



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

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**PROPERTIES**



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

Last Updated: June 18, 2020

## Northland Properties – Resorts Division – Operating Guidelines

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On March 26, 2020, the BC Government issued the following:

***"The Provincial Health Officer has ordered some types of businesses to close. Any business or service that has not been ordered to close and is also not identified on the essential service list may stay open if they can adapt their services and workplace to the orders and recommendations of the PHO."***

## **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>).

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

The staff member will not be permitted to return to work until they test negative for the COVID-19 virus. Any Staff who works closely with the infected member will also be removed from the workplace for a minimum of 14 days to ensure the infection does not spread further into the workplace. The infected area will be closed off immediately, cleaned and disinfected.

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

- As with the confirmed case, the employee will be removed from the workplace.

- The Public Health Agency of Canada advises that any person who has even mild symptoms to stay home and call the local or regional public health authority.
- Other staff members who may have been exposed will be informed and removed from the workplace for at least 14 days or until the diagnosis of COVID-19 is ruled out by health authorities.
- The workspace will be closed off, cleaned, and disinfected immediately in addition to any other surfaces that could have potentially been infected/touched.

### **1.2.3 If a staff member has come in to contact with someone who has COVID-19**

If contact is confirmed, the staff member will be removed from the workplace for a minimum of 14 days. Co-workers who may have come into close contact with the staff member will also be removed from the workplace for a minimum of 14 days. The workspace will be closed off, cleaned, and disinfected immediately and any other surfaces that could have potentially been infected/touched.

### **1.2.4 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.

### **1.2.5 Quarantine or self-isolate if:**

- You have travelled outside of Canada within the last 14 days.
- You have any symptoms of COVID-19.
- You are from a household with someone showing symptoms of COVID-19.
- You are in quarantine or self-isolating as a result of contact with an infected person or in families who are self-isolating.

### **1.2.6 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.

### **1.2.7 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 before their first returned shift to work.

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.

### **1.2.8 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.

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

### **1.3.1 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.

### **1.3.2 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 will follow hand washing procedures, as well as a hand sanitizer being readily available at every workstation. All staff must wash hands with soap for at least 20 seconds once they arrive at work, every time they enter a new workplace. Staff are also required to wash hands each time gloves are put on and taken off. <https://www.youtube.com/watch?v=o0P-0d1mJfA>

If soap and water are not available, alcohol-based hand rubs (ABHR) / hand sanitizer can be used to clean your hands if they are not visibly soiled. If they are visibly soiled, use a wipe and then ABHR to effectively clean them.

### **1.3.3 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, but gloves might be worn to protect the staff member for certain items they are required to touch. A mask will be recommended occasionally during moderate risk activities.
- **High Risk** - tasks where staff members cannot maintain social distancing of 6 feet, e.g. buckling Mountain Coaster seat belts, administering first aid or checking a guest's



climbing harness for proper fit before use. A mask, gloves and/or a shield will be recommended in many of these situations.

If gloves are to be used, Staff should wash their hands thoroughly before putting on the gloves. Change the gloves before handling money, credit card machines, cleaners, and after other contamination. Wearing gloves does not exclude a staff member from washing their hands.

The following nitrile gloves are a recommended choice:

GLOVE TYPE	DEFINITION	ADVANTAGE	PROTECTION LEVEL	USAGE
Nitrile protective gloves	Made of synthetic material offers robust protection.	Stretchy, durable	Chemicals, viruses	<ul style="list-style-type: none"> <li>▪ Kitchen</li> <li>▪ Food service</li> <li>▪ Cleaning</li> <li>▪ Lift Operations</li> <li>▪ Grounds Maintenance</li> </ul>

### 1.3.4 Staff operational changes

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

- Shifts will have staggered start and break times.
- 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. These 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. RMR supervisors will input staff hours daily.
- Office staff will have a rotated schedule to ensure physical distancing is adhered too.
- Seating in each staff room has been adjusted to ensure physical distancing.

