

GUIDE FOR OUTFITTING OPERATION in a Coronavirus Pandemic Context



May 21th, 2020 Version

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This is a complimentary translation of the original French document and for convenience purposes only.



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Operating an outfitting business in the COVID-19 pandemic context requires many adjustments in management methods, employee tasks, guest greeting and general management of guest stays. In view of anticipated commercial operations re-opening and for a while afterward, outfitters will have to be ready to apply preventive measures related to the fight against the coronavirus and to have trained their staff accordingly.

The directives issued by the Government of Quebec, the Institut national de la santé publique (INSPQ) and the Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST) are numerous. The purpose of this *Guide for outfitting operation in a coronavirus pandemic context* is to support you and make it easier to implement these guidelines in your business.

Note that the recommendations in this document are based on government guidelines in effect as of May 21, 2020. These directives could be modified or adjusted as the situation evolves and new instructions may arise. The QOF will keep informed outfitters of any developments and will update this Guide on a regular basis.

With the exception of mandatory directives issued by the authorities, many of the recommendations and posters proposed in the directory can be adapted to the realities of your outfitter.

Also take note that the Guide is part of the Tourism Industry Health and Safety Adaptation Plan, which must complement each other to be complete.

Although we have tried to concentrate as much information as possible in the following pages, it is obvious that government sources remain a priority at all times.

Guide for outfitting operation in a coronavirus pandemic context

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Commitment to Comply

The Institut national de santé publique du Québec (INSPQ) specifies that any resumption of nonessential services must be carried out in such a way that the transmission of COVID-19 is controlled.

To do so, certain conditions must be met to ensure a certain pandemic control. Failure to comply with these conditions could lead to a significant increase in cases and, consequently, the possibility of reviewing the strategy for reopening workplaces (number, type of workplaces, required distancing and protection measures) in order to restore the balance and limit the impacts of COVID-19 on the health care system. This strategy may differ from region to region depending on local epidemiology.

It is important to comply with public health recommendations, depending on the outfitters' specific context, and to prepare an intervention protocol that must be followed by the business, employees, clients and suppliers.

Compliance commitment templates are available for each of these categories. The company's and employees' commitment is **essential** to successfully relaunching and maintaining your activities. Not only should the company's commitment be signed, but it should also be displayed for employees and customers to view.

[Template Compliance Commitments](#)

General Information (COVID-19)

Transmission

COVID-19 is easily transmitted between humans through direct contact (handshakes, hugs), respiratory droplets and indirectly through contact with contaminated surfaces.

Symptoms

COVID-19 causes cold or flu-like symptoms and may take **up to 14 days after exposure** to appear. Some infected people will remain symptom-free (asymptomatic), but they are still contagious and can transmit the virus to others.

Symptoms include:

- Coughing
- Fever
- Breathing difficulties
- Pneumonia in both lungs

Planning and Logistics

It is important to set up certain protocols and facilities at your outfitter in order to respect the required conditions. Here are several recommendations that can be applied before the opening of your establishment.

- Inspect your territory/infrastructure and identify any transmission risks and, if necessary, revise certain layouts.

As part of this inspection, you should identify:

- ✓ Common areas with a higher risk of transmission, particularly areas acting as “bottlenecks”;
 - ✓ Work areas where people are located within two metres of each other;
 - ✓ Tools, equipment or devices used by multiple clients or employees;
 - ✓ Busy periods;
 - ✓ Frequently touched surfaces.
- Adaptation, enhancement and application of the sanitation and risk mitigation protocol and recommended clean-up measures are listed on the following pages.
 - Signing and posting of the outfitter’s commitment to comply with Public Health measures and instructions.
[Templates Commitment to comply](#)
 - Setting-up of hygienic and preventive measures to be adopted by staff and customers;
 - Adaptation and improvement of a sanitary checklist for maintenance employees
[Checklist of maintenance tasks for staff](#)
 - Posting of health instructions in accommodation units and common areas
[Sanitary measures—Accommodation Units](#) [Sanitary measures—Common Area](#)
[Sanitary measures—Reception Office](#)
 - Design and physical installation of the new sanitary measures (e.g. hand washing stations).
 - Supply of hygiene and protective equipment.
[Order Form](#)
 - Computerization of any general information document usually accessible at the reception desk, restaurant or accommodation units (e.g. welcome booklet, maps, menu, etc.).

