
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 29, 2021

SUMMARY

Below is a brief outline of what can be expected when skiing or snowboarding at Hidden Valley Highlands Ski Area (HVHSA) during the 2021-22 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 strongly recommended.
- 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 and health screening.
- Whenever possible, 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.
- Bags and equipment should not be left in the chalet
- Use of all indoor space requires proof of full vaccination (POV) with the exception of picking up tickets/passes, picking up food, picking up rentals or use of the washrooms.
- Proof of full vaccination requires documentation of receipt of 2 doses of approved vaccine (QR code or printed) plus government personal ID.
- Capacity signs will be posted for areas that have limited capacity due to regulations.
- Respect all signs and staff regarding capacity limits and POV.
- No outside food is permitted in the public areas of the chalet.
- Face coverings are mandatory in all indoor spaces, in any line-ups in or around the chalet, and in any other area where 2-meter social distancing cannot be maintained.
- Indoor occupancy will follow all provincial government and Simcoe Muskoka District Health Unit regulations.
- 2-meter social distancing will be maintained within lift lines.
- Face coverings are mandatory while loading lifts and while riding the lifts with people outside your household bubble but not while skiing or snowboarding.
- Young children must be supervised by a parent or chaperone. There will be no running loose in the chalet.
- 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 in locations where they are required, then you are choosing not to enjoy the services at Hidden Valley Highlands Ski Area. **Don't be the reason we lose our season!**

Face coverings are required:

- In all indoor public areas in the chalet except when sitting at your table eating.
- While loading, riding and unloading chair lifts or surface lifts if you are not within the same household bubble.
- Where people congregate outdoors if 6-foot social distancing cannot be maintained.
- In Snow School lessons if 6-foot social distancing cannot be maintained.
- 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 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.
- All staff must complete health screening before or immediately upon arrival at the property.

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 ticket, rentals and lesson purchases can be redeemed inside Guest Services on the upper level of the chalet.
- 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.

TRAFFIC FLOW WITHIN THE CHALET

- There are 5 zones within the HVHSA Chalet. There is Guest Services & overflow cafeteria seating, Members Lounges, Public Main Level, Rental/Retail Shops and Members Lockers.
- Below are the directions that people should follow for each of these zones. Signs and control measures must be followed. Most interior stairs are closed to Members and Guests except in an emergency.
 - **Guest Services & Overflow Cafeteria seating**
 - The first double doors on the east side (left side if coming from the parking lot) of the upper walkway will be the entrance to Guest Services and the exit will be the second set of double doors in this zone. Follow capacity limits in the Guest Service area.
 - Members and Guests will proceed to ticket windows to pick-up passes, lift tickets, lessons and rentals. Capacity limits for this area will be posted.
 - Proof of vaccination is not needed for Guest Services roped off area. Mask are mandatory.
 - Guests will be permitted into the overflow cafeteria seating if they provide proof of vaccination and government ID. Capacity will be according to the number of seats provided in the area.

TRAFFIC FLOW WITHIN THE CHALET (continued)

- **Members Lounges**
 - The west wing of the chalet and the Founder's Lounge are Member exclusive lounges.
 - Members will use designated entrances to these lounges.
 - Members must provide proof of vaccination and government ID to enter lounges.
 - Masks will be mandatory unless sitting at their table eating or drinking.
 - Capacity of this area will be established by the number of chairs available.
- **Public Main Level**
 - The single door on the second level of the Public decks at the junction of the upper and lower exterior stairs is the only entrance to this zone.
 - The exit will be on the second level adjacent to the cafeteria cashier.
 - Public will use this area to order/pick-up HVHSA food & beverage, use of washrooms and to eat HVHSA food.
 - No outside food is permitted in the zone.
 - Public will use gated entry to seating area and must provide proof of vaccination and government ID to use picnic tables.
 - No bags are to be left in this area.
 - Capacity will be established by the number of picnic tables in the area.
 - Masks are mandatory unless seated at a table eating or drinking.
- **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 equipment and purchase gear from the Retail shop.
 - Masks are mandatory. Follow capacity limits posted in the area.
- **Members 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 and access washrooms.
 - Capacity limit will be posted.
 - All porous gear (boots, gloves, face-coverings, goggles and helmets) should be taken home to dry out.

MEMBER AND GUEST VACCINATION POLICY

MSC and HVHSA will require all Members and Guests to provide proof of full vaccination if they choose to use any in-door company premises. Unvaccinated people may enter in-door company premises to pick up lift tickets, to use the washrooms or to pick up Food & Beverage products but they must exit the company premises immediately after completing these tasks.

SEASON/ANNUAL PASS AVAILABILITY

- Members with Annual Passes can ski or snowboard anytime that the resort is open provided they pre-register online 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 online 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. This is mandatory and personal health screening must be performed by all pass holders. Annual passes and season passes can be revoked if registration is not done for each and every visit.

