

The CUBE COVID-19 Guidance Document and Responsibilities for Customers

Summary:

- Anyone exhibiting COVID-19 symptoms or required to self-isolate will not be permitted in our facility.
- All customers must complete daily health screening using the **BC COVID-19 Self Assessment Tool** and follow the guidance it provides.
- 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 at the hand sanitization station located at the door prior to entering the building, and are encouraged to sanitize their hands before and after their climbing session.
- Non-surgical fabric face masks are to be worn at all times over mouth and nose while in the building; buffs, bandanas or vented face masks are not permitted.
- All customers must practice social distancing (2.5 m) with everyone in the facility at all times, do not enter the climbing space of another climber.
- Arrive changed and ready to climb; access to changing areas are not permitted at this time.
- Only bring items to the gym that are necessary for climbing (e.g. shoes, water bottle, harness, etc.).
- 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 test positive to COVID-19 in the 14 days following your last session at the CUBE, we recommend that you notify us ASAP 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 **15 individuals**; this includes climbers, belayers, parents, and children, but does NOT include staff, for whom we have separate protocols.
- All customers must practice physical distancing (2.5 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.
- Staff will ensure that the posted facility capacity is not exceeded at any time.
- Any group classes where a cohort of patrons are arriving at the same time must include at least 5 minutes before and 5 minutes after the class/booking time to reduce bottlenecks.

Facility Cleaning Plan:

- Staff will regularly clean high-touch surfaces at the front desk, entrance, and the bench areas.
- Floors, doors, and other high-touch surfaces will be cleaned twice a day 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 COVID-19 symptoms or required to self-isolate will not be permitted in our facility.
- All customers and staff must complete daily health screening using the **BC COVID-19 Self Assessment Tool** and follow the guidance it provides.
- All customers and staff must sanitize their hands at the hand sanitization station located at the entrance prior to entering the building, and are encouraged to sanitize their hands before and after their climbing 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.
- Continue to practice good hand washing techniques and hygiene practices.
- Cough or sneeze into your elbow or sleeve.

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 throughout the CUBE to inform clients of the revised capacity and hygiene guidelines.
- Anyone with 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).

Protecting Our Staff:

- Plexiglass windows have been installed in the front desk area.
- Non-medical masks that cover the user's mouth and nose are mandatory for all staff and clients.
- The CUBE will provide appropriate PPE for all 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.
- Staff will be monitored daily for signs and symptoms of illness and will not come to work if exhibiting COVID-19 symptoms until they have received a negative COVID-19 test result and are clear of symptoms.

Contact Tracing Plan:

If a visitor to the CUBE is identified to have a confirmed or suspected COVID-19 infection, we will do our best to aid Interior Health in contact tracing within our facility by enacting our contact tracing plan:

- All visitors are diligently checked into our member-management software, and checked 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, with this information health officials can 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.