



2021

Arcadia Virtual Reality Lounge Covid-19 Operating Guidelines



Arcadia Virtual Reality Lounge, Inc.

1/1/2021

Arcadia Virtual Reality Lounge 2021 Covid-19

Updated Operations Guidelines

The purpose of this document is to prepare for our business operations with recommendations and suggestions to reduce the risk of viral contagion and comply with local operating requirements to protect Arcadia Virtual Reality Lounge employees and guests.

On March 26, 2020, the BC Government issued the following:

"The Provincial Health Officer has ordered some types of businesses to close. Any business or service that has not been ordered to close and is also not identified on the essential service list may stay open if they can adapt their services and workplace to the orders and recommendations of the PHO."

Arcadia Virtual Reality Lounge is an entertainment facility that offers two separate paid activities. Our activities include our Standard VR Booth Experience, and the Hyper Reality Experience. The Standard Booths, by design, allow only one participant in each booth, sized 10' x 10'. This allows inherent social distancing from other participants. Our Hyper Reality Experience allows up to three persons in the space, 15' x 15'. Exposure of participants to staff time is limited. The main percentage of Arcadia VR's visitors are made up of family members and others who live in the same home and thus do not need to be physically distanced from each other (we will refer to these groups as bubbles). Policies have been put in place to ensure that social distancing requirements between separate bubbles are followed.

In order to comply with federal, provincial, and regional recommendations Arcadia Virtual Reality Lounge has audited our facilities and activities to identify which can be safely adapted under COVID-19 restrictions are dedicated to following protocols while the COVID-19 situation continues to evolve.

We want our staff and customers to know that we are doing everything in our power to make their work and play here at Arcadia Virtual Reality Lounge a fun and exciting experience. Thank you to everyone for your cooperation and dedication to making our environment healthy and happy.

STAY STRONG, STAY HEALTHY WE'VE GOT THIS!!!!

Staff policy and support

STAFF ILLNESS POLICY

Staff who exhibit COVID-19 symptoms, such as fever, trouble breathing, dry cough, fatigue, sore throat and aches and pains, shall remain at home and contact Health Link BC at 8-1-1. If an employee during work begins to show even mild symptoms of the listed symptoms above for COVID-19, they will be sent home immediately, where they will contact 8-1-1 or a doctor for further guidance.

STAFF RESPONSIBILITIES

Staff must review self-assessment guidelines prior to each shift and assess that they are not feeling any of the COVID-19 symptoms. Supervisors will visually monitor staff throughout the day to assess any early warning signs as to the status of their health and to touch base on how they are regarding their personal safety throughout the workday.

If symptoms are uncertain, staff should always resort to the available online self-assessment tool:
<https://bc.thrive.health/covid19/en>

If a staff tests positive for COVID-19

The staff member will not be permitted to return to work until they test free of the COVID-19 virus. Any Staff who works closely with the infected member will also be removed from the workplace for a minimum of 14 days to ensure the infection does not spread further into the workplace.

If a Team Member has been tested and is waiting for the results of a COVID-19 Test

- As with the confirmed case, the employee will be removed from the workplace.
- The Public Health Agency of Canada advises that any person who has even mild symptoms to stay home and call the local or regional public health authority.
- Other Team Members who may have been exposed will be informed and removed from the workplace for at least 14 days or until the diagnosis of COVID-19 is ruled out by health authorities.
- The workspace will be closed off, cleaned, and disinfected immediately in addition to any other surfaces that could have potentially been infected/touched.

If a staff has come in to contact with someone who has COVID-19

If contact is confirmed, the staff member will be removed from the workplace for a minimum of 14 days. Co-workers who may have come into close contact with the staff member will also be removed from the workplace for a minimum of 14 days. The workspace will be closed off, cleaned, and disinfected immediately and any other surfaces that could have potentially been infected/touched.

Employee Support

If a staff member is directed to stay home or is sick with COVID-19, Arcadia Virtual Reality Lounge management will be in touch immediately to provide guidance and support. The Employee Assistance Plan (EAP) will also be available for support where needed.

Quarantine or self-isolate if:

- You have travelled outside of Canada within the last 14 days.
- You have any symptoms of COVID-19.
- You are from a household with someone showing symptoms of COVID-19.
- You are in quarantine or self-isolating as a result of contact with an infected person or in families who are self-isolating.

