

COVID-19 OPERATIONAL PLAN

Effective: May 4, 2020 Updated: May 19, 2020

INCOMING FLIGHTS

AIRCRAFT LANDING RESERVATION PROCEDURES:

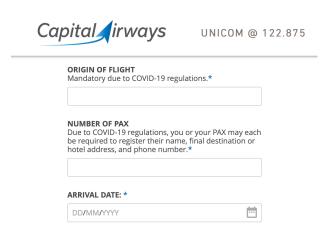
To ensure the safety of our staff and the general public, our online reservation system for private aircraft landing has been updated in two ways. First, all landing reservations now require pilots to state the place of origin of the flight, and second the number of passengers, if any, the aircraft will deplane in Fredericton. If passengers are deplaning at our FBO, each may be required to register their name, final destination or hotel address, and mobile phone number. This information will be kept private unless requested by the Government of New Brunswick, the Government of Canada or its agencies.

AIRCRAFT ARRIVAL AT FBO TERMINAL:

Upon arrival at the FBO terminal apron, Capital Airways personnel will greet the aircraft crew and passenger(s) on the tarmac to perform the COVID-19 health screening questionnaire, and to provide a disposable non-medical face mask and hand-sanitizer at the aircraft. All air crew and passengers must sanitize their hands and wear their face mask upon entering the FBO. Passengers and air crew may wear their own face mask.

Arriving private aircraft passengers and crew cannot leave the airport from the tarmac, and must enter the FBO. Once inside, a Public Safety Officer or our personnel will collect the names, destination or hotel address, and phone numbers if the flight originated from outside New Brunswick or Canada. Departing private aircraft passengers and pilots may leave from the tarmac without entering the FBO.

Any passengers coming from outside of New Brunswick and remaining in the province will be advised of their legal requirement to quarantine for 14 days. Air crew are exempt.





CORONAVIRUS FORM FOR PASSENGERS ARRIVING OUTSIDE OF NEW BRUNSWICK

All travelers from outside New Brunswick will be required to complete the following form. The form is protected by the Privacy Act and must be stored in a locked area along with the pilot's landing reservation form print-out. Personal information may be disclosed to the following entities: law enforcement (including, in particular, peace officers), other government institutions, as well as provincial, territorial, municipal governments or organizations as well as their institutions. In limited and specific circumstances, personal information may be used and disclosed without consent in accordance with subsection 8(2) of the Privacy Act.

All records must be maintained until otherwise directed to be destroyed by the Government of Canada and/or the Province of New Brunswick.

The form is mandatory for all traffic coming from outside of Canada and New Brunswick until further notice.

This will be completed by Capital Airways staff only when a Provincial Peace Officer is not present.



Coronavirus Form - Formulaire Coronavirus

Surname - Nom de famille	First name - Prénom
Date of birth (yyyy-mm-dd) - Date de naissance (aaaa- mm-jj)	Date of arrival in New Brunswick or Canada - Date d'arrivée au Nouveau-Brunswick ou au Canada
Full address(es) while in New Brunswick or Canada - Adresse (s) complète (s) au NB., ou au Canada	
Destination Type (home, hotel, other) Type de destination (mason, hôtel, autre)	Address, City, Province Adresse, ville, province
Telephone number where you can be reached - Numéro de téléphone où l'on peut vous joindre	
Mobile - Cellulaire	Home - Maison
Email address - Adresse électronique	

PRIVACY NOTICE: The personal information you provide is governed in accordance with the Privacy Act. We collect the information needed for the Public Health Agency of Canada to administer and enforce the Minimizing the Risk of Exposure COVID-19 in Canada Order (Mandatory Isolation), the Quarantine Program (authorized under the Quarantine Act), and for programs or activities of the Public Health Agency of Canada authorized by the Quarantine Act and/or Department of Health Act. Your personal information is collected further to your duty under subsection 15(1) of the Quarantine Act and may be used and/or disclosed for the following purposes: (1) to monitor, verify and/or enforce your compliance with the Mandatory Isolation Order, (2) to provide you with information to promote your compliance with the Mandatory Isolation Order, (2) to provide you with information for promote your compliance with the Mandatory Isolation Order, and (3) for public health follow-up. Once collected, your personal information may be disclosed to the following entities: law enforcement (including, in particular, peace officers), other government institutions, as well as provincial, territorial, municipal governments or organizations as well as their institutions. In limited and specific circumstances, your personal information may be used and disclosed without your consent in accordance with subsection 8(2) of the Privacy Act.

