

**Planning for Doors Open  
Questions & Answers follow-up | May 19, 2020**

**Is there any pressure from levels of government for businesses to reopen when they're allowed?  
Could this impact access to available government funding and subsidies?**

It is understandable and expected that businesses will re-open as owners develop policies, procedures, and access the tools and equipment needed for a safe re-opening. It is important for business owners to understand the specific guidelines or requirements of the funding programs that they may be currently accessing and direct questions regarding continued eligibility to those program contacts.

**Masks, hand sanitizers, peroxide, Lysol sprays are not readily available. How can we get these?**

There are more and more retailers offering masks, hand sanitizers, disinfectant sprays, physical distancing signage, decals, plexiglass, etc. As a provincial Crown Corporation, we cannot recommend individual retailers, but options will continue to increase both locally and online.

**Do you know when provincial hotel guidelines will be released?**

Interim hotel guidance was released on May 11, 2020 and can be found [here](#).

**Are written guidelines of health/hygiene protocols available to download?**

WorkSafeBC provides guidance on [returning to safe operations](#). Many specific sector guidelines are currently available on the WorkSafeBC website, with new sector guidelines being added as they become available.

**Should we be worrying about privacy issues. i.e. asking guests where they have been in the last two weeks. Is it legal to ask guests to fill in a symptoms and risk form?**

Yes. During a public health crisis, privacy laws still apply, but they are not a barrier to appropriate information sharing. The Office of the Privacy Commissioner of Canada has released [this document](#) which provides general guidance on the applicable federal privacy laws relevant to the matter of COVID-19. [Read more](#) about Privacy and the COVID-19 outbreak.

**If a guest exhibits COVID symptoms and is unable to travel home due to restrictions (i.e. "cannot fly") what, if anything, is the government going to do to provide a "safe environment" for this person(s) to quarantine until they are cleared for travel? If they are turned away at the airport? US/CAN border?**

Since March 2020, all international travellers arriving or returning to BC are required by law to self-isolate for 14 days and [complete a self-isolation plan](#). If asymptomatic travellers cannot provide a credible self-isolation plan, they will be required by law to quarantine in a pre-determined location.

[Learn more.](#)

### **What is the protocol for cleaning public washrooms and shared spaces where there is a lot of contact points?**

Please call WorkSafeBC at 1-888-621-7233 for guidance on public spaces and washrooms.

### **What if our renters want to bring friends/family while they're here?**

Each business owner must determine and publicly post a COVID-19 [Safety Plan](#) specific to their business, which would include policies regarding visitors and party size. This will vary based on business-type, location and setting.

### **Do you have a Destination BC guest health screening questionnaire?**

We do not have a health screening questionnaire template, and each business may address this differently. Common questions include:

- Are you feeling sick? (A new cough, headache, weakness, fever, difficulty breathing, etc.)
- Have you travelled outside Canada in the past 14 days?
- Did you provide care or have close contact with a person with COVID-19 (probable or confirmed) while they were ill, and you did not have appropriate PPE?

You may wish to view additional resources on WorkSafeBC's [website](#) for reference.

### **How do we ask staff to deal with guests who will not comply with policies and procedures?**

It is important to ensure your guests are aware of your new COVID-19 policies and procedures in advance of booking with you, including the consequence of not following your guidelines. Staff can be empowered through training to effectively deal with these situations. Please visit [go2HR's website](#) for customer service training programs.

### **What is expected regarding social distancing for tour operators using shuttles, coaches, or busses?**

The Provincial Health Authority continues to advise British Columbians to maintain physical distance of 2 metres, including inside a vehicle like a shuttle or bus. Many larger multi-passenger vehicles like TransLinkBC and others, have been allowing boarding from the rear door only (to maintain a safe physical distance for the driver), running vehicles at 25% capacity, disinfecting between stops, and requiring passengers and staff to wear a mask.

For guidance specific to your business operations, please contact WorkSafeBC's Prevention Information Line at 1-888-621-7233.

