

Manual Ref:
PFC-SAF-001



Pacific Flying Club
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**COVID-19 Policy and
Protocols**

Pacific Flying Club

COVID-19 Policies and Protocols



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Purpose

This document is intended to provide guidance for Pacific Flying Club management and staff on processes and protocols required to operate safely during the COVID-19 pandemic and fully document procedures in effect as at the date of this manual.

These policies, protocols and procedures should remain in place for the duration of the COVID-19 pandemic. As conditions change, Pacific Flying Club will adapt their policies and procedures to reflect the current situation, including the latest instructions or guidance from relevant governments and health authorities.

Background

SARS-CoV-2, the virus that causes COVID-19, has spread throughout the world and to all provinces and territories in Canada. In response to this pandemic, Pacific Flying Club voluntarily suspended all flight training operations and ceased business on March 20, 2020.

Pilot training represents a particular challenge with respect to infection control, given that much of the training necessarily requires two people to work within the confined space of a small aircraft cockpit. These policies and procedures draw on guidance from the Public Health Agency of Canada (PHAC) and the British Columbia Provincial Health Officer and the American Centres for Disease Control and Prevention (CDC), as well as the experience of people who have safely operated under comparable circumstances for decades, such as flight paramedics.

Definitions

“Employees”: Anyone who performs work for the employer in exchange for compensation. Employees can be full-time, part-time, or contract.

“Employer”: The individual or organization with authority over employees and responsibility for operation of the flight training unit.

“Facility”: A place, amenity, or piece of equipment provided for a particular purpose. This includes buildings, hangars, flight training devices, and aircraft.

“Fomite”: Inanimate objects or materials which are likely to carry infection, such as clothes, utensils, and furniture.

“FTD”: Flight Training Device. A full-scale replica of an airplane cockpit that may not have the motion or visual systems associated with flight simulators.

“FTU”: Flight Training Unit. An organization approved by Transport Canada to conduct flight training for the purpose of licensing pilots in Canada.

“PFC”: Pacific Flying Club

“Shall”, or “will”: Precedes an action that is considered essential, or necessary

“Should”, or “may”: Precedes a recommended action that is strongly encouraged but not necessary

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Principles

Policies and procedures in this document are based on the following principles:

1. Minimize contact between people
 - a. Maintain physical distance of 2m (6 ft) whenever possible
 - i. Distance learning when possible
 - b. Minimize number of people inside the same building at the same time
2. Minimize opportunities for transmission
 - a. Fomite management
 - b. Enhanced cleaning
 - c. Personal Protective Equipment (PPE)
3. Prevent anyone showing signs of illness from entering facility
 - a. Screening Procedure
 - b. Exclusion after exposure policy
 - c. Record keeping
4. Promote compliance
 - a. Training and awareness
5. Maintain flight safety
 - a. Ongoing risk assessment of policies and procedures

Policies

COVID-19 Training Policy

Training is essential in order to ensure that everyone accessing Club facilities understands the risks of COVID-19, and why they are being asked to take the measures that will be asked of them.

Understanding will enhance compliance. Employees and non-employees may be treated differently under this policy, so long as each group has the knowledge they need to understand and mitigate the risks associated with COVID-19. Appendix A contains some of the links to resources for general information on COVID-19 that the training encompasses.

The Executive Director has implemented a Training Program that includes the following topics:

- i. Why it is important to slow the spread of COVID-19
- ii. Common virus transmission vectors
- iii. Understanding and recognition of COVID-19 symptoms
- iv. Proper handwashing
- v. Proper donning (putting on) and doffing (taking off) of PPE
- vi. Cleaning protocols in building
- vii. Aircraft specific protocols under dual and solo
- viii. Access to PFC facilities

The use of published protocols, COVID manual, videos and checklists have been introduced to ensure all staff and members are trained.

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This training will be delivered remotely, where possible. Each employee must demonstrate an understanding upon completion of the training by achieving a passing mark of 100% on a formally recorded assessment. Successful completion of the training will be noted in the employee's company employment records and kept on file for not less than one year. All employees will sign an acknowledgment they have been trained and reviewed this document and all other training material and videos.

Students and members shall indicate that they have read and understood the information contained in the document "Return to Modified Operations" (Appendix B) by an acknowledgement on the sign-out sheet for the aircraft and on "Daily Sign In" (Appendix C).

Recurrent training will be conducted whenever significant changes to Provincial regulations or to PFC policy/protocols occur.

Minimal Contact Policy

PFC will endeavour to minimize unnecessary contact between individuals in order to reduce the possibility of direct transmission of disease from person to person.

To this end, PFC will ensure that there are a minimum number of employees necessary to maintain company operations at its facilities at any given time. Most employees have their own office and will be normally working from that personal space.

Access to company facilities is restricted to only those employees and members or students who are scheduled to be there at that time. Physical distancing recommendations of the governing health authority are to be respected within company facilities to the extent that duties allow. Where physical distancing is not possible, a mask must be worn.

Whenever possible, ground schools and intercompany meetings are being conducted by video conference or other remote communication technologies until a vaccine or information from the BC Public Health Officer indicates it is safe to do so. The Executive Director will define which activities must take place at company facilities (e.g. flight training and written examinations), and which activities may be conducted remotely. Instructors are encouraged to conduct ground briefings by utilizing one of the on-line learning programs (such as Zoom) if possible, to reduce number of people in the building.

