

# **COVID-19 RESPONSE PLAN 2021**

**BY: DOUBLE DECK TOURS**

# **COVID-19 RESPONSE PLAN 2021**



**Double  
Deck  
Tours**

BY AMBASSATOURS GRAY LINE

*An inherent risk of exposure to COVID-19 exists in any place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death.*

*The Government of Canada has outlined proven interventions to limit the spread of COVID-19.*

*Motor coach operators have developed industry standards to promote customer confidence, to ensure the safety and comfort of all passengers, and to reduce the risk of COVID-19.*

*Double Deck Tours will operate in line with all government recommendations and mandates regarding COVID-19.*

*The following document has been developed by Double Deck Tours, utilizing recommendations and guidance from health authorities, from the Government of Canada, the Government of Ontario, and the Ontario Motor Coach Association.*

*We have taken enhanced health and safety measures. These measures are designed to promote cleanliness, physical distancing, and reduced contact. We ask that all guests and staff follow all safety instructions while with Double Deck Tours.*



# PREVENTATIVE MEASURES

Double Deck Tours is committed to providing safe and reliable transportation services. With customer and employee safety as our top priority, we continue to regularly sanitize our buses and to operate them in a manner that allows for appropriate social distancing.

It is important to Double Deck Tours to keep you informed about the proactive steps we are taking to keep our employees and passengers safe during COVID-19. Based on what has been communicated, we have implemented the following preventative measures:

- ☑ All guests will be required to wear a facial covering in situations where social distancing is not possible. This includes while waiting in line, during the boarding process, when exiting the bus, and when attending attractions. We ask everyone to wear a mask throughout the duration of their time with Double Deck Tours.
- ☑ We have reduced the available number of seats on our double deck vehicles to give our staff and guests more personal space.
- ☑ We will continue to wash, disinfect, and sanitize all of our buses on a daily basis
- ☑ We are providing hand sanitizer to all of our employees and guests
- ☑ Disinfectant will be placed on all buses so that high traffic areas, handrails and hard surfaces can be wiped down regularly
- ☑ While on tour, all efforts will be made to allow as much fresh air as possible into the bus.

While travelling, we encourage you to keep in mind the following best practices:

- ☑ Avoid close contact with people who are sick
- ☑ Avoid touching your eyes, nose, and mouth
- ☑ Stay home when you are sick
- ☑ Cover your cough or sneeze with a tissue, then throw the tissue in the trash
- ☑ Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe
- ☑ Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- ☑ If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

We will continue to be vigilant in our actions to ensure the safe travel of our employees and passengers and will post any updates as required.



# 1.

## GUEST SAFETY - RESERVATIONS

---

- ☑ Staff Health Checks Before Shift
- ☑ Physical Spacing In Queue
- ☑ Hand Sanitizer Available
- ☑ Staff Wear Face Coverings At All Times
- ☑ Staff Wear Gloves When Appropriate
- ☑ Increased Signage
- ☑ Additional Support Staff
- ☑ Cashless Sales Encouraged
- ☑ Keypads Sanitized Regularly
- ☑ Paperless/Touchless Ticket Options Available
- ☑ High Touch Areas Sanitized Regularly



# 2.

## GUEST SAFETY - BOARDING

---

- ☑ Physical Spacing In Queue
- ☑ Masks/Face Coverings are Mandatory and to be Worn at All Times for All Staff and Guests (Aged 2+)
- ☑ Additional Support Staff
- ☑ Controlled Boarding Procedures
- ☑ Hand Sanitizer Provided
- ☑ Staff Wear Face Coverings At All Times
- ☑ Staff Wear Gloves When Appropriate
- ☑ High Touch Areas Sanitized Regularly



# 3.

## GUEST SAFETY - ON BUS

---

- ☑ Reduced Capacity
- ☑ Bus Sanitized Before, During, and After All Tours
- ☑ Masks/Face Coverings are Mandatory and Worn at All Times for All Staff and Guests (Aged 2+)
- ☑ Hand Sanitizer Provided
- ☑ All Windows Remain Open for Air Flow
- ☑ On-board Health & Safety Signage and Verbal Messaging
- ☑ Partition Installed Between Driver and Guests





# 4.

## GUEST SAFETY - ATTRACTIONS

---

- ☑ Controlled Disembarkation Procedures
- ☑ Masks/Face Coverings are Mandatory and Worn at All Times for All Staff and Guests (Aged 2+)
- ☑ Physical Spacing While Being Escorted to Attractions by Guide
- ☑ Controlled Admission to Attraction Using Increased Physical Distancing
- ☑ Guide Escorts Group from Attraction to Bus
- ☑ All High-Touch Areas to be Sanitized While Guests at Attraction



# 5.

## SANITIZING - OVERNIGHT

---

- ☑ Thorough Overnight Cleaning and Sanitizing Conducted Daily
- ☑ EPA/Health Canada Approved Products Used
- ☑ All High-Touch Areas Scrubbed and Sanitized
- ☑ All Seats Wiped/Sprayed with Disinfectant Daily
- ☑ Clear Cleaning Procedures Provided
- ☑ Cleanliness Audited Daily Before Departure



# 6.

## SANITIZING - DURING TOUR

---

- ☑ All High-Touch Areas Sanitized While Guests at Attractions
- ☑ Gloves and Masks to be Worn While Sanitizing
- ☑ EPA/Health Canada Approved Products Used



# 7.

## SANITIZING - BETWEEN TOURS

---

- ☑ All High-Touch Areas Sanitized Between Tours / Before New Guests Board
- ☑ Gloves and Masks Worn While Sanitizing
- ☑ Staff Physically Distance While Sanitizing
- ☑ EPA/Health Canada Approved Products Used



# 8.

## STAFF SAFETY - RESERVATIONS

---

- ☑ Staff Health Checks Before Shift
- ☑ Physical Spacing In Queue
- ☑ Hand Sanitizer Available
- ☑ Staff Wear Face Coverings At All Times
- ☑ Staff Wear Gloves When Appropriate
- ☑ Increased Signage
- ☑ Additional Support Staff
- ☑ Cashless Sales Encouraged
- ☑ Keypads Sanitized Regularly
- ☑ Paperless/Touchless Ticket Options Available
- ☑ High Touch Areas Sanitized Regularly



# 9.

## STAFF SAFETY - ON BUS

---

- ☑ Staff Health Checks Before Shift
- ☑ Masks/Visors Provided and Mandatory for Staff
- ☑ Staff Wear Face Coverings At All Times
- ☑ Staff Wear Gloves When Appropriate
- ☑ Each Guide Provided Own Mic Cover
- ☑ Mic and Cord Sanitized After Use
- ☑ Physical Spacing of All Persons on Bus
- ☑ Hand Sanitizer Available
- ☑ Increased Signage
- ☑ Additional Support Staff
- ☑ Paperless/Touchless Ticket Options Available

- ☑ High Touch Areas Sanitized Regularly
- ☑ Partition Installed Between Driver and Guests
- ☑ No Guests Seated Next-To or Across-From Guide





# DOUBLE DECK TOURS

---

[www.doubledecktours.com](http://www.doubledecktours.com)

[info@doubledecktours.com](mailto:info@doubledecktours.com)

905-374-7423



BY AMBASSATOURS GRAY LINE