
Our Vision:

"Hidden Valley Highlands Ski Area and Muskoka Ski Club provide a safe, fun Resort for our members, guests and our employees, bringing them back year after year."

HIDDEN VALLEY HIGHLANDS SKI AREA AND MUSKOKA SKI CLUB

COVID-19 SAFETY PLAN

November 24, 2020

SUMMARY

Below is a brief outline of what can be expected when skiing or snowboarding at Hidden Valley Highlands Ski Area (HVHSA) during the 2020-21 winter season. The following pages outline, in detail, the various practices and policies that are in effect this winter due to COVID-19 concerns.

- All products (except Food & Beverage) will be sold online.
- Pre-purchase of lift tickets, lessons, rentals and passes is required.
- Members and Guests should arrive ready to ski and snowboard or get prepared for skiing and snowboarding in the parking lot. Their vehicle should become their personal daylodge.
- Members and Season Passholders are required to register via an easy and quick online program each time they visit the resort for contact tracing purposes.
- Bags and equipment cannot be left in the chalet unless it is in designated lockers or storage areas
- No outside food is permitted in the chalet.
- Face coverings are mandatory in all indoor spaces, in lift lines and any other line-ups, while riding the lifts and in any other area where 2-meter social distancing cannot be maintained. If the Face covering policy is not respected, guests will be asked to leave the property.
- Indoor occupancy will be limited. Follow all signs, markers and social distancing stickers.
- There is a maximum of 4 people to be seated at tables in the chalet. Masks must be worn except when seated and eating.
- Young children must be supervised by a parent or chaperone. There will be no running loose in the chalet.
- 2-meter social distancing will be maintained within lift lines.
- Social cohorts and family bubbles can ride the chairlift together.
- Face coverings are mandatory in the lift lines and while riding the lifts but not while skiing or snowboarding.
- No group gatherings are allowed on the slopes, in the terrain park, in the parking lot or other outdoor spaces.
- If you feel sick, stay home. If you have any symptoms of COVID, stay home. If you develop symptoms of COVID while here, notify HVHSA Management and either leave the property and get tested OR HVHSA management will designate a place of isolation until a ride can be arranged. Rainchecks will be arranged.

Face Coverings

There are many areas of our operation where the choice of wearing a face covering is not up to you. Face coverings are required for the safety of all our Guests and Staff. If you make a personal choice not to wear a face covering then you are choosing not to ski or snowboard at Hidden Valley Highlands Ski Area. **Don't be the reason we don't have a season!**

Face coverings are required:

- In indoor areas in the chalet when not seated and eating or drinking at your table.
- In lift lines, while waiting for, loading, riding and unloading chair lifts or surface lifts.
- If you choose to ride a chairlift with someone not in your cohort group, you will need to wear your face covering for the lift ride duration. No one will be required to ride the lift with a different cohort group.
- Where people congregate outdoors, for example, chalet entrance, drop-off area, chalet decks, lesson meeting spots.
- In Snow School lessons and programs that are not a designated sports cohort group, within two meters of other participants or instructors.
- In the retail and rental shops.
- "Face covering" means a medical mask or a non-medical mask or other item used to cover the face such as a bandana, a scarf or a cloth that covers the mouth, nose and chin ensuring a barrier that limits the transmission of infectious respiratory droplets.

PERSONAL HEALTH AND SCREENING/CONTACT TRACING

- If you feel sick, stay home.
- If you have any symptoms of COVID, stay home.
- If you develop symptoms of COVID while here, notify HVHSA Management and either leave the property and get tested OR HVHSA management will designate a place of isolation until a ride can be arranged.
- Rainchecks will be arranged for anyone missing skiing/snowboarding, lessons or rentals due to COVID related symptoms or illness.
- In compliance with Provincial Government regulations, HVHSA will perform contact tracing via online programs, online sales or in person when they arrive. Health screening will be performed as well.

ARRIVING AT HIDDEN VALLEY HIGHLANDS

- At least one person (greeter) shall be at the property entrance or drop off zone to stop vehicles and inform customers of protocols prior to skiing/snowboarding.
- Members must register on-line prior to every day/night that they are on property to ski or snowboard.
- Season pass holders must register on-line prior to every day/night that they are on property to ski or snowboard.
- Online pass registration will be done daily via the link that Hidden Valley Highlands Ski Area will provide to each pass holder.
- Public can check-in no more than 20 minutes before their ski/snowboard time.
- All Members and Public are encouraged to arrive at the property ready to ski/snowboard when possible.