## 1.4 PATROL AND EXTRACTION PROTOCOLS

### 1.4.1 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.
- 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.

### 1.4.2 Responding to calls

- All patrollers will be trained on “PEAK’s” RSEQ COVID assessment sheet and subsequent protocol (attached).
- All patrollers must wear gloves, safety glasses and a mask or face shield 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 and gloves to wear during treatment.
- 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 6 feet 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.

### 1.4.3 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.
- Splints, jelly rolls and baskets must be sanitized after each use.

- Absolutely no food or drink in first aid care facilities.
- 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.

#### **1.4.4 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.

#### **1.4.5 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 need to 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.

#### **1.4.6 Medical extractions at RMR**

- If COVID-19 precautions are being taken, the patient will be taken off-hill using the designated Emergency Transfer Vehicle, 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 E.T.V. If the patient is unable to walk and cannot be accessed via roadway, an extraction littler and wheel will be used.
- All vehicles and equipment used during an extraction will undergo full sanitation.

#### **1.4.7 CPR**

- Patrol will only do compressions and automated external defibrillator (AED). No airways or bag valve masks (BVM's) will be used.

## **1.5 MEDIA AND GUEST INTERACTIONS**

### **1.5.1 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)).

### 1.5.2 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.

### 1.5.3 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.

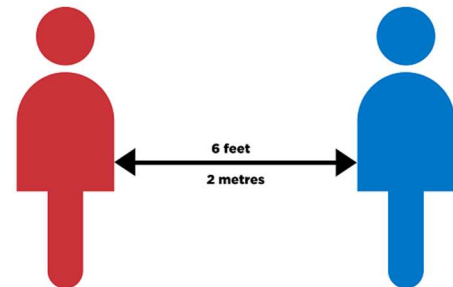
If a guest is upset or concerned, please direct them to Guest Services or contact your Supervisor. Do not go into specifics or make comments related to their feedback.

## 1.6 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.



### 1.6.1 Reduced seating in restaurants

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

### 1.6.2 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 called will be slowed to create as small of a physical line up as possible to help ensure physical distancing.

GMR will be implementing timed boarding for all upload and download tram trips. This will allow GMR to control capacity and ensure physical distancing.

### 1.6.3 Creating one-way traffic flows

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

#### **1.6.4 Installation of plexiglass barriers**

Physical barriers will be used in locations where physical distancing becomes a challenge. Plexiglass barriers will be installed at each retail and guest services location.

#### **1.6.5 Introducing no-contact payments**

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

#### **1.6.6 Pick-up and take-out options**

Each food outlet will have developed and implemented contactless procedures for both delivery and take-out options.

#### **1.6.7 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. For example: entry doors will be held open throughout the operating day.

#### **1.6.8 Facility capacity management**

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

### **1.7 CLEANING, DISINFECTING AND SANITIZING PROTOCOLS**

#### **1.7.1 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>).

COVID-19 is susceptible to disinfectants and sanitizers.

PRODUCT	DEFINITION	APPLICATION	PROTECTION LEVEL
Multi-Surface Cleaner	Use full-strength or dilute 250 mL per 4L of warm water apply to surface until thoroughly wet. Wipe with a clean cloth, sponge, or mop. To Sanitize/Disinfect: Pre-clean surface Apply to surface until thoroughly wet. To Sanitize: Leave for 1 minute before wiping. To Disinfect: Leave for 10 minutes before wiping. Rinse all food contact surfaces with water after using the product	Disinfectant that meets Health Canada's, requirements for emerging viral pathogens. These authorized disinfectants may be used against SARS-CoV-2	Advanced disinfectant and sanitizer for Hard surfaces
Bleach (6%) solution	100/1 dilution of sodium hypochlorite solution with water used to disinfect surfaces, 10mL bleach to 1 Liter of water. Minimum contact time of 10 minutes in a single application. Air dry.	Recommended by the BCCDC for disinfecting non-pours surfaces	General use disinfectant and sanitizer for Hard surfaces
Neutral Disinfectant cleaner	Use 3.9 mL per liter of water for a minimum contact time of 10 minutes in a single application. Can be applied with a mop, sponge, cloth, coarse spray or by soaking. The recommended use solution is prepared fresh for each use then discarded. Air Dry.	Approved for use against the coronavirus disinfecting non-pours surfaces	Advanced disinfectant and sanitizer for Hard surfaces, low acidity
Disinfecting Wet Wipes 70% Alcohol	To sanitize / disinfect: Pre-clean surface. Use 70% alcohol based fresh wipes to thoroughly wet surface. To sanitize: Allow surface to remain wet for 10 seconds. Air Dry.	Single use isopropyl alcohol wet wipes, disposable	Safe to use on electronics including Smartphones, Tablets and POS equipment
Touch Free Hand Sanitizer	Minimum 70% alcohol hand sanitizer solution, rub hands together until dry.	To clean hands if handwashing is not available	General use to kill bacteria and viruses

