



N O R T H L A N D

PROPERTIES



Northland Properties – Resorts Division – Operating Guidelines

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Northland Properties – Resorts Division – Operating Guidelines

- 1 Standard Protocols Common to All Departments 5
 - 1.1 Staff Illness Policy 5
 - 1.2 Staff Responsibilities..... 5
 - 1.2.1 If a staff member tests positive for COVID-19 5
 - 1.2.2 If a staff member has been tested and is awaiting the results of a COVID-19 test 6
 - 1.2.3 If a staff member has come in to contact with someone who has COVID-19 6
 - 1.2.4 Employee Support 6
 - 1.2.5 Quarantine or self-isolate if: 6
 - 1.2.6 Staff without symptoms 6
 - 1.2.7 Extended staff training 6
 - 1.2.8 Disciplinary Action(s) 7
 - 1.3 Staff Procedures: Hand Washing, Hygiene and Personal Protective Equipment..... 7
 - 1.3.1 Staff temperature checks and self-assessment..... 7
 - 1.3.2 Staff must wash/sanitize hands frequently 7
 - 1.3.3 Staff must wear proper protective equipment..... 8
 - 1.3.4 Staff operational changes 8
 - 1.4 Ski Guides and Extraction Protocols 9
 - 1.4.1 Day to Day Guiding operations 9
 - 1.4.2 Responding to calls..... 9
 - 1.4.3 First Aid Care Facility:..... 9
 - 1.4.4 Guide uniforms 10
 - 1.4.5 Medical extractions at STHS 10
 - 1.4.6 CPR..... 10
 - 1.5 Media and Guest Interactions 10
 - 1.5.1 Media..... 10
 - 1.5.2 Social media 10
 - 1.5.3 Guest interactions 11
 - 1.6 Physical Distancing..... 11
 - 1.6.1 Reduced seating in restaurants 11



1.6.2	Creating one-way traffic flows	11
1.6.3	Installation of plexiglass barriers	11
1.6.4	Introducing no-contact payments	11
1.6.5	Pick-up and take-out options.....	12
1.6.6	Removal of common touch points.....	12
1.6.7	Facility capacity management.....	12
1.7	Cleaning, Disinfecting and Sanitizing Protocols	12
1.7.1	Cleaning definitions.....	12
1.7.2	General disinfecting	14
1.7.3	Item cleaning	14
1.7.4	Washrooms	14
1.8	Communication and Signage	15
1.8.1	Up to date reports	15
1.8.2	Information posted on websites.....	15
1.8.3	Educational signage.....	15
1.8.4	Sign Placement.....	15
1.8.5	Signage types (include, but are not limited to the following):.....	16
1.8.6	Media posts	16
1.8.7	Collaboration throughout the industry	16
1.9	Standard guest policies and protocols.....	16
1.9.1	General outline for guests.....	16
1.9.2	Hand sanitizer to be available and used.....	16
1.9.3	Physical distancing	17
1.9.4	Washroom Use	17
1.9.5	Guest adherence to new policies and protocols	17
2	Guest Protocols for Stay at STHS.....	17
2.1	Booking at STHS	17
2.2	Arrival at STHS	18
2.2.1	Procedures for ski day	18
2.3	Illness or Covid symptom.....	20
2.3.1	Guests	20



3	Protocols for Food and Beverage Operations	20
3.1	Ministerial Order of the Provincial Health Officer	20
3.2	Lunch Kitchen	21
4	Protocols for Retail Operations	23
4.1	STHS Retail Store	23
5	Protocols for Ski Shop & Field Operations	24
5.1	Maintenance facility access:	24
5.2	Maintenance facility cleanliness:.....	24
5.3	Equipment and Tool Use / Cleaning / Maintenance	25
6	Response chart.....	26



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

In order to comply with federal, provincial and regional recommendations, both Selkirk Tangiers Heli Skiing (STHS) and Revelstoke Mountain Resort (RMR) have audited their facilities and activities to identify which of these can be safely adapted under COVID-19 restrictions. STHS 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 STHS and RMR have updated staff illness policies to incorporate COVID-19 protocols.

