



Overall Guidance for Campgrounds

Eliminate non-essential tasks .

Train all employees on possible COVID-19 hazards in the workplace, what steps are being taken to protect them, and how they can protect themselves, including frequent hand washing and not touching the face.

Have all employees and visitors wash their hands thoroughly with soap and water, or an alcohol-based hand sanitizer if soap and water are not available, before entering the workplace, after contact with others, or with surfaces others have touched. Be sure to include handwashing before breaks and at shift changes, etc. Be sure to keep an adequate supply of soap, paper towels, etc.

Sanitize the workplace thoroughly and often, especially frequently touched surfaces. Pay particular attention to debit machines, screens, cash registers, and equipment, as well as common areas, such as entrances, counters, washrooms and kitchens.

Control how many customers enter the facility at one time.

Provide hand sanitizer for visitors to use upon entry.

Minimize contact with customers and maintain a safe distance during interactions that may include:

- Assign staff to ensure customers are following physical distancing protocols in areas likely to be congested (for example: office check-in or check-out area)
- Minimize or eliminate handling of cash, offer pre-payment or contactless payment options such as tap, credit and debit
- Install barrier between employees and customers; this can include plexi-glas or markings on the floor to ensure at least 2 meters between people
- Screen incoming guests where possible using the coronavirus guidelines on the Ministry of Health and Long-Term Care website. If a guest is confirmed to have COVID-19, coordinate with local health authorities to establish crisis management procedures.

Screen workers regularly for health issues. If anyone develops symptoms of COVID-19, implement procedures for reporting the illness and keeping the worker away from others.

Eliminate guest self-service, disposable in-room glassware, and non-essential guest room amenities. Remove in-room tea/coffee machines, offering them only on demand and sanitizing between guests.

Limit the number of people working in one space so that they can distance themselves from each other by:

Stagger shifts and break times.

Practicing physical distancing during breaks.

Not entering work areas where 2 metre distance cannot be maintained

Close off areas to prevent large gatherings

Reschedule any unnecessary visits to the workplace by supply chain partners, vendors, service technicians or others who don't need to be there now.

Check with public health for updates and retrain/revise practices as needed.

Guidance for Campground Reception and Front-Line Staff

Minimize or eliminate customer contact. Require check-in by phone or online if possible.

Eliminate contact greetings such as handshakes and direct contact with others.

Install barriers between yourself and the people you must interact with.

Improve fresh air intake/air circulation open doors and windows or fans

Increase your cleaning frequency on commonly touched surfaces like counters, PIN pads, cash drawers, door handles and switches.

Use good hand washing technique and avoid touching your face. Encourage extra handwashing for everyone and/or provide employees with hand sanitizer with minimum alcohol content of 60%.

Disinfect your hands after interacting with co-workers or completing tasks.

Communicate your practices with customers through signs or verbal instruction. Refer to Campers Code of Conduct for more details.

Guidance for Camp Stores

Provide campsite delivery or curb side pick up to reduce need for customers to enter your premises

Provide hand sanitizer for visitors to use upon entry as well as sanitizing wipes to use on shopping carts and hand basket handles, if appropriate.

Provide a safe place for customers to dispose of used sanitizing wipes and PPE in the parking lot.

Provide delivery staff, cashier and other customer facing staff with hand sanitizer for their use only when receiving deliveries and interacting with the public.

Consider ways to minimize contact with customers and maintain a safe distance while handling goods and taking payment that may include:

- Assign staff to ensure customers are following physical distancing protocols in areas likely to be congested (for example: check-out area)
- Minimize or eliminate handling of cash, offer contactless payment options such as tap, credit and debit
- Do not accept re-usable bags or containers that are to be handled by your staff

Sanitize the workplace thoroughly and often, especially frequently touched surfaces and common areas, such as door handles, entryways, elevators, washrooms, and kitchens.

