

COVID-19 DRAFT-SNOW RESORT BEST PRACTICES WINTER OPERATIONS

NOVA SCOTIA



November 5, 2020

Dear ASRA Member,

Attached to this letter is a Draft of the Atlantic Snow Resorts Association, COVID-19 Winter Best Practices version as of November 12, 2020. This document was developed nationally in collaboration with Canada West Ski Areas Association (CWSAA), Ontario Snow Resorts Association (OSRA), Association des Station de Ski du Québec (ASSQ), Atlantic Snow Resorts Association (ASRA), and with contributions from the National Ski Areas Association (NSAA) in the US. All readers of this document should note the following regarding the COVID-19 Winter Best Practices:

- The document provides guidance only and does not supersede any official Authority. Snow Resorts must follow provincial health authorities and regulator guidance and regulations.
- The document versions drafts are best envisioned as a living document. ASRA members and all parties receiving this document have not been asked to “sign on” to this document or guarantee its implementation.
- This document is purposefully marked as draft. Given the current and rapidly changing environment associated with the COVID-19 global pandemic, it is expected that these best practices will evolve to meet updated provincial health authority advice and guidance.
- Each ski area will have their own operational plan.
- An additional template for COVID-19 Winter Best Practices is being drafted and will be circulated and will be made available to members upon request from ASRA later this summer.
- Feedback on this version of the COVID-19 Winter Best Practices can be sent to Leslie Wilson at gm@skiwentworth.ca

ASRA would like to take the opportunity to thank ASRA Risk Committee, ASRA Board of Directors, CWSAA Risk Committee, CWSAA Board of Directors, ASSQ, ASRA, Ecosign Mountain Resort Planners, and Kate Collins-Cavers for their expertise and contribution to this document.

Please contact me or the ASRA office with any questions and further updates will be made as they become available.

Thank you,

Leslie Wilson, President
Ski Wentworth on behalf of Nova Scotia Snow Resorts

This report was prepared by: Ecosign Mountain Resort Planners, CWSAA, OSRA, ASSQ, with content and input from multiple industry-wide working groups of Snow Resort professionals and Kate Collins-Cavers.

Thank you to Inter-Mtn Enterprises for the sign images included in this document.

This document is intended as a resource for Snow Resort managers. It is a compilation of information for snow resort personnel and other industry professionals and associations.

This document is not intended to dictate requirement and should not be interpreted as a standard. It contains informational resources and examples that may be updated, revised or withdrawn at any time. It is provided without warranty of any kind.

Operations will vary from area to area. Deviation from the information presented may be dictated by the circumstances of each unique situation and by the policies, procedures and protocols of each individual Snow Resort. Laws, regulations and policies may also vary in different jurisdictions. The guidance contained within this document is not meant to exempt Snow Resorts from their existing occupational health and safety (OHS) or industry requirements.



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1. OVERVIEW

This document has been prepared on behalf of the four Canadian associations representing the alpine ski and snowboard industry in Canada. The four associations are:

- Atlantic Snow Resorts Association (ASRA)
- Association des Stations des Skis du Québec (ASSQ)
- Ontario Snow Resorts Association (OSRA)
- Canada West Snow Resorts Association (CWSAA)

A primary area of focus for each of these associations is safety and risk management. This guide is intended as a national and provincial set of best practices for the operation of snow resorts during the COVID-19 pandemic. A Steering Committee from the associations was established and Ecosign Mountain Resort Planners, an internationally renowned consulting firm specializing in ski resort planning was retained to assist with the work. Ecosign is widely regarded as one of the world's leading mountain resort planners, with projects on five continents. Their knowledge in assessing the capacity balance of the various components of Snow Resort operations has guided development of the best practices based on the directions of Public Health authorities, government, and Occupational Health & Safety regulators. The resulting guide has drawn input from a wide cross-section of the Snow Resort operators across Canada.

Federal and provincial governments are working with industry sectors to safely resume operation and protect workers, the public, and communities and follow and adapt to public health protocols. Protocols must address how the current series of Public Health Office (PHO) orders and recommendations will be followed, including:

- Emergency Orders
- gathering limits
- Physical distancing of 2 meters
- Frequent hand hygiene
- Cleaning and disinfection
- Self-isolation policy for individuals with symptoms of or have tested positive for COVID-19
- 14-day self-quarantine for people who have traveled outside of Atlantic Canada
- Hazard assessment and controls (Engineering and personal protective equipment exposure control methods)
- Communication and information sharing

1.1 Purpose

This document provides practical advice and guidelines to ensure safe operations of snow resorts and to assist each snow resort in creating an individual operating plan that reflects proper management of the risk associated with COVID-19 and the restrictions imposed by the Federal Government, Provincial Government, and Health Organizations to limit the transmission of the virus that causes the COVID-19 illness.

The preparation of these guidelines is based on the following assumptions:

- Federal, Provincial and Municipal government restrictions allow for attendance by the public at snow resorts for outdoor recreation.
- Customer and worker safety and well being is always considered to be a top priority in developing a Covid-19 prevention plan.
- Requirements to avoid person to person transmission of the COVID-19 virus by physical distancing of 2 metres between non-household members, remains in effect.
- Requirement to wear a non-medical mask in any indoor public area.
- Hazard assessments will help define the appropriate response and may include providing a physical barrier and/or personal protective equipment (PPE) used in situations where physical distancing cannot be achieved.
- Cleaning, disinfection and decontamination measures to reduce or eliminate the potential of surface to hand and/or airborne transmission(s).
- Visitors to a Snow Resort consist of many separate household groups and individuals. Snow Resort Operators will implement measures to manage groups to remain physically distanced from one another and from the employees while they are visiting
- Resorts need to manage indoor activities differently than outdoor recreation.
- Each individual facility/resort will be required to develop and implement a COVID-19 prevention plan using information contained within this guide and the specific requirements as set out in their respective jurisdiction by Public Health.

1.2 Public Health Directives

Currently all tiers of government have declared a “State of Emergency” regarding the potential danger to public health caused by the COVID-19 novel coronavirus. The various levels of governments have continued to issue Public Health Orders and Directives as well as guidance for the general public, businesses and employees over the last several months, and it is expected that they will continue to provide similar guidance for the foreseeable future. Businesses who are able and wishing to operate during the pandemic must ensure they are compliant with the requirements of their provincial and municipal public health agencies.

The operational best practices put forth in this document, fall underneath the guidance provided by official authorities and regulators. Please see appendix 1 for individual links to provincial jurisdictions.

Many snow resort operators also provide other tourism related businesses/amenities, such as food and beverage, babysitting, ski camps, shops, events, rescue and onsite medical services, and public accommodation. Given these sectors have developed their own guidelines for operations during COVID-19, where applicable, the snow resorts need to identify the best practices of that specific sector to foster consistency, including:

Restaurants Canada: [ctrl click for information & resources](#)

Tourism Nova Scotia: [ctrl click for more information & resources](#)

Restaurant Association Nova Scotia: www.rans.ca

1.3 Re-opening the Economy

At the beginning of the COVID-19 pandemic the federal and provincial government announced emergency orders to shut-down non-essential businesses. Once the provincial governments regained a suitable level of control over the spread of COVID-19, they introduced requirements and restrictions that will change frequently as COVID-19 virus reduces or resurges. It important for Snow Resorts to stay updated on changes to requirements and restrictions as they will dictate what is possible to re-open your business. See the following link [ctrl click for more information & resources](#).