Staff without symptoms

Staff without symptoms of COVID-19 are welcome in the workplace if they adhere to the following:

- Maintain proper hand washing protocols.
- Practice physical distancing.
- Inform their supervisor or manager immediately if at any time, they feel any symptoms of COVID-19.
- Avoid touching eyes, nose, or mouth with unwashed hands or when wearing gloves.
- Cover their mouth and nose with a face covering.
- If soap and water are not available, use an alcohol-based hand sanitizer.
- Clean and disinfect frequently touched objects and workstation surfaces.

Extended staff training

This training will include items such as:

- Personal Hygiene best practices.
- Available Personal Protective Equipment.
- Proper mask use.
- COVID-19 disease transmission methods, signs, and symptoms.
- Cleaning and sanitizing a workspace.
- Physical distancing rules.
- Stay at home policy for sick or ill staff.

PHYSICAL DISTANCING

As defined by the BC Centre for Disease Control, physical distancing means limiting close contact with others. When outside of your home, practicing social distancing by keeping two meters (six feet) away from one another whenever possible is something we can all do to help stop the spread of COVID-19.

All Staff and guests are expected to practice social distancing as follows:

- Minimize interactions with others whenever possible.
- Keep at least two meters distance between yourself and others.
- Do not shake hands with customers or staff, nod, or wave instead.
- Follow social distancing protocols for shifts, breaks and staff meetings.
- When social distancing is not possible, face coverings must be worn.

Step 1: Assess the risks at your workplace

- We have involved frontline workers, supervisors, and management in assessing the risks of our facility.
- We have identified areas where people gather, such as break rooms, production lines, and meeting rooms.
 - Behind the desk
 - Hyper reality
 - Backroom
- We have identified job tasks and processes where workers are close to one another or members of the public. This can occur in your workplace, in worker vehicles, or at other work locations (if your workers travel offsite as part of their jobs).
 - Putting multiple people in same hyper reality when busy sometimes takes multiple people to be quick.
 - Taking on/off headsets of customers
- We have identified the tools, machinery, and equipment that workers share while working.
 - Keyboards, Mouse, Computers etc.
 - Debit Machine
 - Calculator, Pens, markers etc.
 - Telephones
 - Chairs
 - Coffee Machine
 - Batteries
- We have identified surfaces that people touch often, such as doorknobs, elevator buttons, and light switches.
 - Door handles, Doorknobs, Door glass
 - Sign in Tablets
 - Debit Machine
 - Arcade Machine
 - Counters
 - Water cooler
 - Toilets
 - Headsets
 - Hand controllers, steering wheels, and haptic guns (controllers)

Step 2: Implement protocols to reduce the risks

Select and implement protocols to minimize the risks of transmission. Look to the following for information, input, and guidance:

- Maintaining physical distance
 - Occupancy limits to smaller areas within the facility including bathrooms, corridors, breakroom, main arcade area.
 - We have eliminated the use of our party room.
- Where physical distance cannot be maintained
 - Plexiglass Barriers have been installed.
 - Staff is required to wear masks.
 - Customers are required to wear masks as per the health mandate.
 - Reduction of staffing overlap.
 - Best efforts to maintain a 2-meter distance whenever possible.
- Cleaning and hygiene
 - Hand washing/ sanitizing upon arrival at work, before and after breaks, after eating or handling money.
 - All items handled by customer or staff should be wiped and sanitize.
 - Game lists are not left out to touch and if given are not returned.

Installation of Plexiglas barriers

Physical barriers will be used in locations where physical distancing becomes a challenge. Plexiglass barriers will be installed at each retail and guest services location.

Introducing no-contact payments

Whenever possible no-contact payment systems will be introduced and utilized to help reduce the spread of diseases. If pin-pads on payment machines have to be used, they are to be cleaned frequently.

Removal of common touch points

To slow the spread virus Arcadia Virtual Reality Lounge will audit the premise and remove any commonly touched item deemed unnecessary. For example, but not limited to: waiver tablets, shared coloring crayons, game lists, etc.

Staff must wash/sanitize hands

Frequent and proper handwashing is encouraged as the best way of preventing all viral respiratory infections and other illnesses.