TRAFFIC FLOW WITHIN THE CHALET

- There are 8 zones within the HVHSA Chalet. There is Guest Services, Upper Public Area, Members Mezzanine, Members Main Lounge, Members Founder's Lounge, Public Main Level, Rental/Retail Shops and Member's Lockers.
- Below are the directions that people should follow for each of these zones. Maps will be posted on site and online prior to opening.
 - Guest Services
 - The first double doors on the east side (left side if coming from the parking lot) of the upper walkway will be both the entrance and exit for this zone.
 - Members and Guests will enter via the right-hand door and follow arrows through this zone.
 - Members and Guests will proceed to ticket windows to pick-up passes, lift tickets, lessons and rentals.

TRAFFIC FLOW WITHIN THE CHALET (continued)

- Upper Public Level
 - The second double doors on the east side (left side if coming from the parking lot) of the upper walkway will be both the entrance and exit for this zone.
 - Guests will enter via the right-hand door and follow arrows through this zone.
 - Guests will use this area to get ready if they could not do so in the parking lot, to warm up and to eat bag lunches.
 - Tables must be shared so time at tables will be restricted.
 - No bags can be left under tables or around the edge of the room.
- Members Mezzanine
 - The only door on the west side (right hand side when coming from the parking lot) of the upper walkway will be the entrance for this zone and the Main Member's Lounge.
 - Members will use this as an entrance only for this zone and the exit will be down the stairs on the main level adjacent to the cafeteria cashier.
 - Member's will use this area to get ready if they could not do so in the parking lot, to warm up and to eat or drink.
 - Tables must be shared so time at tables will be restricted.
 - No bags can be left under tables or around the edge of the room.
- Members Main Lounge
 - The only door on the west side (right hand side when coming from the parking lot) will be the entrance for this zone and the Member's Mezzanine.
 - Members will use this as an entrance only and proceed downstairs to this zone. The exit will be adjacent to the cafeteria cashier.
 - Member's will use this area to get ready if they could not do so in the parking lot, to warm up and to eat or drink.
 - Tables must be shared so time at tables will be restricted.
 - No bags can be left under tables or around the edge of the room.
- Members Founder's Lounge
 - The single door on the middle of the east side of the chalet will be both the entrance and exit for this zone.
 - Member's will use this area to get ready if they could not do so in the parking lot, to warm up and to eat or drink.
 - Tables must be shared so time at tables will be restricted.
 - No bags can be left under tables or around the edge of the room.
- Public Main Level
 - The single door on the second level of the Public decks at the junction of the upper and lower stairs is the only entrance to this zone.
 - The exit will be on the main level adjacent to the cafeteria cashier.
 - Public will use this area to eat or drink food and beverages sold by HVHSA.
 - No outside food is permitted in the zone.
 - Public will use this area for occasional warm-up breaks and for access to the washrooms.
 - No bags are to be left in this area.
- Rental/Retail Shops
 - Single door entries for these zones are on the lower level of the chalet on the west side of the building.
 - Staff will allow Members and Guests into the shops when proper traffic flow can be maintained and social distancing can be respected.
 - Members and Guests will pick-up/drop-off Rental Shop and purchase gear from the Retail shop.
- Member's Lockers
 - Members will use the double doors on the west side of the lower level to access lockers. No indoor access to this level.
 - Members will access lockers to retrieve and drop-off equipment. Preparing to ski or snowboard should be done in the parking lot not in this zone.
 - All porous gear (boots, gloves, face-coverings, goggles and helmets) should be taken home to dry out.

SEASON/ANNUAL PASS AVAILABILITY

- Members with Annual Passes can ski or snowboard anytime that the resort is open provided they pre-register within 24 hours of their arrival to the property on any day or night.
- Season Pass Holders can ski or snowboard any time their passes are valid provided they pre-register within 24 hours of their arrival to the property on any day or night.
- Pre-registration for Members and Public will be done on-line through a personal login program provided by Hidden Valley Highlands Ski Area.

