



Surf Sister Surf School and COVID-19 Safety Measures

Surf Sister has created an outline to create a safer workplace during this time. We have assessed the risks, spoke to staff and created a protocol to minimize the risks involved with working in retail, teaching surf lessons, and renting equipment.

STEP ONE: APPROACH AND PLANNING

As suggested by worksafe BC. Where is risk within the workplace, and what measures can we implement to create a safer workplace.

1. Assess the risk at Surf Sister for risk of transmission

- Where do people congregate
- What tasks require people to come into close contact
- What equipment do people come into contact with
- What surfaces are touched most often

2. Implement measures to reduce risk and develop policies

- How to maintain physical distance of 2m between staff, and clients (reduction in number of workers, how the store is laid out, use of personal vehicles, organizing work tasks, etc)
- Creating groups of workers who work together exclusively to decrease broad transmission
- Providing adequate handwashing facilities and policy around handwashing. Create signage for policy
- Create hand sanitizer stations and policy for hand sanitizer. Create signage for policy
- Implement cleaning protocol
- Remove unnecessary tools and equipment to decrease risk of transmission
- Implement protocols for staff who begin to feel sick. The BC CDC has created guidelines for self-isolation

3. Develop communication plan and training

- Be sure everyone is trained on the new measures and feel safe
- Post signage with occupancy, policies and effective handwashing practices
- Ensure supervisors are taking part to monitor staff

4. Monitor workplace and develop practices as problems arise

- Ensure staff can bring up safety concerns in an open, welcoming setting

5. Assess and address risks of reopening

- Will workers need time to train, and time to learn new policies
- Have we changed the way we operate
- Do we have new staff, or staff turnover during this time

STEP TWO: ASSESSMENT OF WORKPLACE

WorkSafe BC has stated that COVID-19 is transferred largely by close contact between people, or contact of a surface that has been infected with the virus and then touching the face. Keeping staff and clients physically distanced by 2m is the recommendation to avoid person-person transfer.

Cleaning high touch surfaces with a disinfectant or bleach and using proper hand washing techniques will decrease the likelihood of the spread through surface contact.

Assess Surf Sister for risk of transmission

Staff congregation occurs at the registration desk, back staff room, wetsuit room and inside the work vehicles. Congregations of clients occur near the change rooms, and at the registrations desks. At the Surf Shack there is a high volume traffic near the rental desk, and in the wetsuit room.

Tasks that require close contact:

Retail: Returning clothes from change room, trying on wetsuits, sales desk

Lesson: Carrying boards, Wetsuit bins and distribution, board handling in and out of water, group management in water, driving in staff vehicles, wetsuit cleaning, first aid

Rental: signing waivers, trying on wetsuits, returning wetsuits and surfboards, distributing surfboards

Equipment and surfaces that are high touch

Retail: Sanitizer station at front of store, change rooms, front desk, door handles, coffee bar, stickers, plexiglass barriers

Lesson: Vans, wetsuit room, surfboards, first aid kit, wetsuits, waivers, first aid kit

Rental and Surf Shack: wetsuit room, front desk, chairs, wetsuits, waivers, surfboards, Shower handles, cleaning sinks and taps

STEP THREE: CONTROL MEASURES AND RESPONSE

Maintaining Physical Distance

Between staff

- Office person will make all the wetsuit bins in the morning so no contact within wetsuit room
- Lunch room and staff area is moved outside to open air.
- Staff will bring a ready-made lunch and eating utensils to decrease transmission risk
- Staff who live together or are part of a “pod” will drive vans together. Staff who are uncomfortable may drive their own vehicle.

Between staff and clients

Lessons

- Staff will use gloves when picking wetsuits for clients, and use hand sanitizer before handling wetsuits at the beach
- Staff will not help with clients wetsuits
- Staff and clients can carry boards together as it maintains a distance greater than 2 metres
- Social distancing will be upheld during the time on the beach
- When in the water staff will approach from side to maintain distance
- Staff will push from behind instead of pulling the surfboard into a wave, to stop close contact No group lessons will join up, all instructors will teach alone (once their training is complete)
- Staff will use a whistle to control group
- Instructors will remove clients from water half way through lesson so talk about tips and tricks, to keep distance in water

