

SKI AREAS WINTER OPERATIONS NATIONAL COVID GUIDANCE

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The *Ski Areas Winter Operations National COVID Guidance* document is prepared for ski industry regulators and related authorities to communicate the protocols that ski areas across Canada are following. It provides more detail and complements the national [Ski Well Be Well ski industry document](#). In every case, ski areas are to follow all provincial and local regulations and health authority orders.

The guidance document draws upon health authority and regulator direction, and has been informed by the recent experience of ski areas summer operations, ski areas across North America and Europe, and in particular the successful ski seasons in the southern hemisphere.

Many aspects of ski areas operation fall under existing regulatory oversight such as worker safety, lodging, and food and beverage protocols. In concert with the ski sector across the continent, more specific measures such as the use of face coverings and spacing at lifts have been incorporated into ski areas operation.

Ski areas vary widely in terrain size, base and lift infrastructure, topography, and visitor volume. For this reason, ski areas have used the *Ski Areas Winter Operations National COVID Guidance* document to inform their operational plans for the 2020/21 ski season. The importance of outdoor recreation has perhaps never played a more important role in our society. CWSAA is pleased to share the following information as part of its commitment to helping our communities through, and recover from, the COVID-19 pandemic.

It is a compilation of information from ski area personnel and other industry professionals and associations.

This document is not intended to dictate requirements 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 It contains informational resources and examples that may be updated, revised or withdrawn at any time.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 ski area. Laws, regulations and policies may also vary in different jurisdictions. The guidance contained within this document is not meant to exempt ski areas from their existing occupational health and safety (OHS) or industry requirements.

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PART A. OVERVIEW

1 Purpose

This document provides ski area guidance to minimise risks of exposure during the COVID-19 pandemic.

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

- Ski areas will follow all government and health authority regulations. All ski areas will require face coverings, particularly when physical distancing cannot be achieved.
- Requirements to avoid person to person transmission of the COVID-19 virus by practicing physical distancing of 2 metres between non-household members remain in effect.
- A physical barrier or face covering is required in situations where physical distancing cannot be achieved.
- Sanitation measures to reduce or eliminate the potential of surface to hand transmission are required.
- Visitors to a ski area do not constitute a large gathering as they consist of separate household groups and individuals, spread out over large properties in an outdoor setting. Ski area operators will implement measures to encourage these groups to remain physically distanced from one another and from the employees while they are visiting the ski area.

2 Public Health Directives

The Government of Canada and the provincial and territorial governments have declared a State of Emergency regarding the potential danger to public health caused by the COVID-19 novel coronavirus. The federal, provincial and territorial governments have continued to issue Public Health Orders and Public Health Directives as well as guidance for the general public, businesses and employees, and it is expected that they will continue to provide similar guidance for the foreseeable future. Businesses must ensure they are compliant with the requirements of their public health agencies in order to operate. Specific pandemic safety plan documentation may be required in some jurisdictions.

The guidance put forth in this document fall underneath the guidance provided by Public Health and regulators. Please see [Appendix 1](#) for links within each provincial jurisdiction.

In addition to the recreational ski area operation, many ski resort operators also provide other tourism related businesses such as food and beverage and public accommodation. Given these sectors have developed their own guidelines for operations during COVID-19, where applicable, the ski sector defers to the best practices of that specific sector to foster consistency, including:

Restaurants Canada:

www.restaurantscanada.org/industry-news/navigating-coronavirus-covid-19-resources-for-foodservice-operators/

Hotel Association of Canada:

www.hac-covid.com

Retail Council of Canada:

www.retailcouncil.org/coronavirus-info-for-retailers/

3 Worker Safety Directives

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

This document incorporates and follows these regulations. Specific pandemic safety plan documentation and format may be required in some jurisdictions. See [Appendix 2](#) for links to provincial worker 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, 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 at: www.ccohs.ca/products/publications/covid19/

PART B. WORKPLACE PREVENTION PROTOCOLS

During the COVID-19 outbreak, Canadian ski operators will follow all mandates/orders from their respective Provincial Health Offices (PHO), regional health authorities, Health Canada along with directives from other authorities such as the provincial workplace safety agencies.

Best practices continue to evolve to ensure worker safety, and as more is learned about COVID-19. **Joint Health & Safety (JHS)** committees will be an invaluable source of input directly from workers that will amend and advance 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 the following 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 ski area operator and to contractors/subcontractors working within the ski area operator’s property or Controlled Recreational Area.)

1 Employers’ Responsibilities

Every workplace is unique. Businesses must regularly assess all the hazards within their operations, taking appropriate steps to eliminate or control the associated risk. Businesses must also ensure they are taking all the appropriate action 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 [Part C, Section 2](#), related to Ski Area Pre-Operational Audits.

1.1 Exposure Control

Employers are to implement a plan that reduces the risk of exposure to COVID-19. This includes a provision for written policies and procedures, communicating precautions to workers, and training supervisors and workers to follow the precautions.

Employers are to undertake regular inspections of the workplace, 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;
- Review work procedures to ensure appropriate distancing;
- Identify potential means of transmission on surfaces and minimize worker contact with those surfaces;
- Assess and address new risks from resuming operations;
- Stay informed of all public health orders, directions, and requirements, and take appropriate action in their workplace.

1.2 Workplace Health Guidelines

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:

- 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.

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

- Anyone with COVID-19-like symptoms should use the government self-assessment tool to determine next steps: <https://ca.thrive.health/covid19/en>
- Team Members who have travelled internationally (within the timelines set by the federal government).
- Team Members who live in the same household as a confirmed or clinical COVID-19 case who are self-isolating.
- Team Members who are required to self-isolate for any other reason (e.g. a close contact of someone who has tested positive for COVID-19).