Employee Schedule

Employees are permitted within company facilities when and where they are scheduled to work. Instructors who are not booked to fly shall not be on Club premises unless authorized by the Executive Director or the Manager Flight Training or the Manager Multi Engine Operations.

Physical Distancing

Where possible, PFC has implemented physical distancing that complies with current recommendations of the British Columbia Public Health Office. Such recommendations include a minimum distance between people, such as 2m (6 ft), a maximum number of people per room or per building (less than 50), and other restrictions.

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Changes such as rearrangement or removal of desks/furniture, or placing markings on floor to indicate minimum allowable distances and direction of personnel flow have been implemented as necessary to facilitate this policy. Rooms have been shuttered if not required to reduce exposure and risk.

PFC management have implemented steps to prevent individuals within the facility from unnecessarily gathering in groups. The ground school room has been configured to allow only ground briefing using office dividers to partition off space. Only one person is allowed in the kitchen at any time. Students are not allowed on premises for self-study...this should be completed at home. Halls have been designated one way. The upstairs area is cordoned off during normal operations and will be open only to accommodate enhanced social distancing if the main floor ground briefing spaces are all utilized.

Where physical distancing is not possible, such as during flight training in an aircraft, personal protective equipment (PPE) is required according to the company's PPE Policy. For all dual flights, both the instructor and student must wear a mask. Cleaning the aircraft surfaces before each flight and after each flight are requirements. A video is available as a training resource outlining proper procedures.

Fomite Management Policy

PFC has taken steps to minimize opportunities for transmission of pathogens such as SARS-CoV-2 by implementing a Cleaning Procedure for all objects and surfaces that are frequently exposed to multiple individuals. Non-essential areas within buildings have been closed, and use of shared materials such as pens and paper is also restricted. Proper hand-washing facilities are available, and hand sanitizer is accessible throughout PFC facilities in order to further reduce the likelihood of infection through contact with contaminated surfaces.

Checklists are being used to ensure that procedures are carried out correctly. The Executive Director and his management team will ensure that employees are familiar with each checklist, as well as when and where they are to be used. (See Appendix E)

Cleaning and Disinfecting of Objects and Surfaces

High-touch surfaces in all shared facilities, including aircraft, are being disinfected regularly according to the company's Cleaning and Disinfecting Procedures. Cleaning/Disinfecting Procedures may differ based on the equipment or surfaces being cleaned. For example, aircraft and FTD interiors may require different products and procedures than building interiors; kitchens may require different procedures than dispatch counters.

PFC has implemented Cleaning and Disinfecting Procedures that include at least the following:

- i. The surfaces or equipment to which the procedure applies
- ii. The types of cleaning and disinfecting products that may be used
- iii. Method of application and removal of products, as applicable
- iv. Any other information about the cleaning product required by applicable health and safety regulations

The building is cleaned twice per week by professional cleaners. The surfaces are cleaned twice per day by assigned staff. A cleaning checklist is attached in Appendix E.

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Closure of Non-Essential Areas

Non-essential areas within facilities shall be closed in order to reduce the number of surfaces where infection can occur. Examples of such areas may include kitchen, ground school rooms that are not required, break areas, access to upstairs briefing and ground school rooms, simulators unused and flight planning areas (if all flight planning activities can be done off-site).

Shared Material

Shared material such as pens, paper, and books will be removed to the extent possible. Where pen and paper are necessary, such as for regulatory documents, contact with these items will be limited to as few people as possible.

Sharing of personal items such as pilot headsets shall not be permitted as long as COVID-19 remains a threat. *During the pandemic, headset rentals are prohibited.*

Hand Cleaning

PFC will ensure that ample opportunity exists for hand washing or hand sanitization within company facilities, using appropriate hand-cleaning products and procedures supplied by the employer. Hand sanitizers are available upon entering facilities, at dispatch, on flight planning counters, and at the exit to the aircraft apron and from the building.

Frequent hand washing with soap and water is encouraged. Hand washing stations with soap are located in each washroom and kitchen.

Enhanced Cleaning and Disinfecting

“Enhanced” cleaning and disinfecting procedures go above and beyond what is routinely practiced, even during the COVID-19 pandemic, and are intended for special circumstances such as when illness is detected within a company’s population. PFC will follow the latest guidance available from the BC Public Health Authority on what to do in these circumstances.

Personal Protective Equipment (PPE) Policy

PPE is equipment worn by an individual to minimize exposure to specific hazards. Examples of PPE include respirators, face shields, and gloves. When used correctly, PPE is effective at preventing the spread of disease directly through airborne droplets, as well as indirectly through contact with contaminated surfaces. PFC will implement PPE policies that at a minimum, include the following:

- i. The type of PPE that must be worn, and under what circumstances. This will include how PPE will be used in lieu of physical distancing inside aircraft.
- ii. Where and how to obtain clean PPE
- iii. How to correctly wear the PPE
- iv. Where and how to dispose of used PPE

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Respiratory Protection

Surgical masks are a barrier to splashes, droplets, and saliva¹, and do not require fit testing as they do not depend on a tight seal. Non-surgical face coverings, made of cloth or other material, act as a barrier preventing the person being covered from spreading large droplets through the air.

Wearing face coverings helps people, who may have COVID-19 and not know it, avoid transmitting the virus to others². PFC requires everyone to wear a face cover when it is not possible to maintain the physical distance requirement of 2 meters or 6 feet.

Masks must be worn at all times in an aircraft where there are two or more on board. Masks must be worn by all passengers in a solo or rental flying environment and by the pilot if his passengers are not a part of their household.