Staff will follow hand washing procedures, as well as a hand sanitizer being readily available at workstation. All staff must wash hands with soap for at least 20 seconds once they arrive at work, every time they enter a new workplace. Staff is also required to wash hands each time gloves are put on and taken off. <https://www.youtube.com/watch?v=oOP-0d1mJfA>

If soap and water are not available, alcohol-based hand rubs (ABHR) / hand sanitizer can be used to clean your hands if they are not visibly soiled. If they are visibly soiled, use a wipe and then ABHR to effectively clean them.

STAFF MUST WEAR PROPER PROTECTIVE EQUIPMENT

Personal Protective Equipment (P.P.E.) related to the prevention and spread of diseases will be categorized in a three-level system.

- **Low Risk** – tasks where an employee can work isolated, has access to hand washing facilities and does not encounter publicly touched items.
- **Moderate Risk** – physical distancing is adhered to, but gloves might be worn to protect the staff member for certain items they are required to touch. A mask will be recommended occasionally during moderate risk activities.
- **High Risk** - tasks where staff members cannot maintain social distancing of 6 feet e.g., putting guests into the headsets, attaching hand held controllers to customer's wrists, assisting with control buttons. Plexiglas portable wall or a mask, gloves and/or a shield will be recommended in all of these situations. If gloves are to be used, staff should wash their hands thoroughly before putting on the gloves. Change the gloves before they handle money, credit card machines, cleaners, and after other contamination. Wearing gloves does not exclude a staff member from washing their hands.

Employee operational changes

There will be many new operational changes introduced that will affect staff daily, some of those changes include:

- Meetings will happen in a large enough area to allow for physical distancing.
- Many of the daily tasks will be communicated through email or text.
- Reduction of staff on shift at any one time to reduce contact.
- Each staff will be assigned a locker for personal items that will not be available to the public or other staff members.

Breakroom facilities

The following policies will be introduced:

- A maximum of two staff members will be allowed in the main breakroom at any given time.
- Time spent inside the main breakroom will be limited to necessary tasks such as, but not limited to refrigeration usage, microwave use, signing in and out of their shifts, storing their gear or personal items.

First Aid Care Facility:

- The first aid care facility which is used for secondary assessments will only be used if it is deemed critical.

- If a patient is treated in the first aid care facility, the staff will sanitize all surfaces post treatment.
- Splints and blankets must be sanitized after each use.
- Absolutely no food or drink in any first aid care facilities.
- No unnecessary staff or guests permitted in the first aid care facility. When providing treatment friends family and other staff will be asked to wait outside with the exception of parents of children patients.

Step 3: Develop Staff Policies

- Arcadia Virtual Reality Lounge has developed the necessary policies to manage our workplace, including policies around who can be at the workplace, how to address illness that arises at the workplace, and how workers can be kept safe in adjusted working conditions. These policies are communicated clearly to workers through training, signage, and reminders as required.
- Any staff who is or has experienced symptoms (symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat and new muscle aches or headache) of COVID-19 must self-isolate at home for 14 days and monitor symptoms.
- If workers start to feel ill while at work, they should notify their supervisor or manager on shift immediately. If the manager or supervisor on shift becomes ill, contact closest manager or supervisor by phone and leave immediately.
 - Contact emergency contact or 911 if worker is severely ill.
 - Sanitize everything the sick worker has come into contact with.

STEP 4: DEVELOP COMMUNICATION PLANS AND TRAINING

- **STAFF**
 - Everyone entering the workplace, including workers from other employers, knows how to keep themselves safe while at Arcadia Virtual Reality Lounge
 - A training plan is in place to ensure all employees are familiar with workplace policies and procedures.
 - Supervisors have been trained on monitoring staff.
 - Workers have been trained on policies for staying home when sick or exposed.
- **Guests**
 - Signage is posted at main entrance indicating who is restricted from entering the premise.
 - Signage is posted at main entrance indicating occupancy limits for within the building.
 - Signage is posted at main entrance requiring everyone to wear a face mask.
 - Signage is posted throughout the facility on proper handwashing practices.
 - Signage is posted within the facility where sub-sections have individual capacity limits.

Step 5: Monitor the workplace and update plan as needed

- As circumstances evolve, Arcadia Virtual Reality Management will update these policies. Reasons for update may include:
 - Identification of a new area for concern.
 - Identification of a policy that does not function as intended.
 - New health orders are mandated, or current ones lifted.
- Workers who have any safety or health concerns can always voice those concerns to the manager in person or anonymously via note. Staff and management will work together to address any concerns and change policy to make every worker feel safe at work.