LIFT TICKETS

- All lift tickets must be purchased in advance online. Numbers of tickets may be 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.
- All people purchasing lift tickets will go through health screening when picking up tickets.
- The times that lift tickets are valid are:
 - Full-Day 9:00am – 4:00pm
 - Half-Day Afternoon 12:30pm – 4:00pm
 - Night 4:00pm – 9:00pm

LIFT LINES

- Social distancing in lift lines will be created with ropes, signs, corrals and markings on the snow.
- Face coverings are not mandatory while in the lift lines provided that social distancing is maintained.
- 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 household 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 a face covering while riding lifts if they are not within the same household bubble.
- Skiers and snowboarders can ride 4 people per chair provided mask regulations are followed.
- Skiers and snowboarders will ride the Handle Tow as singles.

CHALET AND FACILITIES

- All members and Guests to Hidden Valley should come to the resort prepared to ski or snowboard whenever possible. 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.
- Proof of vaccination is required to utilize any of the seating area within the chalet.
- Members and Guests will be required to follow all signs and directional stickers to respect capacity limits and control flow within buildings while respecting social distancing practices.
- 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 public areas of the chalet.

WASHROOMS

- Washrooms will be available with social distancing practices within each multi-person washroom.
- Masks will be mandatory in all washrooms.
- 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 once a day.

DECKS & PATIO SET-UP

- Face coverings are mandatory on decks when 6-foot social distancing is maintained.
- Members and Guests may utilize picnic tables.
- Picnic tables cannot be moved or pulled together.

MEMBER AND PASS HOLDERS 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. Members must sign their waiver in person. Season Pass waivers for public can be signed online or in person. Pictures must be taken in person.
- 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 so that HVHSA can maintain accurate contact tracing.
- Members and Season Pass Holders will be required to complete health screening questions each time they register for a visit.

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 whenever possible.
- 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 lift tickets and directed how to pick up rentals and where to meet for their lessons.
- All Guests must come prepared to ski.
- Face coverings are mandatory while in Guest Services.
- Only one person per household bubble should come inside to Guest Services to pick-up lift tickets.

RENTALS

- Ski and snowboard rental equipment must be purchased online in advance of the Guest's 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.
- 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 rental shop.
- Face coverings are mandatory within the Rental Shop.

FOOD & BEVERAGE SERVICE

- Face coverings are mandatory in Food Service.
- All high volume touch-points will be sterilized frequently.
- All surfaces throughout the chalet will receive deep cleaning at least one a day.
- No outside food allowed within the chalet.
- Hot Food will be grab-and-go whenever possible.
- Coffee, hot chocolate 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.
- There will be no buffet-style service.
- Tables and chairs will be cleaned and sterilized frequently.

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.
- All Instructors will be fully vaccinated and Students 12 and older must be fully vaccinated.
- Students and Instructors will wear face coverings during lessons when 6 foot social distancing cannot be maintained.
- All lessons will be pre-booked. There will be no walk-in lessons sold at Guest Services.
- Private, Discover Ski or Snowboarding and multi-day programs will be offered.
- Discover Ski and Snowboard Lessons will have a maximum group size of 8 people that are not in the same social bubble.
- Only people from the same household bubble will be allowed in semi-private lessons.
- Guest/ student contact information will be tracked via Ski Anywhere lesson booking system for all students.
- 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.
- Lessons will be dependent on staff availability at the time of the lesson.
- Social distancing will be observed whenever possible. Safety of the student is always the top priority.
- Instructors are allowed to ride the lifts with students for safety purposes.

MSC PROGRAMS VACCINATION POLICY

MSC and HVH will require all Members over the age of 12 to provide proof of full vaccination prior to participating in MSC Programs.

MEMBER PROGRAMS

- Member Programs are an essential part of MSC. They create life-long skiers and snowboarders and the occasional world class athletes and Olympians.
- All Coaches will be fully vaccinated and all Members 12 and older must be fully vaccinated.
- Program dates will include Christmas camps and regular programs starting January 8th.
- Training plans and courses will vary between groups so that athletes will be spread out over several different slopes.
- Programs will be adjusted to create exciting training at Hidden Valley Highlands as there will be limited travel to other ski areas for races.
- Training will share race courses, stobbies and other on snow exercise equipment while social distancing is maintained between groups.

PATROL AND FIRST AID

- Patrol of slopes for incidents will remain with the same practices as in the past, however, treatment of patients and possible injured Guests will follow new COVID protocols.
- 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 and all social distancing protocols will be observed.
- CSP certification from the 2019-20 winter season will be honored throughout the 2020/21 winter.

RETAIL SHOP

- Face coverings are mandatory within the Retail Shop.
- HVHSA Retail 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.
- Face coverings are mandatory within the Retail Shop.