Gloves

Wearing gloves, disposable or not, can be an effective way of preventing the spread of disease by touching contaminated surfaces. However, it is important to remember that contaminated gloves can spread disease just as easily as contaminated hands or surfaces. Therefore, gloves are best used only when it is necessary to touch surfaces that may be contaminated, especially during cleaning or disinfecting. Contaminated gloves must be carefully removed as soon as possible after the source of contamination has been eliminated. Gloves are available at the apron exit or at dispatch for all people flying and must be worn when cleaning aircraft and when cleaning facilities.

Inside Aircraft

The Club's PPE policy will ensure that flight safety is not diminished by the pilots' use of PPE. The experience of medevac pilots has shown that PPE, including masks and gloves, can be used safely during flight. The Club will take the necessary steps to ensure that pilots are safe and comfortable with the PPE requirement in lieu of physical distancing.

Access Control

Access control policies will reduce the likelihood that infected individuals will enter the property. It will also collect information that will be useful should infection be detected within the company's population. Strict access control affords PFC the opportunity to have a record of who was on company property and when. This information will allow PFC or the governing health authority to contact individuals who may have been exposed to an infected person and have them self-isolate to minimize the chances of infecting more people. Ultimately, this will slow the rate of infection and hasten the conditions under which procedures like this are no longer required.

¹ Canadian Centre for Occupational Health and Safety (CCOHS):
https://www.ccohs.ca/oshanswers/prevention/ppe/surgical_mask.html

² Federal Aviation Administration (FAA):
https://www.faa.gov/other_visit/aviation_industry/airline_operators/airline_safety/safo/all_safo/media/2020/SAFO20009.pdf

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Entry to Club Facilities

Prior to coming to the Club:

1. All staff, members and students shall ensure they have followed all public health officials' protocols in terms of social distancing, travel and health.
2. People who have travelled internationally shall not be permitted within the Club or to fly for 14 days. People who have travelled out of province will meet with a senior manager to assess their travel risks prior to being allowed access to the Club's facility.
3. Anyone who may have been exposed to the Coronavirus must not come to the Club. Likely exposure includes a sick household member or partner, caring for someone who is sick, being within 2 metres or 6 feet of a sick person for a prolonged period of time (i.e. ten minutes or more). A more comprehensive list of exposure and symptom criteria is included in Appendix C.
4. Book aircraft and instructor according to normal booking system procedures.
5. If available, the member/student should obtain their own mask for dual flights although Pacific Flying Club will have a supply on hand for distribution.

Before accessing Club facilities, all individuals must either pass the company's Screening Procedure (Appendix C), show a Club issued wristband indicating that they have passed the company's Screening Procedure during the day, or produce proof that they are immune to COVID-19, or otherwise incapable of contracting or transmitting it. This proof must be generally accepted as valid by BC Public Health Office. Examples of acceptable proof may include documentation provided by a doctor or health authority stating immunity due to previous infection or inoculation, or results of an approved COVID-19 test taken that shows immunity or no infection.

PFC shall keep a record of everyone who enters their facility, including the date and time, temperature taken, questionnaire confirmation, and the screening result (pass/fail). Under no circumstances will the number of people in the building exceed 50. The screener shall monitor the number of active sign-ins and ask the day's monitor to do a physical count if the number signed in is close to 50. Please refer to Appendix B, Return to Modified Operations, for general information provided to members and students.

PFC's Screening Procedure includes at least the following:

- i. Controlled access to schedules, including the Employee Schedule, as required in accordance with the Minimal Contact Policy
- ii. Maintaining a list of individuals who are excluded from company facilities in accordance with the Confirmed or Possible Exposure Policy
- iii. Completion of a questionnaire for individuals to verbally self-report symptoms of illness (e.g. sore throat), and possible exposure through contact with an infected person
- iv. An objective test for signs of illness (e.g. fever)
- v. Maintain a record of screening results

Following a successful Screening Procedure, individuals are informed of any special procedures that must be followed with respect to infection control while accessing company facilities during that day. A wristband will be issued for the day to confirm proof of entry screening.

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Individuals who fail the screening test are excluded from company facilities.

Exit from Company Facilities

To complete the information collected upon entering the facility, the Pacific Flying Club has implemented an Exit Procedure that includes at least the following:

- i. A record of when individuals leave the facility, to facilitate contact tracing as necessary.
- ii. Individuals leaving the facility for the day should notify the screener of their departure.

Record Keeping

Records relating to this policy, including screening results and entry/exit times, will be kept on file for at least two months, or as required to conduct contact tracing in the event infection is detected within the company's population.

Records will be kept in a secure location and protected in accordance with applicable privacy laws.

Confirmed or Possible Exposure Policy

In the event that confirmed or presumptive cases of COVID-19 are identified within the PFC population, the Executive Director will take steps to minimize the possibility of further infection. The Exposure Procedure will include the following:

- i. Exclusion of affected individual(s) from company facilities
- ii. Notification of Fraser Health Public Health Office at South Delta at 604-952-3550
- iii. Notification of individuals who have been in close contact with the affected individual within the past two days³. These individuals will also be excluded from company facilities if advised by the Public Health Officer.
- iv. Disinfection of affected individual's workstation or belongings located in company facilities, as applicable

The policy will also apply if an individual within the population is likely to have been exposed to the virus. Likely exposure includes⁴:

- I. A sick household member or intimate partner
- II. Taking care of a sick person without using PPE; or
- III. Being within 2 meters (6 feet) of a sick person for a prolonged period of time (i.e. 10 minutes or longer)

³ Government of Canada – Public health management of cases and contacts associated with COVID-19: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/health-professionals/interim-guidance-cases-contacts.html>

⁴ Federal Aviation Administration (FAA):

https://www.faa.gov/other_visit/aviation_industry/airline_operators/airline_safety/safo/all_safo/media/2020/SAFO20009.pdf

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- NOTE: Data are insufficient to precisely define the duration of time that constitutes a prolonged exposure. Brief interactions are less likely to result in transmission; however, it is important to consider the person's symptoms and the type of interaction.