If a Team Member reports having COVID-19-like symptoms while at work:

- Remove them from the worksite immediately and send them home.
- Instruct the symptomatic Team Member to consult Public Health for direction and duration regarding self-isolation and/or testing.
- 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.

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

1.3 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 and 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:

- 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.
- 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/information remains unchanged.
- 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.
- Reassure—as best you can.
- 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.

Part B. Workplace Prevention Protocols

- 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:

www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/mental-health.html

2 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.
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. Clean and disinfect frequently touched objects and workstation surfaces.
10. If you identify any unsafe work practices, bring them to the attention of a supervisor, joint health and safety committee or worker representative, and/or union, if present.
11. Stay informed. Information is changing frequently.

2.1 Worker's Rights

Team Members should know and understand their workplace health and safety responsibilities and those of others. Team Members have three key rights:

- the right to know about hazards in the workplace;
- the right to participate in health and safety activities in the workplace;
- and the right to refuse unsafe work.

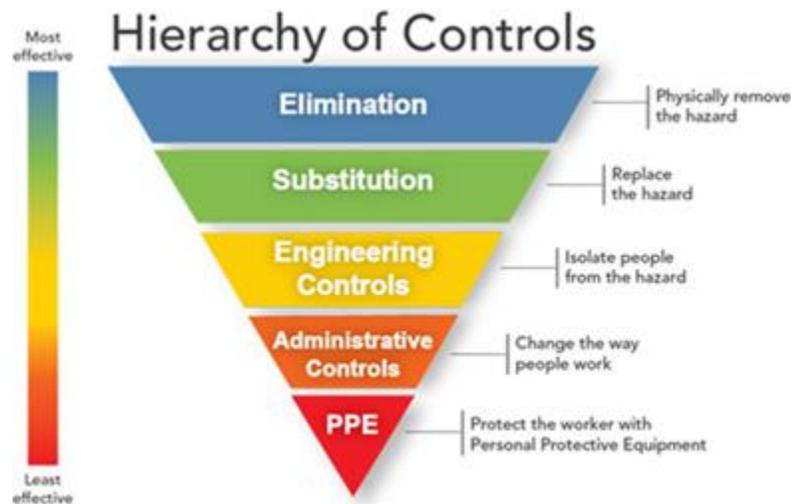
Workers in Canada have the right to refuse work if they believe it presents an undue hazard. An undue hazard is an “unwarranted, inappropriate, excessive, or disproportionate” risk, above and beyond the potential exposure a general member of the public would face through regular, day-to-day activity. In these circumstances, the worker should follow some specific steps within their workplace to resolve the issue. The Team Member would begin by reporting the undue hazard to their employer for investigation and the employers would then need to consider the refusal on a case-by-case basis, depending on the situation. If the matter is not resolved, the Team Member and the supervisor or employer must contact their provincial work safety agency and a prevention officer will then investigate and take steps to find a workable solution for all involved.

Managers and supervisors should have training on how to manage work refusal claims related to COVID-19.

3 Hierarchy of Controls

The application of the hierarchy of hazard controls is a recognized approach to containment of hazards and is fundamental in the world of occupational health and safety.

Below is a breakdown of the hierarchy of controls as it pertains to aiding in controlling the spread of COVID19 in the workplace.

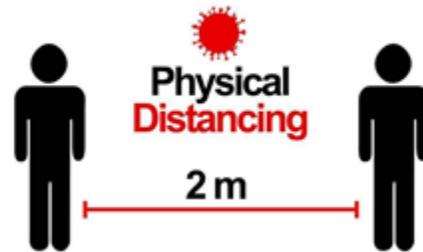


- **First Choice: Elimination or Substitution:** Considered eliminating or postponing work tasks that may create a risk of exposure to COVID-19.
- **Second Choice: Engineering Controls:** These control the hazard at the source. Examples include placing barriers or partitions between staff, removing seats from lunch rooms and dining areas, rearranging lockers, restricting general access to the business and increasing ventilation.
- **Third choice: Administrative Controls:** These controls change the way workers, volunteers and patrons interact. Examples include policies for physical distancing, limiting hours of operations, working from home, respiratory etiquette, signage and providing adequate facilities, supplies and reminders for hand hygiene.
- **Fourth choice: Personal Protective Equipment:** PPE is used when physical distancing or physical barriers cannot be maintained by administrative and engineering controls. PPE controls the hazard at the worker, volunteer and client level. Examples of PPE include gloves, eye protection, gown, face protections, masks.

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.

3.1 Physical Distancing

The Public Health Agency of Canada (PHAC), has stated that physical distancing is proven to be one of the most effective ways to reduce the spread of illness during an outbreak. When not possible, other controls need to be implemented (*see Hierarchy of Controls*).



The PHAC recommends practicing physical distancing by keeping two metres (six feet) away from one another, as much as possible.

Practice physical distancing includes:

- Keep at least two metres (six feet) distance between yourself and others.
- Avoid shaking hands with customers or team members, nod or wave instead.
- Avoid crowded places and non-essential gatherings.
- Limiting contact with people at higher risk.
- Minimize physical interaction with customers and fellow team members, whenever possible.

See more on physical distancing from the PHAC: <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/social-distancing.html>

3.2 Sanitation & Hygiene

Frequent and proper handwashing is encouraged as the best way of preventing all viral respiratory infections and other illnesses.

Hand sanitizer should be readily available and recommended to be placed in a variety of locations such as entrances to facilities, payment areas, line ups, washrooms, etc.

Follow hand washing as set out by PHAC: www.canada.ca/en/public-health/services/publications/diseases-conditions/reduce-spread-covid-19-wash-your-hands.html

If soap and water are not available, alcohol-based hand rubs (ABHR) or hand sanitizer can be used to clean your hands if they are not visibly soiled. If they are visibly soiled, use a wipe and then ABHR to effectively clean them.