Retail

- Online waivers and online payment will be available for all clients
- Plexiglass barriers have been provided for all the reservation and sale desks
- Staff have been provided gloves and masks for interactions with clients in the store (for example, when looking at wetsuits, or surfboards)
- Signage with maximum occupancy within store, and a marked direction of flow on the floor with separate entrance and exits

Surf Shack

- Retail desk will be moved to the outdoors, creating an open air interaction.
- Staff will take online “orders” for rental gear, so everything is in a bin and ready for pick-up
- Working on implementation of online rental waiver
- Plexiglass barriers provided

Between clients:

Lessons

- Extra info on website on how to stay covid safe during lesson

- Clients will socially distance, private lessons will be encouraged
- No small children on lessons, unless they have a parent to handle their surfboard.
- 12+only for group lessons

Retail

- Maximum of 4 clients in store at one time
- Clear signage on how to move throughout the store
- Entrance and Exit are separate
- Reservation desk and a sale desk to keep line short
- An entrance door and Exit door are to remain open at all times to decrease risk of high touch area

Surf Shack

- Maximum 2 to 3 families to be in line at one time

Hygiene and Sanitation

Signage should be created to ensure safe hand washing practises and how to cough and sneeze to decrease spread of germs. Signage will be posted at the front door, by the handwashing and hand sanitation stations. Signs for proper wetsuit washing will be added to the staff area

Lessons

- Staff vehicles will be wiped down at the end of the day with a disinfectant solutions
- Staff have hand washing stations at the shop to use during lunch hour and before leaving to the beach. There will be hand sanitizer in each car to be used before handing out the wetsuits, and upon returning to the van after the lessons

Retail and Surf Shack

- There is a hand sanitation station at the front door that all clients and staff must use before entering.
- Staff have a hand washing station in the office. The washroom will now be staff only.
- Hand sanitizer at sale desk to use before and after transactions.
- Disinfectant will be used on the POS machine after every transaction
- Cash may be accepted but is discouraged
- High traffic areas will be sprayed with disinfectant throughout the day, as people are entering and leaving the store (handles, desks, sanitation stations, plexiglass barriers, sale rack)

Removal of Excess Equipment

Lessons

- Gloves and hoods will not be supplied over the summer months to reduce risk of transmission

Retail

- Coffee bar is a high risk area as there are utensils, extra tools and cash exchange. Coffee bar has been closed until further notice. The desk has been changed into a reservation desk to create space between clients and also between our staff members

Surf Shack

- Gloves and hoods will not be supplied over the summer months to reduce risk of transmission
- People will not be trying gear on at the shack, so all chairs will be removed

Cleaning Equipment

- Wetsuits boots and rashguards will have a 1 minute soak in a 0.1% bleach bath (recommended by the CDC as a high touch surface) before going through cleaning with soap and water. The suits will be rinsed in clean water to remove residue that may be harmful to clients.
- Surfboards which are rented at the Surf Shack will be wiped down with a disinfectant solution before returning into storage
- Staff suits will be cleaned in the same fashion, and instructors will be provided with their own specific rashguard so we do not have increased transmission risk between staff

First Aid

- First aid kits have a N95 mask supplied within the kit for staff and a cloth mask for the client for any first aid incidence
- No mouth to mouth during CPR, chest compressions only. CPR should still include the use of the face shield to contain any bodily fluids from the unconscious person

Staff Training and re-opening for lessons

- BCASI meeting of lead instructors to better understand the risks involved while teaching a surf lesson (May 10, 2020)
- Weekly meetings leading up to reopening to assess the safety concerns and outline the COVID-19 safety plan. Extra training for newer staff, to increase confidence in the water
- All procedures and topics covered in meetings are saved to future reference. All questions are compiled and looked at during the next meeting
- A folder is available to all staff with the history of these meetings. Staff are encouraged to take part in meetings and bring any concerns up then, or later with a manager
- Ensure supervisors are taking part to monitor staff
- All staff will be required to read and sign this document, as well as the BC Retail outline of covid-19 safety procedures

Sickness in the workplace

- Staff who feel sick at work will need to follow a specific policy outlined through BC CDC.
- Staff will not come to work if they have any symptoms
- Staff temperature will be taken at the beginning of the day
- A staff quarantine area will be created to avoid the transmission of sickness in the staff accommodation

Monitor workplace and develop practices as problems arise. Staff should feel welcome to voice any concerns of their safety or the safety of others.