

COVID-19 OPERATIONAL PROCEDURES

NOVA SCOTIA PROVINCIAL CAMPING PARKS



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COVID-19 Operational Procedures for Nova Scotia Provincial Parks

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Purpose of Document

This document was created by Department of Lands and Forestry staff to provide guidelines for operational procedures on various aspects in the Provincial Park system during COVID-19. These documents will be used to educate staff on roles and responsibilities during COVID-19. These will also be used to educate visitors. As the situation continues to evolve, changes may be made to the procedures found in this document.

System Wide Restrictions and Closures

The Department of Lands and Forestry operates 20 camping parks throughout the province. Seasonal camping is not offered at Provincial Parks. Provincial parks offer camping reservations for short term stays only with a maximum stay of 14 days. The following operational changes and restrictions are overarching and pertain to all camping parks within the parks system:

- Campsite reservations must be done prior to traveling to the Camping Park *
- Only Nova Scotia residents will be allowed during this season
- Campers will be automatically checked-in at Full-Service and Self-Registration Parks (eliminating the need to check-in at park office)
- Operations at Self Registration Parks will be modified so that campers can not make a reservation on site, therefore no yellow phones will be available
- All camping parks will operate at a reduced campsite capacity
- Campsites are limited to use by one family unit
- There will be no use of group use buildings, playgrounds, overflow sites, or double sites
- There will be no group camping
- There will be no roof accommodations within provincial parks this year, including yurts (Whycocomagh) or cabins (Cape Chignecto).
- Buildings will have limits for the number of people inside. For example, one person at a time for the park office/administration building and limits at comfort stations to promote physical distancing
- Signage and posters will be displayed in front of building and inside explaining physical distancing, service restrictions and recommendations from the Chief Medical Officer of Health (hand washing)
- For line-ups outside of these facilities, lines will be drawn on the ground 6ft. apart to indicate to campers where to stand while waiting

*The names and contact information of individuals staying on campsites will be collected by the reservation service provider and kept on file for contract tracing.

COVID 19 Guidance

The following section is specific operational guidance for staff to be implemented within camping parks. Due to the uniqueness of each park, a park by park plan will be developed using the guidance below.

Staff Health

Staff health and well being is important to the department. The department will be following guidance provided by the Chief Medical Officer of Health found on the governments website at: <https://novascotia.ca/coronavirus/>. This guidance includes supporting good hygiene, using cough/sneeze etiquette, cleaning high-touch surfaces and objects often and planning. More detailed information can be found at the intranet site at:

[https://novascotia.sharepoint.com/sites/TheHub/SitePages/NOVEL-CORONAVIRUS-\(COVID-19\).aspx](https://novascotia.sharepoint.com/sites/TheHub/SitePages/NOVEL-CORONAVIRUS-(COVID-19).aspx)

Guidelines for Visitor Interactions

Scope of Guidelines These guidelines are to be used when parks staff are working in camping parks whether alone or accompanied by other staff members.

- Parks staff are to maintain physical distance of a minimum of 2 metres (six feet) from the public and other staff.
 - Staff may need to move themselves to maintain or request the public to respect the physical distancing guidelines.
- Staff will be responsible for educating the public on social distancing when observing visitors not following social distancing guidelines.
 - If visitors become hostile towards park staff or continue to not follow social distancing guidelines during education, the matter will be referred to enforcement authorities.
- If you need to disperse gatherings of more than the number of people allowed under the Public Health order, attempt to do so from a safe distance. If they do not comply report to enforcement.
- Avoid contact with sick people.
- Please remember to cover coughs and sneezes with tissue and or sleeve.
- Wash your hands frequently and thoroughly. If soap and water are not available, use hand sanitizer frequently.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- If you are sick, please contact your immediate supervisor who will follow government direction found at [https://novascotia.sharepoint.com/sites/TheHub/SitePages/NOVEL-CORONAVIRUS-\(COVID-19\).aspx](https://novascotia.sharepoint.com/sites/TheHub/SitePages/NOVEL-CORONAVIRUS-(COVID-19).aspx)

Full-Service Campgrounds: Park Office Operations

Full-service campgrounds operate park offices that will be open to serve visitors either at the drive-up window or allowing one visitor in the office at a time. Park office hours may be reduced if staff are needed in another area of the park, they may temporarily close the office.

