



## Tourism Operator Safety Plans – Guidance Document

The following outline was developed to help you create or update a safety plan. While you are not required by law to use this outline, you are required to submit a safety plan with your tourism licence application (new, renewal and amendment).

The outline headings provide a logical way to develop and present your safety plan to the licence administrator. More importantly, it provides you and your staff with a means to examine all the hazards and risks that you, your staff and your clients may face in offering your activities. A safety plan ensures a common understanding of how you and your staff will eliminate or reduce these risks and hazards.

If you already have a comprehensive safety plan, please review your plan to ensure that you have addressed the information described in this outline. Please ensure that your current plan addresses all the hazards to which your operation may expose yourself, employees (including volunteers) and clients. If your current plan does not address all these hazards, the licencing authority responsible for issuing your licence may request that you provide additional information *before* renewing or issuing your Tourism Operator Licence (TOL).

For *each* tourism activity that you are licensed for under your TOL, you will need to identify:

1. the hazards associated with all steps of the activity; and
2. how your operation will mitigate, reduce, or eliminate the risks associated with each hazard.

In order to identify all the hazards, you will need to breakdown each tourism activity into specific steps. This will enable you to appropriately deal with each of those hazards for the safety of all involved (you, staff, volunteers, clients).

In addition to addressing each tourism activity, your plan will also have to address:

1. communication processes for clients and for staff
2. client and staff safety training and awareness
3. equipment and vehicle safety
4. response procedures in emergency situations.

## Safety Plan - Outline

### 1. Tourism Activity Hazard Identification Mitigation and Elimination

- a. Name of tourism activity
- b. Description of tourism activity
- c. Tourism activity – step-by-step
- d. Hazard identification
- e. Hazard mitigation
- f. Equipment and vehicles required in this tourism activity

Name/Description of Tourism Activity	Tourism Activity: step-by-step	Hazard	Level of Risk: L/M/H	Control Measures/ Mitigation
Aurora tour	Take bus to site	Client falls on bus stairs	Moderate	Clear ice and snow from steps Staff assist passengers to board and disembark
	Serve tea and bannock to clients	Choking hazard Burn from hot liquid Allergic reaction	Low/Moderate	Staff trained in first aid

### 2. Communications Processes and Orientation

- a. Client communication:
  - i. Pre-trip orientation
  - ii. Use of waivers (if applicable)
  - iii. Communication during tourism activity – i.e., general safety awareness and emergency procedures
  - iv. Post-trip evaluation and/or feedback
- b. Staff communication:
  - i. Safety plan review, including:
    1. Roles and responsibilities
    2. Emergency procedures
    3. Documentation that it was reviewed
  - ii. Pre-trip staff meetings (and other meetings as they apply to the tourism activity: i.e., multi-day paddling trip – guides meet on a daily schedule)
  - iii. Post-trip staff debriefs
- c. Communication equipment – list of what is available, where it is kept, and its range of capability, contact numbers for each device (if applicable)

### 3. Equipment and Vehicles

- a. List equipment used for an activity

- b. Inspection and maintenance schedules and procedures – i.e., describe how often the equipment is checked (once a month, once a week, daily, etc.) and the procedures for on-going care and repair
  - c. Lock-down procedures – i.e., how is the equipment stored when it is not in use? Is it secure?
  - d. Specific safety equipment – i.e., describe any equipment that is used specifically for safety (life jackets, first aid kits, SPOT device, SAT phone, etc.)
4. Staff
- a. Training – how is staff trained in:
    - i. Conducting the tourism activity?
    - ii. Certifications (i.e., first aid, tourism activity requirements)?
    - iii. Communication processes?
    - iv. Safety procedures – roles and responsibilities?
    - v. Use of equipment and vehicles (if applicable)?
  - b. Safety briefings – how often do you review the safety plan with your staff?
5. Client
- a. Preparation and orientation – how do you tell your clients about safety? Do they need special training? When do you inform them about safety information?
  - b. Safety briefings – how often do you review safety considerations with your clients?
6. Emergency Procedures – demonstrate in a step-by-step format how you and your staff would respond to each of the following situations if they happened during your activities:
- a. Injury
  - b. Death
  - c. Evacuation
  - d. Weather
  - e. Wildlife encounter
  - f. Fire

Include roles and responsibilities, communication process including contact numbers, emergency equipment, and all required reporting.

A sample safety plan can be made available upon request. Contact your regional tourism development officer for more information.