- Elaboration of protocol for recording catches (verbal or by email).
- Elaboration of a protocol to store the catches—refrigerator, freezer (e.g. only a designated person can have access to the freezer and give the bags to the clients).
- Catering (if applicable): Implementation of preventive measures related to the supplies delivery and set up of a menu display system. [Recommendations for good reception and delivery](#)
- Implementing measures if a client or staff member is infected. [Emergency procedure if an employee is infected](#)
[Emergency procedure if a client is infected](#)
- Ensure that your suppliers and partners are aware of and adhere to your contingency plan to mitigate risks.

Crisis committee and contact list

In order to effectively manage the challenges brought about by the pandemic, we recommend that you set up a pandemic management team.

To do so, you will need to designate the person(s) who will assume the various responsibilities. It will be important that these people are known to everyone and can be easily reached if needed. To do this, we recommend that you prepare a list indicating the pandemic management team and make it available to your employees.

You have a template list available that you can adapt to your needs and your business reality.

[Crisis Management Committee](#)

Maintaining good communications will be critical for your business to operate effectively in times of crisis. To this end, you will need to ensure that you have on hand all the necessary contact information, not only for your company, but also for your suppliers, customers, partners and anyone else working with you.

To do this, we suggest that you compile a list with the contact information of all the people in your company. Once again, this list should be customized to your company and should be easily accessible to employees who may be required to manage emergencies.

Here is a template that could be used.

[Template Contact Information](#)

With the employees

In order to properly prepare for your new measures, it is important to remember some of the obligations of both the worker and the employer as set out in the *Act respecting occupational health and safety*. [Guide from CNESST](#)

Workers Obligations — [Article 49](#) [Article 49.1](#)

Employers Obligations — [Article 51](#)

Your staff's return to work will be unusual this year. It will be important to take the time to discuss with them and introduce them to the new procedures.

- Check all employees' state of health through a light questionnaire before their arrival at the outfitter.
 - Has the employee returned from a trip less than two weeks ago?
 - In the last 14 days, has he been in contact with an infected person?
 - In the last 14 days, has he or she presented symptoms related to COVID-19 (runny nose, sore throat, cough, fever, breathing difficulties, sudden loss of smell or taste)?
- Advise employees **not to report to work** if they have suggestive symptoms of COVID-19
- Preparation of an information and training plan on protective and preventive measures to ensure that the staff is aware of the issues and measures to be applied with respect to COVID-19.
- Take the time to comfort your staff by reminding them of your commitment to protect their health and safety and that their participation is essential to the smooth running of operations.
- Signature by each employee of their commitment to comply with the measures in place.
[Template Commitment to comply](#)
- Acknowledgement of the different procedures applicable for human resources management.
[Human resource management procedures](#)
- Make a washing machine accessible to allow employees to clean their working clothes at the end of each workday.
- Limit the number of employees to the minimum required to perform the necessary tasks within the distance measures. When this is not possible wearing a facial mask is recommended.
- Cleaning tools and equipment after use if they are to be shared. [Surface cleaning](#)
- Make all personal protective equipment accessible.

Accommodation units and employee workspace

- Display of hygiene measures to be applied.
 - [Preventive measures for employees](#)
 - [Washing hands](#)
 - [Disinfecting hands](#)
 - [Respiratory hygiene](#)
 - [Wearing a mask](#)
- Ensure the best possible ventilation in the units and at the different workspaces.
- Reinforcement of cleaning/disinfection measures.
 - [Checklist of maintenance tasks for staff](#)
- Encourage each employee to clean its own personal space.
- If housekeeping is done by specific staff, prioritize the moment when there is nobody in units.
- Remove all non-essential items.

With guests

The effectiveness of the measures you put in place will depend in part on the communication you have with your customers. It will be necessary to maintain good contact with them to ensure that they understand the importance of the measures and, above all, the importance of respecting them.

In order to build this relationship with your clients adequately, you will have to act upstream and establish certain mechanisms to inform them as soon as they make a reservation.

- Adapting, improving and emailing important documents to clients before their arrival in order to comfort them and minimize the time spent welcoming them and collecting information.
 - Invoices and payment confirmation
 - [Customer instructions](#)
 - Welcome booklet, maps, menu, etc.
 - [Registration form](#)
 - Measures taken by the outfitter to ensure security
 - List of nonessential services closed or not available
 - [Template Commitment to Comply](#)

The objective is to provide all the information so that there are no surprises at check-in, and, at the same time, secure your customers by knowing all the measures you have put in place for their safety.

- Posting on your website and Facebook page the measures taken by the outfitter to ensure the health and safety of customers and staff.
- Verification of each client’s health status by using a short questionnaire upon arrival at the outfitter’s office
 - Has anyone in the group returned from a trip less than two weeks ago?
 - In the last 14 days, has he or she has been in contact with an infected person?
 - In the past 14 days, has anyone in the group had symptoms related to COVID-19 (runny nose, sore throat, cough, fever, difficulty breathing, sudden loss of smell or taste)?