This policy will also apply to individuals affected by Government of Canada travel restrictions, as they apply to requirements for self-isolation. Employees, students and members who travel out of the country shall not be permitted on Club premises or in Club aircraft within 14 days of their return.

Discontinuation of Isolation Policy

PFC will not permit any individual who has been subject to the Confirmed or Possible Exposure policy, or otherwise required to isolate him/herself, to access company facilities until that individual meets the criteria of the discontinuing self-isolation as determined by the BC Public Health Officer.

Government of Canada guidance in this area can also be found at: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/health-professionals/interim-guidance-cases-contacts.html>

Equivalent Flight Safety Policy

Aviation operations are complex, and even small procedural changes can hide increased risk and unintended consequences. PFC has assessed the effect that these additional policies have on their operation and has taken necessary steps to maintain equivalent or higher level of flight safety. Club management has completed a safety risk assessment and provides guidance to their employees on the importance of safety reporting during these abnormal operations. Flight safety and occupational health are two imperatives that must co-exist in order for flight training operations to resume safely.

Procedures

Cleaning and Disinfecting Procedure

The majority of the following information was sourced from the American Centres for Disease Control and Prevention (CDC) at: <https://www.cdc.gov/coronavirus/2019-ncov/communication/guidance-list.html?Sort=Date%3A%3Adesc>

Procedure to Clean and Disinfect Hard Surfaces and Objects

Frequency

- High touch surfaces within facilities will be cleaned and disinfected at least twice in every 24-hour period by a person specifically assigned that responsibility for the day
- High touch surfaces within aircraft will be cleaned and disinfected before and after each flight by the Pilot In Command (and the student in the case of dual flight instruction).
- Wear disposable gloves to clean and disinfect.

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Cleaning Within the Club

- Wear disposable gloves to clean and disinfect.
- A schedule of assigned cleaning shall be established and circulated among those staff responsible.
- The cleaner shall use the checklist of areas to be cleaned (Appendix E)
- Clean surfaces using soap and water or disinfectant or general all-purpose cleaner provided by Club.
- Twice daily cleaning of frequently touched surfaces. High touch surfaces include:
 - Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, seats, armrests, entrance and exits, etc.
- Clean the area or item with soap and water or another detergent if it is dirty. Then, use a household disinfectant.
- Health Canada provides a list of hard-surface disinfectants and hand sanitizers (COVID-19): <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html#tbl1>
- Follow the instructions on the label to ensure safe and effective use of the product.
- Many products recommend:
 - Keeping the disinfectant in contact with the surface for a period of time (see product label)
 - Precautions such as wearing gloves and making sure you have good ventilation during use of the product.
- Diluted household bleach solutions may also be used if appropriate for the surface.
 - Check the label to see if your bleach is intended for disinfection, and ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening may not be suitable for disinfection.
 - Unexpired household bleach will be effective against coronaviruses when properly diluted (at least 1000ppm sodium hypochlorite⁵). Follow manufacturer's instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser. Leave solution on the surface for at least 1 minute.
 - To make a bleach solution, mix:
 - 5 tablespoons (1/3rd cup) bleach per gallon of water
 - OR
 - 4 teaspoons bleach per quart of water
- Alcohol solutions with at least 70% alcohol may also be used.

⁵ CDC "Cleaning and Disinfection for Households": <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfection.html>

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Cleaning and Disinfection of Soft Surfaces

For soft surfaces such as upholstered seats, carpeted floor, rugs, and curtains

- Clean the surface using soap and water or with cleaners appropriate for use on these surfaces.
 - Launder items (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- OR
- Disinfect using an appropriate disinfectant
 - Health Canada provides a list of hard-surface disinfectants and hand sanitizers (COVID-19):
<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html#tbl1>
 - Not all hard-surface disinfectants are appropriate for soft surfaces. Vital Oxide (DIN 02422654) is one product that is indicated for use on hard and soft surfaces.

Electronics

For electronics, such as tablets, touch screens, keyboards, and remote controls.

- Follow manufacturer's instruction for cleaning and disinfecting
 - If no guidance, use alcohol-based wipes or sprays containing at least 70% alcohol. Dry surface thoroughly.
 - Clean surfaces twice daily with disinfectant

Hand Washing

- All staff and students should wash their hands often with soap and water for at least 20 seconds.
 - Always wash immediately after removing gloves and after contact with a person who is sick.
- Hand sanitizer: If soap and water are not readily available and hands are not visibly dirty, use a hand sanitizer that contains at least 60% alcohol. However, if hands are visibly dirty, always wash hands with soap and water. Hand sanitizer is available at multiple stations at the Club.
- Additional key times to clean hands include:
 - After blowing one's nose, coughing, or sneezing
 - After using the washroom
 - Before eating or preparing food
 - After contact with animals or pets
 - Before and after providing routine care for another person who needs assistance (e.g. a child)
- Avoid touching your eyes, nose, and mouth with unwashed hands.

