



# Marble Mountain Resort

## Standard Operating Procedures

### COVID-19 Management Program

### ALERT LEVEL 2 – SKI RESORT OPERATIONS

Date: October 8<sup>th</sup>, 2020

#### **1.0 - Policy**

Marble Mountain Resort is committed to ensuring the health and safety of our guests, staff and local residents. Following the specific guidelines for Covid-19 management detailed by the Government of Newfoundland & Labrador is critical for implementing this plan during the 2021 season at Marble Mountain.

**\*\*This document will be updated to reflect changing requirements as Alert Levels status change\*\***

#### **2.0 - Symptoms of Covid-19**

Symptoms of Covid-19 are defined as having two or more of the following (new or worsening):

- Fever (or signs of a fever, including chills, sweats, muscle aches, light-headedness)
- Cough
- Headache
- Sore Throat
- Painful swallowing
- Runny Nose
- Diarrhea
- Loss of smell or taste
- Unexplained loss of appetite
- Small red or purple spots on your hands and/or feet

The severity of symptoms can range from mild to severe. Current information suggests that most cases are not severe, nor do they require hospitalization. If you start to have symptoms of Covid-19:

- The person must self-isolate immediately and complete the online assessment tool ([www.811healthline.ca/covid-19-self-assessment](http://www.811healthline.ca/covid-19-self-assessment)) and seek further testing if recommended.
- Public Health will contact staff if they test positive and will then carry out contact tracing.
- Use the Symptom Tracker daily to help slow the spread of Covid-19, even if you feel well.



### 3.0 - References

<b>Appendix A</b>	<b>Government of NL</b>		

### 4.0 – Responsibilities

We must all help do our part this season to help mitigate the risk of another outbreak of Covid-19. Please avoid being part of the reason our season gets cut short.

#### **4.1 Management**

Management is responsible for ensuring the Resort has established and maintains the required levels of safety. Responsibilities also include working with the Marble Mountain Board of Directors (BOD), Covid-19 Management Program Committee (CMP Committee) and employees to ensure protocols are maintained throughout the season.

- Best practices should be followed throughout the season to ensure the safety of our guests and employees.
- If guests are seen as a liability or health risk by not adhering to the Covid-19 Guidelines, Management will ask them to leave the premises immediately.

#### **4.2 Board of Directors (BOD)**

The BOD has a significant responsibility in the safety and success of the Covid-19 Management Program. Responsibilities include but are not limited to the following:

- Work with Government agencies to establish the Covid-19 Management Program and confirm conditional authority to open for the 2021 winter season.
- Support Management with resources (financial and human resource) to implement the program
- Assist management, where required, to address employee concerns about the health and safety. Establish and promote health and safety educational programs for employees.
- Assessing incident reports during regular meetings to determine whether additional information or corrective action should be taken.
- Accompany, where necessary, workplace inspections.
- Receive Workplace Inspection / Officer Report from Provincial OH&S Department



#### **4.3 Covid-19 Management Program Committee (CMP Committee)**

- Monitoring daily the [www.gov.nl.ca/covid-19](http://www.gov.nl.ca/covid-19) website for updates
- Monitor and respond to changing guidelines and Alert Level status.
- Receiving and responding to concerns or workers.
- Monitor the success of the program, identify potential health hazards, and recommending corrective action.
- Developing and distributing promotional health and safety information to workers
- Participating in Covid-19 Workplace Inspections
- Meeting at least once every 7 days to discuss Covid-19 concerns.
- Participating in the process of investigating incidents
- Promoting the Covid-19 Management to guests and employees.
- Establish and train employee on the programs FAQ. The purpose is to communicate a consistent message to all guests when inquiries are made.