LIFT TICKETS

- All lift tickets must be purchased online in advance. Numbers of tickets are limited each day and will be sold to walk-in Guests only if online sales have not reached daily limits. Plan ahead and purchase ahead. Once daily inventory is sold out, there are no more tickets available.
- The times that lift tickets are valid are:
 - o Full-Day 9:00am – 4:00pm
 - o Half-Day Afternoon 12:30pm – 4:00pm
 - o Night 4:30pm – 9:00pm

LIFT LINES

- Social distancing in lift line will be created with ropes, signs, corrals and markings on the snow.
- Face coverings are mandatory while in the lift lines.
- Ski and Snowboard equipment naturally creates some distancing between the front and back of Guests but an additional 2 feet of spacing between equipment tip and tail will be required while in lift lines.
- Ropes and corrals will keep lift lines 2 meters (6 feet) apart side to side. While in lift lines cohorts or family bubbles can stand beside each other but must leave 2 meters in front and behind.
- Additional Lift Operators will be controlling social distancing while checking for valid tickets and passes.

RIDING LIFTS

- Skiers and snowboarders must wear face covering while riding lifts.
- Skiers and snowboarders in the same social bubble can ride in groups of 2, 3 or 4 on our quad chairlifts.
- Skiers and snowboarders that are not in the same social bubble or are not familiar with other skiers and snowboarders will ride in pairs while sitting on the outside of the chairs to create as much distancing as possible or they will ride as singles.
- Skiers and snowboarders will ride the Handle Tow as singles.
- Parents or chaperones will be permitted to assist younger riders on the Handle Tow provided they are in the same social bubble.

WARMING TENT

- HVHSA has invested in a tent to be used as a warming shelter. It will be in the base area between the base of all lifts.
- Members and Guests can use this tent to warm up or get out of the elements while on the slopes to relieve some of the volume of people in the chalet.
- Face masks and social distancing practices will be observed within these structures.

COLDER WEATHER

- Weather events such as extreme cold temperatures and blizzards may limit Members and Guests from continuing to ski and snowboard. During these times, Members and Guests are advised to contact Guest Services for the most up to date information.
- During a weather events, if Guests cannot seek shelter or warmth within HVHSA structures while respecting social distancing practices, they will need to leave the property. Rain-checks for another visit will be arranged.

CHALET AND FACILITIES

- All members and Guests to Hidden Valley should come to the resort prepared to ski or snowboard. Use your vehicles as your personal day lodge whenever possible and prepare for skiing or snowboarding while in the parking lot.
- Face masks will be required in all HVHSA buildings unless you are eating while seated at your table.
- Members and Guests will be required to follow all signs and directional stickers to control flow within buildings and respecting social distancing practices.
- All doors will be marked as Entrance or Exit only. Members and Guests must follow traffic flow directions in particular during busier days on weekends and during holidays.
- Younger children must be accompanied by an adult or guardian. There will be absolutely no running around unattended within the chalet.
- Bags and equipment will not be left in chalet unless stored in designated lockers or cubbies. Any bags left under tables or in non-designated areas will be removed.

FOOD & BEVERAGE SERVICE

- Face coverings are mandatory in Food Service and eating areas except when eating while seated at designated table.
- No outside food allowed within the chalet.
- Hot Food will be grab-and-go whenever possible.
- Coffee, hot chocolate, fountain pop and bottle pop will be self-service.
- All alcoholic drinks will be poured by HVHSA certified staff only.
- Guests will be required to follow social distancing marking when in the cafeteria and/or ordering or waiting for food.
- Condiments will be single-use disposable packages.
- Cutlery will be wrapped single use packages.
- Maximum table capacity in seated areas is 4 Members or Guests per table.
- No buffet-style service is permitted.
- Tables and chairs will be cleaned between guests and sterilized frequently.
- Guests with package left over food in containers themselves.

DECKS & PATIO SET-UP

- Face coverings are mandatory on decks except when eating while seated at designated table.
- Members and Guests may utilize picnic tables on decks with a limit of 4 Guests per table.
- Picnic tables cannot be moved or pulled together.

WASHROOMS

- Washrooms will be available with social distancing practices within each multi-person washroom.
- Alcohol-based hand sanitizer will be available outside all washrooms and in multiple public areas.
- In addition to routine cleaning and disinfecting of washrooms, an enhanced hard surface disinfection will be applied at least twice a day.
- Cleaning checklist will be logged and signed off by Staff Members performing cleaning.

