



**N O R T H L A N D**  

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**PROPERTIES**



## **Northland Properties – Resorts Division – Winter Operating Guidelines**

Last Updated: November 9, 2020

## Northland Properties – Resorts Division – Operating Guidelines

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# 1 STANDARD PROTOCOLS COMMON TO ALL DEPARTMENTS

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In order to comply with federal, provincial and regional recommendations, both Grouse Mountain Resort (GMR) and Revelstoke Mountain Resort (RMR) have audited their facilities and activities to identify which of these can be safely adapted under COVID-19 restrictions. GMR and RMR are dedicated to following protocols while the COVID-19 situation continues to evolve. (The reference to the term “staff” refers to the employees, sub-contractors and volunteer workers of both resorts).

## 1.1 STAFF ILLNESS POLICY

Staff who exhibit COVID-19 symptoms such as fever, trouble breathing, dry cough, fatigue, sore throat and aches and pains, shall remain at home and contact Health Link BC at 8-1-1. If an employee during work begins to show even mild symptoms of the listed symptoms above for COVID-19, they will be sent home immediately, where they will contact 8-1-1 or a doctor for further guidance.

## 1.2 STAFF RESPONSIBILITIES

Both GMR and RMR have updated staff illness policies to incorporate COVID-19 protocols.

All staff at both resorts will be required to have their temperature taken prior to beginning their shift for every shift.

Staff must review self-assessment guidelines prior to each shift and assess that they are not feeling any of the COVID-19 symptoms. Managers will visually monitor staff throughout the day to assess any early warning signs as to the status of their health and to touch base on how they are conducting their personal safety throughout the workday.

If symptoms are uncertain, staff should always resort to the available online self-assessment tool (<https://bc.thrive.health/covid19/en>) or call 8-1-1.

### 1.2.1 If a staff member develops COVID-like symptoms:

- The staff member will inform their supervisor/manager immediately who will then notify the Safety Manager.
- Public Health advises that any person who has even mild symptoms to stay home and call 8-1-1 therefore the staff member will not be permitted to attend work and will be instructed to call 8-1-1 immediately.
- If advised to be tested based on symptomology and circumstances, the staff member will make arrangements to be tested as soon as possible.
- The workspace and additional touch points will be cleaned and disinfected prior to use by another worker.

### 1.2.2 If a staff member has been tested and is awaiting the results of a COVID-19 test:

- The staff member will remain in self-isolation until results are received.
- Depending on the circumstances, such as a known close contact with a COVID-19 positive case, the staff member may be required to continue to self-isolate for 14 days even if negative test results are received.

- The staff member will not be permitted to return to work until a negative test result is received and their self-isolation period has been completed (if applicable).
- The workspace and additional touch points will be cleaned and disinfected prior to use by another worker.

### **1.2.3 If a staff member tests positive for COVID-19**

- The staff member will not be permitted to return to work for at least 14 days and until they test negative for the COVID-19 virus.
- Public Health will initiate contact tracing to determine close contacts of the staff member and will contact those individuals directly. Public Health may also advise resorts on any necessary follow up and next steps that are to be taken to protect public safety.
- Close contacts will be advised by Public Health to self-isolate and monitor for symptoms for 14 days.
- The workspace and additional touch points will be cleaned and disinfected prior to use by another worker.

### **1.2.4 Staff must quarantine/self-isolate if:**

- They have travelled outside of Canada within the last 14 days.
- They have any symptoms of COVID-19.
- They are from a household with someone showing symptoms of COVID-19.
- They have had close contact with a person that tested positive for COVID-19.

### **1.2.5 Staff without symptoms**

Staff without symptoms of COVID-19 are welcome in the workplace if they adhere to the following:

- Maintain proper hand washing protocols.
- Practice physical distancing.
- Inform their manager immediately if at any time, they feel any symptoms of COVID-19.
- Avoid touching eyes, nose, or mouth with unwashed hands or when wearing gloves.
- Cover their mouth and nose with a tissue when coughing or sneezing.
- If soap and water are not available, use an alcohol-based hand sanitizer.
- Clean and disinfect frequently touched objects and workstation surfaces.

## **1.3 EMPLOYEE SUPPORT**

If a staff member is directed to stay home or is sick with COVID-19, Human Resources and their department head will be in touch immediately to provide guidance and support. The Employee Assistance Plan (EAP) will also be available for support where needed.

### **1.3.1 Extended staff training**

After consulting with multiple industry professionals regarding the new heightened level of health and safety at a workplace, both resorts will be creating a new training seminar that every staff member is required to complete.

This training will include items such as:

- Personal hygiene best practices.
- Available person protective equipment (PPE).

- Proper mask use.
- COVID-19 disease transmission methods, signs, and symptoms.
- Cleaning and sanitizing a workspace.
- Physical distancing rules.
- Stay at home policy for sick or ill staff.

### **1.3.2 Disciplinary Action(s)**

It is expected that protocols in this document and new procedures introduced at both resorts are followed by all staff where applicable. Standard disciplinary actions will be enforced for failure to follow the newly established procedures.

## **1.4 STAFF PROCEDURES: HAND WASHING, HYGIENE AND PERSONAL PROTECTIVE EQUIPMENT**

### **1.4.1 Staff temperature checks and self-assessment**

Staff temperatures will be checked daily to ensure those with a fever are immediately sent home. Checking temperatures is also a method of distinguishing between a cold/flu and common seasonal allergies. Although allergies may present some similar symptoms, such as a running nose, allergies do not produce a fever. Staff must also follow strict self-assessment procedures before their shift to attest that they are not feeling any of the COVID-19 symptoms.

### **1.4.2 Staff must wash/sanitize hands frequently**

Frequent and proper handwashing is encouraged as the best way of preventing all viral respiratory infections and other illnesses.

Staff must follow hand washing procedures, as well as a hand sanitizer being readily available at every workstation. All staff must wash hands with soap or use alcohol-based hand rubs (ABHR) / hand sanitizer once they arrive at work and every time they enter a new workplace. Staff are also required to wash hands each time gloves are put on and taken off.