Refusal to provide information: If you do not provide this information, you may be subject to additional measures, such as a requirement to undergo a health assessment, or charged with an offence under the Quarantine Act.

Your rights under the Privacy Act: In addition to protecting your personal information, the Privacy Act gives you the right to request access to and request correction of your personal information. For more information about these rights, or about our privacy practices, please contact phac.privacyvieprivee.aspc@canada.ca You also have the right to file a complaint with the Privacy Commissioner of Canada if you think your personal information has been handled improperly.

ENONCÉ DE CONFIDENTIALITÉ: Les renseignements personnels que vous fournissez sont gouvernés conformément à la Loi sur la protection des renseignements personnels. Nous amassons les renseignements nécessaires à l'Agence de la santé publique du Canada (ASPC) pour l'application du Décret visant la réduction du risque d'exposition à la COVID-19 au Canada (solement obligatoire), du Programme de mise en quarantaine (autorisé en vertu de la Loi sur la mise en quarantaine) activités de la Santé. Vos renseignements ou activités de l'ASPC autorisés par la Loi sur la mise en quarantaine ou par la Loi sur la mise en quarantaine va personnels sont recueillis conformément à votre obligation prévue au paragraphe 15(1) de la Loi sur la mise en quarantaine et peuvent étre utilisés ou divulgués pour les raisons suivantes: 1) es uveiller, vérifier ou renforcer votre conformité au Décret sur l'isolement obligatione, 2) fournir les renseignements nécessaires à l'amélioration de votre conformité au Décret sur l'isolement obligatione et 3) faire un suivi de santé publique. Une fois amassées, vos renseignements personnels peuvent être communiqués aux entités suivantes: les autorités (incluant particulièrement les agents de la paix), les autres institutions fédérales, les gouvermements et organismes provinciaux, ternitoriaux et municipaux ainsi que leurs institutions. Dans des circinostances exceptionnelles, vos renseignements personnels pourraient être communiqués sans votre consentement, conformément au paragraphe 8(2) de la Loi sur la protection des renseignements personnels.

Refus: Un refus de fournir les renseignements demandés pourrait entraîner des mesures supplémentaires, comme l'obligation de subir un contrôle médical ou être accusé d'une infraction à la Loi sur la mise en quarantaine.

Vos droits en vertu de la Loi sur la protection des renseignements personnels: En plus de protéger vos renseignements personnels, la Loi sur la protection des renseignements personnels vous donne le droit de demander accès à vos renseignements personnels et d'en demander la correction, s'il y a lieu. Pour obtenir plus d'information sur ces droits ou nos pratiques en matière de protection de la vie privée, veuillez communiquer avec phac.privacy-vieprivee.aspc@canada.ca. Vous avez aussi le droit de déposer une plainte devant le commissaire à la protection de la vie privée du Canada si vous croyez que vos renseignements personnels ont été traités de facon inadéouste.

AIRCRAFT ARRIVAL AT FBO TERMINAL (Continued):

For flights originating outside of New Brunswick, all air crew and passengers are required to verbally answer the Questionnaire for Health Check and Mask Verification provided by Transport Canada. Responding to the questions is mandatory. If any question is falsely answered and discovered by government authorities, the respondent could face a fine.

Refusal to answer any of the questions will result in refusal to enter the FBO terminal.

ENTERING THE FBO - AIR SIDE - ARRIVALS:

Before entering the FBO from the air side, all passengers and air crew must answer the Health Check Questionnaire and Mask Verification, sanitize their hands and wear their non-medical mask. Once inside, pilots are permitted to remove their face mask in the pilots lounge only, when physical distancing of 2 meters in all directions can be maintained.