There are 6 key links to review as you make plans to re-open and manage capacity with your business:

1. Self-Isolation Requirements
2. Gathering Restrictions
3. Business & Services Restrictions
4. Recreation Restrictions
5. Business & Organizations not required to close
6. Employers' obligation during COVID-19

1.4 Workplace Safety Directives

Each Province has a provincial agency, or agencies, dedicated to promoting safe and healthy workplaces. The provincial regulators set their own regulations and **employers must follow those regulations**. The regulator partners with employees and employers to prevent work-related injury, disease, and disability. These agencies help businesses meet their obligations to provide a safe workplace for all their employees.

The Snow Resort Sector Best Practices incorporates and follows these regulations. See Appendix 1 for links to provincial work safety agencies to get the most up to date information.

Employers in Canada have obligations to ensure the health, safety and welfare of workers and other persons in the vicinity of a workplace. With respect to COVID-19, that responsibility includes protecting workers by following the orders issued by the office of the provincial health officer (Chief Medical Officer of Health), guidance provided by the Public Health Agency of Canada and the latest news released from the government. In addition to provincial authorities, national guidelines may be found:

Canada: [ctrl click for information & resources](#)

Government of Nova Scotia: [ctrl click for information & resources](#)

Department of Labour & Advanced Education: [ctrl click for information & resources](#)

Workers' Compensation Board of Nova Scotia [ctrl click for information & resources](#)

2. WORKPLACE PREVENTION PROTOCOLS

During the COVID-19 outbreak, snow resort operators will follow all mandates/orders from Health Canada, their respective Provincial Health Offices (PHO), as well as regional, municipal and health/workplace safety authorities.

As more is learned about COVID-19, it is understood that best practices will evolve to ensure worker and guest safety. The Joint Occupational Health & Safety (JOHSC) committees and/or Safety Representatives

as well as key team leaders within your organization will be an invaluable source of input directly from workers that will assist in developing a safety plan aimed to amend and advance implemented protocols.

To comply with current federal, provincial and regional recommendations, and existing protocols related to influenza/respiratory hygiene and pandemic planning, each organization will implement protocols while remaining adaptable as the situation continues to evolve.

(The reference to the term “Team Members” refers to the employees and volunteer workers of the Snow Resort operator and to contractors/subcontractors working within the Snow Resort operator’s property or Controlled Recreational Area.)

2.1 Workplace Safety Directives

As previously mentioned, each Province has a provincial agency, or agencies, dedicated to promoting safe and healthy workplaces. The provincial regulators set their own regulations and **employers must follow those regulations**. The snow resort sector best practices incorporate and follow these regulations. See Appendix 1 for links to provincial work safety agencies to get the most up to date information.

2.2 Employer Responsibilities

During the COVID-19 pandemic employers are to lead their teams through various phases of the “State of Emergency”. It is important to continually develop your emergency safety plans to ensure business continuity during the pandemic. Employers, along with their teams, should develop a safety plan to demonstrate how the business can safely operate for guests, employees, contractors, suppliers, and other visitors that may enter the business property. An employer may develop emergency safety plans that may include, but are not limited to the following:

1. How will employers ensure all workers know how to keep themselves safe from exposure?
2. How will employers screen for COVID-19?
3. How will employers control the risk of transmission in the workplace?
4. What will employers do if there is a potential case of, or suspected exposure to COVID-19 at the workplace?
5. How will employers manage any new risks caused by changes to the way they operate their business?
6. How will employers make sure the plan is still working?

The Government of Nova Scotia has provided resources to assist with developing Workplace COVID-19 Prevention Plan guide [ctrl click for more information & resources](#) and checklist [ctrl click for more information & resources](#).

Businesses must regularly assess and/or inspect for hazards within their operations while taking appropriate steps to eliminate or control the associated risk. Businesses must also ensure they are taking all the appropriate actions to protect themselves and others against the risk of exposure to COVID-19.

Such controls will include adhering to current public health orders, if applicable, and public health advice, as well as implementing best practices to keep their employees and guests safe.

Refer also to section 3.2 related to Snow Resorts Operational Audits.

2.3 Exposure Control

Employers are to develop and implement a plan that reduces the risk of exposure to COVID-19. A risk assessment will be done for each area, specific to where people tend to gather, to determine risks and hazards. This includes a provision for written policies and procedures that clearly show what the actions are and how they will be implemented, including communicating precautions to workers, volunteers, and training supervisors and workers to follow the precautions.

Employers are to undertake regular inspections of the workplace, document and remedy unsafe or harmful conditions without delay, and update the workplace COVID safety plans as needed.

With respect to potential COVID-19 exposures, employers should:

- Ensure that physical distancing is maintained wherever possible;
- Implement engineering controls to isolate people from the hazard;
- Review work procedures to ensure appropriate distancing;
- Identify potential means of transmission on surfaces and minimize worker contact with those surfaces and regularly sanitize such surfaces;
- Use of Personal Protective Equipment, including non-medical masks (masks are required in all indoor public spaces).
- Assess and address new risks from resuming or making changes to operations;
- Stay informed of all public health orders, directions, and requirements, and take appropriate action in their workplace to prevent transmission of the virus.

2.4 Workplace Health Guidelines

The State of Emergency and the Province of Nova Scotia Mandatory Orders on COVID-19

A state of Emergency was declared in Nova Scotia on March 22, 2020 due to the increase presence of COVID-19 and its risks to the health and safety of everyone. The following measures, which particularly affect workplaces, are in the Mandatory Order that was updated Oct. 2020:

- Owners and managers of every workplace must take all reasonable steps to minimize the risk of COVID-19 transmission among their employees, patrons and visitors and must comply with all directives and guidelines from Department of Labour, Workers' Compensation Board of Nova Scotia and the Chief Medical Officer of Health relevant to COVID-19 transmission.
- Non-medical masks are mandatory in any indoor public place
- Limits on gatherings in public places
- Every person who has been outside of Atlantic Canada must self-isolate for 14 days. Nova Scotia has strict guidelines for traveling outside to inside the province [ctrl click for resources & information](#)
- The organization's updated team illness policy will be communicated to all Team Members before returning to work.

Workplace illness policies should address the following:

- Workplace training and orientation programs should include and identify where new COVID-19 policies have changed the business operations.
- Not to come to work if sick or feeling ill

- Expectations from Team Members when they report to work (e.g. washing hands, wearing PPE, undergoing wellness assessment)
- What Team Members should do if they feel sick (e.g. reporting procedures)
- Sick leave entitlement (or Family Employee Assistance Program) related to COVID-19.
- Reporting requirements to the Department of Labour, local Health Unit, and Worker's Compensation Board of Nova Scotia.
- Early and Safe Return to Work Program, to manage or re-integrate workers demonstrating or actually presenting COVID-19 symptoms.

Employers should ensure that Team Members do not come to work if they are displaying symptoms of COVID-19. This includes workers who fall into the below categories:

- Anyone with COVID-19-like symptoms should use the government self-assessment tool to determine next steps: [ctrl click for COVID-19 Self-Assessment Tool](#)
- Encourage team members to do the online COVID-19 assessment or call 811
- You may consider recommending the use of the contract tracing app provided by the government.
- Team Members who have travelled outside of Atlantic Canada must self-isolate for 14 days. The employer should communicate their COVID-19 Operation Plan in advance of travelling or coming on to the Snow Resorts property.
- Team Members who live in the same household as a confirmed or clinical COVID-19 case who are self-isolating.

