



CANADIAN CAMPING
AND RV COUNCIL

CONSEIL CANADIEN DU
CAMPING ET DU VR

Webinar: Campground Owners Round Table

MAY 21, 2020

www.ccrvc.ca

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TOPICS:

- Phased Re-Opening Strategy
- CEBA Eligibility Changes
- Liability waivers / code of conduct usage and processes
- Smart Waiver
- Online Bookings and Exposure
- PPE Suppliers
- Cleaning protocol in cabins/cottages
- Logistics and enforcement of beach closures.
- Communications
- Status of USA Campgrounds
- Q&A





PHASED RE-OPENING STRATEGY



PHASE I

Responsibility - Employees

- ✓ Learn the early signs and symptoms of the Corona Virus
- ✓ If any employee has symptoms that may resemble Corona Virus, they must leave work and immediately seek medical help and get tested to avoid spreading illness to others.
- ✓ All staff should wear personal face protection that covers the bridge of your nose firmly down to your chin if your duties involve personal contact with others.
- ✓ Staff must follow hand hygiene and cough and sneeze etiquette and should avoid touching their face
- ✓ Employee must wash their hands with soap and water at the start of their shift, before and after eating or drinking, after touching shared items, after using the washrooms, after handling cash and before leaving the workute
- ✓ Employees must practice proper usage of PPE at all times.
- ✓ If an employee feels that their work conditions are unsafe, they should talk to their superior immediately
- ✓ Employees should not share cigarettes or vaping equipment
- ✓ Workers should not share communication devices or personal protective equipment

Responsibility - Owner

- ✓ Educate your employees about the virus and how to minimize its spread
- ✓ We recommend that you take the temperature of all staff prior to starting work
- ✓ If any employee has symptoms that may resemble Corona Virus, they must leave work and immediately seek medical help and get tested to avoid spreading illness to others.
- ✓ Owners should do everything reasonably possible to protect the health and safety of workers by providing adequate information, training, sanitation and any appropriate personal protective equipment (PPE)
- ✓ Provide constant reminders about COVID-19 and its prevention, signs and symptoms with highly visible "Stop the Spread" signage at all camper access points

Campground Operation

- A minimum distance of 30 feet should be maintained between individual units/RV's
- Restrict access to self-contained RV's that have a water supply, holding tanks and personal washroom facilities
- All shared washroom facilities, including showers should remain closed
- No Group, Tent or Cabin Camping
- Playground Equipment should be removed, rendered inoperable or have its use clearly indicated as prohibited
- Campers should be responsible for placing their own garbage into a commercial dumpster provided by Campground Management
- Recreation Halls, Volleyball Courts, etc. remain closed
- Swimming Pools, Spas and Beaches are closed
- Campground must offer camper contact free registration and check out options.
- Clients would have to sign a waiver to follow Health Order Guidelines and risk removal from the campground if there is a violation
- RV Park and Campground entrance should be secured by a physical barrier or attendant to restrict access to grounds
- Campers should be provided with appropriate information about the Campground's rules and prevention measures during check-in and signage throughout the premises
- Campground providing regular communication on the Corona Virus and Campground policies and updates on your website and social media channels
- There should be a no-visitor policy put in place. Social distancing of a minimum of 6 feet of all occupants.



PHASED RE-OPENING STRATEGY



PHASE II

Responsibility - Employees

- ✓ Learn the early signs and symptoms of the Corona Virus
- ✓ If any employee has symptoms that may resemble Corona Virus, they must leave work and immediately seek medical help and get tested to avoid spreading illness to others.
- ✓ All staff should wear personal face protection that covers the bridge of your nose firmly down to your chin if your duties involve personal contact with others.
- ✓ Staff must follow hand hygiene and cough and sneeze etiquette and should avoid touching their face
- ✓ Employee must wash their hands with soap and water at the start of their shift, before and after eating or drinking, after touching shared items, after using the washrooms, after handling cash and before leaving the worksite
- ✓ Employees must practice proper usage of PPE at all times.
- ✓ If an employee feels that their work conditions are unsafe, they should talk to their superior immediately
- ✓ Employees should not share cigarettes or vaping equipment
- ✓ Workers should not share communication devices or personal protective equipment

