

# READY TO TRAVEL

## COVID-19 TRAVEL AGENCY RE-OPENING TOOLKIT



Association of Canadian Travel Agencies  
Association canadienne des agences de voyages

May 31, 2020

The following document will provide members of ACTA with guidelines on safely opening and operating your business during the COVID-19 pandemic.

The following information is intended to provide you with a framework for key considerations and best practices. They are not to be considered legal advice and as such members should always refer to government rules and regulations.

ACTA Members should consult the applicable laws & regulations, and guidelines issued by federal & provincial health and labour authorities, to make the best decisions for their respective businesses.

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## Provincial and Territorial reopening information

Please click on the links below for information on the reopening of each province or territory.

[British Columbia](#)  
[Alberta](#)  
[Saskatchewan](#)  
[Manitoba](#)  
[Ontario](#)  
[Quebec](#)  
[New Brunswick](#)

[Nova Scotia](#)  
[Prince Edward Island](#)  
[Newfoundland and Labrador](#)  
[Nunavut](#)  
[Northwest Territories](#)  
[Yukon](#)

## Tips and Best Practices

Travel Agency & Team Members	Customers & Visitors
<ol style="list-style-type: none"> <li>1. All Team Members should fill out a daily self-screening checklist</li> <li>2. Do not come into the Office/Travel Agency if you start to display symptoms of COVID-19</li> <li>3. Set up a hand sanitizing stations at front entrance</li> <li>4. Increase frequency of sanitizing commonly used surfaces</li> <li>5. Operate by appointment only, if possible</li> <li>6. Team Members abide by physical distancing rules</li> <li>7. Require customers to wear PPE (masks/gloves) as needed</li> <li>8. Set up plexi-glass screens on every desk</li> <li>9. Place hand sanitizing stations throughout the Office/Travel Agency and hand sanitizers on each workstation</li> <li>10. Limit the amount of time each customer is in the Office/Travel Agency</li> <li>11. Use telephone/video conference when possible</li> </ol>	<ol style="list-style-type: none"> <li>1. Require all customers to book an appointment (no walk ins)</li> <li>2. All customers complete the COVID-19 screening prior to appointment</li> <li>3. Require customers to wash/sanitize their hands before entering</li> <li>4. Require customers to wear PPE (masks/gloves) as needed</li> <li>5. Ask customers to wait outside the Office/Travel Agency until their appointment time (eliminate waiting room)</li> <li>6. No cash, only credit/debit cards or e-transfers</li> <li>7. Do not touch any of the promotional material in the Office/Travel Agency – if a customer would like a brochure or wishes to make a purchase, have a Team Member assist them</li> </ol>



## Additional Resources

As the economy slowly restarts, workplaces are adapting to operating during the COVID-19 pandemic. The Canadian Centre for Occupational Health and Safety has released numerous resources to support workplaces in understanding and managing the risks associated with COVID-19. You may find these tools useful as your business develops a plan to reopen when it is safe to do so:

- [Reopening for Businesses Tip Sheet](#)
- [Preventing Stigma in the Workplace](#)
- [COVID-19 Screening Tool](#)
- [COVID-19: Tools for helping workplaces prevent the spread and reopen for business](#)



**May 31, 2020**

**A Message from Wendy Paradis, President of ACTA**

As the COVID-19 pandemic has evolved, ACTA has continued to prioritize the health and well-being of our employees, customers, and the communities we serve.

As we reopen our location we want everyone to feel comfortable and confident when they enter our travel agency. We have been working hard to ensure that the safety of our team and clients are the top priority and because of this some things will look a bit different in and around our office. As team members return to work new health protocols will be in place, including personal protective equipment, and implementing physical distancing working practices.

In our Office/Travel Agency, we have installed protective shields at desks, placed hand-sanitizing stations at the entrance and throughout the store, and instituted new cleaning regimens, including enhanced cleaning of high-touch surfaces throughout the day. We are currently restricting walk-ins and ask for customers to book appointments in advance. This is to ensure that we have ample time to sanitize between each visit.

Thank you everyone for your continued cooperation and support. We are excited to move forward with reopening and wish everyone a safe and healthy future.

Sincerely,  
Wendy Paradis

## Employee Self-Screening Checklist

Date: \_\_\_\_\_

Employee name: \_\_\_\_\_

Position: \_\_\_\_\_

### Travel History

Please bold the box that corresponds with your answer.

1. Have you travelled outside of Canada in the past 14 days?  
☐ Yes  
☐ No
2. Have you been in contact with someone that has been diagnosed with COVID-19 within the past 14 days?  
☐ Yes  
☐ No
3. Have you been practicing physical distancing? Defined as limited interaction with people outside of your household and limiting your time in public spaces, only leaving the house for essential services.  
☐ Yes  
☐ No

### Health Questionnaire

Please indicate if you are experiencing any of the following symptoms of COVID-19.

1. Fever  
☐ Yes  
☐ No
2. Difficulty Breathing  
☐ Yes  
☐ No
3. Chest Pain  
☐ Yes  
☐ No
4. Cough  
☐ Yes  
☐ No
5. Sore Throat  
☐ Yes  
☐ No

Temperature reading: \_\_\_\_\_

## Customer Self-Screening Checklist

The safety of our team members, clients and visitors remains our primary concern. As the COVID-19 outbreak continues to evolve and spread globally, we are monitoring the situation closely and will periodically update our guidance on current recommendations from the public health and other government authorities.

To help prevent the spread of COVID-19 and reduce the potential risk of exposure to our workers and visitors, we are conducting a simple screening questionnaire. Your participation is important to help us take precautionary measures to protect you and everyone in the workplace.

***Thank you for your time and cooperation.***

### Contact Information:

Name: \_\_\_\_\_ Mobile Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

**If the answer is yes to one or more of the following questions, access to the facility will be denied. Please bold the box that corresponds with your answer.**

### Are you showing any signs of one or more of the following symptoms?

- Temperature >37.8°C (100.0°F) or higher
- New or worsening cough
- Shortness of breath

☐ YES ☐ NO

### Have you been in close contact with someone with COVID-19?

☐ YES ☐ NO

### Have you travelled outside of Canada within the last 14 days?

☐ YES ☐ NO

**If you have answered no to all of the above questions please feel free to continue with your scheduled appointment. It is required that everyone wears a mask and use the hand sanitizing station upon entering the office.**



Have you travelled outside Canada within the last 14 days?

Been in close contact with a confirmed or probable case of  
COVID-19?

Do you have a fever, cough, runny nose, sore throat, or  
shortness of breath?

If yes, **STOP**.



**Please:**

1. Clean your hands with alcohol-based hand sanitizer
2. Put on a mask
3. Maintain physical distancing practices



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