If Team Members report having COVID-19-like symptoms while at work:

- Remove them from the worksite immediately and send them home.
- Instruct Team Members to consult Public Health for direction and duration regarding self-isolation and/or local testing centre.
- Clean and disinfect their work station and any areas or tools that they were using as part of their job.
- Follow any directions from public health with regard to detailed cleaning and disinfecting, temporary closure and contact tracing.
- Follow-up with team member and participate in any reporting requirements.

Employers should ensure that these policies are communicated to their managers, supervisors, and workers.

2.5 Mental health, violence, bullying and harassment

A public health emergency, like the COVID-19 pandemic, can cause heightened stress, anxiety, fear and a lack of control. It can challenge individuals in different ways, impacting the workplace and home life, as they try to cope. People may not cope or behave as they typically would and this could lead to the manifestation of mental health concerns, escalating violence, bullying and harassment.

Mental health and wellbeing should be openly discussed in the workplace and information on potential resources that may be of help to workers should be made available. Some measures that employers can implement include the following:

1. Have a plan. Let employees know that you are thinking and looking ahead, that you will stay well-informed and that you can answer the questions they already have.
2. Communicate, share and be open. Worry and fear grow in the absence of up-to-date information. Let your employees know that they can expect regular updates from you. Communicate even if the situation remains unchanged.
3. Empathize. Share that you know it's stressful. Recognize that it's okay to be anxious. Remind your employees of any resources (e.g. Employee Assistance Programs, Government and community resources) that are available for those who are experiencing stress.
4. Reassure—as best you can. You can refer to reports indicating that most people who become infected with the virus will recover.
5. Understand. Recognize when stress has become unmanageable for individual employees. Stress can lead to anxiety and even panic. Encourage employees to practice self-care activities on-the-job and reassure them that it's ok to take steps to manage stress, such as relaxation exercises, listening to relaxing music or taking regular breaks.
6. Recognize this is not quite business as usual. Know that work will likely be impacted, work will slow down, and necessary travel may be cancelled. Reassure staff that expectations will shift accordingly, and that's ok. We will get through this!

Taking Care of Your Mental Health (COVID-19) (Public Health Agency of Canada) – Tips and resources for taking care of your mental health during the COVID-19 outbreak: [ctrl click for information & resources](#)

2.6 Team Member Responsibilities

Team Members **without** symptoms of COVID-19 are to adhere to the following protocols:

1. Stay home if you are ill or feeling ill.
2. Wash your hands with soap and water (for at least 20 seconds) before and frequently during your shift, and after your shift has ended.
3. Avoid being in an enclosed space with others, wherever possible.
4. Practice physical distancing (2 meters).
5. Inform your manager immediately if you feel any symptoms of COVID-19.
6. Avoid touching your eyes, nose, or mouth with your hands or when wearing gloves.
7. Cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue in the trash and wash your hands, or sneeze/cough into your elbow.
8. If soap and water are not readily available, use an alcohol-based hand sanitizer.
9. Use safety devices and PPE protective equipment when requested. Use a non-medical mask in indoor public spaces.
10. Outside of work maintain social bubbles that meet provincial restrictions to protect yourself and others.
11. Participate in wellness check and consider using contact tracing app provided by the federal government.
12. Clean and disinfect frequently touched objects and workstation surfaces.
13. If it is unsafe or you feel unsafe performing your duties, talk to a supervisor, joint health and safety committee or worker representative.
14. Stay informed. Information is changing frequently.
15. Consider recommending the use of federal contact tracing app.
16. If you travelled outside of the “Atlantic Bubble” or an outside contractor (outside the Atlantic Bubble) must self-isolate for 14 days and see link for Nova Scotia COVID-19 travel requirement & restrictions [ctrl click for more information & resources](#).

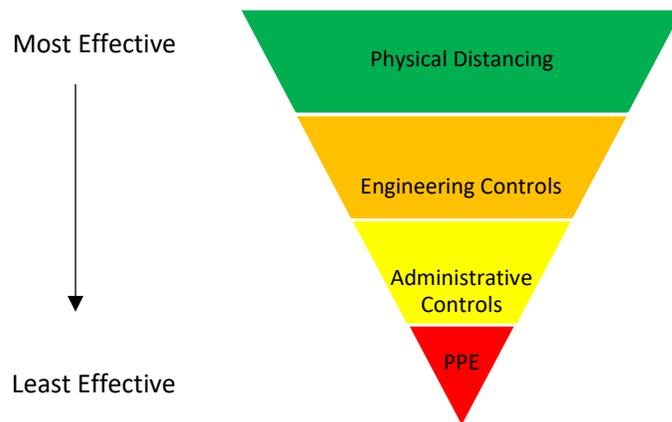
2.7 Safety Concerns COVID-19 Specific.

In Nova Scotia workplaces are required to take precautions to ensure the health and safety of their employees and clients. If you're worried about safety in the workplace, you should talk to your immediate supervisor.

If the situation isn't resolved, contact your Occupational Health & Safety Committee or Safety Representative if you have one. If the situation is still not resolved, call the Safety Branch at 1-800-952-2687. Additionally, call if you want workplace safety advice.

You may have to refer to Employee Right & Responsibilities to follow guidelines of how to report and resolve work refusal due to potential hazard and controls of management of COVID-19 exposure in the workplace. Legislation related to right to refuse work is found in the Occupational Health and Safety Act. See link [ctrl click for more information & resources](#)

2.8 Hierarchy of Controls



When hazards related to COVID-19 cannot be completely eliminated, a risk assessment of each potentially high risk area, must be done first. The following hierarchy of controls should then be followed for effective risk mitigation & infection and prevention controls.

- **Physical Distancing (remove the hazard)**- Restructure physical settings and responsibilities to adhere to the minimum 2-meter requirements (increase space between people and reduce the number of people within a space at any given time). In addition, wherever possible, give employees the option to work or access businesses and other settings from home.
- **Engineering Controls**- Create physical barriers between people when physical distancing is not possible or increase ventilation.
- **Administrative Controls**: Redistribute responsibilities to reduce contact between people, using technology for communication, procedures and communication of procedures
- **Medical Screening questions:**
- When purchasing a lift ticket online, the opening page will feature a pop up outlining the medical screening questions (see questions below). The guest will need to click through the page to purchase ticket. If this technology is not available for some ski areas, the online store will feature the medical screening questions on the purchasing page. When picking up a season pass, guests will be asked to comply with the medical screening questions when visiting the property. Mail out season passes will include a letter including the medical screening questions and asking people to comply while visiting.
- Ski areas will post medical screening questions at various locations around the property ie. property entrances, building entrances, parking lot, washrooms, ticket office & kiosks, season pass pick up, locker rooms. Ski areas will communicate this information with their guests before their visit through use of social media channels, websites, e-newsletter and snow phones. Each ski area will pin the notice at the top of their Facebook pages and include on their Instagram pages. The [Covid 19 daily checklist](#) will also be posted in various locations around the facility.
- Medical screening questions: If the person answers 'yes' to any of these questions, they will be asked to return home or stay home and use the [Covid self assessment tool](#) on the Government of Nova Scotia website
 - Are you sick or symptomatic?
 - Have you traveled outside Atlantic Canada within the last 14 days?
 - Are you a close contact of a confirmed case of COVID-19?
 - Are you waiting for results of a COVID-19 test?
- **Personal Protective Equipment**: Non-medical masks of 2 layer tightly woven fabric (cotton or linen) are mandatory in all indoor public spaces. Cold weather face coverings may not meet this requirement for indoor spaces. In workplaces where the public are not permitted and other control measures are not reasonable, then masks are expected to be worn. In some job roles it may be required to wear medical PPE or other forms of respiratory PPE and have gone through appropriate training.
- Guests will be required to wear face coverings in lift line ups and on lifts.
- Resorts are permitted to mix bubbles/groups on chairlift, but no one will be forced to ride on

the chair with someone outside their bubble/group.

