

Jump 360

COVID-19 Safety Plan



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MISSION

Jump 360' mission is to prevent the spread of COVID-19 in our Facilities.

Purpose

These Health & Safety Guidelines have been established to outline what Jump 360 will do to support the health and safety of our employees and our guests. It is imperative these guidelines instill confidence in our employees and patrons that Jump 360 is committed to providing a safe environment for them when sites re-open. The intended outcome is that no one contracts COVID-19 as a result of a transmission of the virus in the workplace.

A committee comprised of members from front line workers, supervisors, managers and the joint health and safety committee will reach consensus to implement the health and safety guidelines contained in this document. ***See Appendix A-Instructions for managers for safety plans.*** Consensus with all the front line staff, supervisors and the joint health and safety committee will be essential to ensure a unified approach in how we execute these health and safety strategies, including but not limited to physical distancing, cleaning protocols, sanitization, employee safety, Personal Protective Equipment (PPE), managing occupancy and the use of protective shields, such as plexin-glass.

Extensive work will be done to ensure all aspects of the business where health and safety measures could be applied were considered.

EMPLOYEE AND GUEST HEALTH

Employee & Guest Health

The health and safety of our employees and guests is our number one priority.

PHYSICAL DISTANCING

Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines or moving around the property. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. We will comply by public health recommendations and post occupancy levels for all spaces in the facility. ***See Appendix C – Covid 19 Occupancy Limits.***

REDUCTION OF PEOPLE ALLOWED IN THE FACILITY

Jump 360 floor managers and employees will monitor patron capacity to ensure capacity levels are within the appropriately outlined levels. When capacity levels are reached, entrances will

be closed, and a more controlled entry protocol will be activated. Patron lineups outside entrances will be managed with physical distancing guidelines for patrons to follow.

PATRON FACING DIVIDERS

Plexi-dividers or equivalent safety shields will be provided and in various patron facing areas throughout the facility.

Dividers will be in place to allow interactions with patrons to be conducted in the safest way possible. Best practices will continue to be evaluated and applied to business where applicable. Jump 360 will maintain and clean dividers and surrounding areas frequently to assure patrons and employees are kept safe. *See Appendix D-Designing Effective Barriers.*

DISINFECTING FOGGERS

In areas during off times disinfecting foggers will be utilized to ensure thorough disinfecting will be completed. *See Appendix E – Disinfecting Fogger Tracker.*

HAND SANITIZER

Hand sanitizer dispensers will be placed at key guest and employee entrances and contact areas such as main entrance, the Trampoline floor entrance, inflatables, VR rooms, offices and employee workstations, wherever applicable. Patrons will be able to exercise frequent use while interacting with Jump 360 products. This will support patrons to take responsibility for their health and the safety of others while attending Jump 360. Increased sanitization supplies will be available throughout the floor. Hand sanitizers and disinfectant wipes will be strategically placed on the floor in high touch point areas. Jump 360 will determine the best locations in order to ensure full coverage of the floor and to provide easy access for patrons.

See Appendix F – Site Map

FACE COVERINGS

All employees on the floor will wear face coverings. Face coverings for Patrons will be mandatory as per the following phases.

Phase 1 – Staff and Patrons to wear face coverings.

Phase 2 – Masks for patrons will be optional, mask will be mandatory for staff.

Jump 360 will revisit the phasing of patron face coverings and extend timelines further if necessary, to continue to ensure health and safety requirements.

Patrons will not be allowed onto any part of the floor or in any public open spaces without a mask on. Safe protocols will be followed if identification is required through the removal of masks.

See Appendix G-Covid-19-health-safety-selecting-using-masks.

FLOOR SIGNAGE FOR PHYSICAL DISTANCING SPACING

Floor markers will identify and reinforce physical distancing guidelines in strategic areas throughout the facility and will be used to remind patrons to follow physical distancing protocols. These areas will include entrances, areas where patrons line up, and washrooms.