#### **4.4 Employees**

- Employees are responsible for understanding and implementing the Covid-19 Management Program. Specific tasks will be allocated to dedicated employees to ensure thorough completion and reduce cross contamination.
- If an employee becomes unwell, the employee must self-isolate immediately and complete the online self-assessment tool ([www.811healthline.ca/covid-19-self-assessment/](http://www.811healthline.ca/covid-19-self-assessment/)) and seek further testing if recommended. Public Health will contact staff if they test positive and will then carry out contact tracing.
- Employees are encouraged to make suggestions to Management regarding best practices throughout the season.
- An additional expectation of employees is to clearly communicate the new processes to guests.
- All staff are required to follow mandatory mask guidelines set fourth by governing bodies.
- All staff at Marble Mountain working inside will be required to wear a non-medial mask.



**Masks are not required for the following people or situations:**

- 1) It is at the parent's discretion for children under the age of 5. However, wearing a mask is encouraged for children between the ages of 2 and 4 years of age. It is not recommended for those under the age of 2 years.
- 2) People with physical or mental health exemptions – People whose particular physical condition or mental health prevents them from wearing a mask (these people are encouraged to wear face shields instead, if possible) including but not limited to:
  - a) People who are unable to put on or take off by themselves due to a physical deformity.
  - b) People with facial deformities.
  - c) Peoples who, due to cognitive impairment, an intellectual disability, an autism spectrum disorder, or a severe mental health condition, are unable to understand the requirement, or for whom wearing a mask causes significant distress.
  - d) People who have a severe skin condition on the face or ears that is significantly aggravated by wearing a mask.
  - e) People with severe respiratory condition or disease for whom a mask would further impair their breathing (please note that there is no evidence that indicates Non-Medical Masks impair oxygenation of those respiratory disease
  - f) Anyone who is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
  - g) During treatments, services or physical activity – People who are receiving treatment, receiving a service or engaging in a physical activity or other activity that requires it to be removed. In these cases, they may remove their mask for the duration of treatment, service or activity only.
  - h) Showing identification – people who remove their mask momentarily for identification purposes.
  - i) Workplaces – Requirements under the Occupational Health and Safety Act and Regulations, as well as any workplace specific health and safety plans, will continue to apply to workers.
  - j) Workers must wear their facemask when they are in a publicly accessible lobby, reception area, hallway, stairway or elevator when physical distancing cannot be maintained and physical es, (they must put their (window, plexi-glass etc.) are not in place.

**Please note:** Masks may be removed inside the building while in a private bathroom stall or while sitting anywhere in the lodge with the purpose of eating or drinking when social distancing guidelines are followed. Marble Mountain Resort encourages the use of non-medical masks as often of possible.



## 5.0 – Employee Training & Communication

Employee will be engaged and trained in the processes and communication of the new COVID-19 Management Operations. Extensive signage will be posted to communicate new guidelines throughout the resort for both employees and guests. (Appendix B).

Employees need to feel confident that the workplace is taking the proper precautions to keep employee, guests, and visitors safe. The 3 rights of all employees will be reiterated and encouraged by Management, BOD, and the CMP Committee:

- 1) The **Right** to know about health and safety matters.
- 2) The **Right** participate in decisions that could affect their health and safety,
- 3) The **Right** to refuse work that could affect their health and safety and that of others.

Employees will be following the general guidelines outlined below:

- If an employee becomes unwell, it is recommended that the staff member should complete the online self-assessment tool ([www.811healthline.ca/covid-19-self-assessment/](http://www.811healthline.ca/covid-19-self-assessment/)) and seek further testing if recommended. Public Health will contact staff if they test positive and will then carry out contact tracing.
- Employees working in one of the indoor facilities at Marble Mountain Resort are required to wear masks while working unless exempt based on Government of NL guidelines. However, masks are required in common areas including a lobby, elevators, reception areas, conference rooms, hallways, stairways, washrooms and breakrooms.
- Proper hand sanitizing hygiene must be followed.
- Follow all Infection Prevention guidelines especially when sharing a vehicle or workspace with co-workers.
- Telecommunication resources will be utilized whenever possible.
- Entering indoor spaces will be avoided unless necessary.
- Use phone / text communication whenever possible.
- Please do not gather in groups and maintain social distancing.

