



## The CUBE COVID-19 Guidance Document and Responsibilities for Customers

### Summary:

- Anyone exhibiting primary COVID-19 symptoms (fever, dry cough, or excessive tiredness) will not be permitted in our facility; to enter the CUBE, you must have 14 days clear of symptoms (by you or your close contacts) or a negative COVID-19 test administered by a professional and 24 hours clear of symptoms.
- All customers (both new and returning) must complete an updated waiver prior to their first visit; we recommend completing the waiver online to avoid significant delays during check-in.
- Customers must sanitize their hands upon entry to the building, and they are encouraged to sanitize their hands regularly throughout their climbing session.
- Masks are to be worn at all times over mouth and nose while in the building; industrial, surgical, and homemade masks are all acceptable.
- All customers must practice social distancing (2 m) with everyone in the facility at all times,
- All waivers must be updated prior to your first visit; there may be significant delays during check-in if waivers are not completed online.
- Arrive changed and ready to climb; access to storage and changing areas will be limited or restricted.
- Only bring items to the gym that are necessary for climbing (e.g. shoes, water bottle, harness, etc.).
- Areas in the facility have strict capacity limits; please pay attention to the posted signage and respect the capacity limits of each climbing zone.
- Use the supplied disinfectant to wipe down all training equipment after each use.
- Read, understand, and follow the new facility guidelines and directives.
- Be patient and considerate – we're all new to the new normal!
- If you experience primary COVID-19 symptoms in the 14 days following your last session at the CUBE, please notify us as soon as possible via phone or email.

### Physical Distancing Policy:

- To reduce the occupancy of our climbing spaces, the maximum capacity of the CUBE is now set at **18 individuals**; this includes climbers, belayers, parents, and children, but does NOT include staff, for whom we have separate protocols.

- Individual climbing and training areas now have set capacities:
  - Desk wall / slab bouldering area = 5 people;
  - 45 wall / Arch / Vertical wall = 5 people;
  - Rope climbing area = 6 people;
  - Mezzanine training area = 3 people.
- All customers must practice physical distancing (2 metres) with everyone in the building at all times.
- Climbing on adjacent routes is not permitted (i.e. there must be one unused anchor between climbers on roped routes); route setters are taking this into consideration in their route design.
- Signage is posted throughout the CUBE and the building to remind visitors of the required physical spacing, indicate the direction of flow, and identify capacity limits for each climbing zone or washroom.

### **Facility Cleaning Plan:**

- Staff will regularly clean high-touch surfaces at the front desk, as well as the ladder into the mezzanine, and the bench areas.
- Floors, doors, and other high-touch surfaces will be cleaned daily by staff.
- The facility will be deep cleaned by staff on a weekly basis.
- Climbers will use the supplied disinfectant to wipe down all training equipment after each use.
- Rental belay devices and belay carabiners will be sanitized after they are returned by users.
- Rental shoes will be sprayed on the inside AND outside after each use.
- Please note that staff will follow a more detailed cleaning plan than is presented here; this summary simply provides an overview to clients.

### **General Hygiene:**

- Anyone exhibiting primary COVID-19 symptoms will not be permitted in our facility; to enter the CUBE, you must have 14 days clear of symptoms (by you or your close contacts) or a negative COVID-19 test and 24 hours clear of symptoms.
- All CUBE staff and customers are required to sanitize their hands immediately upon entry to the building and encouraged to wash or sanitize their hands frequently throughout their session.
- Hand sanitizer is available throughout the facility; please use it!
- Masks are to be worn over mouth and nose at all times while in the building; do your best to avoid touching your face and adjusting your mask.
- Clear signage on the risks of infection, behavioral expectations, and preventative measures are posted throughout the building.

### **Climber Education:**

- Climbers will be required to read and sign a new waiver identifying risks, and all visitors to the CUBE will need to comply with policies designed to protect staff and clients.
- All users will be informed of new safety protocols during their first visit to the CUBE in the 2020-2021 season, and they will be given a general facility COVID-19 orientation.
- All users will be informed that anyone at higher risk of experiencing severe illness from COVID-19 should consider choosing not to participate.
- Signage will be posted in the Selkirk College lobby and throughout the CUBE to inform clients of the college's and facility's revised capacity and hygiene guidelines.
- Anyone with primary COVID-19 symptoms, anyone who has been in close contact with someone with these symptoms, or anyone who has travelled outside BC in the previous 14 days will not be allowed in the facility. This includes staff and clients.
- All visitors to the CUBE will be asked to self-assess, but staff can also refuse entry to people who are exhibiting symptoms. Staff will be trained to identify symptoms and provided with strategies for handling these situations.

### **Reducing Touch Points:**

- Online waivers should be read and completed prior to coming into the CUBE.
- Finger tape, hold brushes and chalk bags should not be shared (users may purchase their own).
- No clients will be allowed behind the front desk or in the merchandise cabinet (these areas are for staff only).
- Used rental harnesses will be put in storage for one week before going back into service.

### **Protecting Our Staff:**

- Plexiglass windows will be installed in the front desk area.
- Non-medical masks that cover the user's mouth and nose are mandatory for staff and clients.
- The CUBE will provide masks and eye protection for staff.
- Nitrile gloves are available to staff; however, staff members have been educated about the greater benefits of frequent and thorough handwashing and good hygiene.
- A separate Personal Protective Equipment (PPE) document and protocol has been developed for route setters.
- Staff will be monitored daily for signs and symptoms of illness.

### **Contact Tracing Plan:**

If a visitor to the CUBE is identified to have a confirmed or suspected COVID-19 infection, we will activate our contact tracing plan:

- We will diligently check in all visitors into our member-management software, and check them out when they leave.

- With a few quick taps we can produce a contact tracing report from our software, which shows us who was in the facility at same time as a given client, and for how long (length of exposure), over a given time frame.
- With this information in hand, we can collaborate with health officials to track down and inform all visitors and staff who were potentially exposed.
- Information collected on our waivers includes personal contact information for all climbing gym users.
- If requested by health officials, we will close the gym temporarily, and modify our COVID-19 safety protocols if necessary.