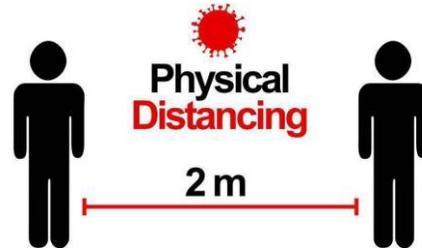
- Resorts are to follow their own procedures to accommodate guests that are not comfortable riding with strangers outside their bubble/group.
- No one will be forced to ride the lifts with someone outside their group/bubble.
- Chairlift – there is a maximum of four persons / chair. Guests will not be forced to ride the chairlift with anyone outside their bubble/group. No single line ups.
- T-Bar – Maximum two / tee. No one will be forced to ride with someone outside their group or bubble.
- Conveyor lift – all single ridership
- Poma lift – all single ridership
- Gondola – procedures to follow next spring. There will not be a gondola operating in NS this 2020-2021 season
- Contact tracing: all ski areas maintain a database of season pass holders. For day use lift tickets - if purchased online, contact info will be available. For in person purchase, ski areas will ask for contact info at point of purchase. Ski areas maintain record of guests in lessons.
- Ski areas will determine whether to limit the number of lift tickets sold/day
- Rental equipment will be returned to a segregated area where it will be disinfected according to manufacturers specifications, before being returned to rental fleet.
- Ski areas will determine whether they will allow seasonal lockers and inside day storage in their lodges and how to manage distancing and cleaning/sanitizing of the lockers/storage.
- Ski areas will determine whether to allow shoes to be left indoors after renting equipment. Some ski areas may have outdoor storage for boots/shoes.
- Ski areas will determine best flow of their indoor spaces to eliminate pinch points. For example, use of separate entrance and exit doors and one way traffic.
- Floor markings & signage (indicating direction of traffic flow and appropriate distancing for lineups) will be visible in inside spaces and lift line ups.
- Maximum capacity for lodges, washrooms etc will be posted. Ski areas will determine when to position staff at strategic entrances and exits to ensure capacity limits are being followed.
- Signage will be posted in various location around property and inside lodges, reminding customers of social distancing and mandatory face coverings/non-medical masks.
- Ski Areas will provide information on guidelines on their websites and promote on social media channels. Ski areas have large social media followings.
- Ski areas will determine where and when its necessary to position a greeter to count people entering and exiting building. This will be based on number of lift tickets sold.
- Some ski areas may choose to use outdoor ticket kiosks, outdoor ticket windows and porta potties.
- Ski areas will determine their maximum capacity for indoors. As per the Public Health order indoor public areas are currently allowed a maximum of 50% capacity, up to 200 people.
- If indoor spaces have separate entrances and exits and designated food service areas, more than 200 in one building may be permitted based on public health order. Each ski area will determine a plan to accommodate their facility.
- Restaurants/food service will follow Restaurant of Nova Scotia Association guidelines

When a hazard cannot be eliminated or controlled by a single control method, the business owner may utilize a combination of controls to provide an acceptable level of safety. To reduce the risk and prevent the spread of COVID-19 the federal, provincial, and municipal governments have made the following requirements and/or recommendations:

2.8.1 Physical Distancing

Described by the Public Health Agency of Canada, physical distancing means limiting close contact with others and taking steps to limit the number of people you come in close contact with. When not possible, other controls need to be implemented (see *Hierarchy of Controls*).

The most effective way to prevent the spread of COVID-19 is to ensure employees, customers, and visitors requires at least two meters of separation.



Practice physical distancing, wherever possible, as follows:

1. Keep at least two metres (six feet) distance between yourself and others.
2. Do not shake hands with customers or team members, nod or wave instead.
3. Follow protocols for shifts, breaks and staff meetings.
4. Minimize physical interaction with customers and fellow team members, whenever possible.

Physical Distancing is important to prevent the spread of COVID-19. There are a number of risk control actions that employers can consider applying to their business operations for Physical Distancing, which may include but are not limited to the following:

- Where/when possible provide indicators, create barriers, or where possible change people capacity to Square Footage.
- If indoor spaces have separate entrances and exits and designated food service areas, more than 200 in one building may be permitted based on the public health order. Each ski area will determine a plan to accommodate their facility. Develop procedures and training for staff on physical distancing.
- Post signage for physical distancing rules.
- Educate and inform people about physical distancing on your property.

2.8.2 Personal Hygiene & Sanitation

Personal Hygiene and Sanitation are critical for staff and guests to reduce the transmission of COVID-19. Consider some of the following recommendations regarding personal hygiene and sanitation:

- Frequent and proper handwashing is encouraged as the best way of preventing all viral respiratory infections and other illnesses.
- Use hand sanitizer, ideally alcohol-based hand rubs (ABHR) should be readily available and recommended to be placed in a variety of locations such as entrances to facilities, payment areas, line ups, washrooms, and garbage disposal etc.
- Sneezing and coughing into your sleeves.
- Avoid touching your face, eyes, nose, and mouth.
- Avoid contact with people that are sick.

- Stay at home and self isolate if you are sick.
- Wash clothes and uniforms frequently.

Prepare staff to participate in COVID-19 testing and contact tracing in line with local health care protocols to protect themselves, co-workers and guests. Personal responsibility for cleaning surfaces and items that are touched.

- Provide, wear, and maintain PPE when asked to do so.

Personal Hygiene & Sanitation is important to prevent the spread of COVID-19. There are a number of risk control actions that employers can consider applying to their business operations for personal hygiene and sanitation, which may include but are not limited to the following:

- Install, provide, or add more areas on the property that allow personal hygiene and sanitation to take place. For example, add hand washing or sanitizing stations, consider making changes to restroom configurations, and to garbage/waste collection and disposal. Consider adding hand washing or sanitizing stations when entering or leaving a public building, food and beverage, maintenance facility, and any other structure at the Snow Resort.
- Provide or change cleaning and sanitation chemicals that, when used or applied, assists in the reduction of COVID-19.
- Create or change policies, procedures, and training on personal hygiene and sanitation to include public guidelines on COVID-19.
- Review and prepare policies and procedures related to staff absences or guest cancellations if they become ill or contract COVID-19, as this will have impact on scheduling and poses risk to business.
- Post information, signage, and/or pictograms on personal hygiene e.g. hand washing, indicators to identify personal hygiene/sanitations stations on the property.

Follow hand washing as set out by Health Canada: [ctrl click for information & resources](#)

2.8.3 Personal Protective Equipment

PPE is important to prevent the spread of COVID-19. There are number of risk control actions that employers can consider applying to their business operations for PPE, which may include but are not limited to the following:

- Establish and determine where, when, and what PPE will be required to be used by guests, workers, suppliers, or contractors when on the Snow Resort property.
- Identify in job posting or job descriptions where workers are required to provide their own PPE, as part of the job.
- Determine what PPE will be supplied to guests, workers, and other property, and find adequate supply.
- Develop or review PPE use policies and training for workers.
- Post information, signage, and/or pictograms on use of PPE.