Proper hand washing should be completed for the following reasons but are not limited to:

- Entering or leaving a public building, food and beverage facility, maintenance facility, or any other structure at the ski area.
- Taking Personal Protective Equipment (PPE) on or off.
- Before and after breaks.

3.3 Personal Protective Equipment

Personal Protective Equipment (PPE) is specialized clothing or equipment worn by an employee for protection against infectious materials. Examples of PPE include gloves, face coverings, and eye protection. Sufficient stock of PPE should be kept to ensure its provision to protect employees from exposure to infectious agents in the workplace.

Appropriate PPE is to be identified based on hazard assessments and provincial regulations.

More information on PPE can be found at:

www.ccohs.ca/oshanswers/prevention/ppe/designin.html

3.4 Cleaning and Disinfecting

Employers should work with their local Public Health to ensure appropriate current and local protocols/guidelines are followed. This may include:

- Implementing or updating cleaning protocols for common areas and surfaces — e.g., washrooms, light switches, and door handles. Identify the frequency of which these items must be cleaned (number of times per day) as well as the timing (before and after shift, after lunch, after use).
- Provide Team Members who are cleaning adequate training and materials.
- Remove unnecessary tools and equipment to simplify the cleaning process.
- Keep the appropriate documentation including cleaning logs, Materials Safety Data Sheet (MSDS) and ensure cleaning products are properly labelled.

Only approved hard-surface disinfectants that have a Drug Identification Number (DIN) should be used. If an approved disinfectant isn't available due to supply issues, use a diluted bleach solution. See [Appendix 5](#) for links to Cleaning Supplies resources.

Find more information from your provincial health authority or Government of Canada on cleaning and disinfecting: www.canada.ca/en/public-health/services/publications/diseases-conditions/cleaning-disinfecting-public-spaces.html

PART C. SKI AREA WINTER OPERATIONS CONSIDERATIONS

1 Introduction

Ski areas provide an opportunity for safe outdoor recreation and exercise for the public. Open outdoor spaces and physical distancing is the nature of the activities at ski areas.

2 Pre-Operational Audit

An audit of the ski area facilities/activities will determine what adaptations should take place to operate within provincial COVID-19 guidelines.

The necessary physical distancing and sanitation measures may impact the capacity in specific areas of a ski area operations (e.g. restaurant or rental shop). It is recommended that management assess areas of the operations to determine how many people they can safely accommodate at one time. This may change as protocols change and if appropriate based on the experience of the ski area determining that modifications can/should be made.

Audit considerations may include the following:

- Visualize the process of a guest entering the ski area 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.
- Evaluate the capacity of each area (business unit, building, room, facility, corral etc.), including indoor and outdoor spaces.
 - Evaluate areas where limited capacity caused by implementing COVID-19 physical distancing and sanitation protocols may impact the capacity of the overall site.
 - Where capacity of a specific area of your operation or activity is limited by COVID-19 restrictions, consider if the area is still suitable for use, or if an alternative location or temporary solution is necessary.
- Determine which commonly touched objects that are not absolutely necessary can be removed. For those surfaces and items that cannot be removed and must be touched, develop a cleaning protocol to reduce the potential of surface-to-hand transmission.

Make hand sanitizer available and disinfect surfaces frequently for those areas where touch cannot be avoided.

- Determine your policy or position on face coverings and ensure it meets any minimum standards required (if applicable).
- Do COVID-related protocols create new or unanticipated hazards?
- Complete a signage audit to review where to place COVID-19 related signs in relation to other risk and operational signage.
- Review guidance and/or consult with public health, regulators and relevant industry associations.
- Review the language in your operational plans, and ways to align the language with that of Public Health, local authorities and/or regulators to ensure consistency.
- Review your Exclusion of Liability program to ensure signs, waivers and other mechanisms are current.

2.1 Human Resources

The ski industry has traditionally been heavily reliant on a foreign labour for seasonal worker. Therefore, the ski industry has been particularly impacted by the recent and on-going travel and visa restrictions. As a result, there will be a greater reliance on a domestic labour pool that has always been harder to both attract and retain.

Physical distancing, may also impact training programs. Virtual onboarding may be a consideration to replace components of traditional training days. For orientation and training that can only be done in person, consider a rotational approach whereby small groups of employees rotate through different stations to get the information they need.

For more resources on retention, see go2HR's Employee Retention and Engagement Guide for Ski Areas: <https://www.go2hr.ca/resource-library/employee-retention-and-engagement-guide>

3 Communications

Create a comprehensive communication strategy that is consistent across all platforms to explain the measures the ski area is taking to safely welcome visitors and employees during the COVID-19 pandemic.

Part C. Winter Operations Considerations

A communication plan will apply to both customers and staff. Communication plans should consider directives of the: Area, Public Health, and OHS. Communication plans need to be consistent across all platforms and in training plans as well. This includes crisis communications.

Don't let your employees be the last to know – communicate early and often. Consider creating a staff email distribution list, or establishing a text messaging program for employees. This will help communicate time sensitive updates to staff.

Considerations for your communications plans may include:

- Determine guest responsibilities, such as not visiting 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.
- Direct guests to current information for the ski area (such as the ski area operator's website) to receive the most up-to-date information prior to visiting.
 - Post your risk mitigation plan on your website, as well as important "know before you go" information.
 - Have a clear link on your website homepage to this information.
 - Include a "Last Updated" date clearly on the top of the webpage.
- If your ski area has social media accounts, keep them updated with the latest information.
- If applicable, inform guests whether advance online purchasing is strongly suggested or required, or if reservations are required. Additionally, provide information on changes to any payment types accepted at the ski area.
- Clearly indicate what facilities/programs will be available and those that will not be offered, such as any limitations or suspension of key products/services, so that guests arrive prepared and know what to expect
- Describe the measures the ski area operator has implemented to protect against the transmission of COVID-19.
- Advise guests if there will be any guest screening that they may encounter at the ski area.
- Advise whether guests must provide and wear their own face coverings at the ski area, where and when.