Operations:

- Campsite reservations must be done prior to traveling to the Camping Park

- During the reservation process campers will need to acknowledge the following statements;
 - **Following the advice from Public Health, camping this season will be restricted to Nova Scotia Residents only.** Definition of a Nova Scotia Resident for the purpose of booking a campsite in a provincial park is as follows: Nova Scotia resident, at any time, means a person who permanently or ordinarily resides in the Province Nova Scotia. For greater clarity, this and does not include a tourist, a transient person passing through Nova Scotia, or a visitor who ordinarily resides outside of Nova Scotia.
 - I understand I must not visit Nova Scotia provincial parks if I have symptoms or have travelled outside of Nova Scotia in the past 14 days.
 - I acknowledge I should check the Nova Scotia Parks website for the most up to date information and full list of COVID-19 restrictions prior to my visit.
- Campers are to print off their reservation at home as this will act as their camping permit
- Signage will be visible upon arrival to the park that tells campers that they should not enter the campground if they are experiencing symptoms including cough, fever, shortness of breath, runny nose or sore and refer 811 online assessment: <https://when-to-call-about-covid19.novascotia.ca>.
- When possible, interactions will be conducted from the park administration building window (not all Camping Park admin buildings have an operational window)
- If the office doesn't have window service, then campers may enter the park office 1 at a time and observe physical distancing
- Plexiglass barriers will be installed at the window and counter inside park offices
- Additional modifications will be made to ensure physical distancing between campers and staff at the office counter (placing a table in front of counter)
- Auto check in will be enabled and staff will not be issued camping permits
- For line-ups outside of the park office building, lines will be drawn on the ground 6ft. apart to indicate to campers where to stand while waiting
- Campers will be encouraged to call the park office for general inquiries
- Park guides and maps will be available outside the office in a Rubbermaid container

Full-Service Campgrounds: Financial Transactions

[Scope of Guidelines](#) - These guidelines are to be used when parks staff are working with campers to complete transaction using our software system Camis or paying for wood/ice and other services at full serve parks.

Payments

- Campers will be encouraged to use Debit or Credit cards to make payments, but cash will be accepted
- Signage identifying TAP is enabled on our payment processing devices (pin pads)

- Payment processing devices (pin pads) will be enabled for staff to take phone payments
- Pin Pads will be covered in plastic to facilitate disinfecting
- Pin Pads will be passed back and forth using a stick type device to maintain distancing
- If a card is inserted or the device is touched by a camper, it will be disinfected prior to the next use
- Staff will wear latex or nitril gloves when accepting cash from customers
- If pens are required for signing credit card receipts, they will be sanitized between uses.
- All surfaces on counters, cash registers and pin pads should be wiped down minimum of once an hour or more periodically as required with a disinfectant
- Staff should sanitize or wash hands after each interaction
- Receipts will only be provided when requested
- Two computers will be setup, having one assigned to an employee per shift
- These computers will be setup 6 feet apart to maintain employee distance

Wood and Ice Process

- Wood and ice will be available for sale
- Campers to make payment at the park office (window or counter)
- Campers pick up their wood and ice and proceed to their campsite
- Staff will wipe down the ice freezer handle periodically as required with a disinfectant

Self Registration Campgrounds: Registration Kiosk Operations

Self-registration parks operate using an outdoor registration kiosk and the park administration offices are not open. Self-registration parks are staffed the same hours as other camping parks. Staff work throughout the park performing maintenance.