***If the answer is yes, it is recommended to cancel the reservation**
- Reminder of hygiene measures and procedures put in place for their stay (hand washing, social distancing, respiratory hygiene, obligation to notify if someone starts to have symptoms, no gathering between units, consequences if not complied with, etc.).
 - [Washing hands](#)
 - [Disinfecting hands](#)
 - [Respiratory hygiene](#)

In accommodation units

- Display the hygiene measures to be applied.
 - [Sanitary measures—Accommodation units](#)
- Ensure the best possible ventilation inside all units (adequate mosquito nets, windows that open, etc.).
- Reinforcing cleaning/disinfection measures in accommodation units.
 - [Checklist of maintenance tasks for staff](#)
- Removal of all non-essential items.
- Posting a sheet/seal certifying the cleanliness of the chalet before each stay.

Health and Risk Mitigation Protocol

The following pages are tables listing the main activities and services offered by outfitters, as well as the various common areas and accommodations.

For most of these activities and places, we have identified MANDATORY mitigation measures. One of these measures is, of course, social distancing. This obligation to maintain a distance of 2 metres at all times applies **between people who do not reside at the same address**.

Other risk mitigation guidelines are RECOMMENDATIONS. It is important to follow the recommendations that apply to your business, adapting them as needed.

Various links are inserted in the tables and will lead you either to additional information or to information posters. Some of these are in WORD format, allowing you to modify them according to your outfitter's realities.

Remember that the Public Health and CNESST directives may be modified in the coming weeks or months. If necessary, the protocol will be modified accordingly.

RECEPTION

PLACES/SERVICES	MITIGATION MEASURES	CLEANING PROCEDURE AND FREQUENCY
AT ALL TIME	<ul style="list-style-type: none"> → Observe the social distance measurement of 2m → Ensure the continued availability of all equipment necessary for hygiene measures → Display health measures to be taken inside the reception area 	<p>Carry out daily cleaning/disinfection of reception and work areas (floors, doors, offices, etc.)</p> <p>Useful links Checklist of maintenance tasks for staff Sanitary measures—Reception Office</p>
Entrance doors	<p>Mandatory → Install a disinfection or hand-washing station near the entrance</p>	<p>Reinforce procedures and frequency of cleaning/disinfection (frames and door handles, etc.)</p> <p>Useful links Washing hands Disinfecting hands Example of disinfecting/hand-washing stations</p>
Reception area	<p>Mandatory → Social distance of 2 m (marks on the floor)</p> <p>Recommendations</p> <ul style="list-style-type: none"> → Only one (1) customer at a time → Only one (1) representative per family/group → Installation of a plexiglass at the counter if necessary → Remove every unnecessary items 	<p>Clean/disinfect the reception desk after each customer visit</p> <p>Useful links Surface cleaning</p>
Payment terminal	<p>Recommendations</p> <ul style="list-style-type: none"> → Give priority to online payments (before your stay) → If necessary, favour Pay Touch (increase the limit) → Avoid cash payment 	<p>Clean/disinfect the pay station after each use</p> <p>Cleaning hands after handling cash or cheques</p>

PLACES/SERVICES	MITIGATION MEASURES	CLEANING PROCEDURE AND FREQUENCY
Computer Cash register Office supplies	<p>Recommendations</p> <ul style="list-style-type: none"> → Limit use to a minimum number of users → Making only the essentials accessible → Do not share pens with customers. In need, provide them with new pens 	<p>Clean/disinfect daily and/or at shift changes</p> <p>Useful links Surface cleaning</p>
Toilets	<p>Mandatory → Ensure the continued availability of all equipment necessary for hygiene measures</p> <p>→ Display sanitary measures</p> <p>Recommendations</p> <ul style="list-style-type: none"> → Promote quick access to the accommodation unit rather than the use of “public” washrooms 	<p>Strengthen procedures, supply and frequency of cleaning/disinfection</p> <p>Useful links Washing hands</p> <p>Disinfecting hands</p>
Shop/Displays	<p>Mandatory → Social distance of 2 m (marks on the floor)</p> <p>Recommendations</p> <ul style="list-style-type: none"> → One (1) customer at a time → Only one (1) representative per family/group → Remove all unnecessary displays → Posters asking customers to avoid touching items they don't want to buy 	<p>Clean/disinfect at least once a day but depending on intensity of use</p> <p>Useful links Surface cleaning</p>
Customer item	<p>Mandatory → Cleaning of objects handed over to clients and which can be reused (accommodation key, plastified maps, ...)</p> <p>Recommendations</p> <ul style="list-style-type: none"> → Avoiding paper exchanges 	
Baggage transport	<p>Recommendations</p> <ul style="list-style-type: none"> → Suspend customer baggage handling assistance service 	