### **1.4.3 Staff must wear proper protective equipment**

Personal Protective Equipment (PPE) related to the prevention and spread of diseases will be categorized in a three-level system.

- **Low Risk** – tasks where an employee can work isolated, has access to hand washing facilities and does not encounter publicly touched items.
- **Moderate Risk** – physical distancing is adhered to and alcohol-based hand sanitizer is available. A mask may be recommended occasionally during moderate risk activities.
- **High Risk** - tasks where staff members cannot maintain social distancing of two metres. A mask, will be mandatory in these situations and gloves and/or eye protection (face shield or safety glasses/goggles) may be required.

If gloves are to be used, staff should wash their hands thoroughly before putting on the gloves. Wearing gloves does not protect against COVID-19 and staff members are still required to wash their hands before and after use.



#### **1.4.4 Staff operational changes**

There will be many new operational changes introduced that will affect staff daily, some of those changes include:

- When possible, shifts will have staggered start and break times.
- Where practicable, staff will be scheduled in pods and have very little to no contact with other work pods in order to reduce the spread of COVID-19 in the event a staff member tests positive.
- Meetings will either happen in a large enough area to allow for physical distancing or will be conducted online.
- Many of the daily tasks will be communicated through email, radio, or phone call.
- Radios, snowmobiles, quads, all-terrain vehicles, golf-carts, and company vehicles will be assigned to specific staff members whenever possible. Radios and vehicles will be cleaned whenever possession is exchanged.
- Efforts will be made to reduce group training sessions. Training will be conducted in small groups, or online whenever possible.
- Time clocks will no longer be fingerprint based. GMR staff will clock in and out for their shift through their Dayforce App on their mobile device. RMR supervisors will input staff hours daily, staff are also encouraged to use the Uattend app to manage their own timecards on their mobile device.
- When possible, office staff will have a rotated in office schedule to ensure physical distancing is adhered to.
- Seating in each staff room has been adjusted to ensure physical distancing.

### **1.5 PATROL AND EXTRACTION PROTOCOLS**

#### **1.5.1 Day to Day patrol operations**

- Patrollers will wash hands regularly.
- Patrollers will use portable hand sanitizer when working in the field.
- Patrollers will maintain a 2-metre perimeter between staff and public whenever possible.
- Physical touching will be avoided whenever possible.
- No unauthorized personal in any first aid sanctioned area.
- Patrollers will clean radios, cell phones and vehicles before and after each shift.
- Snowmobile helmets will not be shared.

#### **1.5.2 Responding to calls**

- All patrollers will be trained on “PEAK’s” RSEQ COVID assessment sheet and subsequent protocol (attached).
- All patrollers must wear gloves, eye protection and a mask when within two metres of a patient. All patrollers must carry gloves, safety glasses and a face mask at all times.
- Additional PPE COVID kits containing gowns and face shields will be available for patrollers.
- The patroller will give the patient a mask to wear during treatment.

- Masks for patient use have been added to all first aid kits.
- Before the patroller provides treatment, the patroller will take the patient's temperature using a touchless thermometer. If the patient has experienced any of the following signs or symptoms (refer to "Peaks" RSEQ COVID assessment sheet) in the past 14 days, the patrollers will take full PPE precautions by donning a face shield and gown/water proof clothing in addition to their mask, goggles and gloves.
- The following steps will be taken to limit human to human contact when dealing with a patient:
  - If possible, one patroller per call.
  - All other staff on the call will remain two metres away from the patient.
  - Additional patrollers will clear the scene as soon as possible.
  - Witnesses, friends and family will be instructed to remain two metres from the patroller.
- Whenever possible, patrollers will verbalize patient assessments and treatment. All efforts will be made not to touch the patient unless absolutely necessary.
- BCAS dispatch will be informed if a patroller is taking COVID-19 precautions to ensure BCAS is prepared when they arrive.
- OFA 3 workplace first aid attendants will follow recommendations from Work Safe BC.

#### **1.5.3 First Aid Care Facility:**

- The first aid care facility which is used for secondary assessments will only be used if it is deemed critical.
- If a patient is treated in the first aid care facility, the patroller will sanitize all surfaces post treatment.
- Any equipment used during treatment must be sanitized after each use.
- Absolutely no food or drink in the first aid care facility.
- No unnecessary staff or guests permitted in the first aid care facility. When providing treatment, friends, family and other staff will be asked to wait outside unless needed.

#### **1.5.4 Patrol uniforms**

- Any clothing worn while performing first aid on a patient with COVID-19 symptoms will be bagged and taken to housekeeping for cleaning.
- Patrollers will not wear any part of their uniform off-hill. They will wear street clothes to and from work.

#### **1.5.5 Tram at GMR**

- If COVID-19 precautions are being taken, the patient will be taken off-hill on the Blue Tram or an empty Red Tram.
- Tram will be disinfected using a product that has been listed by Health Canada as likely to be effective and may be used against SARS-CoV-2, the coronavirus that causes COVID-19 after patient and patroller have left the cabin.

### **1.5.6 Medical extractions at RMR**

- If COVID-19 precautions are being taken, the patient will be taken off-hill using a toboggan, if there is insufficient snow to ski to the bottom, the gondola will be used as a last resort.
- After patient has been transferred to higher level of care, All B.S.I (Body, substance, Isolation) protocols will be followed.
- All vehicles and equipment used during an extraction will undergo full sanitation.

### **1.5.7 CPR**

- Patrol will only do compressions and automated external defibrillator (AED).
- At the Patroller's discretion, the combination of an iGel airway and bag valve mask with a filter may be used to provide ventilations.
- Pocket masks will not be used.

## **1.6 MEDIA AND GUEST INTERACTIONS**

### **1.6.1 Media**

Consistent with existing media policy, employees of both resorts are asked not to speak to the media on any issue unless they are authorized to do so by a member of the Management team. This includes any media enquiries related to COVID-19. Designated spokespersons are the only authorized staff to make statements to the media.