Operations:

- Campsite reservations must be done prior to traveling to the Camping Park
- During the reservation process campers will need to acknowledge the following statements;
 - **Following the advice from Public Health, camping this season will be restricted to Nova Scotia Residents only.** Definition of a Nova Scotia Resident for the purpose of booking a campsite in a provincial park is as follows: Nova Scotia resident, at any time, means a person who permanently or ordinarily resides in the Province Nova Scotia. For greater clarity, this and does not include a tourist, a transient person passing through Nova Scotia, or a visitor who ordinarily resides outside of Nova Scotia.
 - I understand I must not visit Nova Scotia provincial parks if I have symptoms or have travelled outside of Nova Scotia in the past 14 days.
 - I acknowledge I should check the Nova Scotia Parks website for the most up to date information and full list of COVID-19 restrictions prior to my visit.
- Campers are to print off their reservation as this will act as their camping permit

- Signage will be visible upon arrival to the park that tells campers that they should not enter the campground if they are experiencing symptoms including cough, fever, shortness of breath, runny nose or sore throat and refer 811 online assessment: <https://when-to-call-about-covid19.novascotia.ca>.
- Park guides and maps will be available at the registration kiosk
- Yellow phones will not be available in the registration kiosk
- Campers will be directed to use their own device to contact the reservation service (CAMIS) if they need to make changes to their reservation

Self Registration Campgrounds: Financial Transactions

Scope of Guidelines - These guidelines are to be used by campers regarding transactions for wood/ice sales at self registration parks

Payments

- Staff do not take any payments at Self-Registration parks
- Campers must use cash to make payments
- Envelopes for payment are available at the registration kiosk
- Campers fill out envelope and place in the iron ranger

Wood and Ice Process

- Wood and ice will be available for sale
- Campers to make payment using the iron ranger
- Campers pick up their wood and ice and proceed to their campsite
- Staff will wipe down the ice freezer handle whenever possible

Campsite Reduction Methodology

Camping Parks will have a reduction in the number of available sites for this season. A reduction in the number of sites and therefore visitors in camping parks this season will help reinforce physical distancing and ensure the health and safety of staff and visitors. The design philosophy of Provincial Park campgrounds is to ensure space between campsites. Compared to private campgrounds Provincial Park campgrounds have a lower site per area and a hire staffing complement. For example, before COVID-19 restrictions are put in place, a private campground in central NS has 18 sites per hectare and Mira River Provincial Park has 13 sites per hectare

Camping parks will have a system wide 30% reduction of total campsites available for reservations. As campgrounds range in size from 30 to 160 campsites, staff have developed methodology and reviewed all sites prior to reservations opening to ensure that a minimum distance of 30 feet will be maintained between fire pits on campsites and that the number of campers are appropriate for the campground and its facilities (comfort stations, trails, beaches, etc.). Provincial Park Campgrounds do not have seasonal sites available, the longest maximum stay for a camper is 14 days under the Provincial Park Regulation.

Regional staff have reviewed campgrounds, completed assessments and submit spreadsheet to provincial park ops committee indicating the site number to be blocked off (closed) in the reservation system.

Campground Restrictions

- No group camping (multiple family units in one area)
- No yurts (Whycocomagh) or cabins (Cape Chignecto) for entire season
- No double sites (two family units on one site)
- No overflow sites will be allowed
- No visitors to campsites
- No playgrounds
- Group use buildings will not be opened
- No Park events until at least June 30, further review mid-June.
- Food vendors will be allowed to open, following take out guidelines
- Installation of physical distancing signs throughout the park
- Comfort stations operational procedures to ensure physical distancing

Guidelines for Comfort Station Operation

Procedure to be followed during COVID 19 regarding the operation and cleaning of comfort stations within camping parks. Each park will be reviewed to determine appropriate levels of comfort stations.

