



**CANADIAN CAMPING  
AND RV COUNCIL**

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**CONSEIL CANADIEN DU  
CAMPING ET DU VR**

# **CORONAVIRUS AND CAMPGROUNDS: PROTECTING EMPLOYEES, GUESTS AND OPERATIONS**

Resources, suggested procedures, and guides to help your park prepare.

Updated: April 17, 2020

[www.ccrvc.ca/covid-19](http://www.ccrvc.ca/covid-19)



### WHAT IS THE CORONAVIRUS?

Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases. A novel coronavirus is a new strain, and COVID-19 is the particular strain of virus that was discovered late in 2019 in China and has spread across the world in the past few months.



### UNDERSTAND COVID-19

- Those who are infected with COVID-19 may have little to no symptoms.
- You may not know you have symptoms of COVID-19 because they are similar to a cold or flu.
- Symptoms may take up to 14 days to appear after exposure to COVID-19.
- This is the longest known infectious period for this disease.

Health officials are currently investigating if the virus can be transmitted to others if someone is not showing symptoms. While experts believe that it is possible, it is considered to be rare.

Symptoms have included:

- fever
- dry cough
- shortness of breath
- pneumonia in both lungs In severe cases
- infection **can** lead to death.

People can catch COVID-19 from others who have the virus or by touching these objects or surfaces, then touching their eyes, nose, or mouth. It is possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes.

If you, an employee, or a guest are ill and must visit a health care professional, it is recommended that the affected individual call ahead or inform on arrival at a medical facility about respiratory illness. The individual may be asked to wear a mask while waiting for or receiving treatment to prevent the spread of the illness.



Considering the ever-changing nature of this global issue, please consider that suggestions, data, and communications contained within this document can change at any time. We encourage you to visit our website at [www.ccrvc.ca/covid-19/](http://www.ccrvc.ca/covid-19/) where we will be posting the most up-to-date information for the foreseeable future. We urge you to always act with public health safety as your top priority, and to maintain a calm, professional stance on this issue.



### ENCOURAGE ALL EMPLOYEES AND GUESTS TO PRACTICE THE FOLLOWING:

**Proper hygiene can help reduce the risk of infection or spreading infection to others:**

- Wash your hands often with soap and water for at least 20 seconds, especially after using the washroom and when preparing food
- use alcohol-based hand sanitizer if soap and water are not available
- When coughing or sneezing: cough or sneeze into a tissue or the bend of your arm, not your hand. Dispose of any tissues you have used as soon as possible in a lined waste basket and wash your hands afterwards
- avoid touching your eyes, nose, or mouth with unwashed hands



**Clean high-touch surfaces (including, but not limited to the list below) frequently with sanitizing cleaners or diluted bleach (1 part bleach to 9 parts water)**

- toys/play equipment
- toilets
- phones
- electronics
- door handles
- tables and chairs
- television remotes
- shower and sink faucets
- laundry machines
- payment PIN Pads
- Light switches
- ATM/Cash Machines
- gate/security access cards or keys
- tools
- ATV and golf cart surfaces
- handles of gas, diesel fuel, propane and chlorine tanks



**"Social Distancing" to maintain a minimum distance of 2 meters between individuals**



**Personal Protective Equipment (PPE) provided to staff, specifically janitorial and anyone dealing with the public, should they request it:**

- Disposable gloves
- Disinfectant (wipes and or sprays)
- Hand Sanitizer dispensers dispersed throughout facilities, ideally in prominent locations
- Masks



**It is important that you work alongside your local/regional public health authority to establish the best practices for your individual business that fall within the specific guidelines required. If you do not have a relationship with your Health Inspector, it is recommended that you establish one to facilitate safe operations at this time.**

