- f. Guests are required to maintain good hand hygiene with hand sanitizer and hand-washing stations provided
 - g. Guests are required to maintain good cough/sneeze etiquette with tissue and garbage cans provided
 - h. Staff will deny participation to any guests who do not adhere to posted safety protocols or refuse to wear a mask. These guests will be asked to leave the premises.
 - i. Staff will request that guests to wait outside the boat house or in their vehicles until activity is about to begin.
 - j. Guest's arrival time will be 30 minutes prior to tour departure.