



N O R T H L A N D

PROPERTIES



Northland Properties – Resorts Division – Summer Operating Guidelines

Last Updated: May 26, 2021

Northland Properties – Resorts Division – Operating Guidelines

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1 STANDARD PROTOCOLS COMMON TO ALL DEPARTMENTS

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. Staff must complete *Daily COVID Staff Check* upon arrival for each shift. 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.

An employee is required to:

- a. Comply with all governments’ and public health authorities (including Health Canada, Provincial and Municipal) guidelines and mandates, including testing if directed.
- b. Follow all additional hygiene procedures put in place by the Company, such as avoiding skin to skin contact, additional hand washing, following posted sanitization procedures at various stations, as well as any additional measures that may be implemented by the Company.
- c. Follow all personal protective equipment procedures put in place by the Company.
- d. Use the Government of Canada’s COVID-19 Symptom Self-Assessment Tool and follow all recommendations set out based on your assessment (<https://ca.thrive.health/covid19/en>) anytime you are exhibiting any symptoms of being sick/ ill.
- e. **DO NOT COME TO WORK** if you:
 - Have a confirmed diagnosis of COVID-19.
 - Are returning to Canada from outside the country and have not self-isolated for a minimum of 14 days since your return or if Public Health Canada or your home province has established/required a longer time, then for such longer time.

- Are entering a province (including your home province) that requires you to self-isolate and have not self-isolated for the minimum period required.
 - Have received direction / recommendation to self-isolate /quarantine by a medical professional, health board or an online COVID-19 Symptom Self- Assessment Tool (<https://ca.thrive.health/covid19/en>)
 - Have been in or through a restricted area or on a cruise and have not self-isolated for a minimum of 14 days since your return.
 - Have been in close contact with an individual who has been diagnosed with COVID-19 or placed under quarantine or self-quarantine.
 - Have any symptoms of being unwell including but not limited to exhibiting a fever, chills, loss of smell or taste, cough, muscle or body aches, or shortness of breath / respiratory issues.
 - You live with or have been in close contact with someone who suspects they have, and is a probable candidate to have, COVID-19 (i.e., visited a nursing home, travelled outside of Canada, contact with a confirmed COVID-19 patient).
- f. **NOTIFY YOUR MANAGER AND/OR THE SAFETY MANAGER** if:
- You are an “at higher risk” individual (weakened immune system due to chronic disease or age)
 - Have visitors or reside with someone who has returned from outside Canada or they have been required to self-isolate after travel between provinces, municipalities or regional health areas.
 - You intend to travel outside Canada and the dates of such travel.
 - You have returned from travelling outside Canada or you are required to self-isolate after travel between provinces, municipalities or regional health areas.
 - You have been in close contact with an individual who suspects they may have COVID-19 and is either self- isolating, self-quarantining or is being tested (but no results) or has taken the self-assessment test, the results of which are to self-isolate for any period of time.
 - You believe that anyone is at work in contravention of the above or is showing symptoms consistent with flu, cold or COVID-19.
 - If you start to feel ill or experience symptoms while at work.

1.2.1 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.

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 signs or symptoms indicated in the COVID assessment sheet in the past 14 days, the patrollers will take full PPE precautions by donning a face shield and gown/waterproof 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 the designated Emergency Transfer Vehicle (ETV), the gondola is not to be used in order to minimize contact.
- The patient will ride isolated in the Mobile Transfer Unit in the back of the ETV. If the patient is unable to walk and cannot be accessed via roadway, an extraction littler and wheel will be used.
- 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 Adam Rootman, Marketing & Communications Director (arootman@grousemountain.com).

For RMR, please refer any media enquiries to Kevin Manuel, Director of Marketing (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.

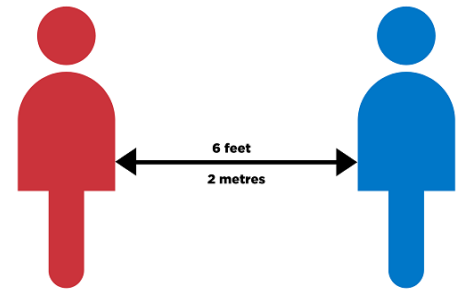
1.6.3 Guest interactions

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

RMR will utilize their current Mountain Coaster digital queue system to allow guests to wait in many different open areas to accommodate physical distancing. The current system in place allows guests to check wait times online and to see when their number is called. The rate numbers are progressed will be slowed to create as small of a physical line up as possible to help ensure physical distancing.