PASS HOLDERS AND MEMBERS PROCESSING

- All passes and tickets can be picked up at Guest Services on the upper level of the chalet. The double doors on the east side of the upper walkway when coming from the parking lot will be the entrance for Guest Services.
- Members and Season Pass Holders will pre-purchase their passes but will be required to come to Guest Services to have their passes processed. Waivers can be signed online or in person. Pictures must be taken in person.
- Passes can be picked up before the beginning of the winter season on December 5 & 6 between 10:00am – 3:00pm or Monday-Friday 10:00-3:00 at Guest Services after these dates.
- Once passes are picked up, Members and Season Pass Holders will be required to register online up to 24 hours in advance of their visit to HVHSA on any given day or night.

LIFT TICKET CHECK-IN AND PAYMENT

- All products will be pre-sold and paid for online which include lift tickets, season passes, annual passes, lessons, equipment rentals and gift certificates.
- Public must purchase lift tickets, rentals and lessons in advance.
- Receipts with barcodes will be provided with each purchase and may be printed or on smart phones.
- Upon arrival, Guests will show their receipt to Guest Services. They will be provided with their lifts tickets and directed how to pick up rentals and where to meet for their lessons.
- All Guests are encouraged to come prepared to ski whenever possible.
- No spectators or family members are permitted in Chalet while Guests are on slopes.
- Face coverings are mandatory while in Guest Services.

RENTALS

- Ski and snowboard rental equipment must be purchased online in advance of the Guests visit and all rental forms must be completed.
- Equipment will be pre-set from pre-registered information.
- The Rental Shop will be accessed from the outside doors of the shop on the lower level. Guests will line-up outside and will be allowed to enter the Rental Shop upon Staff authorization.
- Guests will provide their receipt to cashier at the entrance to rentals and they will be directed to their pre-set equipment.
- Boot fitting demonstrations will be performed by rental staff frequently
- Guests will be directed to put equipment returns in specific racks.
- Rental Staff will clean and sterilize equipment after every use. Boots and helmets will receive additional chemicals for sterilization.
- Alcohol-based hand sanitizer shall be available in the retail shop.
- Face coverings are mandatory within the Rental Shop.

RETAIL SHOP

- Face coverings are mandatory within the Retail Shop.
- HVHSA retails shop is owned by Algonquin Outfitters and they will follow the rules for operation that they use in their main store in Huntsville and will be approved by HVHSA Management prior to opening.
- AO will map out flow for one-way traffic for guests while in the store.
- Shopping area is limited and shoppers will be restricted so that social distancing can be maintained.
- Alcohol-based hand sanitizer shall be available in the retail shop.
- The following signage is displayed:
 - No fitting room permitted.
 - Return policy – accept returns and quarantine if necessary.
 - Physical distancing – please keep 2 meters apart at all times.
 - Sizes and styles may be limited please ask the staff if you can't find your size
- Face coverings are mandatory within the Retail Shop.

SNOW SCHOOL LESSONS

- Lessons are essential to safely introduce Guests to the sport and to develop skills so that Guests can enjoy skiing and snowboarding in a fun and safe manner. Instructors will be trained in ways to minimize contact with students to help avoid spreading of any germs.
- Students and Instructors will wear face coverings during lessons.
- Private lessons will be recommended whenever possible.
- Discover Ski and Snowboard Lessons will have a maximum group size of 5 people that are not in the same social bubble.
- Family or social bubble lesson grouping will be encouraged whenever possible.
- All lessons will be pre-booked. There will be no walk-in lessons sold at Guest Services.
- Guest/ student contact information will be tracked via Ski Anywhere lesson booking system for all students enabling contact tracing.

SNOW SCHOOL LESSONS (Continued)

- Students will meet at designated locations at specific start times to avoid any chance of over-crowding.
- No spectators are allowed in the Chalet. Spectating is allowed on perimeter of runs provided social distancing can be maintained.
- When possible, additional instructional staff will be left available to provide coverage should staff be unavailable to work due to presenting possible symptoms. Additional staff will be used to provide assistance to beginner skiers in maintaining social distancing while learning in the beginner areas, maintain distancing at top of chairlifts, and at lesson meeting areas.
- Lessons will be dependent on staff availability at the time of the lesson.
- Apprentice instructor training programs are essential for the development of future instructors. Apprentice instructors, as with certified instructors, will keep social distance from students whenever possible, and be trained in the use of tools in assisting students while maintaining social distancing.
- Social distancing will be observed during staff and apprentice technical and teaching skill development sessions.