Responsibility - Owner

- ✓ Educate your employees about the virus and how to minimize its spread
- ✓ We recommend that you take the temperature of all staff prior to starting work
- ✓ If any employee has symptoms that may resemble Corona Virus, they must leave work and immediately seek medical help and get tested to avoid spreading illness to others.
- ✓ Owners should do everything reasonably possible to protect the health and safety of workers by providing adequate information, training, sanitation and any appropriate personal protective equipment (PPE)
- ✓ Provide constant reminders about COVID-19 and its prevention, signs and symptoms with highly visible "Stop the Spread" signage at all camper ✓ access points

Campground Operation

- A minimum distance of 20 feet should be maintained between individual units/RV's
- Restrict access to campsites with self-contained RV's that have a water supply, holding tanks and personal washroom facilities
- All shared washroom facilities, including showers should remain closed
- No Group or Tent Camping
- Playground Equipment should be removed, rendered inoperable or have its use clearly indicated as prohibited
- Campers should be responsible for placing their own garbage into a commercial dumpster provided by Campground Management
- Recreation Halls, Mini Golf, Volleyball Courts, Horseshoe Pits, etc. remain closed
- Swimming Pools, Spas and Beaches are closed
- Campground must offer camper contact free registration and check out options.
- Clients would have to sign a waiver to follow Health Order Guidelines and risk removal from the campground if there is a violation
- RV Park and Campground entrance should be secured by a physical barrier or attendant to restrict access to grounds
- Campers should be provided with appropriate information about the Campground's rules and prevention measures during check in and signage throughout the premises.
- Campground providing regular communication on the Corona Virus and Campground policies and updates on your website and social media channels.
- There should be a no-visitor policy put in place
- Social distancing of a minimum of 6 feet of all occupants.



PHASED RE-OPENING STRATEGY



PHASE III

Responsibility - Employees

- ✓ Learn the early signs and symptoms of the Corona Virus
- ✓ If any employee has symptoms that may resemble Corona Virus, they must leave work and immediately seek medical help and get tested to avoid spreading illness to others.
- ✓ All staff should wear personal face protection that covers the bridge of your nose firmly down to your chin if your duties involve personal contact with others.
- ✓ Staff must follow hand hygiene and cough and sneeze etiquette and should avoid touching their face
- ✓ Employee must wash their hands with soap and water at the start of their shift, before and after eating or drinking, after touching shared items, after using the washrooms, after handling cash and before leaving the worksite
- ✓ Employees must practice proper usage of PPE at all times.
- ✓ If an employee feels that their work conditions are unsafe, they should talk to their superior immediately
- ✓ Employees should not share cigarettes or vaping equipment
- ✓ Workers should not share communication devices or personal protective equipment

Responsibility - Owner

- ✓ Educate your employees about the virus and how to minimize its spread
- ✓ We recommend that you take the temperature of all staff prior to starting work
- ✓ If any employee has symptoms that may resemble Corona Virus, they must leave work and immediately seek medical help and get tested to avoid spreading illness to others.
- ✓ Owners should do everything reasonably possible to protect the health and safety of workers by providing adequate information, training, sanitation and any appropriate personal protective equipment (PPE)
- ✓ Provide constant reminders about COVID-19 and its prevention, signs and symptoms with highly visible "Stop the Spread" signage at all camper access points

Campground Operation

- Shared washroom facilities, including showers should be thoroughly disinfected 2x daily
- Playground Equipment should be thoroughly disinfected 2x daily
- Campers should be responsible for placing their own garbage into a commercial dumpster provided by Campground Management
- Recreation Halls, Mini Golf, Volleyball Courts, Horseshoe Pits, etc. allowed to open
- Swimming Pools, Spas and Beaches are allowed to open
- Clients would have to sign a waiver to follow Health Order Guidelines and risk removal from the campground if there is a violation
- Campers should be provided with appropriate information about the Campground's rules and prevention measures during check-in and signage throughout the premises
- Campground providing regular communication on the Corona Virus and Campground policies and updates on your website and social media channels

CEBA ELIGIBILITY CHANGES

On May 19, 2020, the Prime Minister announced enhancements to the Canada Emergency Business Account, expanding the eligibility requirements to now include:

- Sole Proprietors
- Businesses who rely on contractors
- Family-owned businesses who pay employees via dividends

In addition, the requirement for payroll thresholds has been changed. Now, businesses without a minimum of \$20,000 in payroll can apply if they have filed either a 2018 or 2019 tax return and have expenses between \$40,000 and \$1.5 million per year.