ACCOMMODATION EMPLOYEES

PLACES/SERVICES	MITIGATION MEASURES	CLEANING PROCEDURE AND FREQUENCY
AT ALL TIME	<ul style="list-style-type: none"> → Comply with the social distance measurement of 2m → Provide a list of tasks and personal protective equipment for housekeeping staff. → Ensure the continued availability of all equipment necessary for health measures → Post cleaning instructions and measures to be taken inside the accommodation units/bathrooms → Consider housing only a limited number of employees per units 	<p>Encourage each employee to clean his or her personal space</p> <p>Useful links Preventive measures for employees</p> <p>Washing hands</p> <p>Disinfecting hands</p> <p>Example of waterproof cover for mattresses and pillows</p> <p>Checklist of maintenance tasks for staff</p>
Common areas	<p>Mandatory → Social distance of 2 m</p> <p>Recommendations → Agreeing on a schedule for housekeeping and frequent disinfection of common areas</p>	<p>Reinforce procedures and frequency of cleaning/disinfection</p> <p>Useful links Surface cleaning</p> <p>Checklist of maintenance tasks for staff</p>
Rooms	<p>Mandatory → Social distance of 2 m</p> <p>→ Install washable or waterproof covers and sheets on all mattresses and pillows</p> <p>→ Remove pillows without washable or waterproof covers</p> <p>Recommendations → Consider only one employee per room, otherwise consider having the same working team together</p>	<p>Clean/disinfect all frequently touched surfaces (e.g. window handles, tables, light switches, door handles, ladders, railings, blinds, pillow covers, mattress pads, etc.) in addition to standard cleaning</p> <p>If bedding is provided, clean with hot water and dry completely</p> <p>Useful links Surface cleaning</p> <p>Checklist of maintenance tasks for staff</p>

ACCOMMODATION CHALET, CAMP, RESIDENCE, HOUSEBOAT, CARAVAN

PLACES/SERVICES	MITIGATION MEASURES	CLEANING PROCEDURE AND FREQUENCY
AT ALL TIME	<ul style="list-style-type: none"> → Ensure the continued availability of all equipment necessary for health measures → Provide a list of tasks and personal protective equipment for housekeepers → Post cleaning instructions and measures to be taken inside the accommodation units → American plan guest— The frequency of housekeeping should be kept to a strict minimum during the stay of the same guest and preference should be given to times when no guest is in the room 	<p>Perform a complete cleaning/disinfection of the unit</p> <p>Useful links Checklist of maintenance tasks for staff Sanitary measures—Accommodation units Washing hands Disinfecting hands</p>
Kitchen	<p>Recommendations</p> <ul style="list-style-type: none"> → Reduce the quantity of dishes to a minimum vs. the number of customers 	<p>After each stay, in addition to the standard cleaning, clean the dishes, pots and pans</p> <p>Clean/disinfect refrigerator doors, stove, stove and cupboard handles, BBQ (see MAPAQ French only)</p>
Common areas	<p>Recommendations</p> <ul style="list-style-type: none"> → Remove non-essential items (welcome book, magazine, books, cards, games) → Cover fabric furniture with a washable blanket 	<p>Clean/disinfect all frequently touched surfaces (e.g. window handles, tables, light switches, door handles, chair armrests, railings, blinds, etc.) in addition to standard cleaning</p> <p>Spray all sofas, carpets, fabrics, curtains, etc.</p> <p>Useful links Surface cleaning Checklist of maintenance tasks for staff</p>
Rooms	<p>Mandatory</p> <ul style="list-style-type: none"> → Install washable or waterproof cover and sheet on all mattresses and pillows → Remove pillows without washable or waterproof covers 	<p>Clean/disinfect all frequently touched surfaces (e.g. window handles, tables, light switches, door handles, ladders, railings, blinds, pillow covers, mattress pads, etc.) in addition to standard cleaning</p> <p>If bedding is provided, clean with hot water and dry completely</p> <p>Useful links Example of waterproof cover for mattresses and pillows Surface cleaning Checklist of maintenance tasks for staff</p>