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Cleaning Aircraft Protocols

Pilots are required to wipe down the following areas prior to and after each flight using disinfectant and disposable gloves provided by the Club:

- Door handles inside and outside
- Inside of side windows and window latches
- Seatbelts
- Control column
- Engine controls
- Avionics controls
- Seats

Note that the use of some cleaners can damage aircraft components and you should only use cleaners provided by PFC. Under no circumstances is PPE to be left in aircraft or at the Club. All disposable PPE must be disposed of following use or taken with student or staff member for disposal.

Simulator

The same wipe down of surfaces should be done as in aircraft (including seats and all touch surfaces).

Other Cleaning Protocols

- Aircraft documents and logbooks shall be wiped down by the Pilot In Command (PIC) on return of the documents.

Screening Procedure

- One door (the “main entrance”) shall be designated for entry into company facilities for both staff and members and students. Other doors within the Club facilities do not permit access.
- One employee (“the screener”) is stationed near the entrance and is given PPE appropriate under the assumption that everyone he/she screens could be infected. The screener shall wear gloves and mask if not behind Plexiglas.
- The screener has given a script with screening questions and a process for dealing with those that fail the screening tests.
- Signs are placed in the vicinity of the screening area to support this activity
- Hand sanitizer is available at the screening table or counter.
- The conditions for access to the facility are clearly posted
- Individuals who have already been screened within the current day may present proof of their successful screening by showing a wristband which will enable them to bypass the remaining safety procedures.



- The screener has access to the booking schedule and a staff list. Each person not on the list will be asked the purpose of their visit and if approved, be subject to same screening regimen. This includes people who only wish to purchase pilot supplies or obtain information on the Club.
 - The screener has access to the Exclusion List, in accordance with the Confirmed or Possible Exposure Policy and will deny access to anyone on the Exclusion List.
- PFC Screening Script:
 - “Good morning/afternoon! We are conducting active screening for potential risks of COVID-19 with everyone entering the building to ensure the safety and well-being of everyone.”

Questions:

1. Have you experienced any cold or flu-like symptoms in the last 14 days (including: fever, new or worsening cough, stuffy or runny nose, sore throat/painful swallowing, difficulty breathing, diarrhea, nausea and/or vomiting, loss of sense of smell, muscle aches, loss of appetite, chills, headache, fatigue)?
 2. Have you or anyone living with you travelled internationally or out of province within the past 14 days? Travel from outside the province requires additional risk assessment from a senior manager prior to entrance to the Club.
 3. Have you or anyone living with you had close contact with or cared for someone diagnosed with COVID -19 or any acute respiratory illness within the last 14 days?
 4. Have you been told to self-isolate in accordance with Public Health directives?
- If the individual answers NO to all questions, they have passed the questionnaire and can continue with further screening.
 - If the individual answers YES to any of the screening questions, or refuses to answer, then they have failed the screening and cannot enter the building
 - For visitors, vendors, volunteers: “I’m sorry but based on these answers, I’m not able to let you enter the facility today. Please contact your local public health authority for further instruction.”
 - If they become upset, please contact a senior manager
 - For employees, or contract employees: “I’m sorry but based on these answers, I’m not able to let you enter the facility today. Please contact <manager’s name> to let them know and follow their instructions.”
 - Upon successful completion of the questionnaire, the screener will measure the temperature of the visitor using a contactless infrared thermometer
 - If the visitor’s temperature is normal (less than 37.6°C or 99.7°F), they have passed the screening and may enter.
 - “You’re cleared to enter the building. Please use the hand sanitizer before you go. Thank you for your patience and enjoy the rest of your day”
 - They are reminded to let us know when they leave for the day.

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- A coloured paper wristband is given to individuals upon successful completion of screening. Care is taken not to unnecessarily increase contact by this procedure. Wristbands will be changed daily, and employees are instructed to look for them so that any lapses in screening can be easily identified and corrected. Access to company facilities is only granted to those who present the correct wristband and comply with other access requirements, as applicable.
- The name of the individual, the result of the screening (pass/fail/NA), as well as the date and time screening were completed will be recorded and kept on file according to the company's Access Control Policy. See Appendix C for screening log.

Exit Procedure

- The main entrance is not available for exiting. Exiting the building is available through the doors to the apron and the north doors.
- Signs are placed on all other doors identifying the requirement to exit through the designated door
- Doors are not locked, or otherwise prevented from opening from the inside
- A person leaving the premises for the day shall advise the screener so their departure time can be recorded.
- The screener should explain to each individual that this is for the purposes of contact tracing should an infection be discovered.

