

Boating *Ontario*

A guide to Social Distancing for marine industry personnel

**Social Distancing
When Boating**

Only boat with those in your immediate household.

No beaching your boat right next to someone else.

Maintain your distance at the fuel dock – and remember to wash your hands.

No rafting up – keep your distance on the water.

No guests on your boat!
This includes family members not in your immediate household or your closest boating buddies.

Go right from your house to the boat and back –
no unnecessary contact with anyone.

**Enjoy your boat, the water and the fresh air;
but enjoy it while boating responsibly.**

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To prevent COVID-19 it is safest to avoid physical contact when greeting. Safe greetings include a wave, a nod, or a bow.

How should I greet another person to avoid catching the new coronavirus?

World Health Organization #Coronavirus #COVID19

1 March 2020

Help reduce the spread of COVID-19
#SocialDistancing

2 metres

CANADA.CA/CORONAVIRUS

Canada

Fine print – All references and recommendations in this guide are intended as a guideline based on knowledge at hand when produced. In all cases personnel should check current government regulations.

All staff must understand that the COVID-19 situation is changing behaviors within the facility – both for staff and our guests. All staff are always expected to strictly adhere to Social Distancing and hand sanitizing protocols.

All staff are to review the new guidelines being distributed to our boaters.

Staff are also encouraged to share areas of concern anywhere in the workplace. Our goal is to provide a safe environment for you and a welcome, safe and responsible facility for all guests.



Use of a logbook / guest book will greatly assist should you need to contact customers who have been in



Sanitizing stations should be sprinkled throughout the facility. These can be readily made in your shop!



Promote social distancing in your retail operations – anywhere consumers need to stand in line

Launch ramp / season

- Boat owners are not permitted to be present for launch unless using their own equipment ie. launching the boat themselves. If customers are launching themselves, direct them to move their vehicle to the parking area once boat is launched and move their boat off the launch ramp immediately to allow the next boater to use the facility.

Parking lots

- Encourage customers to leave space between vehicles/park in every other spot at least. This can be facilitated using boat blocks or stands.

Route from vehicle to boat

- Staff will monitor movement of one family at a time to boat and on the dock.

Loading/Unloading

- Dock carts will not be provided. Staff will no longer assist with loading/unloading of vehicles and boats.
- Boats being dropped off for service should be uncoupled from owner's vehicle by the owner with call made by the owner in advance to arrange service work to be completed

Marina Life

Common areas

Playgrounds & recreation / picnic areas

- Both will remain closed until further notice
- Block off playground and recreation areas. Do not put out picnic tables; if they're out, remove or block off.

Swimming pool/hot tub areas

- These areas will remain closed.
- Do not fill swimming pools and/or hot tubs and block off the surrounding area.

Laundry facilities

- Laundry facilities will remain closed.
- Lock door(s) to facilities if possible or block off area & unhook machines.

Garbage & recycling

- Garbage and recycling facilities will remain open daily as posted; staff will monitor cleanliness
- Additional containers will be distributed across the property
- All staff are to pick up any trash on property and dispose promptly

Washrooms

- Encourage boaters to use onboard facilities as much as possible.
- Cleaning frequency of Private (single person) & shared washrooms will be increased
- Washroom facilities can be fully closed at discretion of staff / marina.

Showers

- Encourage boaters to use onboard facilities as much as possible.
- Only one shower will be open, cleaning frequency will be increased
- Shower facilities can be fully closed at discretion of staff / marina.

Marina services

Staff are reminded to wash their hands frequently. All customers are to use hand sanitizer stations on entering showroom, parts store or service counter.

Workstations, counters, common areas, credit card machines are all to be sanitized frequently.

Access to parts

- Store traffic will be limited, and physical distancing measures are always to be respected. Ideally customers should call or email to discuss their needs and place their order prior to arrival. Safe 'curbside' area has been designated to leave parts to be picked up at agreed upon time. Shipping may be possible – ask your Supervisor

Service & repairs

- All customers are to call or email with their inquiries and requests. Customers dropping boats are to be advised of where boats are to be left. After their departure, staff will move the boat to service area

Boat & Accessory Showrooms

- All retail areas to be fully sanitized daily
- Proper social distancing techniques must be adhered to within showroom, displays and accessory areas.

- Limit the number of people on the showroom floor by encouraging customers to book an appointment for personal walkthroughs
- Pre-record or do live virtual boat showings, make them available on our website and/or social media, email them to prospective clients.

Transactions

- Preferred payment processes are e-transfers, online payments, and credit/debit card.
- Invest in a contactless payment device (such as a Square).
- Consider providing Q-Tips for customers to enter pin/press buttons as a single-use option.
- Sanitize credit/debit machines between each transaction
- Discourage cash transactions for the foreseeable future.

Fueling

- As per the Technical Standards & Safety Authority (TSSA) only marina staff are permitted to fill a vessel and all non-staff must be off the boat before fueling can begin. Boaters should move away from the boat to allow safe social distancing for fuel dock attendants.
- Encourage all customers to allow us to fill their vessel prior to arrival or after departure.
- To limit the number of boats and therefore the number of people on a dock, only allow one boat per fuel dock

Pump out services

- Pump outs are still able to be available. Marina staff should use their keys to remove and replace the waste cap and should be the only ones handling the pump out process, except for flushing water onboard which should be designated to the boat operator. All staff are to wear personal protective equipment during the procedure.
- To limit the number of boats and therefore the number of people on a dock, only allow one boat per service dock.

On & around the docks

Food & drink

- All food and drink are to be consumed on boats. Eating or drinking on the marina property or anywhere on the docks is not permitted

Barbecues

- Boaters are to use onboard cooking facilities as much as possible.
- On shore BBQ's are not allowed.

Social gatherings

- Gatherings are forbidden on the docks, walkways, shore or elsewhere on the marina property.
- All marina-sponsored events have been modified or postponed.

Keeping You Safe!

If you are sick please stay home!

All staff may be screened for health issues, we encourage staff to report any health concerns

Handwashing

- Increase frequency of handwashing and hand hygiene techniques. Proper method for handwashing is as follows:



All staff are to use physical / social distancing protocols when interacting with customers – stay minimum 2 m / 6' apart

Handshakes are deemed forbidden – a respectful nod and a welcoming smile is preferred

Personal Protective Equipment

- Staff are always expected to use as directed, no exceptions

Breaks / Lunch / Meetings

- Maintain social/physical distancing throughout the day regardless of activity. This applies to staff interactions in addition to customer interaction.
- Avoid congregating in close quarters; always keep at least 2m / 6ft between people and do not gather in enclosed spaces.
- Staggered break periods and lunches may be implemented
- Outdoor meetings are encouraged
- Additional ventilation (open windows & doors) will be utilized for indoor spaces