Part C. Winter Operations Considerations

- Consider the first points of contact upon arrival (parking lot, hotel, village) for signage to remind guests of physical distancing and other protocols. Example to right. See more signage examples in [Appendix 4](#).
- Determine a procedure and train staff to address guest concerns and enforcement of COVID-related guidelines.
 - If a guest does not comply, the staff member should be trained to share the ramifications or feel empowered to escalate the issue to ski area leadership.
- Establish partners for communication like your local media, town, regional or provincial tourism associations. They can help amplify your messages to reach other community members.
- Provide caring and compassionate communication. Think of opportunities to switch negative tone messages into positive ones.



Many areas have posted signs that request guests do not enter the resort area if they exhibit any COVID-19 symptoms.

Ski areas may also want to emphasize many of the benefits that snow sports and the outdoor environment offer in their communications. Public Health officials have encouraged outdoor activities as an important means of maintaining physical and mental health during the pandemic, particularly among youth.

Canadian Ski Council and regional ski area associations have adapted the NSAA's *Ski Well, Be Well* campaign messaging for a Canadian audience (see [Appendix 3](#)). The consumer-facing document communicates best practices and user responsibilities. The information can be posted to ski areas websites, emailed to guests, and shared with all stakeholders. See <https://www.skicanada.org/ski-well-be-well/>

3.1 Communications of Infection and outbreak

Please see [Part B](#) of this document that includes regulator guidance and employer requirements related to prevention and procedures if a Team Member is sick.

If a Team Member or guest experiences a positive test result, or there is an outbreak at your business, it will may become news in your community. Handling this communication may require skills and resources outside of your traditional crisis communications plan.

Part C. Winter Operations Considerations

Reporting on positive cases can be beyond the scope of general resort communications, and will require a high level of coordination with public health.

Plan before there is an outbreak:

- Review your crisis communications plan to ensure COVID-19 related situations are addressed. Ensure your emergency response contact list, including emergency resource partners, is up-to-date and relevant to COVID-19.
- If you have not already, start a dialogue with your local public health authority. Having a solid working relationship with this team will help you understand the requirements for reporting, testing and contact tracing within your community. They will also serve as the experts when it comes to questions from both the media and the public about the disease and its spread.

Know the communications protocols in your health authority. In many regions the public health authority takes the lead on communicating confirmed cases and outbreaks.

4 Buildings (Indoor spaces)

Ski areas should follow Public Health recommendations for cleaning and disinfecting public spaces during COVID-19:

www.canada.ca/en/public-health/services/publications/diseases-conditions/cleaning-disinfecting-public-spaces.html

Disinfecting and sanitization plans should be documented and training provided to staff. When developing your cleaning plans consider the guest flow to identify high touch point areas. See more on cleaning in [Part B, Section 3.4](#).

Many jurisdictions have regulations from authorities on events and gatherings that may impact operations of indoor spaces – these are the minimum standards ski areas must comply with. Please refer to provincial guidelines and in some cases local bylaws for guidelines on occupancy/gathering limits, group/table size limits and spacing/barrier requirements, if any.

Considerations for managing indoor spaces:

- Operators should consider whether to open specific indoor spaces or not, and determine if they have sufficient facilities such as washrooms.
- Traffic flow – if possible, implement one-way traffic and/or separate entrance and exit points. Use floor markings to indicate the desired direction of traffic flow.
- Use signage to provide guidance – such as table limits, if seating is provided.
- Where indoor capacity is limited, consider methods for monitoring and enforcing the capacity.
- Hand sanitizing stations may be provided at the entrance to buildings along with appropriate signage (such as directional signage).
- Indoor touch surfaces (doors, knobs, faucets, payment card touch pads, tables, ATMs) should be disinfected frequently.
- Ventilation – review HVAC systems to ensure they are running effectively and efficiently. Determine if there windows and doors that could be left opened to promote air circulation (weather permitting).
- Indoor furnishings, if provided, should be rearranged to provide physical distancing between individuals or cohort groups. Remove surplus furniture.
- Assess options to utilize additional spaces to spread out users (e.g. tents, re-purpose additional spaces).



4.1 Washrooms

Businesses may consider some of the following to manage washrooms:

- Signage may be placed in washrooms to advise guests of appropriate physical distancing, proper hand sanitation 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.
- If appropriate, close off specific stalls, urinals and/or sinks to allow appropriate distancing.
- Schedule frequent cleaning and disinfection of washrooms, depending on occupancy loads.
- Post a cleaning schedule and checklist, and ensure cleanings are documented.
- If line-ups are required, form distanced lines outside the washroom, not inside the washroom.

4.2 Other Guest Services

There are many additional services that are common to ski areas that may require modifications to existing procedures or considerations of whether to offer the services.

Additional Guest Services that ski areas may consider modifications to:

- lost and found service
- lockers
- cubby areas / bag storage
- indoor public seating areas

5 Retail

Retail operations may refer to guidelines for the applicable jurisdiction and see suggestions from the Retail Council of Canada: www.retailcouncil.org/coronavirus-info-for-retailers/

Considerations may include:

- Surfaces and touchpoints should be disinfected prior to opening, with common touchpoints disinfected frequently.

