

SECTION TITLE	PART TITLE		
COVID-19 Management Program	Activity Protocols		
DOCUMENT TITLE	PART #	DOCUMENT #	PAGE #
Superfly Ziplines Activity Protocol	3	3.1	1

Overview

The Zipline activity is a several-hour, multi line guided zipline tour through the treetops and canyons of the Whistler forest. It requires a ratio of 1 guide to 5 clients.

Objectives

To identify the unique challenges in operating this attraction while maintaining best practices for infection prevention and control (IPC) and maintaining routine cleaning of high contact surfaces.

Activity Risk analysis

Activity Risk Score

Activity= Zipline

Activity Risk	
Does activity place 2 or more people in close contact? (<2m/6ft)	No (0) Yes (1)
Does close contact persist for:	N/A (0) < 10s (1) 10-60s (2) >60s (3)
Is activity potentially strenuous? (risk of aerosolization)	Mild (0) Moderate (1) Heavy (2)
How effectively can IPC be implemented on the equipment?	None used (0) Easy (<5min) (1) Moderate (5-10min) (2) Difficult (10+min) (3)
Is there an inherent risk of injury present?	Mild (0) Moderate (1) Heavy (2)
Activity Risk Score (n/11) = 4	Medium Risk

SECTION TITLE		PART TITLE	
COVID-19 Management Program		Activity Protocols	
DOCUMENT TITLE	PART #	DOCUMENT #	PAGE #
Superfly Ziplines Activity Protocol	3	3.1	2

Identified Risks	Mitigation Strategies
Risk 1: Close contact. Participants must be attached and removed to Zipline equipment multiple times per tour. Many areas of the course do not allow for physical distancing.	Strategy 1: Participants and operators must wear non-medical face masks or face coverings when physical distancing cannot be maintained on course. Consider limiting groups to non-mixed households only. If groups are composed of non-mixed households, then masks will only need to be used during close contact with the Zipline guide. Add hand sanitization stations at each Zipline platform for use by guides and guests prior to safety checks.
Risk 2: Shared materials. Harnesses, helmets, and trolleys are common use between tour groups.	Strategy 2: Complete cleaning of all used materials after use with a product approved for use against COVID-19. Refer to Appendix 4.1: Cleaning and Disinfecting Procedure for Zipline Equipment.
Risk 3: Aerosolization. Increased work of breathing before and after activity could increase probability of aerosolization of respiratory droplets.	Strategy 3: Participants and operators must wear non-medical masks when within 2m/6ft of each other. Participants may Zipline without mask by placing the mask in their pocket or on their chin for the duration of the Zipline. Mask should be replaced upon arrival to the landing platform.
Risk 4: Retrieval rescue. Any retrieval rescue will require violation of physical distancing guidelines.	Strategy 4: If a retrieval rescue is required, the guide and the guest must both don non-medical face masks for the duration of time in the rescue that they are within 2m/6ft of each other.

A *risk* is defined as a practice or procedure that results in close contact between individuals, use of shared surfaces/devices, increased probability of respiratory droplet aerosolization, or increased probability of physical injury.

Trip Procedures:

1. Customer Briefing and Waiver Signing
 - a. All customers must be screened with the PEAK RSEQ placard on arrival to TAG premises prior to trip departure.
 - b. Employees and customer groups must maintain physical distancing (2m/6ft) during introductory orientations and safety briefings.
2. Changing Procedures

SECTION TITLE		PART TITLE	
COVID-19 Management Program		Activity Protocols	
DOCUMENT TITLE	PART #	DOCUMENT #	PAGE #
Superfly Ziplines Activity Protocol	3	3.1	3

- a. Employees and customers must maintain physical distancing (2m/6ft) where possible.
 - b. Employees and customers must wear face coverings or non-medical face masks if they are within 2m/6ft of each other.
3. Activity Procedures
- a. All high-contact equipment used must have undergone thorough cleaning as described below and in accordance with **Appendix 4.1: Cleaning and Disinfecting Procedure for Zipline Equipment.** since use with last guest
 - b. Guests must complete hand hygiene with hand sanitizer prior to entering zipline course. If guests are wearing winter gloves, they do not need to complete hand hygiene.
 - c. Guests must wear non-medical face mask during harness application, while on zipline course, and post-zipline. Guests do not need to wear non-medical face mask during Zipline.
 - d. During attachment to Zipline trolley, guests must use provided hand sanitizer prior to interaction with the Zipline guide. If guests are wearing winter gloves, they do not need to complete hand hygiene.
 - e. Prior to group attachment to the Zipline trolley and safety checks, the Zipline guide must use provided hand sanitizer prior to interaction with guests. The guide does not have to use hand sanitization practices for each guest, only at the beginning of the process for each group, once per platform.
 - f. Prior to interaction at the landing platform, the Zipline guide must use provided hand sanitizer prior to interaction with the guest. If guide is wearing winter gloves, they do not need to complete hand hygiene.
4. Cleaning Guidelines
- a. Helmets
 - i. Helmets must be cleaned and following each client usage. Both hard (non-porous) and fabric (porous) surfaces should be cleaned and allowed to dry in open air.
 - b. Harnesses
 - i. Harnesses must be cleaned following each client usage. It is recommended that instructions provided in the technical notice for each harness product be followed as chemical cleaners damage plastics and textiles. The only cleaning products recommended for harnesses are soap and water.
 - ii. Guide harnesses should be cleaned following the above procedures whenever being shared amongst different guides. If a guide uses the same harness for several tours in a row, the harness does not need to be cleaned.
 - c. Zipline Trolleys
 - i. Trolleys must be cleaned following each client usage. Clients will be assigned individual trolleys for the duration of the Zipline course that will be cleaned and

SECTION TITLE		PART TITLE	
COVID-19 Management Program		Activity Protocols	
DOCUMENT TITLE	PART #	DOCUMENT #	PAGE #
Superfly Ziplines Activity Protocol	3	3.1	4

disinfected following use by the client. Only trolley surfaces that are high contact need to be cleaned and should follow manufacturers guidelines.

- d. Safety Glasses
 - i. Safety glasses must be cleaned following each client and staff usage. It is recommended that a household disinfectant approved by the manufacturer be used while adhering to general cleaning and disinfecting best practices in **2.2 *Cleaning and Disinfecting Procedures.***
- e. Rescue gear
 - i. Rescue gear must be cleaned if used for rescue. If rescue gear is not used it does not require cleaning or disinfection. Follow instructions in technical notice for each rescue product.

Signage to post:

- ***Appendix 4.10 Fraser Health “Stop. Do not enter if”***
- ***Appendix 4.11 BCCDC Physical Distancing***
- ***Appendix 4.12 VCH Hand Washing***
- ***Appendix 4.13 Cough and Sneeze Etiquette***

Implementation Plan

Training needs: All staff must complete PEAK COVID-19 IDMP course. Written test for proof of due diligence.

Quality assurance: Training and PEAK oversight.

Materials needed: 1 x non-medical mask per operator. Cleaning/disinfection materials.

Oversight: Ongoing external audit by PEAK project management.

Reviewed and Signed:

X

 Jeff Burko
 Executive Medical Director

X

 [Insert Client Name]
 [Insert Client Position]