As per Nova Scotia public health order, non-medical masks must be worn in all indoor public places. Details can be found at: [ctrl click for more information & resources](#).

2.8.4 Cleaning and Disinfecting

Cleaning and disinfecting buildings, vehicles, equipment, machines, tools, and PPE will aid in reducing or eliminating the spread of COVID-19 within Snow Resort environments. Employers should work with local health departments to ensure appropriate protocols and guidelines for cleaning, disinfection, and decontamination of pathogens, more specifically COVID-19.

Employers should work with their local health department to ensure appropriate local protocols and guidelines, such as updated/additional guidance for cleaning, disinfection and decontamination, are followed, such as:

Cleaning

- Clean surfaces using soap and water, then use disinfectant.
- Practice routine cleaning, based on level of use, surfaces, and more frequent cleaning of high touch surfaces.
- Review cleaning schedules, surfaces/materials related to buildings, vehicles, equipment, machines, tools, and devices and identify where cleaning schedules require change to reduce or eliminate the spread of COVID-19.

Disinfecting

- Consider purchasing disinfecting chemicals that are recommended for COVID-19 and review manufacturers' recommendations for use.
- Review use and mixing recommendations for COVID-19 for bleach solutions.
- Review use and recommendations for alcohol solutions, especially alcohol solutions +70% .

Decontamination

- Use and determine what cleaning chemicals will kill COVID-19 virus.
- Consider use of vacuum equipment with High Efficiency Particulate Air (HEPA) filters.
- Consider omitting any dry sweeping/mopping/wiping methods to reduce the release of particles in the air.
- Consider your procedures for managing contaminated waste, waste bags, and bins.
- Isolate contaminated areas from the rest of staff and guests.
- Allow for increased outdoor air circulation to contaminated areas.
- Use appropriate PPE to reduce the risk of spread of COVID-19.
- Consider retaining the services of an abatement contractor that has the appropriate personnel and equipment to decontaminate the area.

Find more information from your provincial health authority or Government of Canada on cleaning and disinfecting: [ctrl click for information & resources](#)

3. SNOW RESORT WINTER OPERATIONS UNDER COVID-19

RESTRICTIONS

3.1 Introduction

Snow Resorts and mountain resorts (Snow Resort operators) provide the opportunity for safe outdoor recreation and exercise for the public. The nature of the sport of skiing is a physically distanced outdoor activity. Open outdoor spaces and physical distancing is the nature of the activities of snow sports. This section focuses on areas where physical distance between people may be reduced.

3.2 Operational Audit

Each Snow Resort will prepare an audit of the facilities/activities to determine adaptations to operate under the COVID-19 restrictions and to create a prevention plan.

The necessary physical distancing and sanitation measures will likely reduce the “carrying capacity” of many operations/activities. Each Snow Resort will assess their operations to determine how many people they can safely accommodate. The province of Nova Scotia has provided the following COVID-19 Prevention Plan for Workplaces Template (vers. 1 as of July 14th 2020) see link [ctrl click information & resources](#)

An audit may consider the following point provided (below):

- Each individual operating department within the business to review their operation to understand where and how COVID-19 will impact business, service delivery, guests, employees, and process changes.
- Visualize the process of a guest entering the Snow Resort and proceeding to the various activity areas. Assess the existing bottleneck areas. Determine if the bottleneck can be eliminated or reduced by changing the way the operation is delivered.
- Contact tracing: all ski areas maintain a database of season pass holders. For day use lift tickets - if purchased online, contact info will be available. For in person purchase, ski areas will ask for contact info at point of purchase. Ski areas maintain record of guests in lessons.
- Evaluate areas where limited capacity caused by implementing the COVID-19 reduction strategies may impact the capacity of the overall site.
- Determine which commonly touched objects that are not absolutely necessary can be removed. For those surfaces that cannot be removed and must be touched, develop a cleaning protocol to reduce the potential of surface to hand transmission. Consider making hand sanitizing available and disinfect surfaces frequently for those areas where touch cannot be avoided.
- Consider if COVID-related protocols create new or unanticipated hazards.
- Consider a signage audit to review where to place COVID-19 related signs in relation to other risk and operational signage.
- Snow resorts considering hosting sanctioned sport programs and events during the pandemic may require a Risk Management Assessment to be completed. Please contact your affiliated partners, i.e. CASI-ACSM, CSIA, and Canadian Ski Coaches (Federation). (see program section 3.10 for resources and links)

3.3 Financial Resources & Funding

Most businesses during COVID-19 will experience the ability to return to regular operations during the phased approach to re-opening. Unfortunately, Snow Resorts may experience challenges as they contend with restrictions during emergency orders and phased approach to re-opening. Snow Resorts might contend with challenges to operate or achieve financial goals and there may be a financial risk to the Snow Resort that will arise when developing your COVID-19 safety plan and 2020/2021 budgets/financial plans. Snow Resort managers may find financial challenges in the following list of examples:

- Increasing or decreasing indoor building per person capacity, including amenities
- Reduction or changes to ticketing sales & reservations
- Reduction or changes to lesson programs, (providing services to children under certain age or maximum numbers of groups)
- Increasing or reducing staff requirements based on what services a venue can provide
- Food & Beverage, Retail, Repairs/Tuning curbside pick-up or delivery options
- Transportation, capacity reduction within enclosed vehicles.
- Changes to lift, terrain, and snowmaking capacity or operations based on demands.
- Increase to methods and use of platforms to communicate COVID-19 safety plans to guests, employees, and users of Snow Resort and its' various amenities
- Increase purchasing of cleaning chemicals, equipment, devices, and staff
- Increased purchase of PPE
- Reduced capacity for indoor equipment, food (packed lunches), and clothing storage

When developing and reviewing financial plans for COVID-19, it is important to understand the level of financial risk your business can assume and when you will require financial support. It is important to become aware of new financial support mechanisms through government programs and financial institutions. Here are some examples of financial support through government programs available to businesses in Nova Scotia.

Atlantic Opportunities Agency

Canada' regional development agencies, have available for small or medium sized business impacted by the sudden shifts in economy for more information contact ACOA at 1-800-561-4030 or link: [ctrl click for information & resources](#)

The Government of Canada continues to make announcement as part the Economic Response Plan to stabilize the economy. Snow Resorts stay up to date on changes, as many of the programs can provide assistance, some of the programs that have recently been changed are as follows:

- Canada Emergency Wage Subsidy (CEWS)
- Temporary 10% Wage Subsidy
- Extending the Work-Sharing Program
- Creating new jobs and opportunities for youth
- Extension on the Work-Sharing Program
- Interest and penalty relief for five months on provincially administered taxes
- (Federal), similar relief as above on Corporate Income Taxes Owing
- Employers Health Tax Relief

Go to the following link: [ctrl click for more information & resources](#) or contact Service Canada at 1-800-622-6232.

In addition, to government relief programs, speak to your financial institution to review items such as, payment deferrals, interest rate, and ask how they can assist. Depending on your Snow Resort's financial situation there are opportunities to save money, save on interest, and/or investment options for your business. Snow resort managers should consider seeking advice from their finance team, external financial advisors, and/or chartered accountants.

3.4 Guest Communications

During any emergency or crisis event, it is important to develop a comprehensive communication strategy or plan for the Snow Resort. Develop controls within your communication plan to prevent or reduce risk and create consistent messaging throughout the Snow Resort and set expectations for any user.