Eligible non-deferrable expenses could include costs such as rent, property taxes, utilities, and insurance. Expenses will be subject to verification and audit.

The program offers a \$40,000 loan, interest free to 2022.
If re-paid by December of 2022 up to \$10,000 will be forgiven.

Those of you who did not qualify prior to these changes should inquire with your bank to apply.

Government of Canada Gouvernement du Canada

Canada 



LIABILITY WAIVER | CODE OF CONDUCT



Code of Conduct: The undersigned and the rest of your reservation party agree to obey this Code of Conduct while at (Resort/Campground/RV Park).

Strict enforcement of this Code of Conduct will be in place for all registered guests. Anyone breaching this Code of Conduct may be asked to leave for the remainder of their reservation period.

COVID-19:

1. The undersigned hereby affirm that none of the individuals in your reservation party have tested positive for COVID-19 in the last 21 days, or believe themselves to have been in contact with someone who has tested positive in the last 21 days.

"Exceptions may be made in cases where guests are required to self-quarantine for 14 days, pursuant to the Quarantine Act. These guests will be expected to display a sign on their unit or RV indicating that they are in quarantine and must not come into contact with anyone at the RV park/campground."

Stay Informed

2. (Resort/Campground/RV Park) asks you to be aware of the risks and hazards with respect to COVID-19 inherent in your attendance at the Premises and participation in the activities of the Campground/RV Park is expected. Information on restrictions and limitations is posted throughout the property, and available in the office.

Mitigating Risk

3. (Resort/Campground/RV Park) asks that you maintain social distancing requirements, practice good hand hygiene, and consciously act to reduce the risk to everyone on the premises. Awareness of the risk to you and/or anyone in your reservation party with respect to COVID-19 are expected.

Households

3. Households are hereby defined as those people that live in one home and have maintained social distancing during the Covid-19 outbreak.

Groups

4. Each group in an RV/Campsite or Cabin must be from one household unit. Household groups must

A significant amount of requests for information on the usage of a liability waiver have been received from members.

Legal advice we have received strongly suggests offering a "Code Of Conduct" to guests before check in that clearly outlines your expectations of them at this time. This document should communicate the rules and requirements of your guests specific to COVID-19, as well as any other specifics you deem necessary to include.

The CCRVC is currently preparing a template Code of Conduct alongside legal professionals. This template will be shared with all of the Association's members for their use once it is completed.

SmartWaiver offers a unique solution to contactless waiver/code of conduct development, delivery, and storage.

CCRVC's new partnership with SmartWaiver provides association members with a 10% price discount, as well as a \$5/month storage-only fee for the months your seasonal business is closed.

Their broad list of features includes:

Waiver Editor

Use the online Waiver Editor to customize your smart waiver with your brand's colors, logos, and fonts.

Unlimited Waiver Templates

Create as many waiver templates as you need and display them on one Waiver Index Page.

Multi-Language

Smartwaiver supports multiple languages including French, Spanish and Dutch.

Embedded Waiver Widget

Allow participants to sign your waiver without ever leaving your website.

Waiver Kiosk

Turn your tablet into a dedicated waiver Kiosk by using the free SmartWaiver Kiosk app for either iOS or Android.

Waiver Console

Easily search for signed waivers by Last Name, Birthday or a Tag that you assign to the waiver.

Export Your Data

Download all of your participant data to a CSV file and download individually signed PDFs.

Email Marketing

Automatically transfer participant contact information into MailChimp, Constant Contact and Emma.

Signatures & Initials

Add multiple initial and signature boxes in the body of your waiver and instruct your participants to either type or draw their signature.

Flagged Questions

Set up custom questions that will flag participants when a specific answer is chosen.

Unlimited Custom Questions

Add as many custom questions as you need (e.g.: dropdowns, yes/no, checkboxes, etc.)

Customized Web Button

Use the Smartwaiver Button Generator to create a customized web button for your website.

QR Code

Generate a QR code and use at your location so participants can easily find and complete your waiver on their smartphone.