### 1.7.2 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 for COVID-19 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 EPA-registered disinfectants should be effective.
- Use products that are EPA-approved 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).
- Additionally, diluted bleach solutions (at least 1000ppm sodium hypochlorite) can be used if appropriate for the surface. Follow manufacturer's instructions for application, ensuring a contact time of at least 10 minutes for disinfecting, 1 minute for sanitizing, and allowing proper ventilation during and after application. Check to ensure the product is not past its expiration date. Never mix bleach with ammonia or any other cleanser. Unexpired bleach will be effective against coronaviruses when properly diluted.

### **1.7.3 Item cleaning**

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

- Payment machine pin-pads
- Gondola cabins (at RMR)
- Mountain coaster carts (at RMR)
- Climbing harness
- Bungee harnesses / Bungee cords
- Chairlifts

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

- Door handles
- Counters
- Light switches
- Sink faucets
- Hand railings
- Payment machine pin-pads
- Turnstiles
- Tram cabins (GMR)

### **1.7.4 Washrooms**

Washroom facilities will be maintained by a dedicated custodial department. These facilities will be monitored, sanitized every 60 minutes, and deep-cleaned each night.

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.

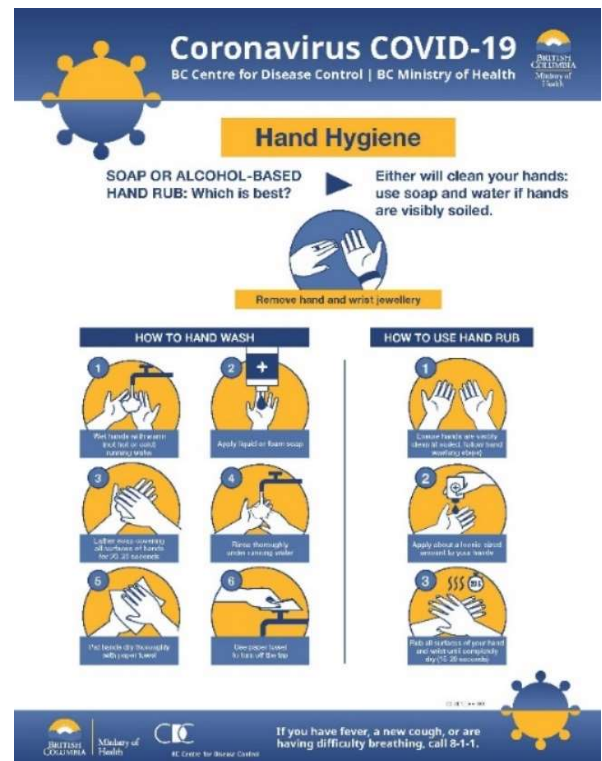
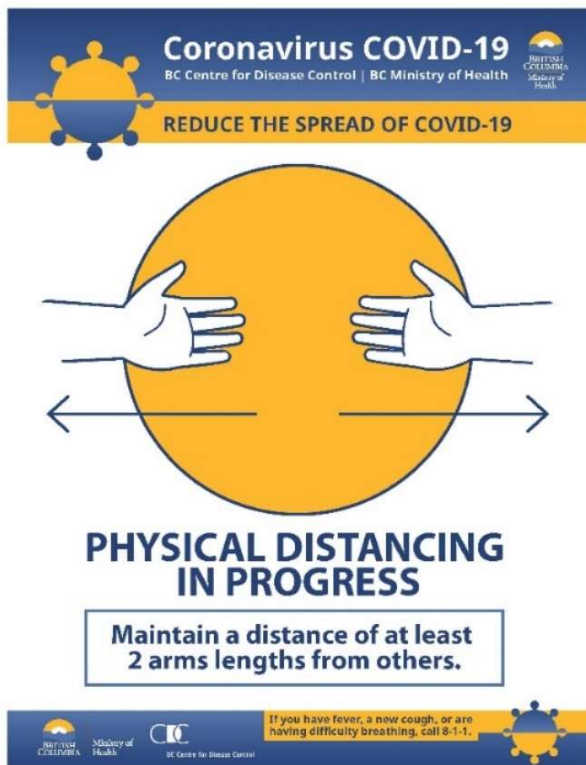
## **1.8 SURFACE PROTECTIVE COATINGS AT GMR**