Limit and Signage

- Comfort stations will be open to one family unit at a time.
- Post visible signs on building identifying restrictions – these restrictions will also be publicized on parks website and through registration emails.
- For line-ups outside of the comfort station, lines should be drawn on the ground 6ft. apart to signal campers where to stand while waiting. (Process for marking the ground to be determined by each park, it should be visible and making sure lines stay)
- Campers will be encouraged to use their own washroom facilities if available. This will also be publicized on parks website and through registration emails.
- Maintenance cleaning log to be installed on inside door
- Laminated hand washing posters to be installed inside building

Even with limiting washrooms to family units we will still do the following measures to ensure adequate space for social distancing:

1. Close every other stall
2. Block off every second sink
3. Close middle shower stall

Hours of Operation Camping Park Comfort Station

To ensure adequate time for cleaning, comfort stations will be only open during these times.

9:00 am – 12:00 pm

2:00 pm – 7:00 pm

Comfort Station Closed 7:00 pm – 9:00 am

Cleaning

- Staff are to disinfect high touch areas every 1 hour
- Full Clean of Comfort Station 2 times per day
- Cleaning procedure during Covid 19
https://natr.iweb.gov.ns.ca/sites/default/files/inline/documents/OHS/OHS2/covid-19/cleaning_procedures_with_covid_v.2.pdf
- Sanitation/Cleaning Video <https://www.youtube.com/watch?v=MZsoQgMnPZI>

PPE

- Disposable gloves and staff to be versed on how to safely remove gloves to prevent cross contamination.
- Safety glasses (prevents staff from inadvertently rubbing eyes or splash into eyes)
- Nonmedical face covering recommended
- Staff should follow manufactures requirements for, and personal protective equipment worn
- Staff should wash hands frequently, avoid touching face and follow proper sneezing etiquette.

Guidelines for Dump Station Operation

Procedure to be followed during COVID 19 regarding the operation and cleaning of dump stations within camping parks:

Campers

- Campers are to bring their own gloves to be used at the dump station

Staff

- Sanitize taps and hose regularly
- Fill up station regularly
- Due to increased use on Sundays as campers prepare to leave, staff should increase monitoring and cleaning

Guidelines for Pit/Vault Toilet Operation

Camping parks have pit/vault toilets in addition to comfort stations (flush toilets with showers). Pit/vault toilets are unisex and single use, with only one toilet per entrance door. With this

design we can limit vault toilets to one family unit at a time. With the difference in levels of staffing, visitors and services provided at each park we will review the amount of pit/vault toilet to determine the appropriate numbers to be opened and their cleaning schedule. Signage will be placed on the exterior of the vault toilet indicating the level of service being provided.

Procedures to be followed during COVID 19 regarding the operation and cleaning of pit/vault toilets and change house in day use parks:

- Reduce the amount of pit toilets that are open. Number to remain open shall be based on ability to maintain appropriate cleaning.
- For line-ups outside of pit toilets, lines will be drawn on the ground 6 feet apart to signal where to stand while waiting and that vault toilets are for individual use only, unless assistance is required.
- Where supply is available, hand sanitizer will be provided in vault toilets
- Cleaning protocols include
 - Staff are to disinfect high touch areas every 1 hour
 - Full Clean of vault toilets 2 times per day
 - Cleaning procedure during Covid 19
https://natr.iweb.gov.ns.ca/sites/default/files/inline/documents/OHS/OHS2/covid-19/cleaning_procedures_with_covid_v.2.pdf
- Sanitation/Cleaning Video <https://www.youtube.com/watch?v=MZsoQgMnPZI>
- The following PPE will be available for staff
 - Disposable gloves and staff to be trained on how to safely remove gloves to prevent cross contamination.
 - Safety glasses (prevents staff from inadvertently rubbing eyes or splash into eyes)
 - Nonmedical face covering recommended
 - Staff should follow manufactures requirements for, and personal protective equipment worn
 - Staff should wash hands frequently, avoid touching face and follow proper sneezing etiquette.