## **WHAT SHOULD EMPLOYERS DO IF EMPLOYEES BECOME SICK?**

- Ensure flexible sick leave policies: Consistent with public health guidance, permit employees to stay home to care for a sick family member, and insure that employees are aware of these policies. Actively encourage sick employees to notify their supervisor and stay home.
- Local decision making: Employers with more than one business location are encouraged to provide local managers with the authority to take appropriate actions based on the conditions in each locality.
- Employee travel: Ensure employees who become sick while traveling or on temporary assignment understand to notify their supervisor and call a healthcare provider for advice if needed.
- Separate sick employees: employees who appear to have acute respiratory illness symptoms (i.e. cough, shortness of breath) upon arrival to work or become sick during the day should be separated from other employees and sent home immediately.
- Conduct an investigation as to who else may have come into contact with that employee and then enact measures to protect all employees.
- Social distancing: Plan to minimize exposure between healthy employees and also between those employees and the public, if public health officials call for social distancing.
- Workplace hygiene: Routinely clean all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs. Provide disposable wipes so that commonly used surfaces can be wiped down by employees before each use.
- Put Inventory controls in place – perform regular counts on inventory specifically on cleaning/janitorial supplies to avoid theft or running out of necessary tools.
- Insure that there are concise cross-contamination avoidance procedures provided to staff that include protocol on receiving supply shipments, stocking and counting inventory, or storing and accessing tools.
- Consider social distancing requirements when creating staff schedules to mitigate their access and contact with one another. Phone or hand-held radio communications can help limit in-person communications.

## **ARE THERE ADDITIONAL MEASURES IN EFFECT IN RESPONSE TO THE CORONAVIRUS?**

- PHAC's Guide to self-isolating if an individual may have COVID-19:  
<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-19-how-to-isolate-at-home.html>
- Health confidentiality: If an employee is confirmed to have the Coronavirus infection, employers should inform fellow employees of their possible exposure to the Coronavirus in the workplace but maintain confidentiality. Employees exposed to a co-worker with confirmed Coronavirus should refer to PHAC and provincial health agencies' guidance for how to conduct a risk assessment of their potential exposure.



## What if an employee has COVID-19?

If a staff member is confirmed to have COVID-19 they should contact the General Manager immediately. The campground should promptly coordinate with local health authorities (link to Canada health agencies) to establish crisis management procedures.



## What if an employee requests to wear a face mask?

It is recommended to allow any employees wishing to wear a face mask to do so. However, according to the Public Health Agency of Canada, if you are a healthy individual, the use of a mask is not recommended for preventing the spread of COVID-19. Wearing a mask when you are not ill may give a false sense of security. There is a potential risk of infection with improper mask use and disposal. They also need to be changed frequently



## WHAT STEPS CAN BE TAKEN IN ADVANCE OF EMPLOYEES GETTING SICK?

- **Explore flex working options** Determine policies and practices, such as telecommuting, contactless customer service models, and flexible work hours. Supervisors should educate employees that if they become sick they should telework where possible, instead of coming into the workplace, until symptoms are completely resolved.
- **Develop an employee communications plan** Establish a process to communicate the latest Coronavirus information to employees and business partners. Anticipate employee fear, anxiety, rumors, and misinformation, and plan communications accordingly. Decide how to handle an increase in absenteeism. Determine how you will operate if absenteeism spikes from increases in sick employees, those who stay home to care for sick family members, and those who must stay home to watch their children if dismissed from school.
- **Coordinate with provincial and local health officials** Coordination with provincial and local health officials is strongly encouraged for all businesses to ensure timely and accurate information to guide appropriate responses in each location where their operations reside. Outbreak intensity may differ according to geographic location. Local health officials will be issuing guidance specific to their communities. Employers should take the time to research plans in place in each community where they have a business by contacting their local public health department.
- **Make a business continuity plan** Be prepared to change your business practices if needed to maintain critical operations (e.g., identify alternative suppliers, prioritize customers, consider digital meetings, or temporarily suspend some of your operations if needed).
- **Workplace Preparedness** People can catch COVID-19 from others who have the virus or by touching these objects or surfaces, then touching their eyes, nose, or mouth. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads. Insuring good workplace hygiene and sanitation procedures are in place has a significant impact on the likelihood of transmission.



The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions. Coping with this stress will make you, the people on your team, and your community stronger.



## **Everyone reacts differently to stressful situations.**

How you respond to the outbreak can depend on your background, the things that make you different from other people, and the community you live/work in.