PLACES/SERVICES	MITIGATION MEASURES	CLEANING PROCEDURE AND FREQUENCY
Bathroom	<p>Mandatory → Ensure the continued availability of all equipment necessary for health measures → Display hygiene measures</p> <p>Recommendations → Provide disposable paper or clean clothes</p>	<p>Clean/disinfect all frequently touched surfaces (e.g. window handles, light switches, door/tap handles, washbasin, shower curtain, etc.) in addition to standard cleaning</p> <p>Useful links Washing hands Disinfecting hands Surface cleaning Checklist of maintenance tasks for staff</p>
Garbage/Recycling	<p>Recommendations → Provide closed containers (garbage and recycling) outside the units</p>	<p>Clean/disinfect the handles and lids after every stay</p> <p>Useful links Surface cleaning Checklist of maintenance tasks for staff</p>

ACCOMMODATION INN, PAVILLON

PLACES/SERVICES	MITIGATION MEASURES	CLEANING PROCEDURE AND FREQUENCY
AT ALL TIME	<ul style="list-style-type: none"> → Observe the social distance measurement of 2m → Ensure the continued availability of all equipment necessary for hygiene measures → Provide a list of tasks and personal protective equipment for housekeepers → Post cleaning instructions and steps to be taken inside each of the bedrooms, common areas, entrances, “public” bathrooms 	<p>Perform a complete cleaning/disinfection of the units</p> <p>Useful links Sanitary measures—Common Area Checklist of maintenance tasks for staff</p>
Entrance doors	<p>Mandatory → Install a disinfection and/or hand-washing station near the entrance</p>	<p>Reinforce cleaning/disinfection procedures and frequency (door handles, frames, ramps, etc.)</p> <p>Useful links Washing hands Disinfecting hands Surface cleaning Checklist of maintenance tasks for staff</p>
Kitchen	<p>Mandatory → Display the hygiene measures to be applied</p> <p>Recommendations → As far as possible, maintain a distance of 2 m between each person</p>	<p>Reinforce cleaning/disinfection procedures and frequency for items that are exposed to handling</p> <p>Perform complete cleaning/disinfection at shift changeover (if applicable) (see MAPAQ french only)</p>
Common areas	<p>Mandatory → Social distance of 2 m</p> <p>Recommendations → Consider closing or restricting access</p>	<p>Reinforce procedures and frequency of cleaning/disinfection</p> <p>Useful links Surface cleaning Checklist of maintenance tasks for staff</p>
Sanitary block	<p>Mandatory → Post personal hygiene measures</p> <p>→ Ensure the continued availability of all equipment necessary for health measures</p> <p>Recommendations → Provide disposable paper, disinfectant wipes or clean clothes</p> <p>→ Post a cleaning schedule and sign the appropriate section when completed.</p>	<p>Clean/disinfect all frequently touched surfaces (e.g. light switches, door handles, cabinet/tap handles, washbasin, etc.) in addition to standard cleaning</p> <p>Useful links Washing hands Disinfecting hands</p>

PLACES/SERVICES	MITIGATION MEASURES	CLEANING PROCEDURE AND FREQUENCY
Rooms	<p>Mandatory → Install washable or waterproof covers and sheets on all mattresses and pillows</p> <p>→ Display of sanitary measures in the bathroom</p> <p>Recommendations → Limit the frequency of housekeeping to the strict minimum during the stay of the same guest and give priority to times when no guest is in the room.</p>	<p>Clean/disinfect all frequently touched surfaces (e.g. tables, light switches, door/tap handles, chair armrests, sink, blinds, pillow and mattress covers, etc.) in addition to standard cleaning.</p> <p>Thoroughly clean bedding with hot water and dry completely</p> <p>Useful links Sanitary measures—Accommodation units Example of waterproof cover for mattresses and pillows</p>
Dining room, bar, restaurant*	<p>Mandatory → Distanciation sociale de 2 m</p> <p>Recommendations → Consider closing or restricting access</p> <p>→ Prioritize a displayed written menu</p> <p>→ Planning a time shift for dining hours in the dining room</p> <p>→ prioritize the “take out” or “unit delivery”</p> <p>→ Eliminate buffets and all self-service handling (cabaret, coffee station, jam jars, etc.)</p> <p>→ Avoid the use of “common” containers: salt and pepper shakers, etc. or clean them after each use</p> <p>→ Remove some chairs to respect the distance</p>	<p>Reinforce procedures and frequency of cleaning/disinfection especially on frequently touched surfaces (e.g. at all changes of departments, tables, counters, etc.)</p> <p>Useful links MAPAQ (french only) Notice to Food Establishment Operators (French only)</p>
Meeting room	<p>Mandatory → Social distance of 2 m</p> <p>Recommendations → Consider closing or restricting access</p>	<p>Reinforce procedures and frequency of cleaning/disinfection</p> <p>Useful links Surface cleaning Checklist of maintenance tasks for staff</p>