Check-In

Know how many participants are using your facility each day.

Expire Waiver

Set up your waivers to expire after a certain amount of time from signing or on a specific age.

Integrations

Automate tasks with other popular reservation and member management systems.

Auto Photo Capture

Use Smartwaiver's patent-pending Auto Photo Capture feature to automatically capture photos of participants signing your waiver.

Safety Videos

Add a safety or instructional video to the digital waiver signing process.

Parent/Guardian Relationship

Set up your waiver for Adults, Minors or Adult and Minors to sign.

Email Links

Encourage participants to sign ahead of time by adding a link to your waiver in your emails.

Use Offline

Continue to collect smart waivers when your internet goes down.

Notes

Add notes and comments to a participant record after the waiver has been signed.

WaiverSync

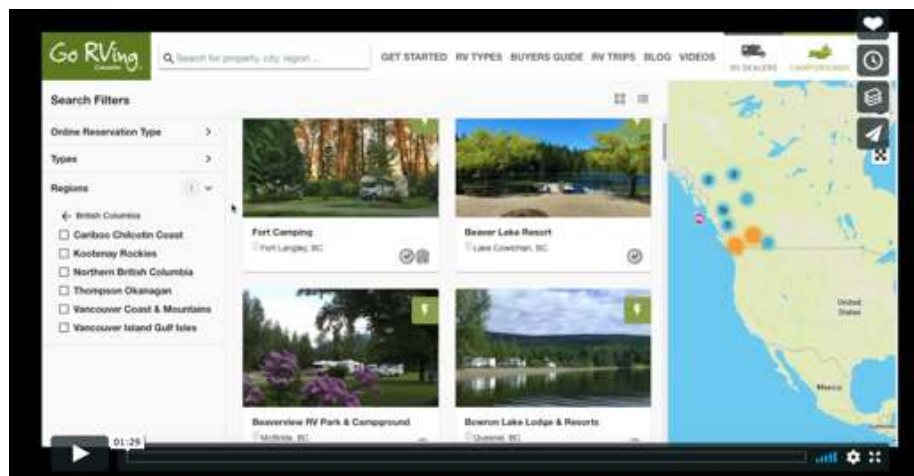
Automatically send all copies of your signed smart waiver to your local hard drive.

Staff Users

Administrators of the account can add Staff Users and give these users varying access permissions.

RESERVATION TOOLS

Current events have changed both your target markets, as well as the way people are seeking out travel options. Members and Non-Members alike can monetize their existing listings on GoRVing.ca by accepting “Request-Based” bookings. Association members are eligible for Featured and live-book listings to further streamline the process, and can even choose to integrate with the free campground management software program from CampgroundBooking.



GoRVing Canada Key Metrics

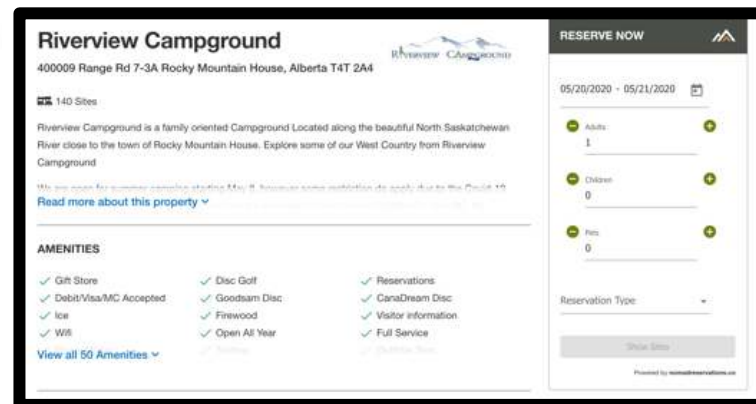
- 🇨🇦 1.5 Million unique site visitors per year and growing
- 🇨🇦 200K visits to campground search tools offer significant lead potential
- 🇨🇦 60K member database that receives information about partner programs
- 🇨🇦 Digital advertising campaigns to promote the RV Trip Planner and campground booking feature on the website
- 🇨🇦 Over 50K trips planned using the Trip Planner tool in 2019

GoRVing
Canada

**All of these tools
are available “a la
carte”, so you can
pick and choose
the best solutions
for your business!**

Not Ready to Fully Automate The Booking Process?