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 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.

1.7.4 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.

1.7.5 Pick-up and take-out options

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

1.7.6 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.

1.7.7 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)
- Mountain coaster carts (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

Properly fitted masks that cover the person's mouth and nose are mandatory in various areas of each resort. This rule applies to all guests, passholders and staff.

Properly fitted masks are required to be worn in the following areas of our operation:

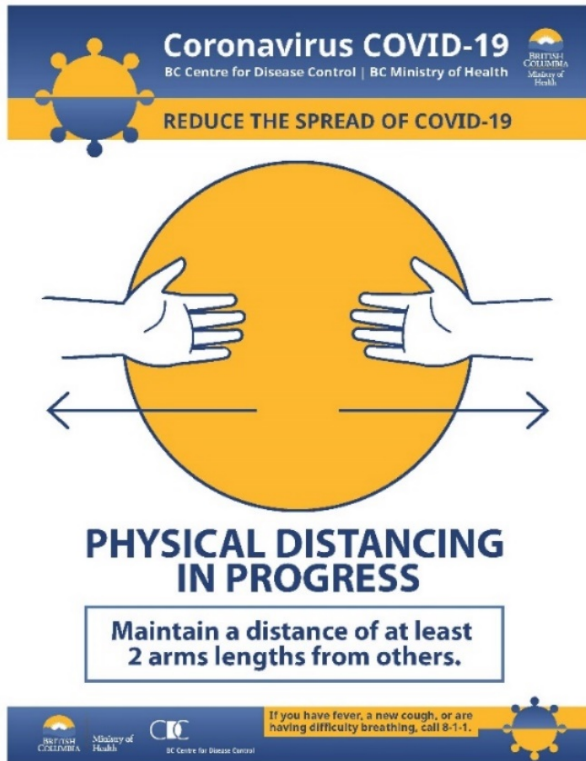
- while queuing, loading and riding on the gondola, tram (Skyride) and chairlifts,
- inside all public spaces and buildings
- while participating in GMR Mountain Ropes Adventure, GMR Zipline Tours, GMR Lumberjack Show, GMR Owl Interpretive Sessions, RMR Pipe Mountain Coaster, RMR Aerial Adventure Park,
- anytime physical distancing is not possible.

Properly fitted masks 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 a properly fitted mask 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.

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.

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 order and 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
- At food and beverage outlets
- Throughout the tram loading process at GMR
- Throughout the gondola loading process at RMR
- Throughout the hiking and biking trail networks at RMR.
- At the entrance to the Aerial Park, and within the attraction.
- At the entrance to the Mountain Coaster, and within the attraction.
- Around the Grizzly refuge area at GMR
- At the Owl Interpretive Session area at GMR
- At the Lumberjack Show area at GMR
- 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 masks required
- Hand washing protocols
- Physical distancing guidelines
- Physical distancing reminders
- Floor / walkway spacing indicators
- COVID-19 general information boards
- Clean / Used indicators.
- Thermal Camera usage notification.

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 and 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 properly fitted mask while at the resorts. Furthermore, masks will be required in various areas of the resort, including while queuing, loading and riding on the tram (Skyride), gondola and chairlifts, inside all buildings and during adventure experiences.

1.12.2 Hand sanitizer to be available and used

Both GMR and RMR will be providing hand sanitizer at multiple locations throughout the resort and recommending guests make use of it. Examples of these locations would be before loading the tram at GMR, mountain coaster at RMR or prior to harnessing in the Aerial Park at either resort.

1.12.3 Guest & Staff temperature checks

GMR will be conducting temperature checks of all guests to contain those with a fever. Guest temperature check will not always indicate those with COVID-19, but it is a way to tell 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.

GMR will be using the following equipment for temperature checking: [Hikvision DS-2TD2636B-15/P](#) Thermographic Bullet Cameras is being recommended as the long-term solution due to the high capacity camera and longevity.

If guests or staff are found to have a temperature higher than the threshold, they will be discretely detained, and their temperature will be re-checked for verification after 10 minutes using a handheld digital thermometer.

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 properly fitted face masks 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

2.1 BOOKING THROUGH 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.

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. 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. 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 THROUGH WWW.REVELSTOKEMOUNTAINRESORT.COM

Guests will be encouraged to use the pre-booking system available through 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.

RMR has a timed ticketing system in place for The Pipe Mountain Coaster which limits groups to 40 people at a time.