Sanitize surfaces and immediate area between each transaction if possible (For example – sanitize the counter, conveyor belt, plexiglas barrier etc).

Guidance for Cashier at Campstore

Minimize or eliminate tasks. Payments are cashless, by debit, credit or e-transfer.

Place barriers between yourself and people or product you interact with. A ‘sneeze guard’ or ‘window’ with open/close capability between interactions.

Improve air circulation. Open doors and windows can reduce contaminant build up.

Control the number of people you interact with at one time. Floor markings to show flow of people or limiting numbers of people admitted to only a few at a time in your workspace.

Put distance between workers. If cashier stations are too close, open every other cash lane.

Increase cleaning frequency – on everything from conveyors to commonly touched surfaces like PIN pads and cash drawers. Follow safe practices regarding cleaning times and cleaning agents.

Keep up with good hand washing and avoid touching your face. A good hand sanitizer should be used frequently. Consider setting a practice like disinfecting after interacting with each order or each customer.

Guidance for Lawn Care Staff at Campgrounds

Practice physical distancing (staying 2 metres away from others) during job activities. For example, maintain distance while loading and unloading equipment from truck or trailer.

Practice physical distancing during breaks.

Control and limit the number of people in a workspace (vehicle/worksite) at one time

Have fewer workers doing the same task on a work site.

Safely install barriers or partitions between yourself and other coworkers within vehicles

Eliminate or postpone non-essential projects

Use good hand washing technique and avoid touching your face. Encourage extra handwashing for everyone and/or provide employees with hand sanitizer with minimum alcohol content of 60%. Disinfect your hands after interacting with co-workers or completing tasks.

Ensure that measures you decide on are communicated to workers.

People who are sick or have signs of illness (e.g. fever, coughing, sneezing, runny nose, tiredness, shortness of breath) must self isolate, notify their employer and call a doctor or healthcare provider*.

Guidance for General Labour Employees in Campgrounds

Integrate physical distancing in job activities. Minimize, eliminate or postpone non-essential tasks.

Minimize or eliminate customer contact.

Control and limit the number of people in a workspace at one time. Limit the number of access doors and people allowed inside. Put floor markings to show distance to be kept apart and the desired direction of people flow.

Improve fresh air intake/air circulation with open doors and windows or fans. When working outside, ensure physical distancing is maintained.

Increase your cleaning frequency on commonly touched surfaces like serving counters, door handles and switches. Be sure to follow safe practices and use an appropriate cleaning agent.

Ensure that all measures are communicated.

Guidance for Housekeeping and Laundry Employees to be used to clean cottage and RV rentals

Minimize or eliminate tasks. Vacuum instead of sweep, and wet wipe instead of dry dust.

Use the correct concentration and type of cleaning agents when cleaning and disinfecting surfaces.

Open window and doors to improve air circulation

Integrate physical distancing in job activities. Use floor markings if you cannot limit the workplace to one employee. Always limit the number of people admitted to your workspace at one time if you can.

If possible, job rotation to help avoid people doing tasks in the same place at the same time.

Do not shake dirty laundry; this minimizes the possibility of dispersing droplets

If possible, launder items using the warmest appropriate water setting for the items and dry items completely.

Clean and disinfect hampers or other carts for transporting laundry.

Increase your cleaning frequency – on commonly touched surfaces like doorknobs, counters, operating controls, carts handles, etc. Be sure to follow safe practices for cleaning times and use an appropriate cleaning agent.

Increased thorough cleaning of lunchrooms, change rooms and rest lounges for staff should have increased cleaning frequency and thoroughness.

Use best hand washing techniques and avoid touching your face.

Use soap and water to wash hands thoroughly. Otherwise use alcohol-based hand sanitizer to clean hands. Avoid touching eyes, nose and mouth. Clean your hands between cleaning rooms and dealing with customers.