Exposure Procedure

- Individuals identified under the company's Confirmed or Possible Exposure Policy will be:
 - Told to contact their local health authority
 - Excluded from company facilities until the conditions of the Discontinuation of Isolation Policy are met.
- The names of excluded individuals will be placed on an "Exclusion List"
 - This list will be available to the screener according to the Access Control Policy.
 - In the case of a BCIT student, BCIT's Chief Instructor will be notified the student has been added to the "Exclusion List"
- If an individual develops symptoms of COVID-19, the individual will
 - Immediately notify the Executive Director in the case of an employee or student or member
 - Immediately take steps to protect others by excluding him/herself from the facility and following guidance of the governing health authority
- If an individual develops symptoms of COVID-19 while on company premises, the Club will:
 - Take immediate steps to facilitate that individual returning to their residence, or to a medical facility as appropriate to the circumstances
 - Ensure that the individual has appropriate PPE, including facemask
 - Ensure that the individual does not take public transit or ride sharing services
 - Arrange private medical transport, if necessary, by contacting the local health authority
 - In the case of a BCIT student, notify BCIT's Chief Instructor

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- If an individual is confirmed to have COVID-19, or has symptoms of COVID-19, or is likely to have been exposed to COVID-19, the Club will:
 - Immediately close the affected facility or facilities temporarily to prevent further infection until enhanced cleaning can be completed
 - Immediately attempt to notify every individual identified as having contact with the affected person according to the Confirmed or Possible Exposure Policy
 - Identify and contact these individuals using information collected in accordance with the Access Control Policy.
 - Carry out enhanced cleaning and disinfecting of the affected person’s workstation and other high-touch objects and likely sources of contamination according to the Fomite Management Policy
 - In the case of a BCIT student, notify BCIT’s Chief Instructor of the situation
 - Notify Fraser Valley Health Authority at 604-952-3550 (www.fraserhealth.ca)
- If an individual is subject to the Exposure Procedure for other reasons, such as mandatory self-isolation following travel, the individual will be instructed to self-isolate until the conditions of the Discontinuation of Isolation Policy are met.
 - Contact tracing is not required under these circumstances
 - Enhanced cleaning of workstation is not required under these circumstances

Longer Cross-Country Trips

1. Pilots are requested to limit the amount of time at destination/airports.
2. Only fuelling aircraft is permitted at destination airports
3. Pilots should bring their own food to avoid contact with airport personnel or food service providers.
4. There will be no approval of “out of province” flights at this time.
5. There will be no approval of United States flights at this time.

Other COVID Safety Protocols and Limitations

1. Aircraft documents and logbooks shall be wiped down by the Pilot In Command (PIC).
2. Non-touch payment for services is available if card on file.
3. Plexiglas has been installed to maintain physical distancing between dispatcher and members.
4. No congregating in groups permitted within Club premises including parking lot and apron.
5. A designated staff member (normally the Supervising Instructor) will be monitoring the Club daily for compliance with the protocols.
6. Only 1 person is permitted in the kitchen at a time
7. Coffee is not available onsite at this time.
8. Twice per day, high touch surfaces in the Club shall be cleaned and disinfected by staff.
9. Ground schools shall be held by use of an on-line platform (such as Zoom) at this time. Online ground school is also available.

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10. Jiffy hoods for IFR training should be wiped down prior to and following each use by the instructor.
11. For smaller ground briefing rooms, masks will be required if there is more than 1 person in the room.
12. The ground school room has been rearranged to allow for several ground briefings to be conducted at the same time using furniture placement and signage to allow for social distancing.
13. PFC pens are not be left at the Club or reused by a different individual. Please take your pen with you.
14. We encourage people to bring their own re-usable masks. Disposable masks are available to those who do not have a mask.
15. No one should be in the building without a valid reason. Once a flight is completed or purchase or service enacted, both staff, club members, and students should leave to ensure only those requiring to be onsite have access and social distancing is enhanced.
16. All staff, club members, and students are requested to minimize their time at dispatch to ensure there is adequate distancing and waits or queues are kept to a minimum.
17. Where possible, meetings will be conducted by Zoom or other videoconferencing programs.

Transport Canada Announced Exemptions re: Licencing, Medicals and Written Examinations

Transport Canada has issued a number of exemptions extending the validity of medicals, flight test validity and expiry dates, written examination requirements and expiry dates and extensions on the Aviation Document Booklet. Students and members should check these exemptions at www.tc.gc.ca or contact the Executive Director of the Club.

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APPENDIX A: COVID 19 – General Information

The following resources form part of the PFC employee training protocols:

General Information on COVID-19 – what it is, symptoms, spread

<http://www.bccdc.ca/health-info/diseases-conditions/covid-19>

Transport Canada – COVID-19 Guidance for the Canadian Aviation Industry:

<https://www.tc.gc.ca/en/initiatives/covid-19-measures-updates-guidance-tc/covid-19-guidance-canadian-aviation-industry.html>

Government of Canada – COVID-19 Outbreak Update: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

American Centres for Disease Control and Prevention – COVID-19 Information:

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

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APPENDIX B: Return to Modified Operations (Handout given to members)

Pacific Flying Club is planning a slow resumption of services using enhanced safety and health protocols to ensure the safety and health of our employees, staff, members and students. These protocols will likely change and will be monitored daily. Effective May 12, 2020, dual, solo, simulator or aircraft rentals may take place under the following protocols.

Prior to Coming to the Club:

All staff, members and students should ensure they have followed all public health officials' protocols in terms of social distancing, travel and health. People who have travelled out of province shall not be permitted within the Club or flying for 14 days.

Anyone who may have been exposed to the coronavirus must not come to the Club. Likely exposure includes a sick household member or partner, caring for someone who is sick, being within 6 feet of a sick person for a prolonged period of time (i.e. 10 min or more)

Book aircraft and instructor according to normal booking system protocols.

If available, obtain your own mask for dual flights.