2.2.1 Guests

For RMR, Sightseeing, Mountain Coaster, Biking, and Aerial Park tickets will be available for purchase online through 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. Mountain bikers will be able to use pick up boxes for pre purchased lift tickets for a touch free experience. 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

For RMR, passholders only receive access to hiking or mountain biking and can use the RFID gates touch free and 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 when 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

3.1 PEAK CHAIR LIFT

The Peak Chair lift will be accessible to guests, but chairs will be limited to groupings of people from the same household. Singles will be permitted to ride on opposite side of the chair.

3.1.1 Loading at GMR

The following protocols are **mandatory** when boarding Peak Chairlift:

- Individual chairs will be limited to families or groups who are visiting together. Otherwise, unrelated individuals who are not visiting the resort together must not ride together, except for singles who may ride on opposite sides of the chair.
- Properly fitted mask will be required for anyone during queuing, loading, and disembarking all chairlifts.
- Distancing markers will be placed in the queue for the chairlift to ensure safe distancing prior to boarding Peak Chair. Lift operators that may need to physically assist with loading/unloading will wear the appropriate PPE.

3.2 GONDOLA AT RMR

3.2.1 Boarding

- Properly fitted masks will be required for all guests during queuing, boarding, riding and disembarking each gondola.
- Individual gondola cabins will be limited to families or groups who are visiting together. Otherwise, unrelated or individuals who are not visiting the resort together must not ride together.
- Hand sanitizer is available to all passengers prior to boarding.
- No guest or staff member shall enter an occupied cabin unless it is absolutely necessary to do so for health and safety reasons.
- To maintain minimal contact, Guests will validate their own tickets using RMR's RFID gates.
- Lift operators that may need to physically assist with loading/unloading will wear the appropriate PPE.

3.2.2 Cleaning

- The Gondola and Gondola loading and unloading areas have numerous high touch points that will be regularly sanitized throughout the day.
- The Gondola 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.

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:

- Temperature of all passengers (guests, and staff including tram operator) boarding the tram will be taken using a thermographic camera.
- Properly fitted masks must be worn by all passengers while queuing, boarding, riding and disembarking the tram.
- Hand sanitizer is available to all passengers prior to boarding.
- Tram capacity will be reduced. Capacities may be changed based on requirements and/or relaxed measures by local health authorities.
- The 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.
- Passengers will be required to stand on designated markers on the floor of the tram and while queueing to board.

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 PROTOCOLS FOR ADVENTURES

Both GMR and RMR will reduce the rate guests are loaded into all attractions to allow for more cleaning time. We also anticipate interactions between guests and staff taking slightly longer as physical distancing is adhered to.

Both resorts will also reduce the daily available spots on activities (e.g. Ziplines, Aerial Park, etc.) to the amount of necessary harnesses and PPE in operation to allow for a proper sanitation between each use.

4.1 ZIPLINING

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

4.1.1 Cleaning & Sanitation

- All zipline equipment and PPE (Trolley, harness & helmet), will be cleaned and sanitized regularly.
- 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 sanitized, PPE will be moved back onto usage racks.

4.1.2 Tour Protocols

- All guests will be encouraged to complete a waiver prior to their arrival online.
- PPE will be laid out for guests with a distance of six feet between.
- Guides will be required to wear a properly fitted mask and gloves when preparing guests for tour, checking PPE, attaching/detaching guests from circuit and completing safety rescues.
- 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.

4.2 AERIAL ADVENTURE ATTRACTIONS

4.2.1 Cleaning & Sanitation

- All Rope Course equipment and PPE (Connection Lanyards, harness & helmet) will be cleaned and disinfected regularly.
- 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 sanitized, PPE will be moved back onto usage racks.

4.2.2 Tour Protocols

- All guests will be encouraged to complete a waiver prior to their arrival online.
- Sanitized PPE will be laid out for guests with a distance of six feet between.
- Guests will be required to use hand sanitizer upon arrival and prior to gearing up for tour.
- Guides will be required to wear a mask and gloves when preparing guests for tour, checking PPE and completing safety rescues.
- Distancing markers placed on ground for safety briefing, guests required to stand on markers for distancing purposes.
- Establish context with the guest and ask the guest to approach them, the staff member should not approach the guest.
- Adjust and ensure the harness is fit and safe for use in an orderly manner.
- Guests will be required to wait in designated areas prior to accessing any platform for distancing purposes.
- A guest may not proceed onto the next element/platform unless clear of another guest. Aerial courses will have a limit of 1 guest per element and 1 guest per platform at a given time.