The air side entrance door will be locked at all times. A poster will be placed on the outside of the door providing entrance instructions including directions to ring the bell or call the telephone number provided to alert staff to come to the door. Pilots, crew, airport, and FBO personnel with a Transport Canada issued Restricted Area Pass, Medevac personnel, and uniformed members of the Canadian Armed Forces are permitted to enter the FBO from the air side as long as they sanitize or wash their hands for 20 seconds immediately, and wear a non-medical face mask where physical distancing of 2 metres can not be maintained.

ENTERING THE FBO - PUBLIC SIDE- DEPARTURES:

The public entrance door will be locked at all times. A poster will be placed on the outside of the door providing entrance instructions including directions to ring the bell or call the telephone number provided to alert staff to come to the door. Where physical distancing cannot be maintained to 2 metres, non-medical face masks must be worn. Capital Airways will provide masks when there is none. All entrants must sanitize or wash their hands upon entering the FBO.

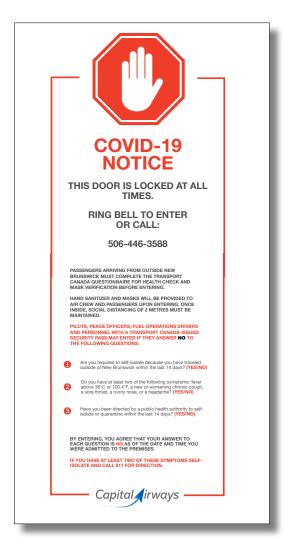


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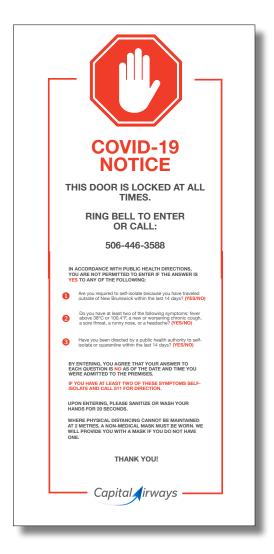
HEALTH CHECK QUESTIONNAIRE

- **1.) Do you have a fever or cough?** If yes, or passenger/air crew refuse to answer, deny entry to the FBO.
- 2.) Do you have a fever and breathing difficulties? If yes, or passenger/air crew refuse to answer, deny entry to the FBO.
- 3.) Have you been refused boarding or entry to New Brunswick in the past 14 days due to a medical reason related to COVID-19? If yes, or passenger/air crew refuse to answer, deny entry to the FBO.
- 4.) Do you have a removable mask or face covering with which to cover your mouth and nose while moving through the FBO? If no, provide the individual with a mask. If they refuse, deny entry to the FBO.

AIR SIDE ENTRANCE SIGN



PUBLIC ENTRANCE SIGN



PHYSICAL DISTANCING

PUBLIC AREAS: Since two-metres of social distancing cannot be maintained inside the FBO at all times, all staff must wear a non-medical mask when there are more than two staff persons. No more than one staff person is permitted in the office area at any time throughout a single shift.

Staff must wear a mask at all times when members of the public are present.

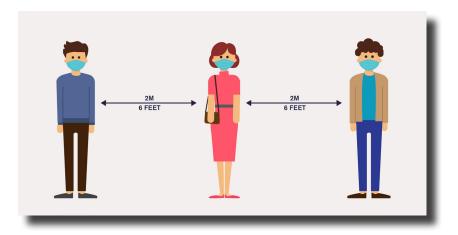
Customers, pilots and passengers must wear a mask at all times in the public areas of the building, including waiting area and washroom. The pilot lounge has separate rules.

PRIVATE PILOT LOUNGE: With a maximum of two pilots, the pilots may remove their mask once inside the pilot lounge, quiet room and pilot washroom as long as social distancing of 2 metres is maintained. Pilots may be told this verbally, and that they are required to place their mask before exiting the lounge. Staff must wear their mask at all times when pilots are present. Passengers are not permitted to enter the pilot lounge until further notice. **Signs will be placed on the inside pilot door to remind them to place their mask upon exiting, and maintain a 2-metre social distance.**

Since pilots and passengers may arrive from outside the province, their wearing a mask is imperative to protecting you.