* When this guide was written, buffets, dining rooms and recreation areas (swimming pool and gym) were under a closing order. The catering services can maintain take-out orders and delivery services. [Closure of Public Place](#)

COMMON SPACE

PLACES/SERVICES	MITIGATION MEASURES	CLEANING PROCEDURE AND FREQUENCY
AT ALL TIME	<ul style="list-style-type: none"> → Comply with the social distance measurement of 2m → Install a disinfection and/or hand-washing station near the entrance → Ensure the continued availability of all equipment necessary for hygiene measures → Provide a checklist and personal protective equipment for housekeepers → Post cleaning instructions and steps to be taken inside each of the common areas, entrances, “public” bathrooms → Prefer non-contact garbage bins with bags 	<p>Carry out thorough cleaning/disinfection of common areas</p> <p>Useful links Sanitary measures—Common Area</p> <p>Washing hands Disinfecting hands</p> <p>Checklist of maintenance tasks for staff</p>
Bar and restaurant*	<p>Mandatory → Social distance of 2 m</p> <p>Recommendations → Consider closing or restricting access</p>	<p>Reinforce procedures and frequency of cleaning/disinfection</p> <p>Useful links MAPAQ (french only) Notice to Food Establishment Operators (French only)</p>
Meeting room	<p>Mandatory → Social distance of 2 m</p> <p>Recommendations → Consider closing or restricting access</p>	<p>Reinforce procedures and frequency of cleaning/disinfection</p> <p>Useful links Surface cleaning Checklist of maintenance tasks for staff</p>
Sanitary block	<p>Mandatory → Post personal hygiene measures to be adopted</p> <p>Recommendations → Provide disposable paper, disinfectant wipes → Post a cleaning schedule and sign the appropriate section when completed.</p>	<p>Clean/disinfect all frequently touched surfaces (e.g. light switches, door handles, cabinet/tap handles, washbasin, etc.) in addition to standard cleaning</p> <p>Useful links Washing hands Disinfecting hands</p>
Recreational areas* (swimming pool, playground, games room, gym, etc.)	<p>Mandatory → Consider closing for now</p> <p>Recommendations when opening → 2m distance between chairs and tables → Provide disinfecting wipes to disinfect equipment before or after use.</p>	<p>Clean/disinfect all frequently touched surfaces (e.g. benches, ramps) in addition to standard cleaning</p> <p>When rent/lending games or equipment, clean/disinfect thoroughly after each use.</p> <p>Useful links Surface cleaning Checklist of maintenance tasks for staff</p>

* At the time of writing, buffets, dining rooms and recreation areas are under a closure order. Food services may maintain take-out orders and delivery services. In order to protect the population, indoor and outdoor gatherings are subject to restrictions by the Government of Quebec. [Closure of Public Places](#) [Questions and Answers on Gatherings](#)

AIR TRANSPORT

PLACES/SERVICES	MITIGATION MEASURES	CLEANING PROCEDURE AND FREQUENCY
AT ALL TIME	<ul style="list-style-type: none"> → Observe the social distance measurement of 2 m or wear a mask covering mouth and nose → Have all passengers fill out a health questionnaire in advance either online or by email. → Contact your airline supplier in order to validate the instructions to be sent to customers. 	<p>Useful links Measures issued by Transport Canada</p> <p>Health Check for domestic air travel</p> <p>Face covering requirements for air travellers</p>

ACTIVITIES

SERVICE	MITIGATION MEASURES	CLEANING PROCEDURE AND FREQUENCY	
Fishing	AT ALL TIME	→ Comply with the social distance measurement of 2 m	
	Licence	Mandatory → Purchase of licence prior to arrival	
	Boat	<p>Mandatory → Provide cleaning equipment to clients</p> <p>Recommendations → Use of the same boat for the entire stay (identification)</p> <p>→ Limit customers to one body of water per day</p> <p>→ For the boat use on remote lakes advise the client that he is responsible for the boat cleaning</p>	<p>Cleaning after each stay, paying particular attention to the gunwale, engine handle, engine housing, oars and benches</p> <p>For boats on remote lakes, provide the client with the disinfection procedure and equipment to be used BEFORE and AFTER using the boat.</p>
	Equipment	Mandatory → Write a protocol for equipment use	If equipment is on loan, ensure cleaning and disinfection after each stay.
	Fish house	<p>Mandatory → Install a disinfection and/or hand-washing station near the entrance.</p> <p>→ Display cleaning instructions and measures to be taken indoors</p> <p>Recommendations → Limit the number of customers at the same time</p>	<p>Clean/disinfect at least once a day but depending on use intensity + ask your clients to clean before and after each use.</p> <p>Useful links Sanitary measures—Common Area</p>