It is important to be cognizant of your employees mental health. People who may respond more strongly to the stress of a crisis include:

- Older people and people with chronic diseases who are at higher risk for COVID-19
- Children and teens
- People who are helping with the response to COVID-19, like doctors and other health care providers, first responders, or those who have individuals performing those types of jobs in their family.
- People who have mental health conditions including problems with substance use

Helping others cope with their stress will make your team stronger.

Clearly communicate to your employees about response plans and operational changes and make sure they are aware of what they need to do – or not do – under the plan. Emphasize key points of expectations, as well as the importance of staying away from work even if they have only mild symptoms.



## **Things individuals can do to support their mental health**

- Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting.
- Take care of your body. Take deep breaths, stretch, or meditate. Try to eat healthy, well-balanced meals, exercise regularly, get plenty of sleep, and avoid alcohol and drugs.
- Make time to unwind when possible. Try to do some other activities you enjoy.
- Connect with others. Talk with people you trust about your concerns and how you are feeling.



**Urge staff members or other individuals to call their healthcare provider if stress gets in the way of daily activities for several days in a row.**



## **What if a guest has COVID-19?**

If a staff member is made aware of a guest confirmed to have COVID-19 they should contact the General Manager immediately. The campground should promptly coordinate with local health authorities to establish crisis management procedures.



## **Can staff question a guest if they have COVID-19?**

No, it is recommended that staff do not question guests or make assumptions regarding their health. It would also be inappropriate to check their passports or ask about their recent travel.



## **How should we address guests who want to self-quarantine at our property?**

If a guest is staying at a campground for the purposes of self-quarantining, they should be reminded to inform local health authorities or staff immediately if they exhibit any symptoms of COVID-19. It is suggested that all guests are given local health authority contact information at check-in time.



## **A campground should consider:**

- Asking the guest to confine themselves to their specific site or RV.
- If a guest is denied a reservation for the reasons of self-quarantining, it is possible that they may check-in to another property without disclosing their circumstances.



## **What can I do to decrease risk of infection in common areas?**

In order to decrease the risk of contamination, campgrounds should consider altering service provisions. Campgrounds should close or limit access to common areas that may be considered high-touch contagious areas, such as pools, gyms and other recreational gathering areas. Speak with your team about changing hours of food service, grocery/convenience store facilities, and other services based upon occupancy. Food service can only be provided in a take out/delivery model. After each guest leaves your park, disinfect used gate/security access cards or keys with peroxide disinfectant per prescribed protocol. Employees should wear gloves when handling gate cards or other items – which should be cleaned one at a time.



## **Enhanced protocol in washroom, laundry and shower facilities:**

In addition to your regular janitorial protocols, it is prudent to implement enhanced measures including more frequent facility cleaning, scheduled/time-blocking individual guest access, and offering disinfectant products (ie. disposable wipes) for guests to use on door handles, shower knobs, laundry machine buttons, and other high-touch areas.



## **High-Volumes at Check-In/Out Time:**

It is recommended that campgrounds avoid backlog at check-in/out times by scheduling time blocks or specific time slots for individual campers to process payment and other necessary communications with staff. Limiting shared contact with pens, tablets, and other supplies, as well as sanitizing PIN pads and other front desk items regularly is necessary.



# GUESTS IN ISOLATION

Travelers performing isolation procedure at your park



Campground owners across Canada are receiving requests from returning Canadians (ie. “Snowbirds”) and travelers to allow them to complete the 14-day self-isolation period mandated by local, provincial, and federal governments inside their parks. There is also the risk of enforced lockdown, should the pandemic numbers continue to rise, requiring travelers who may be en-route somewhere else to stop and stay wherever they can. The high feasibility of illness and potential quarantine poses a significant risk to other guests, employees, and your business. This is a decision not to be taken lightly, and requires conscious, diligent planning and preparation.