In addition to cleaning, sanitizing, and disinfecting practices, GMR 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 every 90 days as 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.

## 1.9 COMMUNICATION AND SIGNAGE



### 1.9.1 Up to date reports

Both GMR and RMR shall continually monitor global and Canadian health authorities and adjust its operation based on their guidelines, keeping public up to date on those changes.



### **1.9.2 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.

### **1.9.3 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.

### **1.9.4 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.
- Throughout the tram loading process at GMR.
- Throughout the gondola loading process, and within cabins at RMR.
- Throughout the hiking and biking trail networks.
- At the entrance to the Aerial Park, and within the attraction.
- At the entrance to the Mountain Coaster, and within the attraction.
- Washroom facilities.
- Staff rooms, offices, and common workplaces.
- Anywhere a line up may form.

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

- 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.

### **1.9.6 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' new rules and regulations.

### **1.9.7 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.

## **1.10 STANDARD GUEST POLICIES AND PROTOCOLS**

### **1.10.1 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.
- The resorts will not be providing any place for you to fill up your own water bottles during this time.
- Following the recommendations of Health Canada, all visitors are encouraged to wear a mask or a form of face covering while at the resorts.

### **1.10.2 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. Examples of these mandatory locations include before loading the tram at GMR, Mountain Coaster at RMR or prior to harnessing in the Aerial Park at either resort.

### **1.10.3 Guest & Staff temperature checks**

GMR will be conducting mandatory 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 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.

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.

RMR will be using the following equipment for staff temperature checking:  
[National Sales Infrared Digital Thermometer – Non-Contact Item #CN520](#)

### **1.10.4 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.

#### **1.10.5 Washroom Use**

- Public washrooms throughout both resorts will be open and will be disinfected frequently.
- Washroom facilities should not be used as changerooms.
- We may not be providing any place to fill up guest-owned water bottles during this time.

#### **1.10.6 Guest adherence to new 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 will be implementing 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 will be 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.

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 will be required to present their tickets via mobile device or printed tickets.

#### 2.1.2 Passholders

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

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

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](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. 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 trails, and can use the RFID gates touch free. Passholders will be required to board the gondola following the new physical distancing protocols.

## **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, preferably 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 and 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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Both GMR and RMR will reduce the rate at which guests are loaded onto the tram, gondola and chair lifts to allow for more cleaning time. We also anticipate interactions between guests and Staff taking slightly longer as physical distancing is adhered to. .

### 3.1 PEAK CHAIR AT GMR

The Peak Chair lift will be accessible to guests, but chairs will be limited to groupings of people from the same household. Guests will not be paired up or allowed to ride the chair with others.