For GMR, please refer any media enquiries to Julia Grant, Marketing & Communications Manager ([jgrant@grousemountain.com](mailto:jgrant@grousemountain.com)).

For RMR, please refer any media enquiries to Kevin Manuel, Director of Marketing ([kmanuel@revelstokemountainresort.com](mailto:kmanuel@revelstokemountainresort.com)).

### **1.6.2 Social media**

Staff of GMR and RMR are encouraged to continue engaging on social media channels but it is important to do so in a manner that does not negatively impact ongoing business or reputation. This includes not addressing specific workplace issues through social media or sharing confidential and sensitive information. Staff are asked to abide by existing social media policy in the context of COVID-19 and the implementation of these new policies and protocols.

### **1.6.3 Guest interactions**

While practicing these new safety measures, staff may encounter questions or comments from guests. If a guest within either resort is looking for further information or clarification of policies and safety measures, please direct them to the COVID-19 related information on each resorts' website.

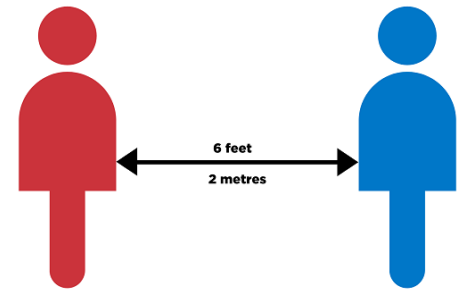
If a guest is upset or concerned, please direct them to Guest Services or contact your Supervisor. Do not go into specifics or make comments related to their feedback.

## 1.7 PHYSICAL DISTANCING

As defined by the BC Centre for Disease Control, physical distancing means limiting close contact with others. When outside of your home, practicing social distancing by keeping two metres (six feet) away from one another whenever possible is something we can all do to help stop the spread of COVID-19.

All staff and guests are expected to practice social distancing as follows:

- Minimize interactions with others whenever possible.
- Keep at least two metres distance between yourself and others.
- Do not shake hands with customers or staff, nod, or wave instead.
- Follow social distancing protocols for shifts, breaks and staff meetings.



### 1.7.1 Reduced seating in restaurants

Seating within our restaurants have been reduced based on the current provincial regulations to help ensure physical distancing.

### 1.7.2 Virtual queuing and timed boarding

GMR will continue to use their timed booking and boarding system for all upload and download tram trips in order to control capacity.

### 1.7.3 Creating one-way traffic flows

High foot-traffic areas indoors have designated traffic flows to help reduce guest proximity whenever possible to help ensure physical distancing.

### 1.7.4 Installation of plexiglass barriers

Physical barriers are used in locations where physical distancing becomes a challenge. Plexiglass barriers are installed in retail, guest services and food & beverage locations where needed.

### 1.7.5 Introducing no-contact payments

Whenever possible no-contact payment methods are encouraged and utilized to help reduce the spread of bacteria. If pin-pads on payment machines have to be used, they are to be sanitized after each use.

### 1.7.6 Pick-up and take-out options

Food outlets have developed and implemented contactless procedures for take-out dining options.

### 1.7.7 Removal of common touch points

To slow the spread of bacteria and viruses, both GMR and RMR will audit the premise and remove any commonly touched items deemed unnecessary.

### 1.7.8 Facility capacity management

Actively monitor and manage social distancing and numbers of guests in our loading stations, restaurants, washrooms, trail systems and viewing areas.

## 1.8 CLEANING, DISINFECTING AND SANITIZING PROTOCOLS

### 1.8.1 Cleaning definitions

“Cleaning” generally, refers to the removal of germs, dirt, and impurities from surfaces – making a visual difference. It does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.

“Sanitizing” takes place after cleaning to reduce the level of bacteria to a safe level when following the manufacturer’s instruction for concentration and contact time. Sanitizers are used on food contact surfaces. When sanitizers are used at the no-rinse concentration level it does not need to be rinsed off with clean potable water. Disinfectants are different from sanitizers in that they have a greater ability to destroy bacteria, viruses, and molds. Disinfectants are used at a higher concentration and require a longer contact time than sanitizers. If a food grade disinfectant is used on a food contact surface, it may need to be rinsed off with potable water.

“Disinfecting” refers to using chemicals to kill bacteria and viruses on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.

Both GMR and RMR will be using cleaning, disinfecting and sanitizing products that have been listed by Health Canada as likely to be effective and may be used against SARS-CoV-2, the coronavirus that causes COVID-19.

(<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>).

### 1.8.2 General disinfecting

PPE equipment should always be worn when recommended by the manufacturer. Gloves should be discarded after each cleaning. If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces and should not be used for other purposes. Consult the manufacturer’s instructions for cleaning and disinfection products used. Clean hands immediately after gloves are removed.

- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, most common Health Canada-registered disinfectants should be effective.
- Use products that Health Canada has listed to be effective for use against the virus that causes COVID-19 if available.
- Follow manufacturer’s instructions for all cleaning and disinfection products for (concentration, application method and contact time).

### 1.8.3 Item cleaning

Certain items will be cleaned between each customer use; examples of items are:

- Payment machine pin-pads
- Tables and chairs in restaurant facilities

Other items will be cleaned on a frequent repetitive schedule, examples of items are:

- Door handles
- Counters

- Light switches
- Sink faucets
- Hand railings
- Turnstiles
- Tram cabins (GMR)
- Gondola cabins (RMR)

#### **1.8.4 Washrooms**

Washroom facilities are maintained by a dedicated custodial department. These facilities will be monitored, sanitized every 60 minutes or as needed and deep-cleaned regularly.

The maximum number of guests permitted to use a washroom at any given time may be limited by resort staff to ensure proper traffic flow and social distancing measures are adhered to.

### **1.9 SURFACE PROTECTIVE COATINGS**

In addition to cleaning, sanitizing, and disinfecting practices, both resorts will be using EPA and PMRA registered surface protective coatings throughout the resort known as AEGIS Microbe Shield treatment. This treatment creates an invisible barrier to inhibit the growth of bacteria, fungi and algae. This coating will be applied throughout the resort as needed to ensure it can effectively remove germs and microbes up to a 99.99% effectiveness.