Part C. Winter Operations Considerations

- Consider methods of communicating and monitoring any capacity restrictions. Some locations have developed creative systems such as ‘take a number’ to be served or having a specific number of guest ‘keys’ available – guests take a ‘key’ (a specific item/card) upon entry from the ‘clean’ bin and return the item upon exit to the ‘dirty’ bin. Only people with the ‘key’ item can enter the store.
- A hand sanitizing station should be located at the store entrance. Consider touchless hand sanitizers where possible.
- Guests should be reminded to wear face coverings and maintain physical distancing from other guests and staff.
- Consider adding to your product mix to provide face coverings, hand sanitizer etc. Face coverings should be appropriate for outdoor activity and consider current guidance on effectiveness.
- Review store flow, including entry/exit points and line-ups and any opportunities for directional access (e.g. one-way flow). Retail spaces may be conducive to floor markings.

Also, see [Section 4](#) for general indoor space considerations, [Section 6](#) regarding transaction processes and [Section 8](#) for line-ups.

6 Transactions

General considerations for point of sale include:

- What barriers are there between sales staff and the guest? Do they need to be modified for safety reasons?
- Provide good access to hand sanitizer for both staff and guests at point of sale.
- Include point of sale areas (both digital kiosks and in-person sales areas) in your high touch disinfection program.

6.1 Payment Methods

The following considerations relate to all departments including tickets, food/beverage, retail, and rental.

Payment considerations include:

- Promote the use of pre-purchases, and touchless payment methods, if available.
- Encourage customers to handle their payment card to reduce staff touchpoints.
- Consider reprogramming point of sale machines to allow for larger ‘tap’ purchase amounts.
- Disinfect debit/credit card terminals frequently.
- If payment options are limited, add information to guest communication, so guests are prepared upon arrival.

6.2 Tickets & Pass Sales Considerations

- Ski area operators with online ticketing can encourage guests to pre-purchase tickets online to reduce on-site activity at ticket windows.
- Facilitate physical separation between staff and guests, as well as between guests, for any on-site ticket sales. The traditional exterior ticket window found at many ski areas assists with this. See [Retail \(Section 5\)](#) and [Line-ups \(Section 8\)](#) for further information.
- Southern hemisphere ski areas had success shifting visitation from weekends and holidays to midweek periods using pricing incentives.

7 Events

Most ski areas work with partner organizations such as sport organizations (e.g. clubs) and event organizers. Communication with partners is important to ensure consistent messaging and policies.

Hosting of events may be different than past seasons and special consideration needs to be given to travel, group size, whether there are spectators, awards presentations and meal gatherings (e.g. BBQs). Much of this will be guided by Public Health policy/orders regarding events and gatherings, and may evolve over time.

Important policies and guidelines to reference include:

- Provincial Sport Organizations (PSOs) guidelines for sport (e.g. via Sport).
- Provincial guidelines for sport, events and gatherings.
- Ski areas should work with their clubs to review their protocols.

Additional Resources:

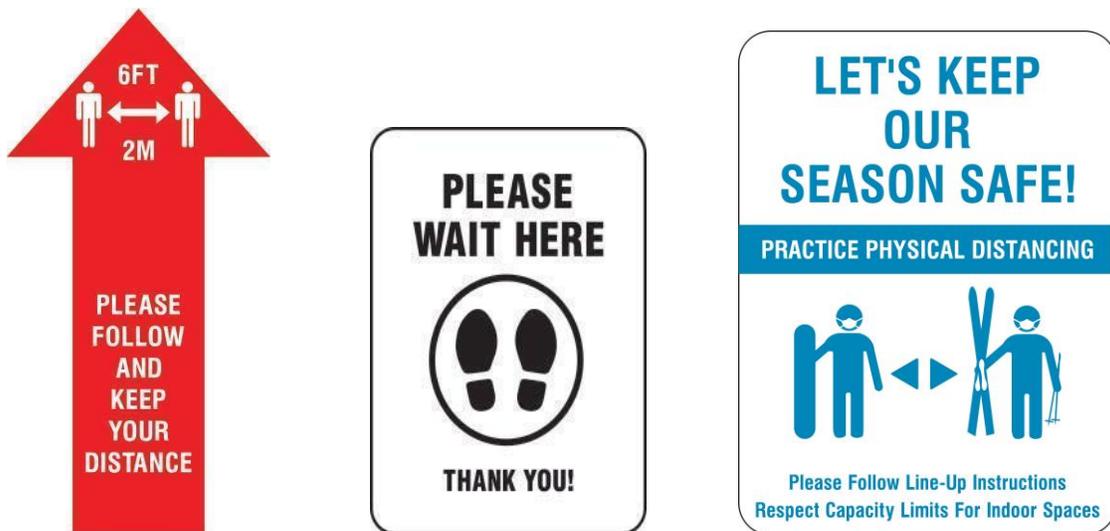
- Alpine Canada Updates: <https://alpinecanada.org/news/alpine-canada-coronavirus-covid-19-information>
- Viasport: BC Return to sport plan: www.viasport.ca/return-sport
- BC Alpine Return to Sport Plan: https://bcalpine.com/files/Policy_Files/COVID-19/Return_to_Sport/
- Alberta Alpine: <http://albertaalpine.ca/2020/05/29/covid-19-return-to-high-performance-sport-framework/>

8 Line-ups

Ski areas should evaluate how the operation can be modified to allow physical distancing in line-ups, or minimize line-ups. Consider the usage of ski area hosts to help educate guests on line-up protocols and facilitate the efficient and safe operation of the line-up.

Line-ups should be set up to provide physical distancing between individual household groups and cohorts. In cases where minimum spacing is not possible, alternatives such as face coverings should be used, for all users.

Signage, stanchions, ropes and cones may be used to identify line boundaries. For distancing markers in the snow, poly discs on bamboo are a great way to identify spacing. Signage is also critical to educating and reminding guests of physical distancing protocols. Example considerations for line-up signage:



9 Winter Lift Operations

This document is based on the assumption that ski areas will require face coverings on lifts and in lift mazes.