Do Not Come to Club If:

- You have experienced any cold or flu-like symptoms in the last 14 days (including: fever, new or worsening cough, stuffy or runny nose, sore throat/painful swallowing, difficulty breathing, diarrhea, nausea and/or vomiting, loss of sense of smell, muscle aches, loss of appetite, chills, headache, or fatigue).
- You or anyone living with you, travelled internationally or out of province within the past 14 days. (NOTE: Travel from outside the province requires additional risk assessment from a senior manager prior to entrance to the Club).
- You or anyone living with you, had close contact with or cared for someone diagnosed with COVID -19 or any acute respiratory illness within the last 14 days.
- You have been told to self-isolate in accordance with Public Health directives.

Protocols for Entering the Club, Flying and Exiting:

Book through online booking system – where supervision is required for a solo flight, please contact your instructor or Paul Harris, Clark Duimel, or Marcel Gimenez by email or text message. To limit the number of people onsite, students and members are required to do as much pre-flight planning at home as possible prior to coming to the Club. This will help reduce the number of people in the building and social distancing.

Physical distancing recommendations of the public health authority shall be enforced such as minimum distancing between people and number of people per room or building. Where social distancing cannot be maintained, masks must be worn.

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All people that are looking to enter the Club facilities will have their temperature checked upon entering the Club and be issued a wristband for the day confirming they have been screened. Anyone with a temperature of 37.6°C (99.7°F) and above will not be permitted to enter the Club or fly.

A questionnaire to confirm adherence to recommended public health protocols shall be conducted verbally. A staff member will then register the person as onsite confirming they have been issued a wristband, passed the temperature check, understand Club protocols and questioned about health.

Social distancing measures will be strictly enforced within the Club and outside on the apron. Signage indicating distances and arrows have been installed.

The number of people within the building will be monitored to ensure good social distancing. If waiting to enter the Club or if there is a wait for a dispatcher, please ensure you are 2 meters away from the next person.

All flights will require the normal paperwork, supervision and documentation.

Office hours are variable at this time but will normally be 7:30 am to 7:30 pm. For bookings outside of these times, the normal after-hours procedures for sign outs and accessing documents and oil will be in effect. Please ensure you have the safe and gate codes if you are flying outside these hours.

Access to the maintenance hangar is prohibited. Maintenance assistance can be summoned through the Dispatcher on duty.

When leaving Club for the day, please notify the screener so they may sign you out.

The main entrance door is only used for entering the Club. To exit the Club, you may use the brown doors to the north of the main entrance or may exit the building through the doors to the apron and exit to parking lot through the gate.

All students, staff and members onsite should frequently wash their hands and refrain from touching face. Hand soap is available in all washrooms and kitchens. Hand sanitizer is available on entry to the Club and at dispatch.

Aircraft Cleaning Protocols

Pilots are required to wipe down the following areas prior to and after each flight using disinfectant and disposable gloves provided by Club:

- Door handles inside and outside
- Inside of side windows and latches
- Seatbelts
- Control Column
- Engine controls
- Avionics control
- Seats

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Flying Protocols

Where possible, pre-flight planning should be done prior to arrival at the Club to reduce numbers in the building.

Pilots are required to bring their own headset. Headset rentals are not available at this time. Headsets are available for purchase at a 15% savings.

Access to the apron is available through the double doors to the apron. This exit is not available for re-entry to the Club.

To re-enter the Club from the apron following a pre-flight inspection or following a flight, you must exit the apron through the gate and re-enter Club through main doors showing your wristband to confirm you have been cleared for entry that day.

All dual flights require both instructor and student to wear masks. Rental pilots must ensure their passengers wear masks unless they live with them.

Disposable gloves are required for pre and post flight cleaning of aircraft surfaces.

Under no circumstances are PPE to be left in aircraft or at the Club. All disposable PPE must be disposed of following use or taken with student or staff member for disposal.

Longer Cross Country Trips

No overnight trips at this time.

All pilots are requested to limit the amount of time at away airports.

Only plan for fuelling while at away airports...food should be brought with you.

Aircraft are not permitted out of province at this time.

Flying to the US is prohibited.

Simulator

Dual and wholesale simulator services are permitted. Physical distancing is required in the simulators. The same wipe down of surfaces should be done as in aircraft including seats. Where social distancing cannot be maintained, masks shall be required by both instructor and student.

Other COVID Safety Protocols and Limitations

Aircraft documents and logbooks shall be wiped down by the dispatcher on the return of documents.

Non-touch payment for services is available if card on file.

Plexiglas has been installed to maintain physical distancing between dispatcher and members.

No congregating in groups permitted within Club premises including parking lot and apron.

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A designated staff member will be monitoring the Club for adherence to all protocols daily to ensure compliance.

Only 1 person is permitted in the kitchen at a time

Coffee is not available onsite at this time.

Twice per day, high touch surfaces in the Club shall be cleaned and disinfected by staff.

Ground schools shall be held by Zoom at this time. Online ground school is also available.

Jiffy hoods for IFR training should be wiped down prior to and following each use by the instructor.

For smaller ground briefing rooms, masks will be required if there is more than 1 person in the room.

The ground school room has been rearranged to allow for several ground briefings to be conducted at the same time using barriers and furniture placement to allow for social distancing.

PFC pens are not be left at the Club or reused. Please take your pen with you.

We encourage people to bring their own re-usable masks. Disposable masks are available to those who do not have a mask.

No one should be in the building without a valid reason. Once a flight is completed or purchase or service enacted, both staff, members and students should leave to ensure only those requiring to be onsite have access and social distancing is enhanced.

All staff, members and students are requested to minimize their time at dispatch to ensure there is adequate distancing and waits or queues are kept to a minimum.