WEBSITE\SOCIAL MEDIA MESSAGING

It is important to keep patrons informed about Jump 360 is doing to keep them safe. This will ensure there is a consistent messaging used in order to reinforce the importance of the application of health and safety practices.

There will be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks.

SITE SIGNAGE

Signage will be used to support the physical distancing message and highlight hygiene etiquette. Signage will be posted at entrances, on the floor and back of house as reminders of the rules for entry to property. Visuals and messaging will be created that can constantly be shown on the floor via Signs and/or other digital screens. These images and messages will be constantly monitored and updated after opening to ensure patrons receive relevant and current information for best practices. Signage on the floor, bathrooms and other patron areas will be used to reinforce health and safety and provide patrons reminders on physical distancing protocols.

BACK OF THE HOUSE SIGNAGE

Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces and social distancing.

See Appendix G - Covid-19-health-safety-selecting-using-masks, Appendix H – help-prevent-spread-covid-19-cover-coughs-sneezes and Appendix I - help-prevent-spread-covid-19-handwashing.

EMPLOYEE & GUEST HEALTH CONCERNS

Jump 360 will have policies in place for employees who have symptoms of a cold, flu, or COVID-19.

See Appendix J-Jump 360 Covid Sick Policy. All employees will sign a declaration form prior to reopening. Jump 360 will provide returning employees a copy of the declaration form to sign and keep copies on file that will be signed off annually. All new employees after reopening will also be required to sign the declaration form. ***See Appendix K – Staff Covid Declaration Form.***

Jump 360 will establish protocols for all employees to have pre-shift health checks on an ongoing basis. If an employee develops COVID-19 symptoms, protocols to report it to the healthy authority will be followed. ***See Appendix L -Health Check Procedure and Sign off.***

Our employees have been given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to the management. We will be ready to provide support to our guests. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees and guests who are exhibiting any

of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager.

During the Pandemic occupational first aid attendants (OFFAs) will continue to offer treatment to workers as necessary. Because of the possibility of community infection, we will modify our standard protocol for first aid treatment to reduce the potential for transmission. Guidelines provided by WorksafeBC alongside current public health directives will be used to help create guidelines.

See Appendix M – OFFA Protocols during the Covid-19 Pandemic.

CASE NOTIFICATION. If we are alerted to a presumptive case of COVID-19 at Jump 360, we will work with the health authority to follow the appropriate actions recommended by it.

See Appendix O - What to do if an employee/patron has a presumed case of Covid19.

EMPLOYEE'S RESPONSIBILITIES

Jump 360 Employees are vital for an effective sanitation and health program.

Social Distancing

Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. We will comply by public health recommendations and post signage for reminders.

Hand Washing

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All Jump 360 employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 30 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the floor, going on break and before or after starting a shift.

Personal Protective Equipment (PPE)

Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to provincial or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the facility, until we receive confirmation that it is safe to discontinue, will be provided a mask and required to wear that mask while in back of house where distancing measure cannot be accommodated or in public areas. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including Janitorial, public area attendants and staff in direct contact with guests.

Daily Pre-Shift & Timekeeping

Employee pre-shift meetings will be conducted in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume. Hand sanitizer will be available at each timeclock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are

Ongoing Training

All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact. In our business, we have provided restart training for all our staff and will be conducting training updates through email to our staff. This will ensure that any changing regulations are enforced and to respond to any concerns being brought forward by staff or guests. Our goal for our training is to ensure that our staff is safe in our workplace. Each staff person has agreed to our health check, as this is our front-line defense against COVID-19 in our workplace.

Our training covers: Physical distancing measures, Sanitation and cleaning product instructions and sitting time and daily cleaning and deep cleaning checklists.

See Appendix N - Covid Safety and Sanitation Protocol.

Staff have a designated person to speak to who they can ask COVID-19 related questions to. Jump 360 has also developed protocol for employees for what to do if they have or witness a presumed case of Covid-19.

See Appendix O - What to do if an employee or a patron has a presumed case of Covid-19.