Guidelines for Use of Trails and Boardwalks

Access

- Users to access trails and boardwalks in Provincial Parks from designated parking areas.
- If Parking areas are full or congested, users should return at later date or find other trails to use.
- Parking areas may be reduced in size to limit the number of users. Local office to consult with Park Division if parking lot capacity is a concern.

- Physical distancing, group size and other related directives from the Chief Medical Officer of Health must be followed.

Use of Trails and Boardwalks

- All physical distancing and relative directives from the Chief Medical Officer of Health must be followed. This includes but not limited group size and only by household units
- Group hikes outside a family unit should be avoided as per the direction of the Chief Medical Officer of Health
- Adhere to all signage and direction provided at trail entrance and along the trail
- Avoid passing other users.
- If passing, maintain physical distance, and move off the trail to allow of other to pass by safely

Trail and Boardwalk Operational Considerations

- Many of our trail and boardwalk system are loops.
- Where possible, looped systems should be signed with directional arrows to provide one-way use.
- Linear sections, where loops are not possible, should be identified to users, so they are aware of the increased risk and likelihood of meeting other users.
- Signage installed to educated users to avoid passing, maintain physical distance, and move off the trail to allow of other to pass by safely.

General Maintenance Procedures

Procedure to be followed during COVID 19 regarding the General maintenance procedures within camping and day use parks:

General

Staff completing general maintenance within our parks system must follow physical distancing (2m) and safe hygiene practices. Appropriate cleaning and sanitizing procedures for work areas including high exposure areas like door handles must be followed. This includes the appropriate cleaning and sanitizing procedures for vehicles and equipment. These are recommendations above and beyond SWP's and manufacturers specifications, which must also be followed.

Department Vehicles (including UTV/ATV)

Staff are to review and abide by rules and procedures identified in the Department Vehicle Safety Bulletin. Copies of the bulletin will be made available to all staff

Maintenance Equipment (i.e.: Hand tools, mowers, trimmers, chainsaws, wood splitters etc.)

- When appropriate/possible assign equipment to one staff member for entire shift. Avoid sharing of equipment if possible.

- Equipment must be cleaned and sanitized before and after each use. The sharing of fuel containers should also be avoided if possible.
- Maintenance should be carried out by small working groups of two. These groups must abide by physical distancing guidelines.
- If task requires two people (i.e. lifting heavy or awkward object) first, consider using other lifting aides (i.e. dolly/Pallet jack). If task brings you within social distancing guidelines face coverings, gloves and eye protection should be worn.
- Shared TMR radios, Department issued cell phones and other items must also be sanitized before and after use. Follow manufacturers recommendations for cleaning these items if they are available.
- There may not always be a solution to the many tasks performed by park attendants regarding COVID-19 protocols. Please contact your caretaker, Park Technician and/or Manager regarding any additional concerns.

Communication and Education

This section outlines how we plan to communicate restrictions to visitors by email, social media, and at parks through posters, signage, and education by staff.

Communicating the service changes and restrictions to campers requires a comprehensive approach. A variety of channels will be used to roll out key messages. The NS Provincial Parks website will provide all the details on restrictions, advisories and specific closures unique to each camping park.

Ensuring potential visitors are aware of the restrictions before they book a campsite will be done through a press release, social media posts on the Department Twitter account, Provincial Parks Facebook and Instagram.

An email will be sent directly to our mailing list of returning campers highlighting restrictions and linking to our website. Key messages will also be featured in an online advertising campaign prior to the opening of reservations.

Working closely with the reservation service provider (CAMIS), messaging on restrictions has been added to the online reservation service in multiple stages throughout the reservation process, including the confirmation email to campers.

Campgrounds operating as full service and self registration will both have signage in place advising visitors of restrictions within the park and its facilities. Physical distancing signage will be installed at potential gathering areas throughout park (office, comfort station, trail head, boardwalk, etc.)