## 6.0 – Covid-19 Management Program Committee

A CMP Committee will be established to implement and monitor the operations and success of the program. Members of the CMP Committee will include:

- Richard Wells                      Inside Operations Manager
- Paul Tizzard                        Snow School Manager
- TBD                                      Board of Directors Representative
- TBD                                      Staff Representative



### **6.1 – Covid-19 Management Committee Meetings**

- Covid-19 Management Program Committee meetings will be held at least every 7 days with emergency meetings, as necessary.
- All committee meetings will take place during regular operating hours. The minutes of the meeting will be documented and submitted to the BOD for review.
- Copies of the meeting minutes will be posted in a visible area of the workplace and correspondence with the appropriate Governing Agencies may be required.
- All committee members will be required to complete the Government of NL Covid-19 Training [www.skillspassnl.com/covdi-19/](http://www.skillspassnl.com/covdi-19/)

### **7.0 – Procedures & Operations**

The nature of a ski resort requires various elements of Government Guidelines for managing the spread of Covi-19. Marble Mountain Resort has been divided into the following categories with specific guidelines to minimize the risk to guests and employees:

- Section 7.1 - Facilities & Day Lodge-
- Section 7.2 - Food & Beverage Service
- Section 7.3 - Rental / Repair Shop
- Section 7.4 - Snow School
- Section 7.5 - Ski Patrol
- Section 7.6 - Lift Operations



## 7.1 - Facilities and Day Lodge

RISKS / GUIDELINES	RISK MITIGATION MEASURES
<b>Handwashing Hygiene &amp; Cross Contamination</b>	All individuals will be required to wear masks the mouth and nose when inside any Marble Mountain Resort indoor facilities. Exemptions will be accepted for those individuals listed in Appendix A – Special Measures Orders (Masks) as per the Government of NL Guidelines.
	Guests can remove their face masks when they are seated in the day lodge or bar area as long as 2m social distancing is maintained from the individual or bubble.
	Onsite required handwashing supplies: -Hot/Cold potable water -Liquid Soap -Paper Towels -Garbage Bins
	Non-medical masks will be available free of charge at Guest Services Counter
	Proper hand sanitizing stations will be placed throughout the building
	Plexi-glass installed at front line locations (cash desks / ticket desks)
	Cashless / Tap / Debit / Credit transactions will be promoted
	Self service lift pass attachments will be removed and distributed by staff
	Touchless water fountain to be installed on main floor between bathrooms
	Personal items will not be permitted to be left unattended in the day lodge
<b>Social Distancing</b>	Self serve items (condiments / utensils) will be removed & distributed by staff
	Self-serve Lift Ticket Kiosk removed for this season
	Practice a direct to lift mindset and avoid the need for going inside
	High touch areas will be disinfected twice daily minimum
	Hand sanitizing stations will be available at the following locations: -All Entrances / Exit points leading to main lobbies -Lift Ticket Counters -Outside washrooms
	Designated enter and designated exit doors
	Social media campaign to educate public on direct to lift mindset
	Picnic tables will be set up outside the lodge to discourage gathering indoors
	Large Heavy-Duty tents to be setup outside with propane heaters for comfort
	Entrance / Exits will be stationed to ensure capacity is not exceed limit
Smaller office spaces may have limited capacity and reduced space inside	
Tables & chairs will be removed to offer 2m distance seating	
Signage will be posted on doors, floors, and other strategic locations	
Staff will be allocated to specific tasks, tools/equipment, and locations	
Lift Ticket & Food / Beverage lines will be limited to 1 person per family	
Floor markers to direct one-way traffic flow and 2-meter separation	