Messages need to be consistent across all platforms (i.e. signage, waivers, website etc. to explain the following:

- Measures the Snow Resort and its employees are taking to ensure safety during COVID-19
- Indicate where and when services are changing or altered due to COVID-19
- Local and domestic tourism may increase due to COVID-19, be prepared to inform new user to the snow resort how to access and use amenities under normal conditions and with COVID-19 restrictions.

Welcoming visitors and guests and outlining the expectation of personal/shared responsibility while at Snow Resort is important. This may include, but is not limited to the following:

Personal Responsibility Code (*proposed signage currently in discussion*)

- Please stay at home if feeling sick/unwell or asked to quarantine by health care or government officials.
- Wash hands thoroughly and often.
- Use hand washing stations and hand sanitizing stations provided at the Snow Resort.
- Practice safe physical distancing.
- Non-medical mask wearing is required at all times for indoor public areas.
- Pre-payment, credit card, and debit cards are preferred methods of payment.
- Customer service delivery and capacity at the snow resort has been reduced.
- Follow instructions or directional signs at the snow resort for yours and others wellbeing, health, and safety.
- Clean and wash personal protective equipment and personal sports equipment/clothing frequently.

Snow Resort Commitment to guests during COVID-19

- Allowing for space to practice physical distancing.
- ☒ Increasing cleaning and sanitization.
- Ensuring employee health.

Training employees on enhanced cleaning, health, and safety procedures.

(please see signage samples provided by Inter-Mtn below as examples)

****Additional feedback is required on Personal Responsibility Code and Snow Resort Commitments to guests****

In addition to signage, create opportunities where the resort can provide additional information, education, and training on how services delivery or operations will change due to COVID-19. Here are some examples:

- Guest responsibilities: they cannot visit if they are experiencing symptoms that are not related to a pre-existing illness or health condition or are otherwise required to isolate or quarantine.
- Guest and employee signature required on “personal responsibility code” or “wellness check-in” (potential future suggestion depended on state of phased re-opening).
- Post and revise current list of symptoms see: [ctrl click for information & resources](#)
- Post, where applicable, provincial signage [ctrl click for information & resources](#) and partner/liaise with your municipality and/or county offices to obtain additional support and/or materials.
- Provide guests and employees with examples of when/why the Snow Resort may ask them to leave if they are demonstrating signs of being unwell or if the personal or shared responsibility code is contravened.
- Provide additional information on inclusion, workplace/domestic violence & harassment, wellness, mental health, and environment awareness (where applicable). Some examples may include making changes to policies, procedures, programming, and training available to staff and or guests.
- Signage, maps or indicators on where hand cleaning / sanitization stations are located at the Resort. Additionally, considerations for placement of providing COVID-19 information at first points of contact upon arrival (parking lot, hotel, village) to remind guests of physical distancing protocols and mandatory non-medical mask use.

Signage examples:



Potential signage language may include: **“The operator reserves the right to deny access to any guest they believe is not complying with the conditions listed above, or who exhibits any visible COVID-19 symptoms.”**

3.4 Partner Communication

Most Snow Resorts work with partner organizations such as sport organizations (e.g. clubs), event organizers, suppliers, and contractors. Communication with partners is important to ensure consistent messaging. It is

important to determine how your partners are communicating as it may have an impact on access to your sales pipeline and supply chain.

Hosting of events may be different than past seasons and special consideration needs to be given to travel, group size and whether there are spectators: See section 3.10 for additional links. Much of this will be guided by public health policy regarding events and gatherings.

3.5 Payments

3.5.1 Payment Methods

(relates to all departments including tickets, food/beverage, retail, and rental)

- Promote the use of pre-purchases, cashless and touchless payment methods. Customers may be asked to pay with debit or credit cards only. Staff will be encouraged to ask customers to handle their payment card to reduce touchpoints.
- Consider reprogramming point of sale machines to allow for larger 'tap' purchase amounts.
- Enhance reservations or pre-ordering systems to limit and control number of ticket and season pass holders on hill. This may include introducing or enhancing RIFD system
- Debit/Credit card terminals should be sanitized after each use.



3.5.2 Tickets & Pass Sales

- Snow Resort Operators with on-line ticketing or reservations can encourage guests to pre-purchase tickets on-line to reduce on-site activity at ticket windows.
- Considerations for reservations for season pass holders may be considered to control number of season pass holders at the Snow Resort. This may include introducing some new controls or making changes to existing RFID systems.
- Consideration for policies on pre-purchases on tickets & season pass deferral and blackouts periods may need to be redefined.
- A Snow Resort Operator offering on-site ticket sales may provide physical separation between staff and guests, as well as between guests. The typical exterior ticket window found at many Snow Resorts provides this. See Retail (section 3.10) and Line-ups (section 3.6) for further information.
- Snow Resorts may be required depending on the jurisdiction to monitor attendance for contract tracing and record daily wellness checks. This may be procedure to be added to areas where there is an initial point of sale.

3.6 Line-ups

- Evaluate how the operation can be modified to reduce the requirement for line-ups.
- Line ups should be set up to provide physical distancing (2 metre spacing in all directions) between individuals or between individual households and cohorts. Face coverings will be mandatory in all lineups and while riding lifts.
- Provide communication related to line-up timing expectations allowing guests to prepare.
- Consider adding additional personnel to manage line-ups, communications, and/or security if required.
- Consider adding temporary kiosk, feature, or attraction to reduce impact of pass the time or break-up time in a line-up.

- Plans and designs may require considerations for inclement weather i.e. warming stations, wind shields/shelters.

(See example line up signage below)



3.7 Winter Lift Operations

- Lift line-ups for upload and download will be structured safely as described above in 3.6.
- Snow Resorts should outline protocols for physical distancing or alternate means for their lift infrastructure in their operating plan.
- Guests and staff are wearing face coverings while lining up and riding the lifts in their bubble/group
- Resorts are permitted to mix bubbles/groups on chairlift, but no one will be forced to ride on the chair with someone outside their bubble/group.
- Resorts are to follow their own procedures to accommodate guests that are not comfortable riding with strangers outside their bubble/group.
- No one will be forced to ride the lifts with someone outside their group/bubble.
- Chairlift – there is a maximum of four persons / chair. Guests will not be forced to ride the chairlift with anyone outside their bubble/group. No single line ups.
- T-Bar – Maximum two / tee. No one will be forced to ride with someone outside their group or bubble.
- Conveyor lift – all single ridership
- Poma lift – all single ridership
- Gondola – procedures to follow next spring. There will not be a gondola operating in NS this 2020-2021 season
- Snow Resort signage, schedules, and plans should identify disinfecting measures for lift carriers and stations. This may vary based on jurisdiction, practicality, and weather conditions.
- Within the lift terminals, Snow Resorts should develop cleaning and PPE procedures for lift staff to protect themselves and the guests.
- Lift Evacuations and first responders may require additional PPE if there is close contact with a guest during rope evacuation. This would be dependent on how the Snow Resort performs emergency lift evacuations to rescue/extract guests from lift carriers.
- Additional signage for trespassing and security barriers/staff may need to be enhanced for peak periods and during closures.