HVHSA EMPLOYEE VACCINATION POLICY

- MSC and HVHSA strongly recommend that all staff are fully vaccinated against COVID-19. Above and beyond this recommendation and due to the nature of performing their duties, all Instructors and Coaches are required to provide proof of full vaccination prior to commencing employment. Any staff who are not fully vaccinated against COVID-19 will be required to complete up to 2 rapid tests with negative responses per work week (schedule of tests will depend on staff's work schedule). Unvaccinated staff must exit indoor company premises immediately after completing company business.

STAFF ROOMS

- Employees will check in for their work shift online or at designated areas and complete the health acknowledgement regarding their personal condition.
- Employees can eat lunch at their workstation if they have a designated desk/office/area, otherwise they must eat lunch in a designated area while respecting social distancing guidelines.
- All personal clothing and equipment must be kept separate of other staff equipment and clothing.
- All staff must clean the area used while eating or taking a break.

STAFF TRAINING AND DAILY PROCEDURES

- Employees should log in/log out according to their departmental guidelines in their designated locations or by using the online program.
- Training for all seasonal staff will be conducted through JPrep online services, online Zoom meetings and on sight departmental training.
- Prior to arriving to work or immediately upon arrival, all employees shall complete the health screening questions.
- Every employee must be trained on applicable Safe Operating Procedures, PPE use, and general best practices to prevent the spread of COVID-19.
- Staff will utilize email and electronic communications when possible or use PPE like masks when dealing with Guests.
- List and document all training including COVID-19 procedures during staff training.
- Daily Staff notices and updates are to be conducted by each manager and supervisor to keep staff current on all practices to avoid COVID-19.

FOOD & BEVERAGE STAFF OPERATIONS

- Face coverings are mandatory unless Staff are behind plexiglass shields and working with cohorts.
- Food and Beverage staff must wash hands frequently.
- Cash terminal will be assigned to one staff member and wiped down when a different staff member uses the terminal.
- Staff shall not handle re-usable bags or containers including refillable water bottles from customers.
- Staff shall prepare orders of food and beverage items prior to Guests ordering whenever possible.
- A mask will be supplied to and worn by staff who are cleaning tables and providing busperson services.
- Food and beverage staff must be trained on physical distancing measures and how to best provide customer service while serving and preparing hot food, salads, sandwiches and alcoholic drinks.
- When possible, clear tables using banquet trays to minimize trips to both the table and kitchen.

KITCHEN

- Cleaning and decontamination of food contact surfaces and equipment will be performed frequently and will meet current health unit standards.
- Barriers/dividers will be provided to separate kitchen staff from guests where possible.
- Limit traffic in kitchen. Front of house service staff limited to kitchen for returning used dishes.
- Use proper utensils to reduce direct hand contact with prepared foods.
- Reduce interaction and crossover between cooking and clearing areas.
- Minimize contact and touch points with deliveries. Wash or sanitize hands after receiving deliveries.

EQUIPMENT CLEANING AND DISINFECTION

- All snow grooming equipment will be cleaned and sterilized at the end of a shift by the Staff Member that used the machine.
- Support equipment like the snow machines and quad bike will be cleaned at least twice a day.
- All lifts will be cleaned at the beginning of each operational day. Operator touch points will be cleaned every hour of operation.
- Snow making equipment like hoses and connectors on guns will be cleaned after each piece of equipment is shut down.
- Snow making pumps and equipment will be cleaned at least twice a day.

COMMUNICATION AND FEEDBACK

- A full communication strategy is developed to ensure employees, guests, suppliers, vendors and contractors are aware of current operating policies and procedures.
- A designated email address (COVID19@skihiddenvalley.ca) will allow employees and Members to provide feedback/concerns related to COVID-19.
- The Safety Plan, COVID policies and procedures will be posted on website.
- Display posters and signage throughout property reinforcing procedures, physical distancing guidelines and property access.
- Increase staff levels in key locations to make sure that Members and Guests are properly informed about practices in place to avoid COVID-19.

EVENT MODIFICATIONS

- All events will follow the latest regulations from the Province of Ontario and the Simcoe Muskoka District Health Unit.

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

- All guests and staff should maintain a distance of at least 2 meters from others when possible.
- Contact with customers will be minimized. A safe distance will be maintained while handling goods and making any transactions.
- Barriers are installed between cashiers and customers; this can include plexiglass or markings on the floor to ensure at least 2 meter spacing between customer and cashier.
- Floor markings and barriers are added to manage traffic flow and physical distancing between customers when a line is required or is possible.
- All government guidelines for maximum occupancy and group gatherings will be enforced.
- Customers will be maintaining safe physical distances in congested areas like entrances/exits and check-outs.
- Number of people on-site may be restricted if needed.

SUSPECTED/CONFIRMED COVID-19 CASE

- Notify the General Manager at andrew@skihiddenvalley.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.
-