CLEANING DEFINITIONS

Cleaning: generally, refers to the removal of germs, dirt, and impurities from surfaces – making a visual difference. It does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

Sanitizing: takes place after cleaning to reduce the level of bacteria to a safe level when following the manufacturer’s instruction for concentration and contact time. When sanitizers are used at the no-rinse concentration level it does not need to be rinsed off with clean potable water. Disinfectants are different from sanitizers in that they have a greater ability to destroy bacteria, viruses, and molds. Disinfectants are used at a higher concentration and require a longer contact time than sanitizers. Arcadia Virtual Reality Lounge will be using cleaning, disinfecting, and sanitizing products that have been listed by Health Canada as likely to be effective and may be used against SARS-CoV-2, the coronavirus that causes COVID-19.

(<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>).

Disinfecting: refers to using chemicals to kill bacteria and viruses on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

COVID-19 is susceptible to disinfectants and sanitizers.

PRODUCT	DEFINITION	APPLICATION	PROTECTION LEVEL
Multi-Surface Cleaner	Use full-strength or dilute 250 mL per 4L of warm water apply to surface until thoroughly wet. Wipe with a clean cloth, sponge, or mop. To Sanitize/Disinfect: Pre-clean surface Apply to surface until thoroughly wet. To Sanitize: Leave for 1 minute before wiping. To Disinfect: Leave for 10 minutes before wiping. Rinse all food contact surfaces with water after using the product	Disinfectant that meet Health Canada's, requirements for emerging viral pathogens. These authorized disinfectants may be used against SARS-CoV-2	Advanced disinfectant and sanitizer for Hard surfaces
Bleach (6%) solution	100/1 dilution of sodium hypochlorite solution with water used to disinfect surfaces, 10mL bleach to 1 Litre of water. Minimum contact time of 10 minutes in a single application. Air dry.	Recommended by the BCCDC for disinfecting non-pours surfaces	General use disinfectant and sanitizer for Hard surfaces
Neutral Disinfectant cleaner	Use 3.9 mL per liter of water for a minimum contact time of 10 minutes in a single application. Can be applied with a mop, sponge, cloth, coarse spray or by soaking. The recommended use solution is prepared fresh for each use then discarded. Air Dry.	Approved for use against the coronavirus disinfecting non-pours surfaces	Advanced disinfectant and sanitizer for Hard surfaces, low acidity
Disinfecting Wet Wipes 70% Alcohol	To sanitize / disinfect: Pre-clean surface. Use 70% alcohol based fresh wipes to thoroughly wet surface. To sanitize: Allow surface to remain wet for 10 seconds. Air Dry.	Single use isopropyl alcohol wet wipes, disposable	Safe to use on electronics including Smartphones, Tablets and POS equipment
Touch Free Hand Sanitizer	Minimum 70% alcohol hand sanitizer solution, rub hands together until dry.	To clean hands if handwashing is not available	General use to kill bacteria and viruses

Implement effective cleaning and hygiene practices:

- We have reviewed the information on cleaning and disinfecting surfaces.
- Our Workplace has enough handwashing facilities on site for all our workers. Handwashing locations are visible and easily accessed.
- We have policies that specify when workers must wash their hands and we have communicated good hygiene practices to workers. Frequent handwashing and good hygiene practices are essential to reduce the spread of the virus.
- We have implemented cleaning protocols for all common areas and surfaces – e.g., washrooms, tools, equipment, vehicle interiors, shared tables, desks, light switches, and door handles. This includes the frequency that these items must be cleaned (number of times per day) as well as the timing (before and after shift, after lunch, after use).
- Workers who are cleaning have adequate training and materials.
- We have removed unnecessary tools and equipment to simplify the cleaning process – Shared utensils and plates.

Cleaning Protocols

- All employees must clean, and it is a shared task. Employees must wipe and disinfect all door handles and light switches, all desk and shelves, computer screens, keyboards, mouse, phone, debit machine, coffee machine, lockers, headsets and controllers, plexiglass, chair seats and chair bases on the hour or after touching.

Washrooms

- Washrooms will be sanitized on regular basis and deep-cleaned each night.
- The maximum number of guests permitted to use a washroom at any given time may be limited to ensure proper traffic flow and social distancing measures are adhered to.
- Washrooms will only be available to staff and customers of Arcadia VR.