3.8 Operations Departments

Operations departments referring to lift operations, snowmaking, patrol, maintenance, snow school, competitive programs, and events that use vehicles, equipment, machine, tools, and/or devices may require enhancement of procedures for cleaning and disinfecting for high touch surfaces or high use items. Additional consideration and precautions may need to be taken for potentially flammable or combustible cleaning chemicals or detergents used for COVID-19. Please review the following within your operations departments:

- Substitution for cleaning chemicals or detergents that are non-flammable. Identify chemicals that may be a potential ignition sources or become unstable when using other chemicals.
- When transferring chemicals (flammable or combustible chemicals) refer to grounding procedures.
- When cleaning some vehicles, equipment, or machines refer to lock-out/tag-out procedures if/when required.

3.9 Buildings (Indoor spaces)

- Occupancy capacities under physical distancing and phased re-opening should be posted at the entrances.
- Where practical, a separate entrance and exit will be used. If not then need to design easy entrance and exits to avoid unintended close contact.
- Wait times, reservations, curbside pick-up, and delivery may need to be considered to offset the use of indoor spaces to manage occupancy capacities.
- Hand sanitizing stations may be provided at the entrance to buildings along with appropriate signage.
- Indoor touch surfaces (doors, knobs, faucets, payment card touch pads, tables, ATMs) shall be cleaned with a sanitizing solution frequently.
- Heating, Ventilation, and Air Conditioning (HVAC) systems or units may need to be cleaned and/or more frequent scheduled maintenance may need to be performed to improve indoor air quality and reduce levels of unwanted airborne particulates.
- Contact your HVAC service provider for recommendations to improve indoor air quality specific to COVID-19. This may include maintaining/cleaning ducts, adding filtration or filters, changing percentage of outdoor air to recycled air, or adding air cleaners.
- Develop a plan for building decontamination in the event of an exposure or outbreak of COVID-19, consider assistant of an abatement company (disaster recovery and restoration).

Follow Public Health Canada or Provincial Health recommendations for cleaning and disinfecting public spaces during COVID-19.

Canada [ctrl click for more information & resources](#)

Province [ctrl click for more information & resources](#)

Other resources and information on HVAC for your consideration:

Article on HVAC and COVID-19 McKinsey [ctrl click for information & resources](#)

American Society of Heating, Refrigeration & Air Conditioning Engineers (ASHRAE) [ctrl click for information & resources](#)

3.9.1 Washrooms

- Signage may be placed in washrooms to advise guests of appropriate physical distancing, proper hand washing and waste disposal techniques.
- Determine the occupancy load of each washroom based on maintaining the required physical distancing and post this on a sign outside the entrance.
- Frequent cleaning and disinfection of washrooms will be scheduled, depending on occupancy loads.
- Post cleaning schedule and consider adding cleaning staff and making them visible to guests if they have any questions or concerns related to COVID-19.

3.10 Retail

Many Snow Resorts have retail concessions or contractors providing services on the snow resorts property. Some retail areas should consider the following changes under COVID-19:

- Providing barriers at cash register and counter.
- Method of managing clothing or equipment that's tried on/or touched.
- Cashless payment methods.
- Curbside pick-up and/or drop off for services.
- Signage, communication, and information updates on service delivery due to COVID-19 in store, website, and social media.
- Cleaning of high touch surfaces and equipment (may include rentals).
- Reduction of in-stores per person or group capacity
- Proper spacing in a line

Any Snow Resort Operator offering retail operations should follow guidelines applicable to their jurisdiction:

Retail Council of Canada: [ctrl click for information & resources](#)

See section 3.5.1 regarding payment processes and section 3.6 for line ups.

3.11 Rental Operations/Guest Use of Equipment

- The rental facility should refer to physical distancing and cleaning measures outlined in this document.
- Ski areas will determine whether they will allow seasonal lockers and inside day storage in their lodges. For example, ski areas will introduce controls like reduction in number of day lockers, limits to capacity etc.
- Ski areas will determine whether to allow shoes to be left indoors after renting equipment. Some ski areas may have outdoor storage for boots/shoes.
- Update cleaning, maintenance logs, and rental rotation schedules to include requirements for COVID-19.
- Where/when possible increase size of boot rooms. Consider temporary structures where possible.
- Provide additional hand sanitization stations at high touch points areas (boot areas, helmet areas, and counter spaces).
- Physical barriers like plexiglass may be added to further enhance safety precautions.

- To allow for physical distancing, Snow Resorts should consider the guest flow (waivers, trying on boots, binding adjustments, payment) to ensure physical distancing and minimize waiting and line ups.
- To reduce cross contamination, separate areas for pick up and drop off should be established. All rental equipment will be sanitized between users; the sanitizing process will be determined based on the manufacturer's recommendations.
- Where available, encourage advance on-line booking.
- Consider decontamination area for drop-offs relevant to guest volumes, venue layout and staff availability to clean as rentals are returned, stowed and available for next cycle of use.
- Consider allowing for more ventilation or air filtration in rental areas.

3.11.1 Repairs

- Where possible, it is recommended that guests call in advance to book repairs.
- Guest equipment (skis, snowboards) should follow the disinfectant protocols noted above for rental equipment, before and after service.
- Where possible, curbside Pick-up and/or delivery.

3.12 Snow Programs

(only applies to Snow Resort Operators offering this service)

- All participants must agree to the standard health conditions for visiting the Snow Resort (see Section 3.4 Guest Communications) including hygiene and sanitization protocols.
- If a participant develops symptoms while in the program, the participant should be isolated until others in the participant's family or visitor group have been notified.
- Follow provincial COVID-19 guidelines for childcare.
- Refer to provincial return-to-sport guidelines.
- Class size will be limited to number outlined in public health order.
- Physical distancing during programs recommended where possible.

3.12.1 Lesson and Program Communication

Develop a pre-lesson communication plan, per Section 3.4 Guest Communications, which may include:

- Any policies restricting participation (i.e. COVID-19 symptoms)
- Class size will be limited to number outlined in public health order.
- Physical distancing during programs recommended where possible.
- Any health pre-screening the snow school has in place. Consider temperature checks.
- Information on when to arrive and where to wait prior to lessons.
- Information about the lesson experience and what has changed due to COVID-19.
- Physical Distancing between staff and guests and when it can't be achieved during a lesson.
- Use of PPE, face coverings, goggles, and gloves for winter.
- Changes or removal of food, beverage and other eating areas for full day programs.
- Special consideration for toddlers or children under a certain age, as it might be difficult to meet the provincial requirements for daycare, sport camps and physical distancing.
- Post signage and agreements where the snow resort may request the removal of individuals from the program if they are showing signs of COVID-19.

3.12.2 Meeting Areas

- Set up meeting areas to allow for physical distancing (e.g. minimum 2 metre distance), based on provincial gathering requirements.
- Locker rooms and boot rooms require considerations for physical distancing
- Use signage to direct guests to meeting areas.
- Move as much of the experience to outdoor locations as possible.
- Where possible, designate a specific entrance point and a specific exit point to and from the meeting area.
- Instructors, coaches, and/or patrol to review and communicate COVID-19 requirements of the snow resort.

3.12.3 Lesson, Coaching, Events, and other Guided Operations.

As of the weeks of July 5th and 13th 2020, information on return to sport plans are being made available by International, National, Provincial, and other sanctioning bodies; see list of industry partners below:

Alpine Ski Nova Scotia [ctrl click for information & resources](#)

Canadian Ski Instructors Alliance (information pending) [ctrl click for more information & resources](#)

Canadian Adaptive Snowsports <https://cads.ski/>

Canadian Association of Snowboard Instructors [ctrl click for more information & resources](#)

Cross Country Nova Scotia [ctrl click for more information & resources](#)

Nova Scotia Snowboard: [ctrl click for more information & resources](#)

Alpine Canada (pending information) [ctrl click for more information & resources](#)

FIS [ctrl click for more information & resources](#)

- At this time, if a Snow Resort has an affiliation with the list of organizations (above), work in partnership with them to start reviewing information and planning to meet new programming requirements under COVID-19.
- Snow Resorts may have an opportunity to create new in-house programming during COVID-19 pandemic to better balance the needs of the guest and snow resort.