4.3 MOUNTAIN COASTER AT RMR

4.3.1 Cleaning

Mountain Coaster carts are to be disinfected after each use. A used, unclean cart shall never be loaded on the track to avoid cross-contamination.

4.3.2 Boarding

RMR's digital queue system will be utilized to allow guests to wait in many different open areas to accommodate physical distancing. The current system in place allows guests to check wait times online and to see when their number is called. The rate numbers are progressed will be slowed to minimize physical line requirements.

4.3.3 Safety Briefing and Seatbelt adjustments

Guests will be instructed to stand on specific markers throughout their safety briefing to accommodate physical distancing. Once seated in a cart, a staff member will be required to check and adjust each guest's seatbelt; prior to performing these checks the staff member will:

- Wear proper P.P.E. such as gloves and a mask,
- Stand on the designated marker,
- Establish context with the guest and ask the guest for permission to make adjustments,
- Adjust and ensure the seatbelt is fit and safe for use in an orderly manner,
- Disinfect their gloves between each guest.

4.3.4 Specific Operating Protocols

- Intervals between guest start times will be increased to allow for more space between guests.
- The number of guests on the ride at any given time will be reduced to prevent un-wanted congestion, primarily at the end of the ride.

- There will be no storage for personal belongings. Please leave all personal items in your vehicle or with someone else in your party.

4.4 MOUNTAIN BIKING AT RMR

In general, guests participating in Mountain Biking at RMR are subject to all standard protocols, outlined in section 1 - Standard Protocols Common to All Departments, in addition to those, are:

4.4.1 Waivers

All guests must complete a waiver onsite prior to boarding the gondola.

4.4.2 Ticketing

Mountain bike guests will self-scan their tickets at both the lower gondola and upper gondola RFID gates, using the designated bike gate.

4.4.3 Bike and Helmet Rentals

The layout of the rental location will be modified to allow a physical distance of 2 meters at all times, this includes removing some in store fixtures and spreading out merchandise. Store surfaces will be disinfected prior to opening, as well as throughout the day. Plexiglass has been installed at the point-of-sale terminals.

Pick-up practices:

- There will be a maximum number of customers allowed indoors at a time to allow for proper physical distancing.
- Signage will be installed throughout the location to inform guests of new protocols.
- Hand sanitizer will be present and mandatory to apply at the entrance of all locations.
- Guests will be encouraged to touch only what they rent.
- Staff will minimize guests' handling of the product by determining size availability, pricing and fit prior to the guest touching or testing any equipment.
- Any equipment touched during the fitting process will undergo full sanitation prior to being made available.
- Guests will be asked to pay with debit or credit cards, Staff will be encouraged to ask guests to handle their payment card to reduce touchpoints.

Drop-off practices:

- Guest will be asked to leave rental equipment in a designated drop-off zone, as marked with signage.
- Staff are to wear proper PPE while retrieving the equipment.
- Each piece of equipment is to be fully sanitized prior to being placed in storage or on display.

4.4.4 Bike Repairs

When possible, it is recommended that guests call in advance to book repairs. Store surfaces will be disinfected prior to opening, as well as throughout the day. Plexiglass will be installed at the point-of-sale terminals. Guest bikes will be sanitized before and after service.

Drop-off practices:

- There will be a maximum number of customers allowed indoors at a time to allow for proper physical distancing.
- Signage will be installed throughout the location to inform guests of new protocols.
- Hand sanitizer will be present and mandatory to apply at the entrance of all locations.
- Guests will be asked to leave their bike in a designated drop-off zone, as marked with signage.
- Staff are to wear proper PPE while retrieving the bike.
- Each bike is to be sanitized during the initial inspection, prior to being worked on.

Pick-up practices:

- After arranging a pick-up time, the staff member will leave the bike, sanitized, in the designated pick-up zone.
- Guests will be asked to pay with debit or credit cards, Staff will be encouraged to ask guests to handle their payment card to reduce touchpoints.

4.4.5 Boarding the Gondola with Mountain Bikes

In addition to the protocols outlined in Section 3.2 (Protocols for Lifts – Gondola) Guests are to oversee the loading and unloading of their own mountain bike. Staff members will only assist guests when necessary. Due to the available space within a gondola cabin, max capacity while loading with bikes is 3.