**We are a museum with multiple buildings. We are going to direct the traffic flow of visitors from building to building (11 in all) but should we be hand sanitizing at every building or just the first one and let them go from there?**

Hand sanitizing should occur each time a guest is required to make physical contact with an entrance, exit, building doors, or other. For specific guidance for museums, and other arts and cultural facilities, please see WorkSafeBC's [Arts and Cultural Facilities: Protocols for Returning to Operation](#), or contact WorkSafeBC's Prevention Information Line at 1-888-621-7233.

**International tourism is planned to open in phase 4. Before that, do we have any plan to deal with international tour groups when the border opens?**

During this period of travel restrictions, Destination BC continues to engage with our key international tour operators and receptive operator clients by conducting destination training sessions to strengthen their knowledge of BC tourism experiences and keep BC top of mind; we have been hosting virtual sessions with tour operators to network and keep in touch; and lastly, be available to answer ongoing questions that they may have.

When the time comes, Destination BC will be partnering with many key tour operators to promote travel experiences in BC through a variety of marketing activities.

If you have any further questions, please contact Maria Greene at [Maria.Greene@DestinationBC.ca](mailto:Maria.Greene@DestinationBC.ca).

**Are all businesses going to be required to ask their patrons for their name/contact information for the purpose of prospective contact tracing?**

Restaurant, café, and pub owners that collect information from patrons for the purpose of making reservations or seating patrons, are required by [order of the Provincial Health Officer](#) to retain the contact information for one member of every party of patrons for 30 days in the event that there is a need for contact tracing on the part of the medical health officer. [Learn more.](#)

All business owners in British Columbia are responsible for coordinating health and safety at a workplace where workers of two or more employers are working at the same time. This includes doing everything that can reasonably be done to establish and maintain a system or process to ensure compliance with WorkSafeBC laws and regulations generally, including ensuring an effective system to control the risks associated with COVID-19. See WorkSafeBC's Guidelines for [Returning to Safe Operation - Phase 2](#) for further information.

**As most of my clients are international, how do I find out travel and border restrictions?**

Current information regarding travel and Canadian border restrictions is available [here](#), and is updated regularly.

**Is Destination BC able to assist with developing a COVID Cancellation and Booking policy template? This will avoid each of us contacting our lawyers separately. I would also be very good to have consistency throughout our industry.**

Unfortunately, we do not have a template at this time, and are unable to provide legal counsel as each business's cancellation policies will be unique.

- APB's Lawyer Referral Service (supported by the [Province of British Columbia](#)) helps British Columbians of any income to find a suitable lawyer to serve their legal needs. Any member of the public may call the Lawyer Referral Service to contact a lawyer who will meet for up to a half-hour of free legal consultation.
  - email [lawyerreferral@accessprobono.ca](mailto:lawyerreferral@accessprobono.ca) , or
  - phone 604-687-3221 or 1-800-663-1919 Monday to Friday—8:30 am to 5:00 pm
- The Law Society of British Columbia (the official entity that regulates the legal profession in BC) also has a Lawyer Directory, which enables you to search for a lawyer in your area: <https://www.lawsociety.bc.ca/lcbc/apps/lkup/mbr-search.cfm>

**It's still not really clear to me when I can and should open - all around me, Airbnbs are welcoming guests but I'm not sure we should be opening yet - should we?**

Business re-opening is guided by the phases set out in [BC's Restart Plan](#). You must, additionally, put in place and publicly post a [COVID-19 Safety Plan](#) specific to your business that outlines the policies, guidelines, and procedures they have put in place to reduce the risk of COVID-19 transmission.

**As a member of smaller community that is resisting the opening up of the province, any suggestions on how to reassure the community and begin doing business again?**

Tourism is an important economic generator for communities across the province, and recovery plans will take into consideration the guidelines from the Provincial Health Authority, as well as destination capacity and willingness to accept visitors, working with community and regional DMOs to support these efforts and help to mitigate any anti-tourism sentiments.

**What are your recommendations for ad/social media messaging?**

Destination BC provides weekly [Messaging Guidance](#) that aligns with the Provincial Health Office advice, and have developed a new [#ExploreBCLocal Content Toolkit](#) that provides guidance and advice on social media content.

**What do employers do about sick leave entitlement for their employees?**

For employment standards related to leave entitlement please visit the [BC Government website](#).