All staff at both operations 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. , administering first aid or flying in a helicopter. An N95 mask, gloves and/or a shield will be recommended in many of these situations. A 3 layer mask is mandatory during 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"> ▪ Kitchen ▪ Food service ▪ Cleaning ▪ Lift Operations ▪ Grounds Maintenance

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.
- Efforts will be made to reduce group training sessions. Training will be conducted in small groups, or online whenever possible.
- 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 SKI GUIDES AND EXTRACTION PROTOCOLS

1.4.1 Day to Day Guiding operations

- Guides will wash hands regularly.
- Guides & Guests will wear PPE in any areas where 2m spacing is not permitted.
- Guides & Guests will be outfitted with masks and will be asked to wear masks and gloves in helicopters and vans.
- Guides will use portable hand sanitizer when working in the field.
- Guides will maintain a 2-metre perimeter between staff and public when feasible.
- Physical touching will be avoided whenever possible.
- No unauthorized personal in any first aid sanctioned area.
- Guides will clean radios before and after each shift.

1.4.2 Responding to calls

- All guides must wear gloves, safety glasses and N95 mask when within two metres of a patient. All guides must carry gloves, safety glasses and N95 at all times.
- Additional PPE COVID kits containing gowns and face shields will be available for guides.
- The guide will give the patient a N95 mask and gloves to wear during treatment.
- The following steps will be taken to limit human to human contact when dealing with a patient:
 - If possible, one guide will perform assessment and packaging.
 - All other staff on the call will remain two metres away from the patient.
 - Witnesses, friends and family will be instructed to remain 6 feet from the guide.
- Whenever possible, guides 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 guide 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 guide 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 Guide uniforms

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

1.4.5 Medical extractions at STHS

- If COVID-19 precautions are being taken, the patient will be taken out of mountains using the designated Emergency Transfer Vehicle. (Helicopter)
- The patient will ride isolated in the back seats of the E.T.V. If the patient is unable to walk and cannot be accessed via roadway, an extraction littler or wheelchair will be used.
- All vehicles and equipment used during an extraction will undergo full sanitation.

1.4.6 CPR

- Guides 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 STHS, please refer any media enquiries to Kevin Manuel, Director of Marketing (kmanuel@revelstokemountainresort.com).

1.5.2 Social media

Staff of STHS 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.

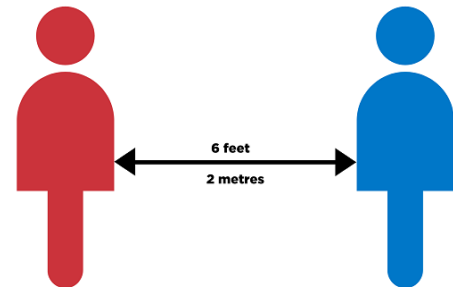
If a guest is upset or concerned, please direct them to Guest Services or contact your Supervisor. Do not go into specifics or make comments related to their feedback.

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 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.

1.6.3 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.

1.6.4 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.



1.6.5 Pick-up and take-out options

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

1.6.6 Removal of common touch points

To slow the spread of bacteria and viruses, both STHS 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.