SERVICES		MITIGATION MEASURES	CLEANING PROCEDURE AND FREQUENCY
Hunting	AT ALL TIME	→ Comply with the social distance measurement of 2 m	
	Licence	Mandatory → Purchase of licence prior to arrival	
	Boat	Mandatory → Provide cleaning equipment to clients Recommendations → Use of the same boat for the entire stay (identification)	Cleaning after each stay, paying particular attention to the gunwale, engine handle, engine housing, oars and benches For boats on remote lakes, provide the client with the disinfection procedure and equipment to be used BEFORE and AFTER using the boat.
	Equipment	Recommendations → Identify equipment (e.g. buckets, gloves, etc.) to reduce usage by many people	After rental/loan of equipment, ensure complete cleaning/disinfection after each use
Outdoor activities	AT ALL TIME	→ Comply with the social distance measurement of 2 m	
	Equipments (nautical, bicycle, ATV)	Mandatory → Write a protocol for equipment use	After rental/loan of equipment, ensure complete cleaning/disinfection after each use
Camping	AT ALL TIME	→ Comply with the social distance measurement of 2m → Ensure the continued availability of all equipment necessary for health measures → Consult the Guide (french only) prepared by Camping Québec for additional information	Increase the frequency of daily cleaning/disinfection
	Sanitary Block	Mandatory → Poster on personal hygiene measures to be adopted Recommendations → Provide disposable paper or clean clothes → Post a cleaning schedule and sign the appropriate section when completed	Clean/disinfect all frequently touched surfaces (e.g. light switches, door knobs, cabinet/tub handles, washbasin, etc.) in addition to standard cleaning Useful links Washing hands Disinfecting hands

SERVICES	MITIGATION MEASURES	CLEANING PROCEDURE AND FREQUENCY
Guided activities	<p>→ Comply with the social distance measurement of 2 m</p>	
	<p>Mandatory → Clean the boat before each use. → Have disinfectant products on board</p> <p>Recommendations → Wash hands before and after use → Avoid sharing items/equipment → Leave it to the customer to load, transport and unload his equipment himself.</p>	<p>Cleaning/disinfecting the boat before and after a client's passage</p>
	<p>Mandatory → If travelling in the guide's vehicle, respect the rules of distance and/or wear a mask → Carry an alcohol-based cleaning product on board</p> <p>Recommendations → Wash hands before and after use → Avoid having customers travel in the same vehicle as the guide → Leave it to the customer to load and unload his equipment himself → Sit diagonally in the vehicle → Don't put the recirculation ventilation mode</p>	<p>Clean/disinfect door handles, armrests and other frequently touched places after each transport.</p>
	<p>On an ATV</p>	<p>When renting/loaning quads and equipment, clean/disinfect thoroughly after each use</p>
	<p>On foot</p> <p>Recommendations → Advise the customer that he must transport his own equipment</p>	

Recommended Cleaning Measures

TO REMEMBER

- Coronavirus is one of the easiest viruses to kill. However, it can survive 3 hours on dry surfaces and up to 6 days on wet surfaces.
- Usual cleaners and disinfectants are effective against the COVID-19 virus. A bleach solution (one-part bleach to nine parts water), prepared daily, can also be used.
- Cleaning should always precede disinfection.
 - **Cleaning products:**
 - Dissolve grease and remove organic substances from surfaces
 - Must be used before using disinfectant
 - Both cleaning and disinfecting products are available
 - **Disinfectant products** (solutions [e.g. Purell] or commercially available disinfectant sprays):
 - Contain chemical agents to kill most germs.
 - Must be applied after the surfaces have been cleaned.
 - Must have an approved disinfectant identification number (DIN)
 - [List of recommended disinfectants](#)
- Always follow the manufacturer's instructions for the proper use of these products and do not mix different ones, as they can interact and cause very irritating and toxic fumes.
- Gloves do not stop the virus from spreading. Single-use gloves and hand washing before and after use should be preferred.
 - [How to remove disposable gloves](#)
- **Avoid touching your face** during the entire cleaning process!
- It is important to always follow the cleaning and disinfection procedure, even if some objects have not been directly touched.