It is a shared responsibility to communicate with industry partners to work together to continuously develop and maintain protocols during the COVID-19 pandemic.

3.13.4 Snow Programming General Recommendations under COVID-19

- Provide a safety introduction (i.e. physical distancing) for participants. Ensure guests know how to get up on their own, fasten and unfasten binding straps and unclick ski bindings prior to getting on the hill.
- Refrain from physical touching e.g. do not shake hands, high five.
- When physical distancing cannot be maintained, use alternate precautions such as face coverings and hand sanitization.
- Consider teaching aids to enable physical distancing such as experiential/station teaching concept to programming for lower levels with parental assistance (i.e. terrain-based learning).

3.14 Safety, Patrol, and Security

- First aid response at Snow Resorts can vary between operators and include support from local ambulance, first responders, Fire Rescue, Security, and/or professional and volunteer patrollers. All first responders of any kind should be trained to your COVID-19 related plan/protocols and are provided with appropriate PPE.
- There are a number of organizations and standards that may apply depending on jurisdictions and business models.
- Layout of First Aid Hut, Building, or Stations will need consideration for intake of symptomatic and non-symptomatic guests and consideration for triage and trauma.
- Cleaning and sanitation procedures will need to be considered for all medical equipment, tools, and devices.
- Procedures will need to be developed to facilitate the management of COVID-19 symptomatic guests. This should be done in partnership with the local health unit and transfer hospitals/clinics.
- Procedures will need to be developed for first aid response to events under COVID-19 (if applicable to your snow resort).
- Record, manage, and monitor signage plans to include COVID-19 signage.

See additional resources

Canadian Ski Patrol [ctrl click for more information & resources](#)

St. John's Ambulance [ctrl click for more information & resources](#)

Canadian Red Cross [ctrl click for more information & resources](#)

The Canadian Centre for Occupational Health and Safety (CCOHS): [ctrl click for more information & resources](#)

3.15 Food and Beverage

Any operator wishing to provide food and beverage service **will follow all provincial and municipal regulations and national guidance** established for food and liquor services during COVID-19.

-
- Cashless payment methods.
- As per NS public health order, alcohol must only be served and consumed while seated at a table
- Where possible, curbside pick-up and/or drop off for services.
- Signage, communication, and information updates in kiosks, cafeterias, bars, and restaurant areas - this includes updating website, and social media.
- Cleaning of high touch surfaces and equipment.
- Reduction of per person or group capacity.
- Spacing of line-work within the kitchen.
- Spacing, design, layout, and capacity of seating areas.
- Developing barriers within seating areas.
- Menu development to help manage table-turnover relating to capacity and volume requirements.

- Reservations system may need to be introduced to better accommodate capacity.
- Increasing capacity with temporary structures to better manage capacity. Snow Resort may want to consider adding more outdoor options for Food & Beverage such as; increase outdoor seating, food trucks.
- Consider adding more receptacles for garbage, recycling, and compost.

The following guides are the food and beverage industry recommended practices Snow Resorts can utilize:

- Restaurants Canada Reopening Best Practices: [ctrl click for more information & resources](#)
- The Canadian Centre for Occupational Health and Safety has produced a tip sheet, “Coronavirus (COVID-19) Tips – Restaurants and Food Services”: [ctrl click for more information & resources](#)

3.13 Accommodation

Accommodation offerings may or may not be operated by the Snow Resort Operator. In many of these communities, there is a wide range of tourist accommodation available from several different providers. Any accommodation provided by the Snow Resort Operator will comply with the most up to date COVID-19 prevention strategies for the accommodation sector mandated by local, provincial and/or federal authorities. The Snow Resort Operator should encourage all its accommodation partners to do the same.

Please see provincial hotel and accommodation associations for specific measures and guidance related to accommodations. See Hotel Association of Canada for more details and links: [ctrl click for more information & resources](#)

END OF DOCUMENT
Appendices to follow

Appendices

Appendix 1: Links

Public Health Links:

Public Health Service of Canada	www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html
Alberta	https://open.alberta.ca/dataset?q=covid&sort=score+desc&pubtype=Orders+and+Directives&tags=COVID-19 https://www.alberta.ca/coronavirus-info-for-albertans.aspx
British Columbia	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
Manitoba	www.gov.mb.ca/covid19/soe.html
New Brunswick	www.2gnb.ca
Newfoundland and Labrador	www.gov.nl.ca/covid-19/alert-system/public-health-orders/
Northwest Territories	www.gov.nt.ca/covid-19/en/public-health-orders
Nova Scotia	novascotia.ca/coronavirus/alerts-notices/#provincial-state-emergency
Nunavut	gov.nu.ca/health/information/covid-19-novel-coronavirus
Ontario	covid-19.ontario.ca/
Prince Edward Island	www.princeedwardisland.ca/en/topic/covid-19
Quebec	www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/

Saskatchewan	www.saskatchewan.ca/government/health-care-administration-and-provider-resources/treatment-procedures-and-guidelines/emerging-public-health-issues/2019-novel-coronavirus/public-health-measures/public-health-orders#current-public-health-orders
Yukon	yukon.ca/en/health-and-wellness/covid-19-information/latest-updates-covid-19/current-covid-19-situation

Worker Safety Directives & Resources

The provincial agencies are listed below:

Canadian Centre for Occupational Health & Safety	www.ccohs.ca/products/publications/covid19/
Worker's Compensation Board of Alberta	www.wcb.ab.ca/about-wcb/news-and-announcements/COVID-19.html
WorkSafeBC (Workers' Compensation Board of BC)	www.worksafebc.com/en/about-us/covid-19-updates
Workers Compensation Board of Manitoba	www.wcb.mb.ca/how-the-wcb-is-responding-to-covid-19
WorkSafe NB (New Brunswick)	www.worksafenb.ca/safety-topics/covid-19/covid-19-what-workers-and-employers-need-to-know/
WorkplaceNL (Newfoundland & Labrador)	www.workplacenl.ca
Workers' Compensation Board of the Northwest Territories and Nunavut	www.wscn.nt.ca/health-safety/covid-19
Workers' Compensation Board of Nova Scotia	www.wcb.ns.ca/covid19.aspx
NS Dept of Labour and Advanced Education	Novascotia.ca/lae/healthandsafety
Ontario-Ministry of Labour, Training, & Skills Development	https://www.labour.gov.on.ca/english/hs/index.php
Ontario-Workplace Safety Prevention Services	https://covid19.wsps.ca/
Ontario-Workplace Safety & Insurance Board	www.wsib.ca/en/novel-coronavirus-covid-19-update
Workers' Compensation Board of Prince Edward Island	www.wcb.pe.ca/COVID19

Commission des norms, de l'équité, de la santé et
de la sécurité du travail (CNESST Quebec)

www.cnesst.gouv.qc.ca

Saskatchewan Workers' Compensation Board	www.wcsask.com/employers/covid-19-and-the-workplace/
Yukon Workers' Compensation, Health and Safety Board	wcb.yk.ca/COVID-19.aspx