Lift operations are regulated by provincial and territorial authorities. The guidance in this document complements these regulations.



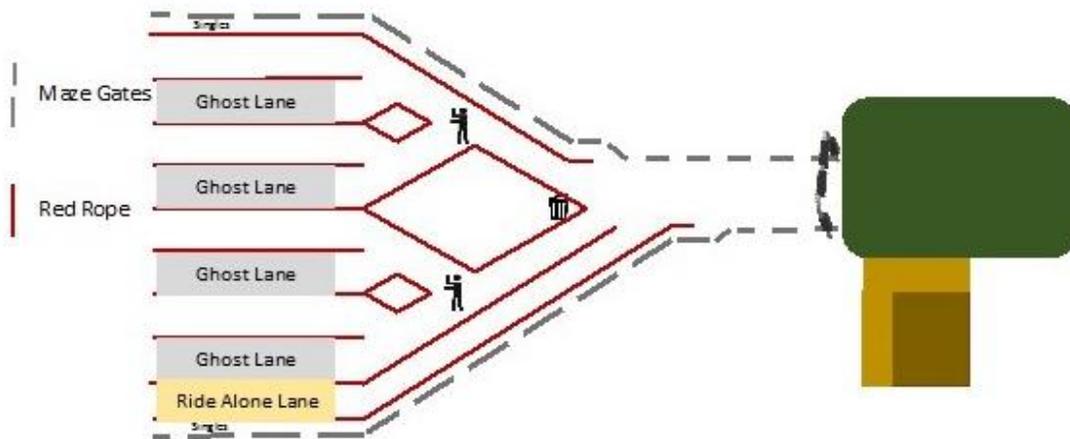
9.1 Lift line Considerations

Lift line-ups, mazes and corrals for lifts should be structured safely as described above in [Section 8 \(line-ups\)](#). Specific considerations for lift mazing may include:

- Before a guest arrives at the lift maze, use signage to advise guests of all guidelines/protocols.
- Consider having a staff member placed outside the maze to ensure guests understand the ski area’s guidelines, to be an ambassador of the ski area’s safety protocols (including wearing face coverings) and answer any questions.
- How is physical distancing being managed within each line (with the person in front and behind each user)? Some resorts are using the ‘tip to tail’ guidelines – the length of an adult pair of skis to help visualize the distance.
- Consider the use of “ghost lanes” to provide empty spacing between lane lines. Consider widening up lanes to provide more lateral separation.
- Consider whether or not to provide ‘singles lines’. For those using a singles line, some have re-positioned the line as a “prepared to share” or “ride alone” lane.
- Consider the usage and location of snow sports schools (and other preferred loading) access points and/or lanes, given the increased space needed in some lift lines to increase distancing.
- Determine the effect the speed of the lift will have on your lines.
- Determine any bottlenecks. Assess if your lines/corrals handle the increased space created by physical distancing.
 - Manage perceptions - Due to physical distancing, lift lines may appear longer than in previous seasons, while the wait time may not actually be impacted. Communication at the start of the season may assist guest perceptions, until guests recognize the new norm of the line-up.



Above – Lift lines at Arapahoe Basin (from NSAA Playbook)



Above - Sample lift line set-up diagram (from NSAA Playbook)

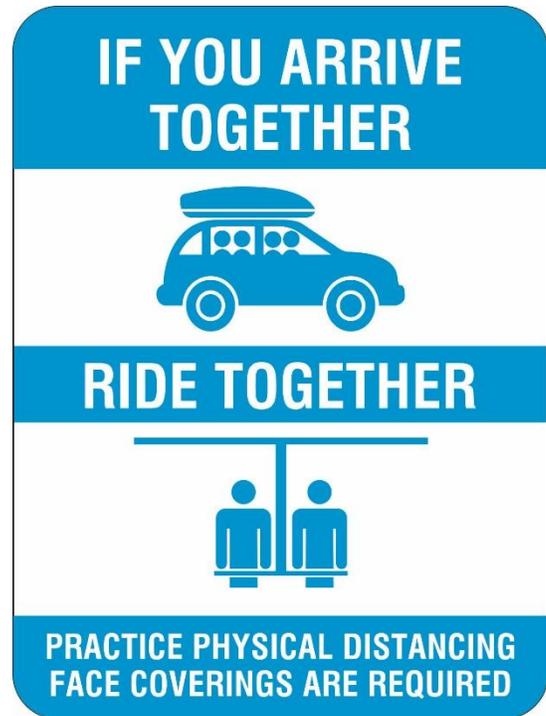
9.2 Ticket/Pass Validations Considerations

- What is your ticket validation system? Consider measures to limit exposure if touch or close contact is typically required to validate tickets/passes. Some examples of new measures include:
 - Using plexi barriers - scanning from the other side of a plexi barrier and using plexi for other stations such as purchase windows and greeter stations.
 - Some resorts have added extension arms to their hand-held ticket validation machines to increase the distance and reduce the contact typically required to scan.
 - RFID and other systems that enable guests to scan/validate their own passes to allow access (but may be very costly to implement).