Reminders about COVID-19 prevention, signs and symptoms will be posted in comfort stations alongside handwashing posters. Staff will provide education through interactions with visitors, compliance actions will be left to peace officers.

Training Plan for Staff

The Training and education of staff on the operational procedures around COVID-19 is critical to the health and safety of employees and visitors to our parks. Each park staff will review the document, be provided with on the job training as required and sign off upon review of document. Park staff will also be involved in the development of the park specific operational procedures. Staff will also be trained on the park specific operational procedure and required to sign off.

Monitoring

Guidelines for Monitoring/Enforcement

The department will develop a monitoring and enforcement plan on a park by park basis to ensure visitors are complying with COVID 19 directives from the Chief Medical Officer of Health. If visitors are not complying to direction from park staff, park staff will call enforcement agencies to help enforce regulations. Provincial parks will continue to follow the direction of the office of the Chief Medical Officer of Health. We will monitor to examine effectiveness of campground restrictions and adherence of visitors via park patrols performed by staff (see Appendix). Regular updates on compliance will be forwarded to the park operations committee for discussion. Restrictions may be tightened or relaxed if conditions change.

Programming

All park programming has been cancelled or postponed. The volunteer campground host program will not be offered this season. There will not been any in person outreach or learn to camp workshops delivered this season. Park events have been cancelled until June 30, with a decision on future events to be made by mid-June. District offices are not issuing Letters of Authority for group activities (weddings, corporate, etc.)

Concessions

Food concessions will operate by take out only following directives from the Chief Medical Officer of Health. Non-food concession (paddling, surfing, recreational opportunities) applications are under review.

PARK OFFICE VISITOR RESTRICTIONS

In an effort to protect the public and our employees from the spread of COVID-19, we are asking visitors to consider the following:

- Please **DO NOT** enter if you have symptoms or have travelled outside of Nova Scotia in the past 14 days.

Campers with a reservation may proceed directly to your campsite. You will be automatically checked in.

- Limited services are available at the Park Office; however, **entry is limited to one person at a time.**
- If the door is locked, please call the number below if you require assistance from Parks Staff

Services Available:

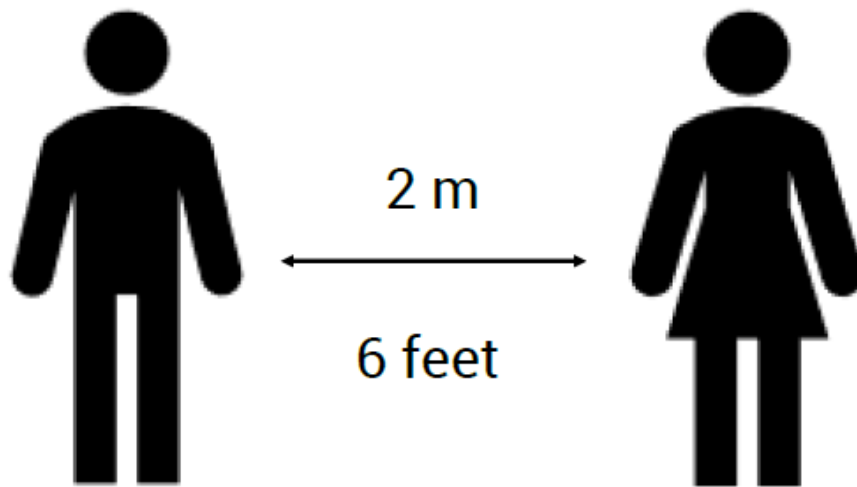
- Wood and ice sales
- Please pay with debit/credit cards and avoid using cash whenever possible.
- Change or cancel your reservation.

Restrictions:

- Check-in will be done automatically.
- No drive up reservations.
- Park Guides and Maps are available outside.

<https://parks.novascotia.ca/>

PRACTICE PHYSICAL DISTANCING



Keep 2 metres/ 6 feet away from others.