PATROL AND FIRST AID

- Patrol of slopes for incidents will remain with the same practices as in past, however, treatment of patients and possible injured Guests will change dramatically.
- All patrol will wear masks and face shields and gloves when dealing with patients. Patients will wear masks when being treated.
- Any incidents with blood or airborne bodily fluids may require additional protection suits.
- All patrol equipment like toboggans, blankets, splints and bandages will be sterilized after each use.
- Additional extraction equipment may be needed to allow used equipment proper timing for sterilization.
- Patrol infirmary will be cleaned and sterilized after each patient that occupies the room.
- Dedicated space within the main chalet will be assigned depending on the incident so that patients and other guests will not come in contact with each other.
- All HVHSA equipment that goes off site with a patient will be sterilized upon being returned.
- Canadian Ski Patrol (CSP) building will be used by on duty staff only (no family members) and all social distancing protocols will be observed.
- CSP certification from the 2019-20 winter season will be honored throughout the 2020/21 winter season.

EVENT MODIFICATIONS

- Indoor events will be postponed or cancelled.
- Outdoor events will be modified to meet outside gatherings regulations of 100 participant maximums which will include participants and organizers. If they cannot meet gathering regulations, outdoor events will be cancelled. Dedicated hill space will be closed for event participants only by using ribbons, ropes and fencing.

GROUPS

- Groups will respect all social gathering rules and regulations.
- Group packages will not be sold if or when they affect either the inside and outside operations of the resort.

GENERAL BEST PRACTICES

HAND HYGIENE

- Wash hands often and for at least 20 seconds with soap and water or alcohol-based handsanitizer.
- Post handwashing instructions at all hand washing sinks:
- Avoid contact with face and eyes with unwashed hands.
- Avoid common greetings, such as handshakes and instead greet with a wave.
- Avoid contact with high frequency touch points.
- Where possible, wear gloves when interacting with customers and high frequency touch points. Do not touch your face with gloved hands. Take care when removing gloves. Ensure you wash your hands after removing them. Refer to the SOP for procedure details:

PROTECTING YOURSELF AND OTHERS

- Stay home if:
 - You are feeling unwell,
 - You have traveled outside Canada within the past 14 days,
 - You have a new or worsening cough or fever,
 - You have been advised by a medical professional to self-isolate.
- Avoid contact with people who are sick.
- Self-monitor for symptoms of COVID-19 which includes a cough, fever and difficulty breathing. If you feel any symptoms, go home immediately, notify your supervisor, complete the self-assessment (<https://ca.thrive.health/covid19/en>) and follow the instructions.
- Practice respiratory etiquette, including coughing and sneezing into your arm. Dispose of tissues immediately into trash receptacles.
- When possible wash your clothes as soon as you get home. Outer layers of clothing should be cleaned weekly or monthly depending on the number of days that it is used.

PHYSICAL DISTANCING

- Always maintain a distance of at least 2 meters from others.
- Minimize contact with customers. Maintain a safe distance while handing goods and making any transactions.
- Install barriers between cashiers and customers; this can include plexiglass or markings on the floor to ensure at least 2 meters between customer and cashier.
- Add floor markings and barriers to manage traffic flow and physical distancing between customers when a line is required or is possible.
- Enforce all government guidelines for maximum occupancy and group gatherings.
- Ensure customers are maintaining safe physical distances in congested areas like entrances/exits and check-outs.
- Restrict the number of people on-site.

SUSPECTED/CONFIRMED COVID-19 CASE

- Notify the General Manager at andrew@skihiddenvally.ca immediately of any suspected/confirmed COVID-19 case at your property.
 - Privacy laws still apply related to sharing medical information, respect confidentiality. Do not identify the name of any individual to their co-workers or anyone else as having contracted the virus
 - HVHSA Management will lead an investigation that will include communication, contact tracing and properly disinfecting all physical areas that the affected employee may have contacted.
-