- The AEGIS Microbe Shield forms a durable chemical bond upon application and remains chemically attached to the surface on which it is applied. It functions by electrostatically and physically interrupting the bacterial or viral cell membrane and preventing its ability to survive on a protected surface.
- The AEGIS Microbe Shield destroys any organism with a cell membrane upon contact and will continue to do so until the physical surface has been removed through repeated wear.
- AEGIS provides a long-lasting defence to control the growth and survival of microbes on just about any surface. The modified surface will retain antimicrobial activity for up to 12 months, even after repeated cleanings.

### **1.10 MASKS & FACE COVERINGS**

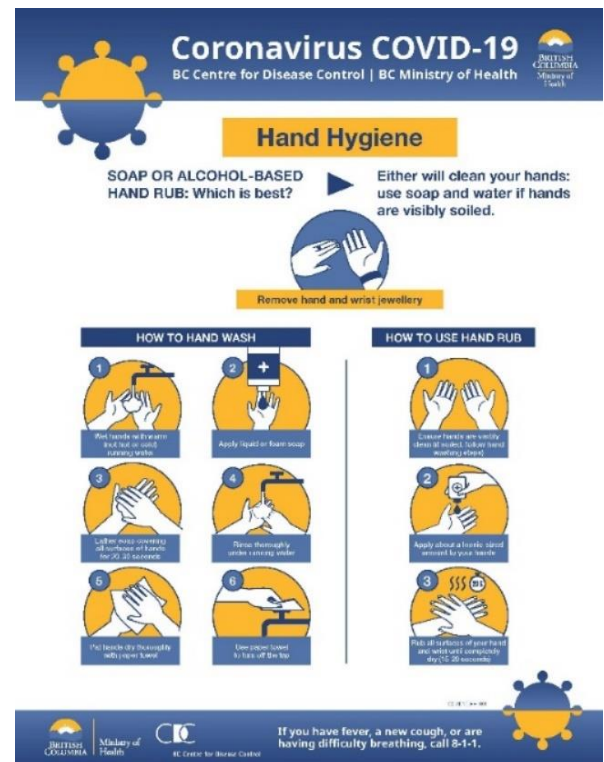
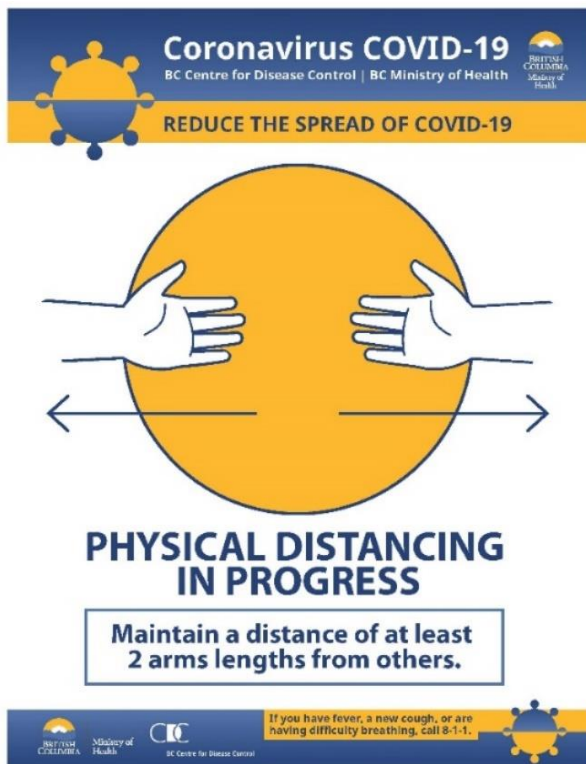
Masks or face coverings that cover the person's mouth and nose are mandatory for everyone throughout each resort. This rule applies to all guests, passholders and staff.

Face coverings are required to be worn in all areas of our operation, including while queuing, loading and riding on the gondola, tram (Skyride) and chairlifts, inside all public spaces and buildings and during all ski and snowboard lessons. Face coverings are not required while actively skiing or riding in open spaces where physical distancing is possible.

Face coverings are required to be worn at all times while indoors in public spaces, with the exception of while seated and actively dining at one of our restaurants or food and beverage outlets.

In order to limit the risk of COVID-19 exposure, we will require all guests, passholders and staff to wear masks in all required areas. The only exception will be given to children 0-4 years. Failure to comply, may result in removal from the premises and suspension of future visits.

## 1.11 COMMUNICATION AND SIGNAGE



### 1.11.1 Up to date reports

Both GMR and RMR continually monitor Provincial and Canadian health authorities' recommendations and adjust operations based on their guidelines, keeping public up to date on those changes.

### 1.11.2 Information posted on websites

Detailed information regarding changes in procedures throughout the resorts will be posted on the resorts' public websites for review by guests at any time. All staff will be made aware of this page so that they can refer to it and direct guests to the page when deemed appropriate.

### 1.11.3 Educational signage

As COVID-19 poses new health risks to the general public, both resorts will work towards educating all guests through the use of signage at the resort with a clear, concise message.

#### **1.11.4 Sign Placement**

COVID-19 educational signs will be placed at the following locations at both resorts unless otherwise stated:

- Parking lots
- Transit, taxi and rideshare drop-offs
- Outside and within Guest Services
- Outside and within Retail outlets
- Snow School, Rentals, Skate Pond, Sliding Zone
- At food and beverage outlets
- Throughout the tram loading process at GMR
- Throughout the gondola loading process at RMR
- Throughout each chair lift queuing and loading area
- Washroom facilities
- Staff rooms, offices, and common workplaces
- Any other area a line up may form

#### **1.11.5 Signage types (include, but are not limited to the following):**

- Face coverings required
- Hand washing protocols
- Physical distancing guidelines
- Physical distancing reminders
- Floor / walkway spacing indicators
- COVID-19 general information boards

#### **1.11.6 Media posts**

All necessary information will be made available to guests before they arrive at either of our resorts and will be referenced through available media. This is to help guests take the resorts' health measures into consideration when making plans, and to help communicate the resorts' rules and regulations.