#### 3.1.1 Boarding

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

- Load even-numbered chairs at the base load station, odd-numbered chairs at the peak load station.
- 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.
- Distancing markers will be placed in the queue for the Peak Chair 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.

#### 3.1.2 Cleaning

Cleaning of the Peak Chair will be performed daily:

- The Peak Chair will be sanitized at the end of the day 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.
- Every 90 Days the Peak Chair will be 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

The following protocols will be **mandatory** when boarding the Gondola:

- Individual gondola cabins will be limited to families or groups who are riding together. Otherwise, unrelated or individuals who are not visiting the resort together must not ride together.
- Guests should only enter a cabin with those who they arrived with.
- 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

Gondola cabins will be sanitized frequently to avoid potential spread of bacteria. In addition, gondola cabins will be disinfected every evening.

### 3.2.3 Additional Protocols

- Gondola line ups will be set in a way to allow physical distancing while guests wait to load.
- The lift operator will stand at a distance, but remain presentable while instructing guests.
- The operating speed of the gondola will be reduced to allow guests more time to load and unload, helping reduce congestion at load and unload areas.
- Gondola operation may be temporarily halted for additional sanitization throughout the day in a manner least obstructing to guests.
- 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.
- Masks must be worn by all passengers while queuing, boarding, riding and disembarking the tram.
- Hand sanitizer will be dispensed and required by all passengers prior to boarding.
- Tram capacity will be reduced by 70% for all trips to maintain physical distancing. Capacities may be changed based on requirements and/or relaxed measures by local health authorities.
- The upper end windows will be removed from the tram on both ends 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 queuing and to restrict capacity in order to maintain physical distancing.
- Passengers will be required to stand on designated markers on the floor of the tram and while queuing to board in order to maintain physical distancing.

### 3.3.2 Cleaning

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.

Every 90 Days the Skyride will be 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.

### **3.3.3 Cleaning procedure**

- Decontamination unit is set-up and ready to use at tram entrance doors.
- Tram docks in station and passengers unload, including tram operator, and the exit door is closed.
- Cleaning staff board tram through the entrance doors with the decontamination unit and closes door.
- Tram cabins are sprayed with disinfectant 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.
- Staff exits through exit doors with cleaning unit.



## 4 PROTOCOLS FOR ADVENTURES

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Both GMR and RMR will reduce the rate at which 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 for activities (e.g. Ziplines, Aerial Park, etc.) to the amount of necessary harnesses and PPE in operation to allow for a full, sanitation between each use.

### 4.1 ZIPLINING

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

#### 4.1.1 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.

#### 4.1.2 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 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 and sanitation

- All Rope Course equipment and PPE (connection Lanyards, 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.

#### **4.2.2 Tour protocols**

- All guests will be encouraged to complete a waiver online prior to their arrival.
- 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.
- Guides will disinfect their gloves between each guest
- 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 sanitized 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 at which numbers are called 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, the staff member will be shielded.
- 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. Guests are asked to leave all personal items in their vehicle or with someone else in their 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, and, in addition, the following:

##### **4.4.1 Waivers**

Guests will be encouraged to purchase their ticket and complete waivers online.

##### **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 two metres 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 will be installed at the point of sale terminals.

Pick-up practices:

- There will be a maximum number of guests allowed indoors at one 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 disinfected 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 guests allowed indoors at one 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 responsible for 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 three.

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**

The Grizzly Bear Refuge will utilize one-way traffic flow to guide guests around the refuge. Spacing markers will be placed around the refuge at a distance of two metres 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 PATHWAYS AND TRAILS**

### **4.6.1 Signage**

- COVID-19 reminder signage at hiking trail heads and pedestrian pathways, with additional signage along pathways and at viewing platforms.
- Physical distancing between guests and between staff members and guests.
- Hand washing
- Trail etiquette
- Directional signage
- Occupancy restrictions at viewpoints
- Others as needed

### **4.6.2 Sanitize high-touch surfaces with fogger and appropriate disinfectant**

- Deck/hand railings
- Picnic tables
- Educational signage
- Play structures
- Garbage and recycling bins
- Frequent sanitizing of touch surfaces (handrails, guardrails, educational signage, picnic tables, garbage, and recycling bins) will be conducted.