9.3 Lift Operations Plans

When developing your lift operations plans, consider the following:

- Ensure that procedures follow any provincial and/or regulator guidance.
- There is no specific capacity limit to ski lifts (i.e. 4 persons on a quad chair etc.), provided all guests and staff are wearing face coverings while lining up and riding the lifts.
- Each ski areas will implement specific protocols for riding lifts and lift line-ups to limit risk, based on their specific lift and trail design.
 - Consider other risks that may be created such as loading zones and increased size of mazing.
- Determine and communicate loading configurations such as single riders, family or cohort groupings, or non-affiliated parties.
- Resorts are to follow their own procedures to accommodate guests that are not comfortable riding with individuals outside their cohort or bubble.
- Know the ride time of each lift. Risk of exposure increases with continuous durations exceeding 15 minutes.
- Review lift area signage, and determine what COVID-19 signage may be needed. This signage should not add clutter around the signage required by the Z98 as well as the Assumption of Risk and Exclusion of Liability signs, which are key components in the ski area risk management program.
- Consider all your lift types and locations. Is your operating plan applicable to all lifts?
 - E.g.: Consider how t-bar, rope tow and conveyor protocols may differ from elevated carriers.
- Ski area operating plans should identify if lift disinfecting measures are appropriate. Consider other risks that may be created such as slippery surfaces and interaction with moving carriers.
- Additional considerations for enclosed carriers (trams, gondola cabins,) may include:



- Are there windows/vents that can be opened or removed to increase ventilation?

The Government of Alberta provides guidance on lift operations in the following:

www.alberta.ca/assets/documents/covid-19-relaunch-guidance-gondolas-trams-chairlifts.pdf

10 Equipment Rental and Repairs Services

The equipment rental facility should refer to Indoor Spaces and cleaning measures outlined in this document.

10.1 Equipment Rentals

Some considerations specific to rentals and repairs of equipment include:

- Guest flow (waivers, trying on boots, binding adjustments, payment) to allow for physical distancing and minimize waiting and line-ups.
- Ways to facilitate or encourage advance online booking.
- Utilizing additional spaces (such as outdoor spaces) for rental operations (e.g. pre-arranged pickups and/or equipment return), if possible.
- Introduce pickup periods/options to avoid peak times and locations.
- Establish separate areas for pick up and drop off of rental equipment to reduce cross contamination.
- Label rental equipment with the guest's name, this may be particularly helpful for advance bookings.
- All rental equipment should be disinfected/sanitized between users; the sanitizing process will be determined based on the manufacturer's recommendations.

11 Lessons/Guided Activities

11.1 General Considerations for snow sports lessons

When determining plans for snow sports school operations consider:

- Provincial guidelines that may apply to your snow sports school operation (e.g. childcare, sports, outdoor events etc.).
- Guest impacts – limits to youth programming may impact the ability for parents/guardians to partake in skiing. Long-term impacts, such as future participation in snow sports should also be considered.
- Ensure your website and any lesson pre-communication (such as emails) are updated with appropriate guest information, prior to arrival.
- Manage group sizes to allow for physical distancing. Class ratios should also consider ability level, student age and lift type.
- Use of face coverings for employees and guests whenever physical distancing cannot be maintained.
- To enable physical distancing, consider teaching aids such as experiential/station teaching concept programming for beginner levels (e.g. terrain based learning). Consider whether it is practical or hindering to request parental assistance.
- Ask parents to have the child fully geared up (e.g. jackets zipped, boot tightening, etc.) prior to the start of the class to avoid instructor contact.
- Refrain from physical touching (e.g. don't shake hands, high five).
- Avoid touching another person's equipment. In the event that you have to help a guest, gloves should be worn and gear sanitized as required.
- Make sure each skier performs a thorough check on their own equipment - following directions at a distance from the instructor.
- Utilize specific techniques to practice distancing for various scenarios. Some techniques include a pole length away (when side by side) skis provide space between tip to tail (such as lift line) and when skiing, keep a distance of "10-15 seconds" between each skier/rider.
- While physically distancing, consider other safety measures such as appropriate line of sight and supervision (for children) can be maintained.
- Encourage guests to spread out and use terrain to assist in development (in a safe manner).
- Build in components for teaching guests to get up on their own, fasten and unfasten binding straps and unclick ski bindings prior to getting on the hill.

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- Adult (ski) guests and teens should have poles to help move around flat terrain reducing hands on assistance.
- Ensure extra time is taken before progressing onto the chair to ensure the group is able to ski down green terrain to reduce assistance.
- Follow all lift queueing, loading, and unloading protocols. All guests should wear face coverings while in the lift queue.

11.2 Guest Wellness Considerations

- Identify how you will be confirming the wellness of participants - verbal, electronic prior to arrival, form upon arrival.
- If a participant/guest displays symptoms, rapid response protocols should be in place to manage the situation.

11.3 School Groups

Refer to the appropriate guidance for the school district(s) that may visit your ski area. In some cases the province has specific school protocols and in others, school districts may create specific protocols.

11.4 Childcare

Ski areas should refer to provincial/local guidance when it comes to childcare facilities. Most COVID governance, guidelines and best practices will come from the authorities that normally set parameters for these operations.

12 Mountain Safety / Patrol

First aid response at ski areas varies between ski area operators and include local ambulance first responders, professional and volunteer patrollers. In each case, first responders are to be trained on COVID-related protocols and be provided with task-appropriate PPE.

There are a number of organizations and standards that may apply depending on jurisdiction and business models. In all cases be aware of any provincial guidelines that apply to your resort, and that the information and guidance may change from time to time.

The Canadian Centre for Occupational Health and Safety (CCOHS) provides Coronavirus (COVID-19) Tips for First Responders:

www.ccohs.ca/images/products/pandemiccovid19/pdf/first_responders.pdf

Ski Areas should consult their provincial Occupational First Aid Attendants (OFAA) guidance, such as the following from WorkSafeBC:

www.worksafebc.com/en/resources/health-safety/information-sheets/ofaa-protocols-covid-19-pandemic?lang=en

WSIB Ontario Update: <https://www.wsib.ca/en/firstaid>

The following considerations are meant to supplement these protocols in the ski area environment where the ski area's patrol is providing the first response.

