

2020-05-15

# Guide for Passenger Operations

## Managing Covid-19

### Social Distancing Procedures

Owen Sound Flight Services has developed policies and procedures to maximize the safety of everyone on board the aircraft throughout all phases of flight, from the moment you arrive at the airport to the time you deplane and leave for home. Managing Covid-19 risks in aviation creates unique challenges for both passengers and crew. Physical Distancing is sometimes not possible, particularly in the confined space of an aircraft.

If we all work together and follow the guidelines outlined in this document, we can minimize our exposure and risk to Covid-19, and maximize the enjoyment and experience of flying. Please read this document carefully to ensure you can do your part to help create a safe and enjoyable environment for your flight.

### Prevention

**There is no charge to cancel or move a booking**, so please err on the side of caution if you feel unwell in the least, consider the close quarters you will be in with your pilot and think of their health as they think of yours.

**Do not come out to the airport for a flight if you have any symptoms of illness** that could be associated with Covid-19, including:

- Fever
- Cough
- Shortness of breath
- Aches and Pains
- Extreme fatigue
- Body Temperature over 100.4° F [37.8° C] or greater using an oral thermometer

### Steps to Prevent Illness

- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- No more than 5 people should be congregating in one place at a time. This includes any airport common areas. Markings will be placed where appropriate to encourage people to stay apart

## **Policies and Procedures**

OSFS has put in place various barriers and PPE in conjunction with policies and practices to mitigate the risk of exposure to Covid-19.

- All Passengers must wear a mask or face covering when aboard the aircraft, or when 6 feet of separation cannot be maintained between your party and the pilot or any other people, at any time.
- All Passengers must bring their own face mask or covering, OSFS does not provide these. Failure to bring this required protective equipment will result in flight cancellation. A face covering can be a bandana, mask, scarf or any item that covers the nose and mouth completely that is secured to your head.
- When arriving at the airport, your party may enter the main terminal building and proceed to the lower level, but we ask that you only send one representative into the office area, the rest of your party can wait in the main area of the lower level of the terminal building, while maintaining physical distance from other people that may be in the area.
- The office lobby area will be limited to a maximum of 3 people. If there are already 3 people in the office, please wait in the main area in the lower level of the terminal building until there are less people in the office lobby. Markings have been placed on the floor 6 feet apart to provide guidance.
- Plexiglass barriers have been established in office areas where it may not be possible to maintain social distancing. This includes the main office/lobby window and briefings rooms. If a barrier is up, the need for physical distancing is reduced.
- Passengers are required to wash their hands with soap and water or to clean using hand sanitizer prior to entering the aircraft. This is best done in the terminal building where these cleaning supplies are made available.
- You and your party will be asked pre-screening questions. Before answering the following questions on the health check, you will be advised that providing a false or misleading answer could result in a maximum fine of \$5,000.
  1. ***Do you have a fever and a cough?***
  2. ***Do you have a fever and breathing difficulty?***
  3. ***Have you been refused boarding in the past 14 days due to a medical reason related to COVID-19?***
  4. ***Are you currently under mandatory quarantine, as a result of recent travel or by orders from the provincial, territorial or local public health authorities? If YES, has a federal, provincial or territorial health authority given you explicit permission to continue your onward journey by air to reach your self-isolation location?***
  5. ***Do you have a removable mask or face covering with which to cover your mouth and nose while moving through the airport and on board the flight?***

## **Office Space Hygiene**

- OSFS provides soap and water and alcohol-based hand sanitizers in the workplace. OSFS makes sure that adequate supplies are maintained, and we have placed hand sanitizers in multiple locations to encourage hand hygiene.
- Hand Sanitizer can be found in throughout the Airport Terminal Building, Office Lobby and in the Aircraft. Soap and water are available in the airport terminal washrooms, and hand lotion is also made available in various locations so we don't all look like alligators by the end of the day.
- OSFS requires regular wiping/cleaning all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs. OSFS uses the cleaning agents that are usually used in these areas and follows the directions on the label.
- OSFS has placed posters that encourage staying home when sick, cough and sneeze etiquette, and hand hygiene at the entrance of our workplace and in other workplace areas where they are likely to be seen.
- OSFS provides no-touch garbage receptacles for use by Passengers and Employees.
- OSFS asks all Passengers and Employees to clean their hands often with an alcohol-based hand sanitizer that contains at least 60-95% alcohol or wash their hands with soap and water for at least 20 seconds. Soap and water should be used preferentially if hands are visibly dirty.