If a staff member is required to unload a guest's bike, they will walk it over to a designated bike rack and allow the guest to retrieve it from the rack, this will help ensure physical distancing is maintained. The staff member is then required to wash/sanitize their hands/gloves immediately.

4.4.6 Trail use

Physical distancing applies to all guests using our trail network, please stay 2m apart while riding and passing others.

4.4.7 Bike cleaning / Wash stations

Sanitizing stations will be provided prior to loading, and guests are encouraged to sanitize common touch points on their mountain bike, such as the handlebars and seats. Bike wash stations may be suspended during the pandemic.

4.4.8 Bike extraction

Please refer to the protocols outlined in Section 1.3 - Patrol and Extraction Protocols.

4.5 GRIZZLY BEAR REFUGE AT GMR

- Grizzly bear refuge area is a face mask required zone and signage will be placed around the refuge.
- Distancing signage will be placed around the refuge at a distance of 2M/6ft to ensure guests are distancing while viewing the bears.

- Speakers will be used during Ranger Talks to ensure guests will not be grouped together and can maintain distancing.

4.6 HIKING PROCEDURES FOR THE GROUSE GRIND® (GMR)

- Educational signage and staff will be in place for education on our protocol. All uphill guests that will be hiking up and using the tram for downhill travel will need to book a timeslot online and will be required to wear a properly fitted mask while queuing, boarding, riding and disembarking the tram.
- At the top of the trail prior to entering the chalet there will be a hand sanitizer dispenser.

4.7 INDOOR FACILITIES

Whether or not any food and beverage facilities are open, it is anticipated that there will be the need to provide some indoor shelter space at the mountain top in case of unexpected changes in the weather.

- Indoor furnishings will be rearranged to provide physical distancing between individuals or household groups.
- Surplus furniture will be stored in closed areas of the facility.
- Signage will be placed to indicate that only groups permitted by Public Health Orders may sit together, if seating is provided.

4.8 DISC GOLF

4.8.1 Course Policies

- Guests will be directed to online scorecards to limit touch points.
- Discs may not be available to rent. Discs will be available for purchase or participants can bring their own.
- Wash hands or use hand sanitizer prior to playing.
- Playing groups will be limited to families or groups who are riding together. Otherwise, unrelated or individuals who are not visiting the resort together must not play together.
- Practice physical distancing always.
- Avoid handshakes and high fives with the people you are playing with.
- When playing disc golf, touch only your own discs, do not borrow discs from friends and always keep a safe distance.
- A throw is considered sunk and complete if the disc lands within **2-feet** of the basket to limit touching the basket.
- Limit your contact with course equipment when teeing off and removing the disc from the basket.

4.9 OWL INTERPRETIVE SESSIONS

Owl Interpretive area will be a face mask required zone and signage will be placed in the seating area. Distancing signage will be placed in the seating area to ensure guests are



distancing while viewing the owls. Capacity controls may be in place in accordance with current public health orders.

4.10 LUMBERJACK SHOW

Lumberjack Show will be a face mask required zone and signage will be placed in the seating area. Distancing signage will be placed in the seating area to ensure guests are distancing while viewing the lumberjacks. Capacity controls may be in place in accordance with current public health orders.

5 PROTOCOLS FOR KIDS CAMPS

GMR will reduce the capacities for Summer Adventure Camps allowing for distancing and small groups. Adventure Camp programming occurs in the outdoors and allows for physical distancing. Camps and activities will be adapted to meet any continued group size limits and social distancing guidelines set by local health authorities.

5.1 ADVENTURE CAMP PROGRAMMING

- Adventure Camps will have limited programming and age categories.
 - Junior Camps (5-7 years),
 - Kids Camps (8-12 years)
- All campers will be encouraged to complete a waiver prior to their arrival online.
- Contactless daily sign-in and sign-out procedures are used to minimize contact.
- Campers are assigned to a small group for the week and there is no swapping or mixing of groups.
- Each camp group will have their own home bases to ensure no large groupings.
- No non-essential visitors are allowed to enter camp home bases.
- Activities for programs will be limited with the elimination of touch points, materials and objects.
- High contact activities and games have been removed from programming.
- Programming and activities are focused to ensure a distance of 2M/6ft is maintained between individuals.
- Sharing of equipment and program aids between campers will be kept to a minimum.
- No non-essential visitors

5.2 CAMP HYGIENE

- A properly fitted mask is required for camp leaders and campers for any indoor activities or anytime safe distancing of 2M/6ft cannot be maintained.
- Additional training procedures will be provided for Camp Leaders in regards to hygiene, sanitation and keeping children safe.
- Proper and frequent hand washing and use of hand sanitizer will be enforced by Camp Leaders.
- Campers will be required to use hand sanitizer when on trails, before and after lunches and snack times or if they have touched shared program materials.
- "No sharing" policies for food & personal items.
- Hand sanitizer will be available at camp bases and Camp Leaders will have sanitizer available for campers while on trails.
- All camp facilities and materials will be properly cleaned and sanitized according to the product manufacturer's instructions after use.