CLEANING METHODS

- **It is essential to wash your hands before and immediately after cleaning.**
- Use disposable paper towels or clean wet cloths (microfibre) or a wet mop, washable after use.
- Do not dust or sweep surfaces to avoid airborne droplets containing the virus.
- Remove all debris first and then clean surfaces with a good cleaning and disinfecting agent. If the surface is very dirty, clean a second time.
- Start cleaning in the cleaner areas and move to dirtier areas. Be aware that a clean surface can be as contaminated as a heavily soiled one.
- Apply disinfectant to any clean surface immediately. Allow the disinfectant solution to work for a few minutes (**according to the manufacturer's instructions**) before wiping off all traces of products with a clean cloth.
- All frequently touched surfaces (e.g., doorknobs, chair armrests, tables, light switches, water faucets, handrails, toilets, etc.) and common areas such as kitchens, dining rooms, reception areas and bathrooms are more likely to be contaminated.
 - Clean regularly depending on the frequency of use.
- For porous surfaces such as carpets, curtains and fabric sofas:
 - Clean with the appropriate products for use on these surfaces (e.g. Lysol)
- For items that can be washed (e.g. bedding and towels):
 - Wash according to the manufacturer's instructions using the hottest water setting (between 60 and 90 °C) and dry completely
- Whenever possible, open outside windows to increase air circulation.

TO PREVENT CROSS-CONTAMINATION

- Use only clean rags and mops with a disinfectant solution prepared in a clean container.
- Do not leave any residual solution in the bucket, wash and dry between uses.
- Clean after use and dry soiled rags and mops. Do not soak in dirty water.
 - Reusable cleaning items can be washed with regular laundry soap and hot water (60–90°C). Add bleach to the laundry (white fabrics).
- Use a trash can and recycling bin without a lid or with a pedal to prevent hands from touching the trash can.
- Change clothes after finishing cleaning the accommodation units.

PERSONAL PROTECTION

- Provide the required protective equipment to housekeeping employees
 - Masks
 - [Wearing a mask](#)
 - Disposable gloves
 - Suggested eye protection (closed goggles)
 - Any other equipment required according to the employee's tasks

Developing a Contingency Plan if Symptoms Occur

The risks of COVID-19 infection are very real and that is why you must be prepared to deal with them. To do so, you will need to prepare an emergency plan that must be followed.

FOR AN EMPLOYEE

The following procedure in case an employee is infected could be used at your location.

[Emergency procedure if an employee is infected](#)

Also, if the employee, regardless of your work attendance policy, comes to the workplace, you must immediately isolate the employee and ask him or her to leave and return to his or her home. You will need to provide the employee with a mask and gloves before accompanying them on their way out. When accompanying him, you must keep a distance of 2 metres at all times and ensure that he has no contact with anyone. Before he leaves, make sure he is able to drive his vehicle or that he is being picked up.

You can then proceed with the procedures listed above.

FOR A GUEST

The following procedure in case a client is infected could be used at your location.

[Emergency procedure if a client is infected](#)

Furthermore, if the client is staying at your facility (e.g.: hotel, inn, cottage, B&B, etc.), certain steps are added to the procedure, mainly related to the room cleaning.

***** WARNING : YOU MUST NOT DISCLOSE THE NAME OF THE INFECTED EMPLOYEE OR CUSTOMER, OR GIVE ANY INFORMATION THAT MAY IDENTIFY HIM OR HER SINCE THAT INFORMATION IS CONFIDENTIAL.**

References and Useful Links

General Informations

[Government of Québec](#)

[Government of Canada](#)

[MAPAQ](#)

[Government of Canada—Awareness](#)

Posters and video of health measures

[Wearing a mask](#)

[Washing hands](#)

[Disinfecting hands](#)

[Respiratory hygiene](#)

[Preventive measures for employees](#)

[Face covering requirements for air travellers](#)

[Sanitary measures—Reception Office](#)

[Sanitary measures—Accommodation units](#)

[Sanitary measures—Common Area](#)

[How to remove disposable gloves](#)

[Health Check for domestic air travels](#)

Guides and toolkits

[CNESST toolkit](#)

[Self-Care Guide](#)

[Pandemic Coronavirus Pandemic Campground Operation Guide \(French only\)](#)

Reference documentation

[Customer instructions](#)

[Registration forms](#)

[Example of disinfecting/hand-washing stations](#)

[Human resource management procedures](#)

[Order form](#)

[Crisis Management Committee](#)

[Emergency procedure if a client is infected](#)

[Template Commitment to comply](#)

[Checklist of maintenance tasks for staff](#)

[Example of waterproof cover for mattresses and pillows](#)

[Emergency Contact Information](#)

[Recommendations for good reception and delivery](#)

[Emergency procedure if an employee is infected](#)

Sanitary equipment

[List of recommended products](#)

[Suppliers list \(French only\)](#)

[Surface cleaning](#)