

# COVID-19 Safety Plan & Refund Policy

## Company details

Business name: Alkame Dragon Boat Services

Date completed: November 1<sup>st</sup>, 2020

The COVID-19 pandemic is an evolving situation – we are reviewing our plan regularly and will make changes as required. Refer to the Ontario government's [COVID-19 website](#) for up-to-date information.

## 1. What is Alkame doing to ensure all workers know how and are able to keep themselves safe from exposure to COVID-19?

Where possible, staff will be encouraged to work from the safety of their own home and will not be required to come into a central workplace. When it is necessary for staff to be present at a festival/event site, we will:

- Encourage all staff to maintain physical distancing from other staff members at all times
- Mandate all staff to use PPE (including masks/face coverings) at all times, when both indoors and outdoors
- Provide ample disposable masks, gloves, hand sanitizer and disinfecting materials
- Provide staff with thorough cleaning and sanitization products and ensure protocols for use are followed at all times

Alkame will provide all staff with ample training and/or information via email, Zoom meetings or phone calls, to ensure all staff are aware of the safety protocols in place.

## 2. How is Alkame screening for COVID-19?

All athletes, paddlers, coaches and staff members are required to self-assess when attending an indoor facility (Paddle Zone), or an outdoor activity/event/festival. For COVID-19 tracking purposes at a festival, Team Captain's will be required to provide a roster of all paddlers, drummers, steerspeople and coaches in event attendance, and all of these paddlers, drummers,

steerspeople and coaches will be required to complete an online assessment form prior to attending. All paddlers, drummers, steerspeople and coaches will not be permitted to attend the event if they are experiencing ANY of the possible COVID-19 symptoms, if they have come in contact with a COVID positive patient in the previous 14 days, or if they are currently waiting on the results of a COVID test. If deemed necessary, temperature checks may be implemented at the entrance to an event.

### 3. How will Alkame control the risk of transmission?

In order to best protect our staff, clients, and spectators, Alkame will be following all control measures as outlined by the Government of Ontario. These measures include:

- Limiting the number of teams/participants allowed to occupy an area at any given time
- Reducing, and possibly eliminating, spectators from an event if deemed necessary
- Reducing, changing, or limiting the number of teams and/or participants permitted to be on site at any given time
- Promoting and ensuring physical distancing guidelines are met at all times
- Providing ample hand washing and/or hand sanitization stations and encouraging all participants to use them regularly
- Encouraging all participants, including staff, coaches and support members, to wear a mask or face covering at all times
- Providing cleaning and sanitization products and ensuring staff members and volunteers are properly versed in how and when to clean equipment and commonly touched surfaces
- Encouraging all paddlers to bring their own paddle, PFD or other equipment, to prevent the sharing of equipment and accessories
- Ensuring that activities take place outdoors, where possible, and by providing air purifiers, fans and air circulation to any indoor space

### 4. What will Alkame do if there is a potential case, or suspected exposure to, COVID-19 at an event and/or training facility?

These are steps that we will take if one of our workers, clients, volunteers or spectators has symptoms that may be related to COVID-19 or is diagnosed with COVID-19:

### **Step 1: Exclude symptomatic people from an event and/or training facility**

If a worker, athlete, coach, volunteer or spectator, informs us of symptoms or informs us they had close contact with someone with symptoms, they will be asked to [take the self-assessment](#). They will be asked to follow any recommendations given by the tool, including being tested and self-isolating.

If anyone shows symptoms at an event and/or training facility, they will be asked to return to home and self-isolate immediately. If they cannot leave immediately, they will be asked to self-isolate until they are able to leave. If the person is very ill, 911 will be called and the operator will be informed that they may have COVID-19.

We will ask the person to contact their doctor or [Telehealth Ontario](#) at [Toll-free: 1-866-797-0000](#) for further directions about testing and self-isolation.

### **Step 2: Contact public health**

We will contact the local public health unit for guidance on what to do if someone develops symptoms at our workplace or if we are told one of your workers, paddlers, coaches or volunteers has COVID-19. Public health will provide instructions and do contact tracing if needed.

To support contact tracing, we have a system in place (rosters, sign-in sheets and online self-assessments) that we will use to provide information about which people had close interactions with an affected worker, paddler, coach or volunteer. This could include information such as:

- dates and times of interactions
- approximate length and frequency of interactions
- full names
- contact telephone numbers
- addresses

### **Step 3: Follow public health direction**

Our local public health unit may require that:

- other workers who were exposed are notified and sent home to self-isolate, self-monitor and report any possible COVID-19 symptoms
- the workplace be shut down while the affected workplace or area and equipment are disinfected
- other public health measures are implemented

We will disinfect surfaces that may have been touched by the ill person as soon as possible.

### **Self-isolation and return-to-work**

Specific direction for each situation is provided by the local public health unit based on [provincial guidance on the management of cases and contacts of COVID-19](#). We will follow the public health direction.

Workers, paddlers, coaches or volunteers should self-isolate if they either:

- have symptoms
- had close contact with an individual with symptoms or a confirmed diagnosis
- have travelled outside of Canada
- are waiting for COVID-19 test results

Close contacts may include people who have spent time less than two metres away from the infected person in the same room, workspace, or area without barriers or protective equipment and people living in the same home.

In general:

- Anyone who had close contact with someone known to have COVID-19 should self-isolate for 14 days. If they do not develop symptoms, they may usually return to work and other activities 14 days after their last contact with the case.
- Anyone with COVID-19 symptoms should self-isolate for at least 10 days from when the symptoms started.
  - If anyone who has symptoms receives a negative COVID-19 test result, they may usually return to work before 10 days if they do not have a fever and their symptoms are getting better.

Some symptomatic workers may need to self-isolate for longer based on the advice of public health or their health care provider.

### **Step 4: Inform any workers who may have been exposed**

We will let any worker, paddler, coach or volunteer, know if they may have been exposed in the workplace.

We will give all workers information about the date and time of the potential exposure and where it took place. We will not give out any information that might identify the infectious person.

We will only undertake contact tracing activities if asked to do so by our local public health unit.

### **Step 5: Report to Ministry of Labour, Training and Skills Development**

If we are advised that one of our workers, paddlers, coaches or volunteers has tested positive for COVID-19 due to exposure at the workplace, we will give notice in writing within four days to:

- [the Ministry of Labour, Training and Skills Development](#)
- the workplace's joint health and safety committee or a health and safety representative

## 5. How will Alkame process refunds and/or credits, in the event that a program or festival is cancelled or not permitted to run due to COVID-19?

In the event that a program or festival is cancelled by our organization; a governing body; a health organization; or a city or park official, due to COVID-19, Alkame will take the following actions regarding program or festival refunds:

- For new clients who registered and paid in full after November 1<sup>st</sup>, 2020, for an event taking place in 2021:
  - If the program or event is cancelled **prior** to the start of the program or event, Alkame will provide a full, 100% refund to the registrant or a full, 100% credit to a future service or festival provided by Alkame Dragon Boat Services (only applicable to new clients that are not carrying over a credit from the 2019/2020 season)
- For clients who registered and paid for a 2021 event with a credit from the 2019/2020 season:
  - If the program or event is cancelled **prior** to the start of the program or event, Alkame will provide a 75% refund to the registrant or a 100% credit to a future service or festival provided by Alkame Dragon Boat Services
- If the program or event is cancelled **after** the start of the program or event, Alkame will provide a partial refund or credit to the registrant, dependant on when the cancellation takes place and what is remaining of the program or event
- Under all other circumstances, not pertaining to a COVID-19 cancellation, our regular Refund & Cancellation Policy will apply