### **4.6.3 Directional flow**

- Where appropriate, directional flow will be implemented to maintain physical distancing.
- For pedestrian pathways and trails where directional flow is not available, provide 'pull outs' where guests can maintain physical distance while passing on the trail.

## **4.7 HIKING PROCEDURES FOR THE GROUSE GRIND® (GMR)**

- This will be a joint effort with Metro Vancouver Parks. All hikers will need to follow protocols or they will not have access to GMR property.
- 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 pre-set boarding time online.
- At the top of the trail prior to entering the chalet there will be a hand sanitizer dispenser.
- A Thermal Camera will be positioned at the upper tram terminal at GMR. Anyone that will be hiking up and taking the tram down will need to be go through the camera to have their temperature checked.

## 4.8 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 household groups may sit together, if seating is provided.

## 4.9 DISC GOLF

### 4.9.1 Course Policies

- Guests will be directed to online scorecards to limit touch points.
- Discs may not be available to rent due to the current situation. Discs will be available for purchase only 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're playing with.
- When playing disc golf, touch only your own discs, don't borrow discs from friends and keep a safe distance at all times.
- 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.

## 5 PROTOCOLS FOR FOOD AND BEVERAGE OPERATIONS

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### 5.1 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.

The most recent order from the Provincial Health Officer of British Columbia for Food Service Establishments and Liquor Services at the time of the latest update of this document, dated May 22, 2020 can found here: <https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-order-nightclubs-food-drink.pdf>

The most recent order from the Provincial Health Officer of British Columbia for Food Service Establishments and Liquor Services, will be listed here: <https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus>

### 5.2 TAKEOUT SERVICE FOR FOOD AND BEVERAGE LOCATIONS THAT ARE OPEN

- Identify a designated pick up area.
- Physical distance the guests who are waiting for their takeout food & beverage, such as setting up ropes to organize potential lineups with 2-metre markings on the floor with instructions to stay two metres apart and reduce opportunities for interactions among customers.
- Monitor the amount of people who enter the location when picking up food and beverage take out. If required, maintain a lineup outside the building with 2-metre spacing if the location is unable to hold up to 50 people (including Staff) safely with physical distancing practices.
- 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.
- Provide single-use containers for takeout foods. Guests may not use their own containers or carrier bags/boxes for take-out food or other food/beverage or grocery products.
- Communicate to Staff the proper sanitation operational controls:
  - Enhance the location 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 disposable gloves 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.

- 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, and while making to-go beverages for guests if there is no dedicated cashier.
- Staff are required to practice proper hygiene including frequent hand washing, and proper cough and sneeze etiquette (into elbows rather than hands).

### **5.3 OUTDOOR FOOD & BEVERAGE SERVICE – GRIZZLY LOOKOUT, RUSTY RAIL BBQ AND PARADISE PATIO**

- Outdoor food & beverage venues will only be utilized for seating and will not have food service available.
- Post social 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).

### **5.4 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.

### **5.5 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).
- Food safety: Normal cooking temperatures for foods will kill COVID-19 and other microbes in food. As with other microbes always use a thermometer to check that the internal temperature of the food has reached 74°C.
- There is no evidence that COVID-19 is spread through eating or touching raw fruits or vegetables. 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.**



## 6 PROTOCOLS FOR RETAIL OPERATIONS

GMR and RMR each currently have one retail location in operation.

Keeping our customers and employees safe and healthy is our top priority along with ensuring that our customers have access to the products they need.

By following the following measures, we believe we can fill the essential service nature of our business while mitigating risks of contamination.

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>

### 6.1 OUTFITTERS (GMR) AND R-GEAR (RMR) 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.

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 touch only what they are purchasing, as much as possible.
- 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.
- Novelty and souvenir items will be displayed in limited amount.
- 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.