## **Aircraft Hygiene and Etiquette**

- Due to the confined space of the aircraft, all passengers and crew (pilot) are required to wear a face mask or covering just prior to boarding, while onboard, and just after deplaning from the aircraft until such a time that physical distancing can again be restored.
- Passenger headsets will be sanitized and provided to Passengers prior to dispatch or will be in the aircraft if they have already been sanitized.
- Each aircraft will have paper towels, small sanitizing liquid spray bottles or wipes as available. Prior to each flight your pilot will have wiped down all surfaces that are frequently touched in the aircraft.
- Hand sanitizer is available onboard the aircraft and can be dispensed at the request of the passengers.
- Passengers are prohibited from leaving any garbage or unwanted items in the aircraft. This presents a safety hazard for the pilot and employees. Please carry minimal additional personal items onboard, and ensure you take them with you when you exit the aircraft.

## **Acknowledgement**

As it has since the beginning, this situation is evolving constantly. The measures put in place are current as of May 15<sup>th</sup>, 2020. Any amendments to these policies and procedures will be posted on our website, [www.flyos.ca](http://www.flyos.ca).

The best way we can mitigate the risks of this virus and return to some form of new normal is with the collaboration of everyone doing their part. We need everyone to respect the policies and procedures set out in this guide, and to use best practices and err on the side of caution at all times.

## Frequently Asked Questions

**Q:** Am I required to wear a face mask all the time?

**A:** No. Facemasks are only required when physical distancing measures cannot be met (i.e. you cannot maintain 6 feet or more from another person). The main scenario requiring the use of a facemask or face covering will be in the airplane. In other circumstances there may be other ways to mitigate physical distancing by way of actual distance, or barriers put in place.

If you would like your pilot to wear face mask at anytime when they otherwise are not required to by this policy, please don't hesitate to ask them, they will wear them at your request.

**Q:** What kind of face mask is good enough for me as a passenger?

**A:** Current government guidelines do not specifically address the flight training environment, but there are some [Recommendations for the Canadian Aviation Industry](#). Generally speaking, a cloth mask is a sufficient means to help manage the risk of spreading Covid-19 when physical distance is not possible. If you wish to wear something more substantial, you may at your discretion wear a more substantial mask. CATSA ([Canadian Air Transport Security Authority](#)) approves the use of ***“disposable or homemade facemasks, scarves, bandanas, or any type of material that covers your nose and mouth and is secured to your head”***. OSFS has ordered a limited supply of bandanas that can be purchased in the office if you forget to bring one, or you just have to have that OSFS Logo Swag 😊

**Q:** Can I wear a face shield if I have concerns over potential for infection?

**A:** If you wish to wear a face shield in the terminal building, that is acceptable. However we would not recommend wearing one in the aircraft as in the event of an emergency, the fractured shield could cause significant injury or death. If you feel the need to wear a face shield to minimize the risk of infection, it may be more prudent to hold off on undertaking this flight until such time as your comfort level increases to the point where a standard face mask is sufficient for you.

**Q:** Can I bring hand sanitizer onboard the aircraft, or is that considered a dangerous good?

**A:** You can carry a small bottle of hand sanitizer with you. CATSA ([Canadian Air Transport Security Authority](#)) has increased the allowable hand sanitizer bottle to a size of 355ml (12oz) that can be carried onboard the aircraft. Note that OSFS also has 50ml bottles of sanitizer onboard each aircraft.