Where possible, meetings will be conducted by Zoom or other videoconferencing protocols.

Transport Canada Announced Exemptions Re Licencing, Medicals and Written Examinations:

NCR 021-2020 extends the validity of medicals that were valid as of March 11th 2020 will continue to be valid until August 1st 2020 (you must still be medically fit).

NCR 041-2020 extends the validity of the ADB that were still valid as of March 12th 2020 will continue to be valid for an additional 90 days from the expiry date.

Exemptions re PPL and CPL flight hours requirement for written examinations:

The purpose of this global exemption is to allow candidates for the Pilot Permit – Gyroplane, Pilot Permit – Recreational - Aeroplane and the Private Pilot Licence to attempt the written examinations with at least 5 hours of total flight experience as well as allowing all other candidates to attempt the CPL written examinations with only 25% of the total flight experience (i.e. 50 hours) for the issuance of a permit, licence or rating for a period of 6 months, as a temporary measure. The exemption is valid until Nov 13, 2020

APPENDIX C: Daily Sign-In Sheet

Date: _____

Questions:

1. Have you experienced any cold or flu-like symptoms in the last 14 days (including: fever, new or worsening cough, stuffy or runny nose, sore throat/painful swallowing, difficulty breathing, diarrhea, nausea and/or vomiting, loss of sense of smell, muscle aches, loss of appetite, chills, headache, fatigue)?
2. Have you or anyone living with you travelled internationally or out of province within the past 14 days? Travel from outside the province requires additional risk assessment from a senior manager prior to entrance to the Club.
3. Have you or anyone living with you had close contact with or cared for someone diagnosed with COVID -19 or any acute respiratory illness within the last 14 days?
4. Have you been told to self-isolate in accordance with Public Health directives?

Please remind person of following:

When leaving Club for the day, be sure and let us know when you are leaving so we may note your exit time.

Full Name	Time In	Temperature	Answered Yes to Any of the Above Questions	Screener's Initials	Time Out

APPENDIX D: Monthly Schedule

Month: _____

Day	Supervising Instructor	Compliance Monitor	Primary Screeners	Cleaning Area 1	Cleaning Area 2
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					

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Day	Supervising Instructor	Compliance Monitor	Primary Screeners	Cleaning Area 1	Cleaning Area 2
22					
23					
24					
25					
26					
27					
28					
29					
30					
31					

PRODUCTS TO USE:

1. Disinfectant provided by Club (Lysol, Clorox, ICS)
2. Wear mask and gloves provided by Club

NOTE: carefully wipe down electronic surfaces – Do not direct spray onto surfaces

AREA 1:

1. Main Entrance & Apron Exit Door
2. Main Areas
3. Kitchen

AREA 2:

1. Washrooms
2. Exit Door – North
3. All Halls
4. Ground school Room
5. Instructor Room
6. Ground briefing rooms

Upstairs – only if open or when it’s been occupied

APPENDIX E: Cleaning Checklist

This activity will be done twice per day during operational hours

Area	Task	AM - initial	PM- initial
Washrooms	Paper towel holder		
	Soap dispenser		
	Door knobs in and out		
	Toilet handles		
	Sink faucet handles		
	Toilet seat		
	Light switches		
Door Entrances and Exits	Handles inside and outside		
Dispatch Area	All counters		
	Credit card machine and payment pad		
	Telephone		
	Drawer handles		
	Computer keyboards and mouse		
Main Areas	All counters		
	All tables		
	Top of display cabinet at front door		
	Computer keyboards and mouse		
	Telephones		
	Drawer handles		
	Knobs of all office doors		
	Light switches		
	Leather seating arms		

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Area	Task	AM - initial	PM- initial
Kitchen	Soap dispenser		
	Paper towel holder		
	Counters		
	Fridge door handles		
	Water filter handles		
	All knobs on cabinetry		
	Light Switches		
Ground school Room	Door knobs		
	Desk tops		
	Chairs		
	Light switches		
Instructor Room	Door knobs		
	Desk and table surfaces		
	Phone		
	Keyboard and mouse		
	Light switches		
Ground briefing Rooms – Main Floor	Leather seating arms		
	Desks		
	Door handles		
	Seats		
	Light switches		
PPE	Wipe down all spray bottles in all areas		

Area	Task	AM - initial	PM- initial
Upstairs Boardroom	Light switches		
(If open)	Desks and hard surfaces		
	Chair arms		
Upstairs Briefing Rooms	Desks		
(If open)	Door handles		
	Seats		
	Door knobs		
	Light switches		
	Computer keyboard and mouse in room		
Upstairs Classroom	Desks		
(If open)	Chair arms		
	Light switches		
	Door knobs		
Stairs (If open)	All handles		
	Light switches		
Vending Machines	Keypad and door dispenser		
Photocopy Room	Control surfaces		
Maintenance Hangar	All touch surfaces-no public entry. Cleaning will be accomplished by maintenance personnel.		

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APPENDIX F: Resources

Transport Canada – COVID-19 Guidance for the Canadian Aviation Industry:

<https://www.tc.gc.ca/en/initiatives/covid-19-measures-updates-guidance-tc/covid-19-guidance-canadian-aviation-industry.html>

Government of Canada – COVID-19 Outbreak Update: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

American Centres for Disease Control and Prevention – COVID-19 Information:

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

Air Transportation Association of Canada, [ATAC Suggested Policies and Procedures for FTU's During COVID Pandemic](#)