**In addition to the steps outlined in the rest of this document, suggested protocol for operating during guest isolation, lockdown, or quarantine should include:**

- Clean visibly dirty surfaces before disinfecting, unless stated otherwise on the product instructions. Cleaning refers to the removal of visible dirt, grime and impurities. Cleaning does not kill germs but helps remove them from the surface.
- Use a disinfectant that has a Drug Identification Number (DIN) and a virucidal claim. Follow the instructions on the product label. If commercial or household cleaning products are not readily available, you can prepare a bleach and water solution with 100 ml of unscented household bleach per 900 ml of water. When using the bleach and water solution, the surface must remain wet for at least one minute.
- Make check-in appointments for each returning Snowbird and space them apart so there is time to sanitize the office and other areas. Insure front desk staff have sufficient PPE and other tools to prevent exposure, or request that guests perform check-in/out procedures in an electronic format if you have the capability.
- Provide guests with specific instructions for sanitizing in regard to using common areas that are still open including laundry rooms and washroom facilities, etc.
- Let them know that the other customers have a right to know who is in self-quarantine and for how long. We suggest that a signed Code of Conduct agreement for all guests specific to these unprecedented circumstances be used. A template Code of Conduct Agreement is available in the Member Resources section of our website here, and should be edited to your specific park needs: <https://ccrvc.ca/wp-content/uploads/2020/03/Park-Code-of-Conduct-Agreement-1.pdf>
- Require those under self-quarantine to post a sign on their RV and at their site to alert other customers who may not know their neighbours are under quarantine.
- It is important to consider requiring that guests are not inviting family members or friends that are NOT staying in your park to visit them at their camp site during this time, to limit spread. This may need to be decided on a case-by-case basis, as local regulations and individual factors need to be considered.
- If your park has a restaurant but it has been ordered closed by a government then consider offering delivery of meals to your customers within the park, or partnering with a local company who can provide these services at this time. Look at offering more goods for sale in your store so your customers can limit trips outside of the park where possible.
- When one of your customers shows signs of the coronavirus and has to leave the park for testing and medical treatment, have them call the office so arrangements can be made to evacuate the areas they will be in. They should call the office when returning to inform the office of their health status. Park owners should have the right to deny those diagnosed with COVID-19 from re-entering or entering their park.





## ENHANCED DAILY PROTOCOLS

In light of the extreme fluidity and unprecedented nature of this entire scenario, there will be consistent necessity for flexibility and adaptation in your policies and protocols. It is important to stay vigilant about necessary changes to your response planning. Fundamentals of utmost importance will of course be enhanced janitorial protocols, but it is also necessary to consider the implications of reduced operation requirements (related to reduced staffing or mitigating the spread of infection), as well as high needs from clients who potentially become ill while on your property. Access to emergency and essential services will remain vital throughout the camping season. Insure that you are communicating all of your policy changes and requirements to your team on a regular basis.



## CANCELLATIONS AND REFUNDS

Campgrounds are establishing policies and plans for processing inevitable reservation cancellations. Some parks are utilizing a timeframe in which to waive any cancellation fees. Some are offering complete refunds with all fees waived regardless of time frame, while others are utilizing their standard cancellation process. Regardless of your selected cancellation terms, it is important that they are clearly displayed on your website and any campground communications with guests.



## EMPLOYEE SUPPORTS

Maintaining good physical and mental health is necessary for you and your staff to continue providing essential services in your organization. Where possible, insuring that breaks are taken and that employees have necessary supplies and equipment makes their daily tasks more efficient and manageable.



## SUPPLIER RESOURCES

Did you know that our supplier agreement with Staples offers a wide variety of commercial products in addition to their store-front office supply products? It is imperative that your campground has access to the supplies necessary to carry out enhanced cleaning and safety measures. Staples is currently waiving all delivery fees as COVID-19 impacts the world. To view their catalog collection that offers everything from electronics and furniture to facility management supplies, toilet paper, and cleaning products, click here:

[https://www.eway.ca/en/Landing/Publications\\_EN](https://www.eway.ca/en/Landing/Publications_EN)

Members of CCRVC can request a Staples Business Advantage account and begin ordering today. Please contact Member Services at [cara@campincanada.ca](mailto:cara@campincanada.ca) to set up your account.

Other CCRVC Supplier Resources that could be of assistance at this time (please contact member services to connect with these providers):

- Grainger
- CE Safety



It is imperative that communications with staff, guests, and the media are concise and focused on your business. Conscious and compassionate reactions that offer sincere understanding of the serious nature of this global issue are of the utmost importance.