## 7.2 - Food and Beverage Service

RISKS / GUIDELINES	RISK MITIGATION MEASURES
<b>Handwashing Hygiene &amp; Cross Contamination</b>	All individuals will be required to wear masks the mouth and nose when inside any Marble Mountain Resort indoor facilities. Exemptions will be accepted for those individuals listed in Appendix A – Special Measures Orders (Masks) as per the Government of NL Guidelines.
	Onsite required handwashing supplies: -Hot/Cold potable water -Liquid Soap -Paper Towels -Garbage Bins
	Non-medical masks will be available free of charge at Guest Services Counter
	Proper hand sanitizing stations will be placed throughout the building
	Plexi-glass installed at front line locations (cash desks / ticket desks)
	Cashless / Tap / Debit / Credit transactions will be promoted
	Touchless water fountain to be installed on main floor between bathrooms
	Timelines used for breaks / lunches will be enforced by staff
	Canned / Bottled Beverages only. NO draft beer products. Croc Pots / Coolers must be kept in vehicles at all times
	High touch areas will be disinfected twice daily minimum
<b>Social Distancing</b>	Hand sanitizing stations will be available at the following locations: -All Entrances / Exit points leading to main lobbies -Lift Ticket Counters -Outside washrooms
	Designated enter and designated exit doors
	Social media campaign to educate public on direct to lift mindset
	Picnic tables will be set up outside the lodge to discourage gathering indoors
	Entrance / Exits will be manned to ensure capacity does not exceed 50% limit
	Smaller office spaces may have limited capacity and reduced space inside
	Tables & chairs will be removed to offer 2m distance seating
	Signage will be posted on doors, floors, and other strategic locations
	Staff will be allocated to specific tasks, tools/equipment, and locations
	Food & Beverage lines will be limited to 1 person per family Floor markers to direct one-way traffic flow and 2-meter separation

As detailed in the Guidance for Restaurants and Lounges, The Government of NL requires the following maintenance checks to be completed prior to opening:

- 1) Confirm ventilation / exhaust systems are clean and operational. Change filters as required. This may require consultation with HVAC specialist.
- 2) Ensure coolers and appliances are working and maintaining adequate temperatures.
- 3) Confirm water temperature and pressure are adequate.
- 4) Confirm all water lines have been flushed of stagnant water. This includes but not limited to: Bathrooms, Ice Machines, Coffee Dispensers, Dishwashing and/or Laundry Machines.



### 7.3 - Rental / Repair Shop

RISKS / GUIDELINES	RISK MITIGATION MEASURES
<b>Handwashing Hygiene &amp; Cross Contamination</b>	All individuals will be required to wear masks the mouth and nose when inside any Marble Mountain Resort indoor facilities. Exemptions will be accepted for those individuals listed in Appendix A – Special Measures Orders (Masks) as per the Government of NL Guidelines.
	Hand Sanitizing Station immediately upon enter Rental building
	Non-medical masks will be available free of charge at Guest Services Counter
	Plexi-glass installed at front line locations (cash desks / tuning desks)
	Cashless / Tap / Debit / Credit transactions will be promoted
	Accessed only by ground level door at rear of building
	Rental fleet capped at 250 items per day, sanitized and unused for 24 hours
	Avoid touching products unless you plan to purchase
	Practice a direct to lift mindset and avoid the need for going inside
	High touch areas will be disinfected twice daily minimum
	To book rental equipment you must call in advance 24-36 hours before arrival
	For Repair services, customer must call 709-637-7627
<b>Social Distancing</b>	Designated enter and designated exit doors
	Social media campaign to educate public on direct to lift mindset
	Picnic tables will be set up outside the lodge to discourage gathering indoors
	Entrance / Exits will be manned to ensure capacity does not exceed 50% limit
	Smaller office spaces may have limited capacity and reduced space inside
	Tables & chairs will be removed to offer 2m distance seating
	Signage will be posted on doors, floors, and other strategic locations
	Staff will be allocated to specific tasks, tools/equipment, and locations
	Lift Ticket & Food / Beverage lines will be limited to 1 person per family
	Floor markers to direct one-way traffic flow and 2-meter separation



#### 7.4 - Snow School

RISKS / GUIDELINES	RISK MITIGATION MEASURES
<b>Handwashing Hygiene &amp; Cross Contamination</b>	We will be offering both group and private lessons this season. All snow school lessons will have max group size of six people.
	Lessons will be pre-booked ahead of time 24 -36 hours ahead
	Any unscheduled lessons will be at the discretion of the Manager
	All participants will be required to complete a pre-arrival self health screening
	Participants will meet on snow, not indoors. Face coverings are required