MAINTENANCE FACILITY CLEANLINESS:

All door handles, counters, light switches, and other high touch items must be disinfected several times per day depending on the amount of use. Hand sanitizer will be placed throughout maintenance area. All employees must share the responsibility of keeping the facility clean and sanitized.

MEDIA AND GUEST INTERACTIONS

Media

Consistent with existing media policy, employees are asked not to speak to the media on any issue unless they are authorized to do so by a member of the Management Team. This includes any media enquiries related to COVID-19. Designated spokespersons are the only authorized staff to make statements to the media.

Social Media

Staff of Arcadia Virtual Reality Lounge are encouraged to continue engaging on social media channels, but it is important to do so in a manner that does not negatively impact ongoing business or reputation. This includes not addressing specific workplace issues through social media or sharing confidential and sensitive information. Employees are asked to abide by existing social media policy in the context of COVID-19 and the implementation of these new policies and protocols.

Guest Interactions

While practicing these new safety measures, employees may encounter questions or comments from guests. If a guest within the facility is looking for further information or clarification of policies and safety measures, please direct them to the COVID-19 related information on our website.

If a guest is upset or concerned, staff are instructed to contact their Manager or Upper Management. Do not go into specifics or make comments related to their feedback.

Disciplinary Action(s)

It is expected that protocols in this document and new procedures introduced are followed by all staff where applicable. Standard disciplinary actions will be enforced for failure to follow the newly established procedures.

STANDARD GUEST POLICIES AND PROTOCOLS

General outline for guests

- If you have underlying medical conditions, it is recommended that you not visit Arcadia Virtual Reality Lounge
- Anyone displaying symptoms of COVID-19 which primarily displays as a persistent cough will not be permitted.
- If you do not feel well, please stay home, and, when in doubt, call 8-1-1 or get tested.
- If you have traveled outside of Canada, you are not permitted at our park until you have self-isolated for a minimum of 14 days.
- If you live in a household with someone who has COVID-19 or is showing symptoms of COVID-19, please do not come to our park.
- Participants of the Arcadia Virtual Reality Lounge are required to wear face coverings when unable to social distance. Participants may provide their own or Arcadia will provide one at no cost.
- Following the recommendations of Health Canada, all non-participating visitors must wear a mask or some face covering while in the facility.

Hand washing and sanitizer to be available and used

Arcadia Virtual Reality Lounge will be providing hand sanitizer in key locations and recommend that guests make use of them.

Physical distancing

Physical Distancing is required whenever possible. Signage will be posted in multiple locations to remind customers to do so.

Washroom Use

- Washrooms will be available to Arcadia VR Guests only and will be disinfected frequently.
- Washrooms are equipped with soap, water, and disposable paper towels.

COMMUNICATION AND SIGNAGE

Information posted on websites:

Information regarding procedures will be posted on our website for review by guests at any time. All staff will be made aware of this page so that they can refer to it and direct guests to the page when deemed appropriate.

Educational signage

COVID-19 poses new health risks to the general public, Arcadia Virtual Reality Lounge will work towards educating all guests through the use of signage within the facility with a clear concise message.

Sign Placement

COVID-19 educational signs will be placed at the following locations:

- Outside and within Arcadia Virtual Reality Lounge entrance.
- Washroom facilities.
- Staff rooms, offices, and common workplaces.
- Anywhere a line up may form.

Signage types (below are samples of signage that may be used):

- Hand washing protocols.
- Physical distancing guidelines.
- Physical distancing reminders.
- Capacity limitations
- COVID-19 general information boards.
- Clean / Used indicators.

Coronavirus COVID-19
BC Centre for Disease Control | BC Ministry of Health

REDUCE THE SPREAD OF COVID-19

PHYSICAL DISTANCING IN PROGRESS

Maintain a distance of at least 2 arms lengths from others.

If you have fever, a new cough, or are having difficulty breathing, call 8-1-1.

Coronavirus COVID-19
BC Centre for Disease Control | BC Ministry of Health

Hand Hygiene

SOAP OR ALCOHOL-BASED HAND RUB: Which is best? Either will clean your hands: use soap and water if hands are visibly soiled.