### STAFF COMMUNICATIONS

Holding daily overview meetings is recommended, at least in the early stages of this issue. It is also pertinent to put any policy/procedural changes in wording as well – send communications to staff via email in addition to verbal meetings, or consider using a project management app to maintain lines of communication electronically.



### GUEST COMMUNICATIONS

- Maintaining a guest email contact list will be a wonderful tool to utilize at this time, to insure you are able to offer all required information electronically and in a timely manner.
- It is recommended that your guests sign a “Code of Conduct” form (a template version is available on the “resources” page of this document), that includes specifics to your park that you need guests to acknowledge.
- Create a poster about the specific steps that your park is taking in response to the pandemic (ie. Enhanced cleaning procedures, social distancing, facility/amenity closures, etc.) and post it throughout your property.
- Consider adding a page to your website specifically detailing the COVID-19 pandemic and your campground’s response plan.



### NEWS MEDIA COMMUNICATIONS

It is important to consider the potential for news media to contact your business during this unprecedented time, and it is recommended that you have a plan in place for answering questions about your operations. Understanding the severity of the issues, responding with compassion for those directly affected, demonstrating your adherence to local regulations, and answering any inquiries in a calm, professional, informed manner are all recommended.



### SOCIAL MEDIA

Experts are recommending that it is absolutely imperative that you are consciously and actively monitoring your social media channels, due to statistics showing it is the foremost way the public is staying informed regarding COVID-19. Consider other social avenues like “Google My Business” at this time as well. Tips for your social media content at this time include:

- Avoid misinformation: verify any data you are sharing with the public.
- It is recommended that you avoid advertising your park as “safe”, in the event something does happen.
- Be transparent: share information on the things your park is doing to mitigate the impact of this issue on the community and your employees and guests. Consider creating a basic, simple statement outlining your campground response.
- Provide details on your cancellation policies
- Consider dating your posts in the text portion – the rapidity of change means something you post today may no longer be relevant in the future.
- Be personal: remember to demonstrate that you and your staff are human, too. Videos recording FAQ sessions, images of your staff working hard to maintain protocol, etc. will all go a long way in communicating to the public that you’re working hard and taking this situation seriously.
- Continue your regular posting habits to advertise your park, but consideration for altering your messaging is important.



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# INFORMATION RESOURCES

Useful online information sources for up-to-date data



## Details on the Coronavirus Outbreak in Canada from the Federal Government:

Includes current statistics, risks to Canadians, symptoms and treatment, awareness, prevention, preparedness assessments, business guidance and much more.

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>



## World Health Organization (WHO) Workplace Preparedness Guidelines:

Includes current statistics, risks to Canadians, symptoms and treatment, awareness, prevention, preparedness assessments, business guidance and much more.

<https://ccrvc.ca/wp-content/uploads/2019/05/getting-workplace-ready-for-covid-19.pdf>



## World Health Organization (WHO) Reports on Global Outbreak:

Statistics on the Pandemic across the globe.

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>



## Anxiety Canada – What to do if you're anxious or worried about Coronavirus:

Tips and suggestions for coping with anxiety and stress.

<https://www.anxietycanada.com/articles/what-to-do-if-you-are-anxious-or-worried-about-coronavirus-covid-19/>



## Posters – Symptoms and Prevention, Hand Washing, COVID-19 Details, and More

Stock posters from the CDC for display in staff and guest areas.

<https://app.box.com/s/vwlgvsf51641s8rwa33diuvsqftllgi/folder/107207995107>



## Canadian Travel Advisories

Travel restriction information

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html>



## Canadian Business Resources

Information on changes to EI, taxation, employment standards, and support programs for small business and entrepreneurs..

<https://www.tradecommissioner.gc.ca/campaign-campagne/ressources-entreprises-COVID-19-business-resources.aspx?lang=eng>



## Reputation Management Dashboard

Sign up for this tool, offered by Insider Perks, that provides a dynamic dashboard functionality to efficiently manage social media and Google My Business reviews and comments all in one place.

<https://insiderperks.typeform.com/to/kE4UYT>