## 7 PROTOCOLS FOR MOUNTAIN MAINTENANCE

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### 7.1 MAINTENANCE FACILITY ACCESS:

- No outside visitors permitted, except for deliveries
- Block doors open so handles do not need to be touched where practical.
- Restrict access to certain areas of shops, e.g. only equipment technicians allowed in repair/bay areas.
- Washrooms:
  - The number of Staff permitted in a washroom at a time may be limited to ensure physical distancing measures are adhered to;
  - All touch points must be disinfected after use, e.g. sink, toilet, etc.
- Locker room(s):
  - Minimize use of lockers, remove all non-essential items;
  - Physical distancing will be adhered to in all locker/change rooms.

### 7.2 MAINTENANCE FACILITY CLEANLINESS:

All door handles, counters, light switches, fuel handles and other high touch items must be sanitized several times per day depending on the amount of use, with the following suggested at minimum:

- once Staff has left the facility to perform morning maintenance;
- after lunch;
- at the end of each shift.

Place hand sanitizer throughout maintenance area(s) and ensure access to hand washing stations.

### 7.3 EQUIPMENT AND TOOL USE / CLEANING / MAINTENANCE

Vehicles, mowers, equipment (hand or power), tools, etc.:

- All vehicles to be single occupancy.
- Each employee is required to disinfect their own equipment/tools before and after use.
- During the course of a shift, do not share vehicles, mowers, radios, tools and other hand or power equipment.
- Consider assigning staff equipment to avoid sharing between employees.

Equipment Cleaning:

- Clean and fuel equipment as per usual.
- Use electronic methods to record fuel usage / hours / mileage.
- Disinfect fuel pump handle/nozzle after use.
- Spray equipment with disinfectant on all touch point areas including but not limited to the following:
  - steering wheel
  - gear shift
  - key



- light and other switches
- seats
- gas caps/lids

## 8 RESPONSE CHART

Resort Area	COVID-19 RESPONSE	Tram	Gondola	Chair Lifts	Zipline	Ropes Course	Kids Adventure camp	Mountain Coaster	Guest Services	F&B outlets	Retail outlets	Walkways	Grind Entrance **	
Communication	Educational signage	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Online / phone sales	✓	✓	n/a	✓	✓	✓	✓	n/a	✓	✓	n/a	✓	
Cleaning & Decontamination	Item cleaning after each use	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	n/a	n/a	
	Timed disinfectant spray downs	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	n/a	
Public	Hand sanitizer available to public	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	n/a	
	Public temperature checks	✓	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	✓ TBD*	
	Timed Ticketing	✓	✓	n/a	✓	✓	✓	✓	n/a	n/a	n/a	n/a	n/a	
	Public must wear masks	✓	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Mitigation	Remove touch points	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Spacing & directional markers	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
	Limited Capacity / reduced seating	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	n/a	n/a	
	One-way public flow	✓	✓	✓	✓	✓	✓	✓	✓	as needed	✓	as needed	n/a	
	Equipment sanitized per use	✓	✓	n/a	✓	✓	✓	✓	n/a	n/a	n/a	n/a	n/a	
	Plexi glass separators	✓	n/a	n/a	n/a	n/a	n/a	n/a	✓	✓	✓	✓	n/a	n/a
	Operate outside when possible	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	✓	n/a	n/a	n/a
	Takeout offering	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	✓	✓	n/a	n/a
Employees	Extended staff training	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	n/a	
	Daily staff temperature checks	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	n/a	n/a	
	Hand sanitizer available to staff	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	n/a	
	Staff must wear gloves	✓	as needed	as needed	✓	✓	as needed	as needed	as needed	as needed	n/a	n/a	n/a	
	Staff must wear mask	✓	✓	✓	✓	✓	✓	✓	as needed	as needed	as needed	n/a	n/a	

\*\*Grouse Mountain to work with Metro Vancouver to develop communication for Grind