1.6.7 Facility capacity management

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

1.7 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 STHS 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
- Pens
- Shuttle Vehicles
- Ski/snowboard gear
- Backcountry safety equipment

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

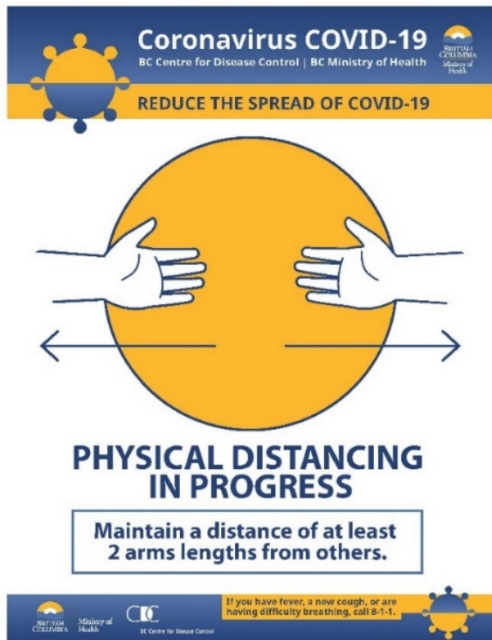
1.7.4 Washrooms

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 staff to ensure proper traffic flow and social distancing measures are adhered to.



1.8 COMMUNICATION AND SIGNAGE



1.8.1 Up to date reports

Both STHS 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.

1.8.2 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.

1.8.3 Educational signage

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

1.8.4 Sign Placement

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

- Parking lots.
- Transit, taxi and rideshare drop-offs
- Outside and within Guest Services.
- Outside and within Retail outlets.
- Washroom facilities.
- Staff rooms, offices, and common workplaces.
- Anywhere a line up may form.



1.8.5 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.

1.8.6 Media posts

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

1.8.7 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.

1.9 STANDARD GUEST POLICIES AND PROTOCOLS

1.9.1 General outline for guests

- If you have underlying medical conditions, it is recommended that you do not visit either STHS 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.
- Following the recommendations of Health Canada, all visitors are required to wear a proper 3-layer (minimum) mask or face covering while at the resorts. These are mandatory unless seated for dining or outdoors where 2 metre spacing can be maintained.

1.9.2 Hand sanitizer to be available and used

Both STHS 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.

Guest & Staff temperature checks

STHS 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 STHS and RMR will be required to have their temperature checked at the start of their daily shift.

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

1.9.3 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.

1.9.4 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.

1.9.5 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 GUEST PROTOCOLS FOR STAY AT STHS

2.1 BOOKING AT STHS

Guests will utilize the online booking procedures outlined at www.selkirk-tangiers.com.

Pre-arrival--Prior to their arrival Guests...

- Will be required to complete a self-assessment form, 24 hours prior to their Heli Ski Day & the morning of the Heli Day, and sequentially every morning if on a multi-day trip
- Be informed of our mask policy and screening procedures
- will be given the option to preselect their rental equipment
- will be notified of the food service options throughout their time at STHS
- will be updated on the current facilities and amenities available
- will be updated on the current operational measures taken to protect staff and guests against the transmission of Covid-19
- Guests will be sent recommended travel procedures to prevent Covid for their travels.



2.2 ARRIVAL AT STHS

Upon arrival at STHS, guests will be directed via signage and by on-site staff - An orientation on arrival by STHS staff will inform guests on capacity levels and procedures for STHS and Hillcrest premises. General guidelines for all guests include:

- Hand sanitizer will be available throughout the operation including helicopters, vehicles and the hotel
- Guests will receive 2 face masks upon arrival
- Masks must be worn while indoors unless seated for dining
- Masks will be worn outdoors unless guest are skiing/riding and more than 2 metres from others
- Staff and guests will space themselves 2 metres apart whenever possible

2.2.1 Procedures for ski day

Transfer from Sutton Place

- Prescreening prior to loading including temperature checks
- One cohort/transfer vehicle
- Guests will not be permitted in the front passenger seat
- Clear barriers between the driver and passengers
- Sanitize of high contact points before/after transporting guests

Arrival at Hillcrest Hotel

- All STHS guests arriving at the Hillcrest will be required to go through health screening
- A staff member will present a site orientation for daily procedures and capacity levels at STHS/Hillcrest. A traffic flow map highlighting guest facilities will be presented.
- A ski rack will be available for storage of guest skis/poles