#### **1.11.7 Collaboration throughout the industry**

Northland Properties Resorts Division will remain in constant communication with other resorts across the Province, and around the world, openly sharing our procedures and experiences with others to help create a better and safer industry.

## **1.12 STANDARD GUEST POLICIES AND PROTOCOLS**

### **1.12.1 General outline for guests**

- If you have underlying medical conditions, it is recommended that you do not visit either GMR or RMR.
- Anyone displaying symptoms of COVID-19 which primarily displays as a persistent cough, will not be permitted at either resort.
- If you do not feel well, please stay home and, when in doubt, call 8-1-1 or get tested.
- If you have traveled outside of Canada, you are not permitted at our resorts until you have self-isolated for a minimum of 14 days.



- If you live in a household with someone who has COVID-19 or is showing symptoms of COVID-19, please do not come to our resorts.
- Following the recommendations of Health Canada, all visitors are encouraged to wear a mask or a form of face covering while at the resorts. Furthermore, masks will be required in all operations of the resort, including while queuing, loading and riding on the tram (Skyride), gondola and chairlifts, inside all buildings and during all ski and snowboard lessons.

#### **1.12.2 Hand sanitizer to be available and used**

Both GMR and RMR will be providing hand sanitizer at multiple locations throughout the resorts. Guests are recommended to use hand sanitizer and at times, it may be mandatory.

#### **1.12.3 Staff temperature checks**

Both resorts will be conducting mandatory temperature checks of all staff to contain those with a fever. Staff temperature checks will not always indicate those with COVID-19, but it is a way to indicate who should not be out in public at that time.

Each staff member at GMR and RMR will be required to have their temperature checked at the start of their daily shift.

#### **1.12.4 Physical distancing**

Physical distancing of two metres (six feet) is required whenever possible and will be enforced. Guests who fail to observe physical distancing risks the closure of the resorts, and as such, may be asked to leave the premises and may be suspended from future visits.

#### **1.12.5 Washroom Use**

- Public washrooms throughout both resorts will be open and will be disinfected frequently.
- Washroom facilities should not be used as changerooms.
- Use of masks or face coverings will be required in all washrooms throughout the resorts.

#### **1.12.6 Guest adherence to policies and protocols**

All policies will be enforced and any guests not in compliance with these policies and/or those who choose to decline participation in protocols will be asked to leave the premises and may be suspended from future visits.

## 2 PROTOCOLS FOR RESERVATIONS AND TICKETING

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### 2.1 BOOKING THROUGH [WWW.GROUSEMOUNTAIN.COM](http://www.grousemountain.com)

GMR has implemented a timed-ticketing boarding system for the Skyride (tram) uploads and downloads and encouraging all bookings be made online in-advance via [www.grousemountain.com](http://www.grousemountain.com).

The purpose of this is to manage capacity and limit contact during visits to the resort, providing both our guests and passholders with a safe and touch-free experience.

#### 2.1.1 Guests

For GMR, general admission tickets, download tickets and activity bookings are available for purchase online through [www.grousemountain.com](http://www.grousemountain.com). Guests who arrive at the resort with the intention of purchasing tickets in-person will be directed to use the website. Only if the guest persists further and it is the only option, will we allow guests to purchase tickets onsite in-person. Guest Services will have social distancing measures in place including, signage for social distancing, one family member inside at a time, one-way traffic flow, glass protection for staff. When purchasing online, guests will be required to select pre-set boarding times for both their upload and download tram ride on general admission tickets and/or activity bookings. For download-only tickets, guests will be required to select a pre-set boarding time for their download tram ride.

We will be encouraging guests to arrive on time to ensure they are accommodated at their assigned boarding time. Guest must present their tickets via mobile device or printed tickets.

#### 2.1.2 Passholders

For GMR, valid passholders are required to pre-book their tram boarding times online through [www.grousemountain.com](http://www.grousemountain.com). There is no charge for this service, however passholders must provide their pass number when booking and are encouraged to do so before they arrive at the Resort.

Passholders have the option of booking a round-trip or download-only visit. Round-trip visits must book both an upload and download tram boarding time. Download only visits must book a download tram boarding time.

We will be encouraging passholders to arrive on time to ensure we can accommodate their assigned boarding time. Passholders must present their pass and tickets via mobile or printed tickets and a physical pass presented will also be accepted when necessary.

### 2.2 BOOKING AT RMR

Guests will be encouraged to use the pre-booking system available through [www.revelstokemountainresort.com](http://www.revelstokemountainresort.com). The purpose of this is to manage capacity and limit contact during visits to the resort, providing both our guests and passholders with a safe experience.

### **2.2.1 Guests**

For RMR, Lift tickets will be available for purchase online through [www.revelstokemountainresort.com](http://www.revelstokemountainresort.com), however all guests who arrive at the resort will be directed to Guest Services. Booking online will limit the amount of time a guest is needed in Guest Services. Guests who arrive at the resort with the intention of purchasing tickets in-person will be directed to use the website. Only if the guest persists further and it is the only option, will we allow guests to purchase tickets onsite in-person. Guest Services will have social distancing measures in place including, signage for social distancing, one family member inside at a time, one-way traffic flow, glass protection for staff. RMR's booking system can discount certain days of the week to encourage more spread out use of the facilities and limit peak busy days.

### **2.2.2 Passholders**

Passholders will be required to board the gondola following all COVID related protocols. Passholders will not be required to reserve dates prior to visiting.

## **2.3 ARRIVAL AT THE RESORTS**

Upon arrival at the resorts, guests will be directed via signage and by on-site staff - physical distancing measures are to be complied with at all times where possible. Guests arriving without a pre-purchased ticket will have the option to purchase a ticket, capacity permitting, through their own mobile device.

Guests will also be reminded of the timed upload and download boarding procedures for the tram at GMR. If a guest has missed their pre-booked boarding time, they will be placed on stand-by where they will be admitted onto the next upload or download tram as soon as there is availability.

