



Grouse Mountain COVID-19 Safety Protocols

Winter 2021/22

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At Grouse Mountain we are committed to the ongoing protection of our guests, staff, volunteers, and contractors during the global COVID-19 pandemic. As we prepare for the 2021/22 winter season, we are pleased to share our COVID-19 Safety Protocols which have been developed with everyone's safety as the top priority.

In consideration of the dynamic nature of the pandemic, it is important to understand that all Grouse Mountain policies are subject to change so that we can continue to deliver a safe experience for all and meet the provincial regulations and guidelines as needed.

1 GUEST REQUIREMENTS

1.1 GUEST ILLNESS POLICY

Any guest who experiences any COVID-19 symptoms such as fever, trouble breathing, dry cough, fatigue, sore throat and aches and pains are not permitted at Grouse Mountain and are advised to contact public health.

Any guest that has been in close contact or lives in a household with someone who has COVID-19 or is showing symptoms of COVID-19 are not permitted at Grouse Mountain.

1.2 GUEST VACCINATION REQUIREMENTS

All eligible guests are required to be fully vaccinated to access the Grouse Mountain Skyride and mountain top facilities. This requirement applies to all people born in 2009 or earlier.

Proof of vaccine, and government ID for those 19+, must be shown to guest services prior to accessing Grouse Mountain Skyride and mountain top activities commencing the first day of ski hill operations for the 2021/22 winter season.

Passholder vaccination status can be verified once prior to their first day on hill upon written consent for this information to be retained until the end of the 2021/22 Winter Season.

Guests can refer to grousemountain.com/vaxtrax for more details on how to provide proof of vaccination.

1.3 GUEST MASK REQUIREMENTS

1.3.1 Skyride

Guests must wear a properly fitted mask when queuing, loading and riding the Skyride.

1.3.2 Indoor Public Spaces

Properly fitted masks that cover the person's mouth and nose are required in all indoor public areas of the resort. This rule applies to all guests and includes the following areas:

- Guest Services
- Starbucks*
- Chalet* including:
 - main atrium, Grouse Grind Coffee Bar, Lupins Café, Altitudes Bistro, Observatory, Timber Room, Theatre, Outfitters and Spirit Gallery
- Rentals
- Ski Wee
- Feast House
- Santa's Workshop

*Guests who are seated at an indoor food and beverage outlet may remove their mask while eating or drinking but must replace their mask prior to leaving their seated area.

1.3.3 Mask Exemptions

Children aged 0-4 years are not required to wear a mask when visiting Grouse Mountain.

Guests with a medical exemption for the use of masks who wish to access each resort must make prior arrangements through Guest Services. Access without the use of a mask will not be permitted without prior arrangements in place.

Failure to comply, may result in removal from the premises and suspension of future visits.

1.4 GUEST HAND HYGIENE REQUIREMENTS

Grouse Mountain will continue to provide hand sanitizer at multiple locations throughout the resort and recommend guests make regular use of it. Washrooms with hand washing facilities are also located in multiple locations at the resort.

1.5 GUEST PHYSICAL DISTANCING GUIDELINES

1.5.1 Installation of plexiglass barriers

Physical barriers are used in locations where physical distancing becomes a challenge in indoor public spaces including in retail outlets, guest services and food & beverage locations where needed.

1.5.2 No-contact payments

Whenever possible no-contact payment methods are encouraged and utilized to help reduce the spread of COVID-19.

1.6 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 STAFF, VOLUNTEER & CONTRACTOR REQUIREMENTS

2.1 STAFF ILLNESS POLICY

Staff, Volunteers and Contractors (hereafter referred to as “staff”) are required to complete a daily health assessment and those who experience any COVID-19 symptoms such as fever, trouble breathing, dry cough, fatigue, sore throat and aches and pains, shall remain off work and follow public health guidance prior to returning to the workplace. Staff are to refer to the *COVID-19 Sick Policy* for more detailed information.

GMR 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.

2.2 STAFF VACCINATION

All Grouse Mountain staff must be fully vaccinated for the protection of themselves as well as our guests, other staff members and our community. Staff can refer to the *COVID-19 Vaccination Policy* for more details.

2.3 STAFF MASK REQUIREMENTS

2.3.1 Skyride

Staff must wear a properly fitted mask when in the Skyride terminal buildings and when onboard the Skyride.

2.3.2 Indoor Public Spaces

Staff are required to wear a properly fitted mask when entering indoor guest occupied spaces, whether while working or on break. This includes:

- Guest Services
- Starbucks*
- Chalet* including:
 - main atrium, Grouse Grind Coffee Bar, Lupins Café, Altitudes Bistro, Observatory, Timber Room, Theatre, Outfitters and Spirit Gallery
- Rentals
- Ski Wee

- Feast House
- Santa's Workshop
- Alpine Cabin

Staff are encouraged to wear a mask when working with other staff members if they are unable to maintain a minimum of 2m distance.

2.4 STAFF HAND HYGIENE REQUIREMENTS

Frequent and proper handwashing is encouraged as the best way of preventing all viral respiratory infections and other illnesses. Staff must maintain good hand hygiene practices. Hand sanitizer is readily available at workstations and washrooms with hand washing facilities are located throughout the resort.

2.5 STAFF PHYSICAL DISTANCING POLICY

Staff are encouraged to practice physical distancing by:

- Minimize interactions with others whenever possible.
- Maintaining two metres of distance between yourself and others when possible including when working indoors with others, during breaks and staff meetings.

2.5.1 Installation of plexiglass barriers

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

2.5.2 No-contact payments

Whenever possible no-contact payment methods are encouraged and utilized to help reduce the spread of COVID-19.

2.6 STAFF REQUIREMENTS FOR FACILITIES CLEANING, DISINFECTING & SANITIZING

Grouse Mountain staff are 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.

Items and facilities that are cleaned regularly include but are not limited to:

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

- Door handles
- Counters
- Light switches
- Washroom facilities
- Hand railings
- Turnstiles
- Tram cabins

3 COMMUNICATION AND SIGNAGE

Grouse Mountain is continually monitoring Provincial and Canadian health authorities' regulations and orders and will adjust operations accordingly. We will keep our guest, staff, volunteers and contractors up to date on any changes through a variety of methods including our website, social media channels, email communication, signage throughout the resort and direct in-person communication when necessary.

3.1 WEBSITES

Detailed information regarding changes in procedures throughout the resorts will be posted on the resorts' public website 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.

3.2 MEDIA POSTS

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

3.3 SIGNAGE

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

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

- Parking lots
- Outside and within Guest Services
- Outside and within Retail outlets
- Outside and within food and beverage outlets
- Outside and within the chalet
- Throughout the tram queuing and loading areas
- Staff rooms, offices, and common workplaces

COVID-19 Sign types include, but are not limited to the following:

- Face masks
- Hand hygiene
- Vaccine requirements
- COVID-19 general information boards
- Clean / Used indicators
- Thermal Camera usage notification

3.4 COLLABORATION THROUGHOUT THE INDUSTRY

Grouse Mountain 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.