



2020/2021 PHOENIX MOUNTAIN ALPINE COVID-19 SAFETY PLAN

PURPOSE

In compliance with WorkSafe BC, Canada West Ski Areas Association, and provincial and local health authorities' requirements, this Covid-19 Safety Plan outlines the policies, guidelines and procedures that have been put in place to reduce the risk of Covid-19 transmission at Phoenix Mountain Ski Hill.

SCOPE

All employees and guests must comply with the guidelines set out in this plan.

OUR MESSAGE

Our number one goal is to keep our staff, guests, and the community safe from the spread of Covid-19. We appreciate your patience, understanding and cooperation while we navigate this unprecedented Covid-19 global pandemic. We ask that our guests, staff, and community do their part by staying home if they feel sick, and by following all guidelines below when at our resort. Stay safe and enjoy our beautiful hill!

GUEST GUIDELINES

Please adhere to the following guidelines during your visit to the mountain.

The capacity and layout of all our facilities will reflect all Covid-19 regulations including; signage on walls and floors, 6'/2m distance marking, and one-way-flow-through traffic.

Any guest that is found to be in contravention of these guidelines will be asked to leave the property.

No refunds will be provided.

FOR THE SAFETY OF GUESTS AND OUR STAFF PLEASE DO NOT VISIT IF ANY OF THE FOLLOWING APPLY:

- If you are sick or experiencing symptoms of Covid-19 (cough, headache, fever, chills, sore throat, marked fatigue, sneezing, congestion, body aches, difficulty breathing).
- Live in a household with someone with Covid-19, symptoms of Covid-19 or who is self-isolating due to possible exposure to Covid-19.
- If you have travelled outside of Canada in the past 2 weeks or have been in contact with anyone who has travelled outside of Canada in the past 2 weeks.

MASKS ARE MANDATORY

- No one is permitted on the mountain without a mask. Please make sure your mask covers both your mouth and nose.
- All guests are required to wear masks when:
 - Walking around the resort
 - Loading and riding the lifts
 - When inside all buildings
 - During all ski and snowboard lessons
- Masks are not required while skiing or snowboarding.
- Guests must provide their own masks.

PHYSICAL DISTANCING

- Maintain 6'/2m physical distancing with those outside of your immediate family or core bubble at all times.
- Avoid congregating in groups outside of your core bubble and do not tailgate visit in the parking lot.
- Observe all informational and directional signage throughout your visit.
- Physical barriers are installed at all locations where 6'/2m spacing is not possible.
- Our buildings have one-way flow of foot traffic to reduce interactions with other guests (where possible) and have maximum occupancy limits posted in each facility to ensure physical distancing.
- Occupancy limits have been identified following WorkSafe BC's recommendation of 5 square meters of unencumbered floor space per person, workers and customers.

HAND SANITIZATION / WASHING

- There are hand sanitization stations placed in all indoor facilities.
- Utilize hand sanitizer stations where available and wash your hands regularly.
- Please follow good sanitary practices by washing and sanitizing your hands often, avoid touching your face, and sneeze or cough into your elbow.
- Increased cleaning and sanitization protocols are in place for all areas of the resort.

LIFT OPERATIONS

- While in the lift line, guests are required to keep 6'/2m apart from those not in their immediate family or core bubble.
- Please ensure you show your season pass or lift ticket for identification purposes.
- Immediate family and core bubbles can ride the lift together.
- It is permissible to ride the lift as a single rider if not visiting with immediate family or a core bubble individual.
- Guests are asked to maintain at least 6'/2m physical distancing and avoid congregating at the tops of the lifts with those not in their parties.
- Masks may be removed once you begin to ski or snowboard and put back on once you arrive at the base of the hill.
- Based on the IHA and PHO regulations there will be no reservation system for day tickets or pass holders. We anticipate no cap on daily visitation, but we ask that you be patient and kind during your wait at the lift.

CAFETERIA & DAILY TICKET SALES

- Please adhere to the one-way directional signage. Entry is on the right-hand side of the lodge, utilizing the exterior stairs. Guests are required to patiently wait in line, adhere to the posted occupancy limit and purchase their tickets or food before exiting the building on the upper deck and down the exterior stairs.
- There is no access to the washroom facilities directly from the cafeteria. The interior stairway is closed. Guests must exit the cafeteria, following directional signage, and enter the lower lodge entrance to access the washroom.

- Two small tables, with a limit of 4 per table, have been placed in the upper lodge area for those who require seating. Patrons must stay within their core bubbles at these tables.
- We recommend that all guests adjust their schedules and try to dine earlier or later to avoid the peak lunch rush.
- New food & drink menu items are available allowing for minimal contact.
- Brown-bag lunches are not permitted in the cafeteria.
- Guests are encouraged to eat their lunch/snacks in their vehicle.
- No alcohol is permitted in the parking lot.
- Alcohol is only permissible in the cafeteria and on the upper deck. Guests must maintain a 6'/2m physical distance from those who are not within their core bubble while on the upper deck.
- Although we accept cash, we strongly recommend payment by credit or debit card. Tap is available for payments up to \$100.00.`
- Our staff will be cleaning high touch surfaces frequently during the day, including payment terminals.

INDOOR / OUTDOOR WASHROOM FACILITIES

- Indoor washroom facilities are available for guests in the lower lodge.
- The lower lodge must share an entrance and exit door underneath the upper deck. Guests are required to maintain a 6'/2m distance from one another at the door when entering or exiting. Please be considerate of those entering or exiting and give one another appropriate space. Markers with directional information is posted inside and outside.
- Outdoor porta potties are available for guests to reduce the amount of traffic in the lower lodge.
- Guests waiting for an available porta potty must maintain a 6'/2m physical distance from one another.
- All guests must adhere to the 'How to Wash your Hands' WorkSafe BC poster.
- Strict sanitization and disinfectant procedures have been instituted at regular intervals by staff.

RENTAL SHOP

- Please adhere to the one-way directional signage. Entry is on the right-hand side of the rental shop and the exit is on the left. Guests are required to patiently wait in line outside the rental shop to ensure the posted occupancy limit for this building is not exceeded.
- Disposable plastic bags are provided for our guest's personal footwear when renting ski/board boots. These can be left in the rental shop for the duration of the visit.

LOCKERS / CUBBIES

- Lockers and cubbies are not available for guests.
- There is absolutely no storage of personal belongings permitted in any area of the resort.
- Guests are required to boot up in their vehicles.
- We encourage you to wear boot grippers to safely walk from the parking lot to the day lodge in ski or snowboard boots.

PROGRAMS

- Private/group lessons, SD 51 ski days and Phoenix Racers must adhere to all the guidelines outlined in this Safety Plan. Each program must provide a copy of their own covid-19 Safety Plan highlighting the policies and procedures of their own organization.

EMPLOYEE GUIDELINES

All employees have been trained on the Phoenix Mountain Alpine Covid-19 Safety Plan and Employee Policies and Procedures. Employees are required to complete a covid-19 self-assessment, including daily temperature checks, upon their arrival to the jobsite. Employees have been trained in regular handwashing, sanitization procedures and the proper use of masks. Employees will use additional personal protective equipment when providing first aid treatment.

Management at Phoenix Mountain Ski Hill will continue to update this Safety Plan as Provincial Health Orders change.