COMFORT STATION RESTRICTIONS AND HOURS OF OPERATION

OPEN DAILY

9:00 AM - 12:00 PM

2:00 PM - 7:00 PM

ENTRY LIMITED TO 1 HOUSEHOLD UNIT AT A TIME

- Limited facilities available: toilet stalls, shower stalls, and sinks may be closed
- Practice physical distancing while waiting outside
- Staff will disinfect high touch surfaces hourly
- Deep cleaning will take place twice daily

CLOSED OVERNIGHT: 7:00 PM - 9:00 AM

CLOSED FOR FOR CLEANING: 12:00 PM - 2:00 PM

Your patience is appreciated while staff perform enhanced cleaning.

<https://parks.novascotia.ca/>



NOTICE

**WHEN STAFF ARE PRESENT
FACILITY CLEANED
TWICE DAILY
USE AT YOUR OWN RISK**



NOTICE

**WHEN STAFF ARE PRESENT
FACILITY CLEANED
ONCE DAILY
USE AT YOUR OWN RISK**



PROPER HAND WASHING

Washing your hands frequently with soap and water is the best way to reduce the spread of germs.



1 Wet your hands with warm running water



2 Add soap and scrub for 15–20 seconds



3 Wash backs, thumbs, between fingers, and under nails



4 Rinse off soap under running water



5 Dry your hands with a clean towel



6 Turn off tap with a towel

When soap and water are not available, alcohol-based hand sanitizers can be used if hands are not visibly soiled.





Staying Healthy: Habits

There are currently no vaccines available to protect you against COVID-19. But there are things you can do to reduce your risk of getting sick or getting other people sick.

To stop the spread of COVID-19, you must follow all public health orders, including social distancing.

Keep your hands clean



Wash or sanitize hands often, particularly:

- Before and after preparing or eating food
- After touching pets
- After handling waste or dirty laundry or using the bathroom
- Whenever your hands look dirty

Washing your hands with soap and water is best. Rubbing your hands together when you wash them removes visible dirt and germs. Disposable paper towels are best for drying your hands, if you have some. If not, use a reusable towel that gets washed often.

If soap and water aren't available, and your hands aren't visibly dirty, use an alcohol-based hand sanitizer with at least 60% alcohol. Use enough to cover the front and backs of both hands and between all your fingers. Rub your hands together until they feel dry.

Cough and sneeze etiquette

- Cover coughs and sneezes with a tissue. Throw the tissue in the garbage and wash your hands or use an alcohol-based hand rub immediately.
- If you don't have a tissue, cough and sneeze into your elbow, not your hand.
- Avoid touching your eyes, nose and mouth. If you need to touch your face, wash your hands first.





COVID-19 PRECAUTIONS IN EFFECT FOR ALL TRAIL USERS



KEEP A DISTANCE OF 2 METRES/6 FEET BETWEEN TRAIL USERS OF DIFFERENT HOUSEHOLDS AT ALL TIMES. KINDLY STEP TO THE SIDE TO LET OTHERS PASS AT A DISTANCE.



AVOID CROWDED TRAILHEADS. OPT FOR OFF-PEAK TIMES OR LESSER KNOWN TRAILHEADS. PLEASE FOLLOW CURRENT PUBLIC HEALTH GUIDELINES FOR MAXIMUM GROUP SIZE.



AVOID RISKY ACTIVITIES THAT COULD LEAD TO INJURY OR REQUIRE MEDICAL ATTENTION.



STAY HOME IF YOU ARE UNWELL. IF YOU NEED TO COUGH OR SNEEZE, COVER YOUR MOUTH AND NOSE WITH A TISSUE OR SLEEVE.



WASH YOUR HANDS WITH SOAP AND WATER BEFORE AND AFTER USING THE TRAIL. AVOID TOUCHING YOUR FACE.