SPECIFIC POLICIES

ENTERING INTO THE FACILITY

- Employees to familiarize themselves with hand sanitizer and mask distribution points for guests and coworkers.
- Jump 360 will not have more patrons in the facility than outlined in the phased re-opening plan.
- Managers and employees will monitor patron capacity in order to gauge occupancy. When capacity levels are reached, entrances will be closed, and a more controlled entry protocol will be activated.
- Patron lineups outside entrances will be managed with physical distancing guidelines for patrons to follow.
- Patron facing dividers will be installed to allow necessary requirements.
- Number of people allowed in the facility will be monitored by employees and managers.

- Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines or moving around the property.
- Signage will be used to support the physical distancing message and highlight hygiene etiquette.
- Visitors will be screened and asked to use hand sanitizer and told to wear a mask (which will be provided if they do not have one).
- We will create signage to assist with entering and exiting.
- Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the facility.
- All high-touch surfaces within the entrance including door handles, equipment, and seating areas are included in cleaning and disinfecting protocols.

CASH DESK

- Patron facing dividers will be installed at all cash desks
- Guest facing counters to be sanitized at least once per hour
- Guests to maintain six feet of separation while waiting in line with the spacing to be clearly marked on the floor
- Hand sanitizer bottles are located on the guest counter at the Cash Desk
- Signage will be used to support the physical distancing message and highlight hygiene etiquette.
- All high-touch surfaces within the desk including door handles and equipment are included in cleaning and disinfecting protocols.
- Cash handling procedures will be in place for handling cash.

STAFF AREAS/STAFF PROTOCOL

Back of the House. The frequency of cleaning and sanitizing will also increase in high traffic employee lockers, loading areas and offices.

Shared Equipment. Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee.

Staffing Protocols.

- We require staff to declare that they will not come to work if they have had symptoms of COVID-19 in the 10 days prior to their shift. Should staff experience symptoms of COVID-19, they are required to contact Public Health at 8-1-1 and self-isolate if required.
- We have also required staff to refrain from coming to work if they have had close exposure to a person currently diagnosed with COVID-19.
- Anyone who is returning to our workplace after travelling must have self-isolated for 14 days while monitoring for symptoms before they can work in our business.
- We have set in place staggered arrivals, breaks and shift ends, allowing 15 minutes between shift starts.

- All staff must wash their hands upon arrival at work at the beginning of each shift and upon return from any breaks.
- Visitors to our back of house for deliveries and service are recorded as follows to assist with tracking in our delivery log.
- We have posted a Health Resource document to orient our staff to COVID-19 and any related health, bullying and mental health resources.
- We are actively monitoring our social media and our guest feedback online and in person to ensure that we are not experiencing any backlash or negative engagement with customers and managing difficult situations accordingly to assist our staff through this difficult transition.

MENTAL HEALTH OF OUR EMPLOYEES

With so much happening, it's normal to feel worried and overwhelmed. It's important to look after your mental health and well-being during COVID-19. Find tips and resources in our Mental Health Resource Document.

See Appendix P-Mental Health Resource Document.

CONCLUSION

These guidelines were established based on the information available at the time of creation. It is anticipated processes will evolve and these guidelines will be revised based on experience from other jurisdictions and official guidance and recommendations from the BC CDC, BC Ministry of Health and Dr. Bonnie Henry in relation to preventing the spread of COVID-19. BCLC will keep SPs informed of any changes to the guidelines to allow plans to be updated as necessary.

APPENDIXES:

Appendix A – Jump 360 Instructions for Managers

Appendix B – Jump 360 Covid Declaration Form

Appendix C – Covid-19-occupancy-limit

Appendix D - Poster - Effective Barriers

Appendix E - Disinfecting Fogger Checklist

Appendix F – J360 Site Map

Appendix G - Covid-19-health-safety-selecting-using-masks

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Appendix M - ofaa-protocols-covid-19

Appendix N - Covid Safety and Sanitation Protocol

Appendix O - Jump 360 What to do if you have an employee or a patron with a presumed case of Covid

Appendix P – Jump 360 Mental Health Resource Document