#### 7.5 - Ski Patrol

- Whenever possible, maintain a 2-metre distance from the individual. Wear a clean mask, eye protection and gloves at all times.
- If possible, have the patient / individual wear a mask and sanitize their hands before administering first aid
- The Patrol Clinic will have adequate supply of clean masks, gloves, eye protection and other PPE
- Patrollers are encouraged to keep a fresh supply on hand and replace as required

#### 7.6 - Lift Operations

RISKS / GUIDELINES	RISK MITIGATION MEASURES
<b>Handwashing Hygiene &amp; Cross Contamination</b>	Face coverings are required while riding Chairlifts / Magic Carpets and while waiting in queuing lines. Exemptions will be accepted for those individuals listed in Appendix A – Special Measures Orders (Masks) as per the Government of NL Guidelines.
	Non-medical masks will be available free of charge at Guest Services Counter
	Handwashing Hygiene stations will be placed throughout the building
	Practice a direct to lift mindset and avoid the need for going inside
	Sniffle Stations have been removed for the season
	Lift Tickets and Season Passes should be visible at all times
	Please leave gloves on and avoid touching your face
	Ask Lift Operator for assistance loading the chair if required
	If lift operators need to assist guest, the operator must wear a mask and gloves and maintain as much distance as possible while assisting the guest
	Operating controls and any other high touch areas around the lift will be disinfected twice daily
<b>Social Distancing</b>	Chair lift safety bars and seats will be disinfected on a daily schedule
	Queuing areas to be extended to allow for 2m social distancing
	Live Together = Ride Together
	Singles / Two singles per opposite sides of the chair / Family of four / close friends or Bubble Riders acceptable
	Singles lineup with priority given to bubble riders
	Social media campaign to educate public on direct to lift mindset
	Extensive signage around the ski lift entrance and exit will be posted to encourage distancing of 2m



## 8.0 Guest Risk Disclosure

Guest Risk disclosure will be posted at the lift pass checkout area. Disclosure information will also be posted on the [www.skimarble.com](http://www.skimarble.com) website, online lift order pages and on all social media channels.

Details of the Guest Risk Disclosure will be determined by the legal representatives of the BOD and may include the following information:

- Any person experiencing symptoms of Covid-19 are prohibited from enter the resort site and its facilities. Anyone experiencing symptoms should self-isolate and contact 811 for further instruction.
- Face Masks are required whenever guests are using the available indoor facilities. (A list of exemptions to the mandatory non-medical mask order is available in Appendix A).
- Personal information will be required for Contact Tracing purposes. This information will be kept on file for 14 days.
- Capacity restrictions are in effect at all indoor facilities. Guests will notice some operational changes to abide by social distancing requirements. More information on the changes is available on our website, social media pages or by calling the resort directly at 709-637-7601.
- Reduced capacities on chairlifts will be in effect. Live together = Ride together.
- Two singles on opposite sides of the chair or families and bubble riders acceptable.
- If a staff member becomes unwell, the employee will immediately self isolate, follow all requirements for reporting, contact tracing, operational interruptions, etc. as per public health guidelines.

## 9.0 - Recommended Cleaning Products

To ensure proper disinfecting abilities, the Diversey Quatro Select system is recommended. This system is designed to properly dilute the cleaning and disinfecting agents to improve safety, simplify operations, limit the potential for employees to be in contact with concentrated chemicals and specifically designed to fight the spread of Covid-19. We are currently sourcing sanitizing systems.

Products recommended for the cleaning and disinfecting of the Marble Mountain Resort are listed below and in Appendix D.

- Diversey Oxivir Plus - Disinfecting Agent
- Diversey GP Forward - General Purpose Cleaner
- Diversey Glance - Glass and Multi-Surface Cleaner

Hand sanitizing stations will be setup throughout the resort at high traffic areas and high touch locations. Hand sanitizing products, face shields / face masks and dispensers are being sourced. The products will have a >60% alcohol content as required by Public Health guidelines.



**Covid-19 Resources**

<https://www.gov.nl.ca/covid-19/>

**Training for staff:**

<https://skillspassnl.com/covid19/>