Appendix B Park Patrol Procedures

Patrol/Work Procedures for Camping Parks and Day-Use

Scope: These procedures are to be used when an employee is patrolling/working in day use and camping parks whether alone or accompanied by other staff members.

1. Patrols will be made to monitor for compliance of Acts and Regulations consistent with Job description for Park Attendant as described below.
 - a. “monitoring park activities for regulation compliance, advising visitors of park regulations and reporting non-compliance to Conservation Officers.”
2. Park Attendants will wear identifiable clothing all times and will carry a TMR radio for communication. Radio is the quickest and easiest way to call for assist if it is required and should be the primary means of communication especially in remote areas. Staff must be both trained and comfortable with using radio. A cell phone can also be used.
3. When the Park Attendant encounters a visitor in non-compliance with the parks act or regulations, they shall inform the visitor of the non-compliance and politely ask the visitor to cease the activity (if safe to do so). Staff should be informing someone (other staff, Shubie radio, etc.) when they are going to speak with a visitor regarding a non-compliance issue. If it is a “particular campsite”, that information should be known to someone else not on the scene.
4. If the visitor is non-confrontational but continues to engage in the non-compliance activity, the Park Attendant will leave the area and immediately call Shubie. Shubie will call CO as they may be responding from neighboring district or the Police Department of jurisdiction or in emergency situations 911. Park attendant should only need to make one call-Shubie. Ask for a return call by CO and follow up confirmation of when one is expected.
5. If the visitor reacts in a confrontational manner the Park Attendant is to leave the area and immediately call Shubie. Shubie will call CO as they may be responding from neighboring districts. If 911 is called or if the Park Attendant feels unsafe, they will return to the Administration Building or a secure location, ensuring the doors and windows are locked. The Park Attendant will wait for the Conservation Officers or Police in the Administration Building or secure location.

6. Emergency and high risk more serious incidents need to be handled differently. Park attendant may want CO's to speak to complaints that should go to Police. Emergency 911 situations should be stated outside # 4 and #5. An example of an emergency is one where the attendant feels there is a serious threat to property, or physical wellbeing of another individual or themselves.
7. The Park Attendant will record any incidents of non-compliance and report to their Chief Caretaker/Park Technician/District Office if during scheduled office hours or the following day if during unscheduled office hours. In the case of 911 calls the Park Attendant will contact Chief Caretaker/Park Technician/Area Manager as soon as possible after reporting incident to 911.
8. When working alone in a camping park the Park Attendant will contact Shubie at the beginning of their shift if the District Office is closed and contact/advise Shubie when off duty at the end of shift and leaving the park.
9. Evening Patrols in camping and day-use parks will require the Park Attendant to adhere to the following procedures:
 - The Park Attendant will wear identifiable clothing all times and will carry a TMR radio and cell phone.
 - Call to Shubie Radio by cell phone at 1 800 565 2224 or 1 902 758 2232 (staff are supposed to use 758-2232 unless extenuating circumstances) or by TMR radio on Shubie TG to advise that the Park Attendant is going on patrol and estimated return time to administration building or secure location.
 - Advise Shubie which talk group you will be on while patrolling the park if you turn your radio to another talk group. Advise someone else (Shubie, other staff) when you are going to be speaking with a visitor regarding a non-compliance issue.
 - Call to Shubie radio on Shubie TG to advise when Park Attendant has finished patrol and has returned to the administration building or secure location.
 - Any non-compliance situations encountered during this time shall be dealt with by the park attendant in the same manner as 3), 4), 5) and 6) of these procedures.
10. If the Park Attendant fails to check in with Shubie radio at stated time, Shubie radio will attempt to contact Attendant. If attempt to contact is unsuccessful after several attempts Shubie radio will attempt to call contacts provided by District office (i.e. Park Tech, District Supervisor or Area Manager or Emergency contact (i.e. spouse)). If contact is not successful, Shubie radio will assume that there is an Emergency situation and will call 911.