### **2.3.1 Parking**

Guests will be reminded of physical distancing guidelines. At GMR guests will be encouraged to use the app to purchase their parking via their own mobile device where applicable.

## 3 PROTOCOLS FOR LIFTS

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### 3.1 CHAIR LIFTS

Chair lifts will be accessible to guests at both resorts.

#### 3.1.1 Loading at GMR

The following protocols are **mandatory** when boarding the chairlifts:

- Individual chairs will be limited to families or groups who are riding together. Otherwise, unrelated individuals who are not visiting the resort together must not ride together.
- For quad chairlifts, individual guests (solo skiers/riders) may be asked to ride on opposite ends of the chair.
- Masks or face-coverings will be required for anyone during queuing, loading, riding and disembarking all chairlifts.
- Lift operators that may need to physically assist with loading/unloading will wear the appropriate PPE.

#### 3.1.2 Loading at RMR

The following protocols are **mandatory** when boarding the chairlifts:

- Masks or face-coverings will be required for all guests during queuing, loading, riding and disembarking all chairlifts.
- RMR will use a two-line up policy:
  - A Green line-up will be available for guests comfortable loading a chair lift with others outside their social circle, up to 4 people per chair. This line will also include a singles lane that will merge with others inside the green line.
  - An Orange line-up will be available for guests who wish to load with only their own groupings, up to 4 people per chair. No singles lane will ever merge with an orange line to ensure guest privacy.
  - Having the two-line policy will help reduce potential congestion of guests waiting in line by improving lift capacity while still allowing each guest the ability to control of their own experience at RMR.

#### 3.1.3 Cleaning

- Chairlifts will be sanitized as time and conditions allow with a product listed by Health Canada as likely to be effective and may be used against SARS-CoV-2, the coronavirus that causes COVID-19.
- For added cleanliness, Chairlifts at GMR have been treated with a surface protective coating known as AEGIS Microbe Shield treatment which is proven to effectively remove germs and microbes up to a 99.99% effectiveness.

### 3.2 GONDOLA AT RMR

#### 3.2.1 Boarding

- Masks or face-coverings will be required for all guests during queuing, boarding, riding and disembarking each gondola.

- RMR will use a two-line up policy:
  - A Green line-up will be available for guests comfortable loading a gondola cabin with others outside their social circle, up to 6 people per cabin.
  - An Orange line-up will be available for guests who wish to load with only their own groupings, up to 8 people per gondola cabin.
  - Having the two-line policy will help reduce potential congestion of guests waiting in line by improving lift capacity while still allowing each guest the ability to control of their own experience at RMR.
- To maintain minimal contact, guests will validate their own tickets using RMR's RFID gates.
- Hand sanitizer will be available for all passengers prior to boarding.

### 3.2.2 Cleaning

Gondola cabins will be treated with the Aegis Microbe Shield product and professionally inspected to maintain effectiveness.

### 3.2.3 Additional Protocols

- The lift operator will stand at a distance but remain presentable while instructing guests.
- The operating speed of the gondola will be adjusted throughout the day to best alleviate crowding.
- All windows in each gondola cabin will be opened at the start of the day and are to remain open throughout the operating day.

## 3.3 TRAM AT GMR

### 3.3.1 Boarding

The following protocols will be **mandatory** when boarding the tram for both upload and download trips:

- Masks or face-coverings must be worn by all passengers while queuing, boarding, riding and disembarking the tram.
- Hand sanitizer will be available for all passengers prior to boarding.
- Tram capacity will be reduced for all trips to provide as much physical distancing as practicable. Capacities may be changed based on requirements and/or relaxed measures by local health authorities.
- When conditions allow, the end windows in each tram cabin will be open to ensure airflow throughout the entire cabin.
- Plexiglass will be installed around the tram operator area.
- Tram boarding time processes will be implemented for all trips to reduce the number of passengers queueing and to restrict capacity in order to provide as much physical distancing as practicable.

### 3.3.2 Cleaning

The tram and tram loading and unloading area has numerous high touch points that will be regularly sanitized throughout the day.



In addition, the tram will be disinfected every evening following the last public trip using a product listed by Health Canada as likely to be effective and may be used against SARS-CoV-2, the coronavirus that causes COVID-19.

The Skyride will be treated as required with a surface protective coating known as AEGIS Microbe Shield treatment which is proven to effectively remove germs and microbes up to a 99.99% effectiveness.

## 4 SKIING AND SNOWBOARDING

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Skiing and snowboarding can be enjoyed by guests at both resorts throughout the regular winter season. In addition to adhering to the Alpine Responsibility Code guests will be required to practice physical distancing and wear face coverings in areas where physical distancing cannot be maintained. Face coverings are not required while actively skiing or riding in open spaces where physical distancing is possible.

### 4.1 TERRAIN PARKS AT GMR

- Masks or face coverings are required in all drop-in areas.
- Park users must maintain physical distancing in drop-in areas as well as within the parks.
- Hiking may be prohibited in high congestion areas in order to allow for physical distancing.

## 5 ACTIVITIES AT GMR

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The rate at which guests are loaded into all attractions is reduced to allow for more cleaning time. We also anticipate interactions between guests and staff taking slightly longer as physical distancing is adhered to.

The number of daily spaces available for activities (e.g. Ziplines, Snowshoeing, etc.) is reduced to the amount of necessary equipment, harnesses and PPE in operation to allow for a full, sanitation between each use.

### 5.1 ZIPLINING

Ziplines will be operational, but at a limited capacity to ensure distancing and no congestion of people.

#### 5.1.1 Cleaning and sanitation

- All zipline equipment and PPE (trolley, harness & helmet) will be cleaned and disinfected after each use.
- Manufacturer recommended cleaning methods and products will be used on PPE as certain chemicals and solutions are unsafe to use.
- A designated area will be marked off for used PPE to be stored. Once disinfected, PPE will be moved back onto usage racks.