Guidance for RV Sales and Service

Train everyone on possible COVID-19 transmission points in the workplace, what steps are being taken to protect them, and how they can protect themselves, including frequent hand washing and not touching the face. Include temporary workers in the training.

Control who comes into your operation, with whom they speak, and what they handle. Control activities may include informing, screening and hand washing or sanitizing.

Have all employees and visitors wash their hands thoroughly with soap and water, or an alcohol-based hand sanitizer if soap and water are not available, before entering the workplace, after contact with others, or with surfaces others have touched.

Sanitize the workplace thoroughly and often, especially frequently touched surfaces, such as door handles, screens, scanners, counters, and handrails. Pay particular attention to common areas, such as entryways, washrooms and kitchens.

Review disinfection practices with supply chain partners.

Identify all activities where people may come into contact with others and employ ways to minimize contact and maintain physical distance.

Keep visitors and staff a safe distance apart by using floor markings, installing barriers and partitions, and changing the work layout where possible to increase physical distance.

Keep COVID-19 awareness high by starting each day with a brief safety talk.

Limit the number of employees working in one space so that they can distance.

Reschedule unnecessary visits by supply chain partners, vendors, service technicians, or others.

Introduce more fresh air by increasing air intake and opening windows and bay doors.

Guidance for all Restaurant Workers if Campground has a Restaurant or Snack Bar

Consider job rotation. Have fewer workers doing the same task in the same space.

Use good hand washing technique and avoid touching your face. Extra handwashing is a good idea for everyone or use a hand sanitizer with minimum alcohol content of 60% . Consider disinfecting after each order or each customer interaction.

Ensure that measures you decide on are communicated clearly to workers.

Implement Government of Canada guidelines for food handling safety and COVID-19.

Guidance for Staff working at Campground Marina

Follow the most recent direction from the local health unit or local government related to communal or shared public or private beaches, park shelters, gardens, washroom facilities and outdoor recreational amenities.

Plan adequate time (i.e. two weeks' notice) to have watercraft ready for customer pickup to avoid congestion and crowding. Deliver sold boats in a touchless process. Service boats and provide home delivery or curbside touchless parts pickup.

Establish a process that allows customers to submit online reservation bookings for launching boats and personal watercraft. Allow adequate time between each launch. Tentative return arrival times can also be pre-booked.

Determine the type of watercraft vessel the marina is permitting to use the launching service. Restrict all others.

Loading of watercraft vessels should only be performed by the crew of the watercraft and not with the assistance of marina employees. Signage will be posted indicating only individuals currently loading/unloading their vessel should be around the launch area. If possible, employees will monitor the area.

Physical distancing (staying 2 metres away from others) requires fewer persons within an enclosed space or area or when providing customers directions, instructions, refueling or removing waste from head/holding tanks. Establish a clear visual layout to show where the designated launch dock area is located. 'Waiting customers' should be prohibited from entering the designated launch dock area and they should be instructed to stay inside their vehicle.

Provide sanitizing wipes to use on fuel equipment and other marina equipment. Only trained marina employees will handle and operate refueling equipment. Customers should not be allowed to handle fuel pump and sanitary nozzles. All equipment must be wiped down after each use.

Wash or sanitize hands after each transaction including refueling and paying launching fees.

Post a phone number or other means of contact to allow for communication between the public and the facility. Use alternatives to store, office or attendant facilities.

Place corresponding marine maps and other boater communication outside to prevent access to employee facilities.

Provide a supply of goods outside to be purchased and handled by the customer (bottled water, propane, motor oil).

If allowing entry into marina buildings, control how many customers enter the workplace at one time.

Provide a safe place for customers to dispose of used sanitizing wipes, PPE and other waste in designated waste receptacles.

If required, install portable outside washroom facilities and sanitize thoroughly and often, especially frequently touched surfaces such as door handles, entryways, toilet seats and taps.

Fresh air circulation and supply should be made available in the loading areas. Increase airflow by opening doors and windows to reduce contaminant build up.