With request-based reservations, no other commitment is required. This transitions your listing directly to a leads-generator tool, putting you in contact with the guests who are interested in staying in your park. You simply receive an email notification any time a reservation is requested. Utilization of this feature enables you to maintain your existing software or booking process, and there is zero cost to you. With quick integration, your listing can be active within 24 hours.



PPE SUPPLIERS

Available in the members-only section of www.ccrvc.ca, this resource lists PPE suppliers across Canada. Includes hand sanitizer, masks, face shields, plexiglass partitions, and more. Members can contact cara@campincanada.ca if you've forgotten your login information!



List of Canadian PPE Suppliers

Contact information for suppliers of PPE. This list is growing. Please submit suggestions for additions or requests for edits to cara@campincanada.ca

[View List](#)



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CLEANING PROTOCOL: CABINS/COTTAGES

Planning and preparations for the eventual re-opening of cabins and cottages are underway in many of your parks and campgrounds. Sanitizing these spaces is going to require additional staff, supplies and planning. The following is a list of suggestions for hotel rooms:

Housekeeping

- Do not provide regular housekeeping service to rooms where individuals have been in isolation and ensure staff are advised not to enter rooms until authorized. Consider alternate means of assisting guests in isolation such as leaving fresh linens, toiletries and cleaning supplies outside the door during the period of isolation.
- Properly wash/sanitize any reusable glassware or dishes in rooms between guests (in commercial dishwasher) or provide disposable dishes and utensils in rooms.
- Once guests have left an isolation room, complete thorough environmental cleaning on hard surfaces with an approved disinfectant (see environmental cleaning section).
- Designate specific staff to clean potentially contaminated areas or complete cleaning/disinfection AFTER regular housekeeping. Provide appropriate PPE and review handwashing procedures.
- Launder any removable cloth/plush items.
- Steam cleaning can be used for areas which are likely to be contaminated but cannot be laundered (plush chairs).

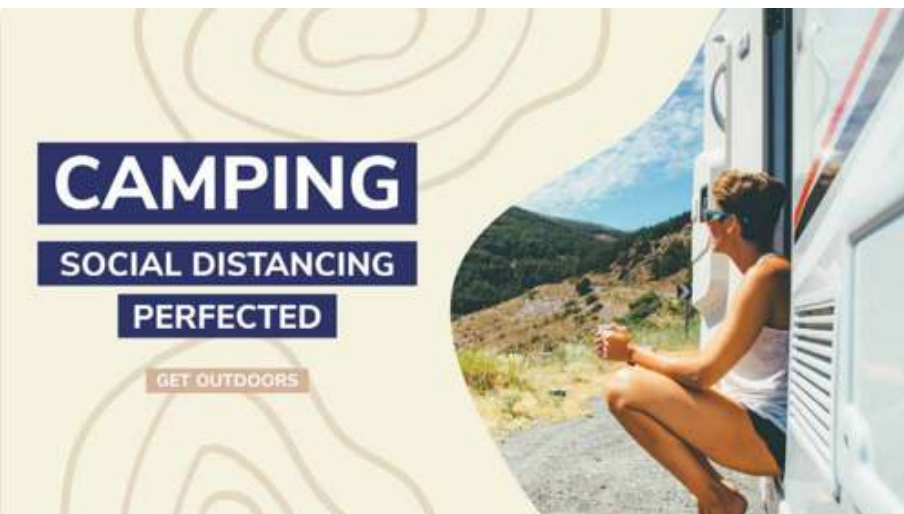
Source: <https://www.albertahealthservices.ca/assets/info/ppih/if-ppih-covid-19-environmental-guidance-for-hotels-kbk.pdf>

Partnership with a commercial sanitization product provider are underway and will be available to CCRVC members soon!

BEACH CLOSURES

With current closures of beaches in several provinces, what are campgrounds doing to enforce/police this expectation in their parks?

STRATEGIC ADVERTISING FROM INSIDER PERKS



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STATUS OF USA CAMPGROUNDS

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WOODALL'S
CAMPGROUND MANAGEMENT
The Independent Voice of the North American Campground Business



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Q & A



ADDITIONAL TOPICS?



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THANK YOU

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