#### 5.1.2 Tour protocols

- All guests will be encouraged to complete a waiver online prior to their arrival.
- PPE will be laid out for guests with a distance of six feet between.
- Guides will be required to wear a mask and gloves when preparing guests for tour, checking PPE, attaching/detaching guests from circuit and completing safety rescues.
- Guests will be required to wear masks or face-coverings throughout their zipline tours.
- Guests will be required to use hand sanitizer upon arrival and prior to gearing up for tour. Distancing markers placed on floors for safety briefing of guests for distancing purposes.
- Zipline platforms will be limited to the guide and guests from the same household. Guests will be required to wait in designated areas prior to accessing any platform for distancing purposes.

### 5.2 SNOWSHOEING & LIGHT WALK PROCEDURES FOR GUESTS USING THEIR OWN EQUIPMENT

Guests who choose to participate in snowshoeing using their own equipment without a guide are permitted to do so, providing they abide by the following guidelines.

- Maintain physical distancing measures of a minimum two metres between guests outside their immediate group or bubble on all trails.



### **5.3 SKATE POND**

- Guests will be required to wear masks or face coverings while enjoying the skate pond and while they are putting on and removing their equipment (e.g. skates, gloves, etc.).
- Access to the skate pond may be limited in capacity to allow for physical distancing.

### **5.4 SLIDING ZONE**

- Guests will be required to wear masks or face coverings while enjoying the Sliding Zone.
- Access to the Sliding Zone will be limited in capacity to allow for physical distancing.

## 6 EQUIPMENT RENTALS & SERVICES

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- All equipment available for rent during winter operations will be subject to protocols to ensure health and safety.
- Face coverings will be required at all times throughout the rental process at each rental location at GMR and RMR.
- Hand sanitizer stations are available throughout the rental areas.
- The clothing rental program at GMR is suspended for the season; there will be no rental of pants, jackets, gloves and goggles available.

### 6.1 SKI / SNOWBOARD EQUIPMENT RENTALS

#### 6.1.1 Cleaning Protocols

- The following equipment and items in rental facilities have been pre-treated with AEGIS Microbe Shield treatment:
  - Skis, Ski Boots, Snowboards, Snowboard Boots, Helmets, Poles, and Snowshoes
  - Lockers
  - All counters and benches
- Equipment will be fully sanitized between each guest use.
- Enhanced cleaning and disinfecting schedule for all Rental areas.

#### 6.1.2 Directional Flow for Rentals and Returns

- Rental areas will have reduced capacities enforced in accordance with local regulations.
- Reconfigured ski and snowboard rental shops to promote physical distancing and limit contact with staff and other guests and one-way guest flow where possible
- Separated pickup and drop off locations for equipment
- All rental waivers to be completed digitally, during the online purchase process.
- Rentals will be required to be pre-purchased along with their tram reservation allowing for equipment to be pre-set and ready for pickup.
- Access to the Rental Outpost will be limited to guests who have pre-purchased their rental equipment or services

### 6.2 SNOWSHOE & SKATING EQUIPMENT RENTALS

#### 6.2.1 Cleaning Protocols

- The following equipment and items have been pre-treated with AEGIS Microbe Shield treatment:
  - Ice Skates, Skate Helmets, Snowshoes, Poles
  - Benches and seating
  - All counters
- Equipment will be fully disinfected between each guest use.
- Enhanced cleaning and disinfecting schedule for all Rental areas.

### **6.2.2 Directional Flow for Rentals and Returns**

- Skate and snowshoe rentals will be available for pre-purchase online.
- At GMR, rentals will take place out of the ‘Santa’s Workshop’ building with a separated pickup and drop off locations at each side of the building.

## **6.3 LOCKER RENTALS FOR STORAGE**

At RMR public lockers will be unavailable for further notice. At GMR, lockers will be available with enhanced cleaning protocols.

### **6.3.1 Cleaning Protocols**

- All lockers will be pre-treated with AEGIS Microbe Shield treatment.
- Lockers will be fully sanitized on a daily basis.

## **6.4 EQUIPMENT SERVICES**

- All regular equipment services and repairs will be available at GMR and RMR.
- At GMR, all services can be purchased online and reserved prior to arrival.
- At RMR, the Repair Shop will be open for in-store sales with a capacity of one guest at a time.

## 7 SKI AND SNOWBOARDING LESSONS & CAMPS

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### 7.1 SNOW SCHOOL PROTOCOLS:

- Snow School participants will be required to undergo a self-health screening prior to starting their lesson.
- Face coverings will be required for both lesson participants and instructors during the lesson.
- Pre-purchase and registration procedure for all lessons to eliminate line ups.
- Reduced lesson ratios will be in place.
- Lessons have staggered start times to ensure distancing.
- Additional indoor spaces added to the children's programming to allow for distancing.
- Private lunch area for children's programs that involve lunches.
- Expanded indoor space for Ski Wee & Wee Riders programs when indoor space is required to allow for distancing (GMR).
- Waivers will be available digitally and completed during the online purchase process.

## 8 SNOWSHOE TOURS

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- There will be a reduced offering of snowshoe tours available.
- Tours will all have a reduced capacity and altered start time to allow for distancing.
- Snowshoe Tour participants will be required to undergo a digital self-health screening prior to starting their tour.
- A face covering will be required anytime social distancing is not available.
- Reduced tour ratios with a maximum of 6 participants per guide at GMR.

## 9 CLUBS AND COMPETITIONS

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For training, races and competitions that are organized by third-parties (e.g. Tyee Ski Club, Revelstoke Ski Club) must have an approved "Return to Sport" plan that incorporates all "Return to Sport" guidelines as outlined by British Columbia Health Authorities.

BC Alpine Return to Sport Plan: [https://bcalpine.com/files/Policy\\_Files/COVID-19/Return\\_to\\_Sport/](https://bcalpine.com/files/Policy_Files/COVID-19/Return_to_Sport/)

- The third party needs to have competitor waivers naming the resort. These should be updated for COVID.
- Third party needs to provide insurance with RCR and the resort as a named other.
- Third party to comply with Ski Area's COVID protocols and safe work procedures, which are consistent with CWSAA and health authority recommendations
- The organizer must have an Emergency Action Plan (EAP) for a COVID-19 outbreak or a single case.