Entrance in the Hotel

- Multiday guests will check-in at the Hillcrest front desk and be made aware of orientation time
- Day Heli guests will continue downstairs to the boot room to store any necessary equipment
- Stairway door will remain open during guest check-ins.
- Administration offices, guides room, and dispatch to remain off limits to public/guests

Waiver Signing and Retail Shop

- Guests will be required to follow directional traffic flow through retail store
- Guests will be able to select their ski equipment and purchase any retail items they require



Rental Equipment

- Guest will be encouraged to select their rental equipment in advance
- Rental equipment will be set up and delivered on a ski rack to the exterior of the building
- Guests ski boots will be handed back to the guests directly after the bindings have been set or they will be matched with their other boot in the boot room.
- Scheduled times for multiday guest to be outfitted with gear will be established at check-in
- Gear will be sanitized before each guest receives their ski snowboard equipment

Breakfast

- Guests required to hand sanitize prior to entering the dining room
- Guests will be seated at breakfast with their others in their immediate bubble
- Guests who are skiing together but are from different social bubbles will be seated at separate tables for breakfast service.
- Once guests have been seated, they can remove their mask but if they choose to leave their seat, they are required to wear their mask.

Preparing to go skiing for the day

- Day Heli guests can utilize the boot room to gear up for skiing
- Guests staying at the Hillcrest will use their rooms to get ready for skiing
- Guests will meet their guide at a designated time and area outside the hotel
- Guest on their first day will be lead through backcountry safety training

Helicopter Orientation

- Groups will meet at the helicopter where one of the pilots will take groups through the helicopter safety briefing.
- When multiple groups are present the groups are required to keep 2 metre spacing
- Assigned seating for guests to avoid common touch points

Transfers to Staging area

- Guides will load skis while wearing gloves
- Lunches or additional gear will only be loaded by staff

In the field

- Guests and guides will be required to wear masks, goggles and gloves at all times while loading/unloading, seated in the helicopter, and during the heli huddle.
- Radio headsets used by the guides are too be cleaned between users unless there are personal sets available



Lunch

- If multiple groups are sharing a lunch location, they will be required to maintain a physical distance of at least 6 feet
- Guests who are not in each other's immediate bubble will provide a minimum of 6ft spacing even if they are skiing in the same group.
- Guides will serve guests lunch while wearing masks and nitrile gloves
- Everyone must hand sanitize prior to eating
- Guests will continue to wear masks until their guide has served them lunch and has moved 6ft away
- Guests will be responsible for disposing of their garbage and recycling in the designated bags

Returning to Base

- Guides will stagger arrival times if possible
- Skis will be loaded on racks and brought down stairs in the elevator by staff
- Day Heli guests and multi day guests not staying at the Hillcrest will be able to utilize the boot room for getting out of their ski boots.
- High volume days will have scheduled check out times for the retail shop. These times will be configured during the day and communicated to the guests upon their arrival to the hotel.
- Guests will be encouraged to use their credit card on file for extras

2.3 ILLNESS OR COVID SYMPTOM

2.3.1 Guests

Guests showing any symptoms of Covid will be required to self-isolate in their room until medical advisor has been contacted. Medical advisor will direct guest and staff on what procedures are required for operation.

3 PROTOCOLS FOR FOOD AND BEVERAGE OPERATIONS

3.1 MINISTERIAL ORDER OF THE PROVINCIAL HEALTH OFFICER

Both RMR and STHS 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>

3.2 LUNCH KITCHEN

- 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.



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.**





4 PROTOCOLS FOR RETAIL OPERATIONS

STHS 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>

4.1 STHS RETAIL STORE

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.

5 PROTOCOLS FOR SKI SHOP & FIELD OPERATIONS

5.1 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.

5.2 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.



5.3 EQUIPMENT AND TOOL USE / CLEANING / MAINTENANCE

Vehicles, 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



6 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
	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
	Takeout offering	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