6 PROTOCOLS FOR FOOD AND BEVERAGE OPERATIONS

6.1 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.

6.2 GENERAL INFORMATION FOR GUESTS

- Takeout and Dine-In 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.
- Contact Tracing for Dine-In venues will be in compliance with Public Health Orders

10.3 DINE IN FOR FOOD AND BEVERAGE LOCATIONS

Table Setting, Serving, Clearing and Cleaning:

- **SETTING** Leave tables bare and only bring items as needed: glassware, side plates, pepper grinders, rollups (double rolled), condiments (in ramekins) etc. Using a tray, automatically bring roll ups, side plates and extra napkins once guests are sat.
- **SERVING** Don't touch anywhere guest's food will touch, don't touch glassware or coffee cups when refilling, present plates using napkins (cloth), bring take out containers to table for guests to pack their own leftovers, bring all items to table using a tray, leave bottles or wine or carafes of water at edge of table for self-service. Servers deliver all items to the end of the table and ask guest to pass them, Servers ask guests to place finished tableware at the end of the table.
- **TAKING PAYMENT** Don't use billfolds, cover payment terminals with plastic film and wipe clean after each use with alcohol wipes, tap value increased to \$100 debit and \$250 credit, we accept cash, debit or credit.
- **CLEARING** Using a tray, clear tables one at a time to reduce potential for cross-contamination.
- **CLEANING** Using gloves, remove all items and clean & sanitize tables, seats & area (dividers etc.) and all items removed (highchairs, boosters etc.) between every seating.
- **MB only:** food & drinks must be delivered directly to each table.

Staff/Servers

- Must wear properly fitted mask.
- No touching of face or hair.

- Frequent handwashing.
- No touching or adjusting masks.
- Physical distancing with guests and teammates, no handshakes, hugs, fist bumps etc.
- Glove use where designated.
- Physical menus being cleaned & sanitized or single use.
- Bartenders using tongs.

Physical Distancing

- Maintaining 2 meters distance from others as much as possible including at workstations, as much as possible: prep, line, bar etc.
- Requiring all team members and managers to wear properly fitted masks at all times.
- Demarking floors with distancing reminders anywhere line ups may occur.
- Adding plexiglass to hostess stands and between seating areas that cannot be at least 2 meters apart.
- Redesign floor plans to demonstrate reduced seating capacity required for physical distancing (6 feet/2 meters) or other applicable Public Health Orders.
- Complying with provincial maximum party size and composition regulations.
- Asking guests to remain in their seats while dining in or other applicable Public Health Orders.

Cleaning, Sanitation and Reducing Touch Points

- Following rigorous handwashing frequency.
- Keeping tables bare and sanitized between seating.
- Encouraging guests to use online menus.
- Following updated cleaning checklists to thoroughly clean and disinfect the restaurant daily at close.

6.3 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).

6.4 OUTDOOR FOOD & BEVERAGE SERVICE

- Guests must adhere to physical distancing measures while collecting orders.
- Reduced seating capacity required for physical distancing (6 feet/2 meters) or other applicable Public Health Orders,
- Complying with provincial maximum party size and composition regulations.
- Capacity in food and beverage locations may be limited to allow for physical distancing.
- Post physical distancing signage on all beverage carts and service kiosks
- Staff are required to practice proper hygiene including frequent hand washing, and proper cough and sneeze etiquette (into elbows rather than hands).

6.5 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.**



7 PROTOCOLS FOR RETAIL OPERATIONS

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>

7.1 RETAIL STORES

As preventative measure, the layout of retail locations will be modified to always allow a physical distance of two metres. This includes removing some in store fixtures and spread-out merchandise in the closed part of the lodge as needed. Properly fitted masks 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 regularly 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.
- Hand sanitizer will be available to apply at the entrance of all locations.
- Signage will be installed at entrances and throughout locations to inform guests of 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 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.