## 10 PROTOCOLS FOR FOOD AND BEVERAGE OPERATIONS

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### 10.1 MINISTERIAL ORDER OF THE PROVINCIAL HEALTH OFFICER

Both RMR and GMR agree to follow current orders regarding operation of Food & Beverage (including liquor sales and services where applicable) as laid out by the Provincial Health Officer of British Columbia.

### 10.2 TAKEOUT SERVICE FOR FOOD AND BEVERAGE LOCATIONS

- Designated pickup areas have been identified for takeout in each location.
- Guests must adhere to physical distancing measures while collecting orders.
- Capacity in food and beverage locations may be limited to allow for physical distancing.
- Ensure service areas are properly cleaned and sanitized according to the product manufacturer's instructions after each customer service, employee shift changes, and before, during and after closing.
- Single-use containers are available for takeout foods. Guests may not use their own containers or carrier bags/boxes for take-out food.
- Communicate to staff the proper sanitation operational controls:
  - Enhanced sanitation plan and schedule, and review with all Staff, post a copy in the staff room.
  - Safe transactions, Staff accepting payments with credit cards, and debit cards must wash their hands frequently or use hand sanitizer and be reminded to not touch their face.
  - Merchant terminals must be wiped down after every use, following manufacturer guidelines or use 70% alcohol wet wipes or other safe alternative for the equipment.
  - Service tops must be wiped down after every use using a product listed by Health Canada as likely to be effective and may be used against SARS-CoV-2, the coronavirus that causes COVID-19.
  - Doorknobs & handles should be wiped down every day and between staff shift changes, all common guest touch points should be wiped down at least once a day.
- Wear disposable gloves when handling guest food products.
- Staff are required to practice proper hygiene including frequent hand washing, and proper cough and sneeze etiquette (into elbows rather than hands).

### 10.3 INFORMATION FOR GUESTS

- Takeout menu will be available online.
- If payment is required at time of collection, only credit and debit card will be accepted.
- Guests will be encouraged to order and pay in advance where available.

- Guests with COVID-19 symptoms, i.e. sore throat, fever, sneezing, fatigue, coughing, or gastrointestinal symptoms, i.e. nausea, vomiting, diarrhea, are required to stay away from the premises and not order take-out food.
- Guests to follow signage and collect takeaway orders from designated “Pick up Area”.
- Guests are encouraged to wash their hands or use alcohol-based hand sanitizer before entering premises for pick up.

#### **10.4 KITCHEN AND BACK OF HOUSE PROCEDURES**

- Staff are required to practice proper hygiene including frequent hand washing, and proper cough and sneeze etiquette (into elbows rather than hands).
- As with other microbes always use a thermometer to check that the internal temperature of the food has reached 74°C.
- When preparing fresh fruits and vegetables, wash or scrub them under cold, running, potable tap water prior to consumption.
- Prevent cross-contamination by:
  - Keep fruits and vegetables separate from raw foods.
  - Only handle (touch) the fresh fruits and vegetables that will be washed or cooked immediately to limit any hand transfer of germs.
- Food grade sanitizers are to be used after cleaning to reduce the level of bacteria to a safe level when following the manufacturer’s instruction for concentration and contact time. Sanitizers are to be used on food contact surfaces. When sanitizers are used at the no-rinse concentration level, it does not need to be rinsed off with clean potable water.
- Increase cleaning and disinfection frequency of high-touch surfaces and high traffic areas to reduce the risk of spreading COVID-19. Increase cleaning and sanitizing frequency of food contact surfaces.
- Work with all deliveries companies and vendors who come on premise to ensure social distancing is maintained and instruct safe drop off point for deliveries.
- Loading bay and kitchen entrance protocols are to be kept clear at all times so people are not forced into breaching the physical distancing guidelines.

## DISINFECTION: NON-FOOD CONTACT FRONT OF HOUSE

Clean and disinfect hard surfaces and high-touch objects with approved disinfectants. **Increase frequency as needed.**



## DISINFECTION: FOOD CONTACT BACK OF HOUSE

**During RED REMEDIATION:** Clean and disinfect hard surfaces and high-touch objects with approved disinfectants. **Increase frequency as needed.**



## 11 PROTOCOLS FOR RETAIL OPERATIONS

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The following measures follow the guidelines of:

RCC (Retail Council of Canada <https://www.retailcouncil.org/>)

CRCC (Canadian Convenience Industry Council) <https://convenienceindustry.ca/covid-19/>

BC CDC (BC Center for Disease Control) <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/community-settings/malls-stores>

### 11.1 RETAIL STORES

As preventative measure, the layout of retail locations will be modified to allow a physical distance of two metres at all time. This includes removing some in store fixtures and spread out merchandise in the closed part of the lodge as needed. Face coverings are mandatory in all retail locations.

Daily practices and other considerations:

- All store surfaces will be disinfected prior to opening, as well as being sanitized every hour throughout the day.
- Plexiglass will be installed around point of sale terminals / counters.
- Staff will have access to masks, gloves and appropriate cleaning supplies.
- Customers will be allowed in with a maximum number of customers at a time to allow for proper physical distancing.
- Anyone wanting access to retail will have to wait outside in a pre-determined distancing pattern.
- Hand sanitizer will be present and mandatory to apply at the entrance of all locations.
- Signage will be installed at entrances and throughout locations to inform guests of new protocols.
- Guests will be reminded to keep a physical distance of two metres from other guests and staff.
- Guests will be asked to limit touching product and aim to touch only what they are purchasing.
- Staff will be available to serve guests should they need to try on a clothing item. Staff will minimize guests' handling of the product by determining size availability, pricing and fit prior to the guest touching or try on the garment.
- At GMR, any clothing items that have been tried on are removed from the floor, steam cleaned and quarantined for 48 hours prior to restocking.
- Contactless methods of payment are encouraged.
- Staff will be encouraged to ask guests to handle their payment card to reduce touchpoints.