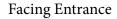
PRIVATE OFFICE AND MAINTENANCE ROOM: No more than one person is permitted in the office or maintenance room at any one time throughout an entire shift. If you require something from the office or maintenance room, ask the personnel responsible for those areas for that particular shift.

PHYSICAL DISTANCING SIGN



PILOT LOUNGE SIGNS







Reverse (on exit)



Quiet Room Door



CLEANING & DISINFECTING

HANDLING ICE: Always wash your hands for 20-seconds in soap and water and put on a pair of nitril gloves before touching the ice bag, machine, and scoop. Keep the gloves on until you hand the bag to the pilot. Gloves will be available for pilots at all times if they do not have their own.

BEVERAGE STATION: To serve a beverage for a customer or for yourself:

- 1. Put on a new pair of nitril gloves
- 2. Prepare the beverage to their liking
- 3. Place a lid on the beverage
- 4. Hand the beverage from the bottom of the cup

The beverage station will be closed to self-service until further notice. FBO staff will offer, prepare and hand beverages to the customer. A sign will be placed to this effect.

Food catering and handling is not available until further notice.

Access to the refrigerator is staff only until further notice. A sign will be posted.

ACCEPTING PAYMENT: Always put on a pair of nitril gloves prior to entering a transaction into the point of sale machine, and keep them on to hand it to the customer, and until the sale is complete. The point of sale debit/credit machine must be sanitized with a CaviWipe after each use.

PUBLIC AREA CLEANLINESS: Keep track of where customers and pilots are seated in the public area. All counter surfaces, tables and doorknobs must be wiped with a CaviWipe after each flight departure. Before the end of each shift, all surface areas must be cleaned with CaviWipes. Do not use CaviWipes on fabric surfaces. Do not use CaviWipes on surfaces that come into direct contact with food or beverages.

HAND WASHING SIGN



Washrooms and Maintenance Room

BEVERAGE AREA



PUBLIC WASHROOM CLEANLINESS: Washroom cleanliness is imperative. Signs will be posted encouraging proper hand washing. Since the facility is low-traffic, washroom surfaces are to be wiped down with CaviWipes after each flight arrival or departure, and at minimum twice daily and recorded, including:

- Door knobs
- 2. Toilet seat
- 3. Flush handle
- 4. Hand lift bars
- 5. Sink and faucet
- Cabinet handle

PRIVATE PILOT LOUNGE CLEANLINESS: After each arrival/departure when used, wipe all surface areas with CaviWipes occupied by the pilots including, but not limited to:

- 1. Door handles and knobs
- 2. Surface areas, table, coffee table
- 3. Counter tops
- 4. Microwave, if used
- 5. Computer station
- 6. Television remotes
- 7. Toilet seat
- 8. Flush handle
- 9. Sink and faucet
- 10. Cabinet and laundry bin handles

Do not use CaviWipes on leather or fabric surfaces.

Use a mild solution of soap and water to wipe leather surfaces. Dry.

Purell Professional Multi-surface Sanitizer may be used on fabric surfaces.

CLEANING CHECKLIST



- 1. On rear side of each washroom door
- 2. On rear side of office door for office
- 3. On maintenance room cupboard for Public Area & Pilot Lounge

OFFICE CLEANLINESS: At the end of each shift, all surfaces are to be wiped with CaviWipes especially:

- 1. The desk top
- 2. Keyboard
- 3. Mouse
- 4. Telephones and radios
- 5. Point of sale device
- 6. Directional batons (if used)
- 7. Tractor keys (if used)
- 8. Door knobs
- 9. Air system remotes
- 10. Alarm panel

MAINTENANCE ROOM CLEANLINESS: Always wash your hands with soap and water for 20-seconds upon entering the maintenance room. Use a CaviWipe to disinfect mop and vacuum handles after use.

APPROVED CLEANERS:

HARD SURFACES:

CaviWipes
DIN: 02242209

Use as directed by manufacturer.

FABRIC SURFACES:

Purell Professional Multi-Surface Sar and Disinfectant, 946 ml Spray Bottle EPA: 10324-85-46552





Approved cloths:

Tiger Towels, J-Cloths or KimWipes

PPE Required: Gloves