Remove hand and wrist jewellery

HOW TO HAND WASH		HOW TO USE HAND RUB
1. Wet hands with water and turn on soap.	2. Apply liquid or foam soap.	1. Cover both surfaces: back of hand, wrist and under thumb.
3. Rub hands together at least 20 seconds.	4. Rinse thoroughly under running water.	2. Apply about a 1/2 cup, hand amount to your hands.
5. Dry hands with a towel or air-dryer.	6. Use paper towel to turn off faucet.	3. Rub all surfaces of your hands: palm to palm, back of hand to palm, wrist to wrist, 20 seconds.

If you have fever, a new cough, or are having difficulty breathing, call 8-1-1.

MASK REQUIRED

Protect each other
Wear a face covering
Cover your nose, mouth, and chin
Required by the Face Covering By-law
Does not apply to those who are unable to wear a face covering as a result of a medical condition or a disability.

A face covering or mask can be cloth (non-medical) or disposable.

niagarairegion.ca/COVID19

NOTICE

MAXIMUM OCCUPANCY

PEOPLE

Barcode and QR code area.

12.00 in

7.79 in

STAY SAFE

Protect yourself and others from viral infections

WASH YOUR HANDS Wash your Hands frequently for at least 20 seconds or use an alcohol based hand sanitizer.	COVER UP Cover you cough and sneeze with your elbow or a tissue, then dispose of the tissue in a trash can.	KEEP YOUR DISTANCE Avoid contact with others by standing more than 6 feet from other people.

Practicing good hand and sneeze/cough hygiene is the best defense against most viruses. Virus is most likely spread from person-to-person through direct or close contact.

NOTICE

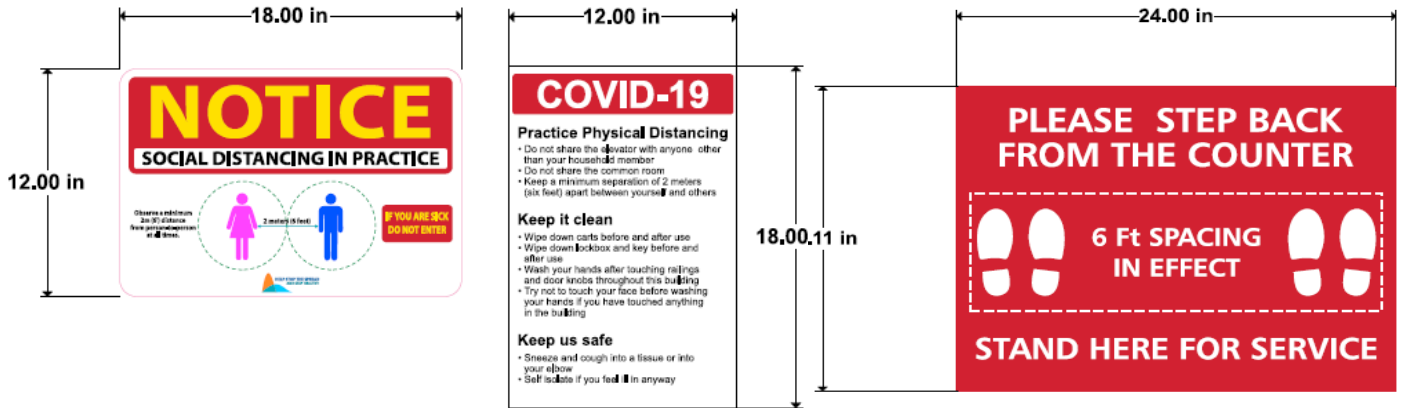
PRACTICE SOCIAL DISTANCING

8.05 in

6 FEET

Maintain minimum distance of at least 6 feet all times

DO NOT ENTER IF SICK



Media posts

All necessary information will be made available to guests, before they arrive, on Arcadia Virtual Reality Lounges' website. This is to help guests take our health measures into consideration while making plans and to help communicate our new rules and regulations.

Arcadia Virtual Reality Lounge Activities

- All activities will have reduced capacity to allow for social distancing and no large groupings of people.
- All guests will be encouraged to complete a waiver prior to using the equipment. All touch points such as clip boards and pens will be sanitized after each use.
- Each guest will be required to fill out a Covid questionnaire (adults may do so for children) prior to using the facility.
- Guests will be required to use hand sanitizer upon arrival and prior to entering any activity.
- Employees will be required to wear a mask or face shield, when preparing guests for any activities, assisting guests within the activities, and removing them from the activities
- Guests are required to wear a face covering any time a staff member is not able to social distance from them, such as when they are preparing, assisting, or removing guests from any activity.