Considerations when updating your Patrol procedures:

- Contact your local emergency services: Ambulance, Fire, RCMP, Search and Rescue, to discuss your COVID-19 protocols and learn from them about their expectations. Be prepared to modify your procedures to align with your emergency service partners.
- Consider reviewing your patient care protocols with your Medical Director, Medical Advisor or Public Health and seek their perspective on your proposed COVID-19 protocols. Be prepared to modify these with their input.

12.1 Considerations when Responding to Calls

- When providing the initial care to an injured colleague or a guest, take the appropriate precautions, and check for risk factors associated with COVID-19.
- How can you limit human-to-human contact when dealing with a patient? Consider:
 - All other staff on the call should maintain physical distance from the patient, unless needed to assist.
 - Additional patrollers should clear the scene as soon as possible.

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- Witnesses, friends, and family should be instructed to keep physical distancing from the patroller.
- Whenever possible, patrollers should verbalize patient assessments and treatment. All efforts will be made not to touch the patient.

12.2 First aid care facility

- Determine appropriate sanitization measures after patient treatment.
- Avoid unnecessary food or drink or personal items in any first aid care facilities.
- Avoid unnecessary staff or guests in the first aid care facility. When providing treatment friends, family and other staff should be asked to wait outside unless needed.

13 Food and Beverage

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

The following are the food and beverage industry recommended practices ski areas will utilize:

- Restaurants Canada Reopening Rapid Recovery Guide:
<https://info.restaurantscanada.org/covid-19-rapid-recovery-guide>
- The Canadian Centre for Occupational Health and Safety has produced a tip sheet, “Coronavirus (COVID-19) Tips – Restaurants and Food Services”:
www.ccohs.ca//images/products/pandemiccovid19/pdf/food_service.pdf

Food and Beverage primary considerations:

- Seating arrangements to support physical distancing and any applicable Public Health orders (if applicable). Ensure your approach is in-line with guidelines from applicable authorities.
- Consider providing a host/staff at entry points to manage access and capacity.
 - Summer operators have reported good compliance from guests regarding safety protocols (face coverings, physical distancing, capacity and traffic flow) **when** the entry point is attended by a host.
 - At busy times, using a one-in one-out policy helps manage capacity.
 - Consider having the host assign tables to guests, rather than having guests seat themselves, similar to many restaurant reservation protocols.
- Consider the peak times and effect of weather and programming. When it gets cold, wet or windy, capacity can be challenged. For those with lessons and other programming, consider configuring break times to avoid peak hours.
- Expect a high number of guests to stage meals and breaks outdoors and in their vehicles. Consider encouraging guests to bring their own lunch, water, and snacks, and to eat lunch in their vehicles, if your ski area layout permits.
- Consider menu options, packaging, service models and potential outlet changes to facilitate this shift. If appropriate, consider eliminating long duration lunch options and shifting to ‘grab and go’ menu items and service models to increase guest meal volumes while complying with COVID-19 protocols.
- In some cases temporary outdoor facilities like tents may be necessary. When considering, understand that a proposal would need to include a single season return on

investment and staffing required to manage snow accumulation on and around the temporary structure.

- Tents provide an opportunity for increased shelter, but may also create unwanted gathering places where physical distancing may be difficult to be maintained.
- Sanitize vending machines frequently. Consider adding sanitizing stations in vending areas.

14 Transportation

14.1 Parking Area

The parking area of ski areas may see increased use from day visitors and some changes in how guests use their vehicle during the day. Some considerations for parking areas include:

- How will you manage access into the parking lot? For ski areas with only advance purchase/reservation systems, will you check for reservations/tickets at or before parking areas?
- Determine how traffic flow and parking lots will be managed.
- Signage - Parking lots can be a good place to set the tone and ensure guests know the ski area protocols.
- Review your current parking area options. Consider if parking areas are adequate or if parking should be reduced or if available to increase.
- Know the need for staff parking and whether it has changed (e.g. more residents from the surrounding communities working at the ski area) or decreased (e.g. less staff overall).
- Parking/greeter staff should wear a face covering. This will also help 'lead by example' and set the tone for expectations on the resort.
- Parking lot attendants are the resort's first point of contact. These staff should be well informed with directional information and any specific resort protocols or requirements (e.g. if face coverings are required, if tickets must be purchased in advance). Signage should also be visible upon entering the resort with any notifications of guest requirements.
- Use of guest vehicles for resting points and meal breaks (instead of coming inside) can be expected. Some may also 'tailgate' and stage BBQs in parking areas, if permitted. Be

aware that guests that have their vehicles running during that time may create additional melt/freeze hazards.

- Consider increased staffing in parking areas (beyond typical arrival times) to conduct regular checks and mitigation for slip and fall hazards and keep inspection and maintenance logs.
- Parking attendant considerations:
 - Consider, if practical, to assign jackets/vests and flashlight/batons to individual employees.
 - Each item should be sanitized at the end of each shift or before passing them on. Consider carrying a rotation of jackets/vests so that these items can be isolated for any recommended period of time without use (if required by public health).

14.2 Shuttle/Bus Services

For ski areas that provide transportation or partner with transportation providers, the following may be considered:

- Impacts to parking requirements, guests and staff if there is a change in service levels (or suspension of service).
- Local public transit protocols, as well as provincial guidance and municipal bylaws that may assist with your services and protocols.
- Post signage advising passengers of shuttle protocols.
- Engineered solutions for driver safety, if practical.
- Whether face coverings will be required for the driver and/or passengers.
- Is the vehicle route continuous (passengers regularly get on and off similar to transit) or does it have a start and end with a few stops in between? This may impact protocols.
- Availability of hand sanitizer (and whether to provide).
- Cleaning intervals and protocols to disinfect touch points (e.g. at terminus or by frequency).
- Capacity and seating availability/arrangements.
- Maximize ventilation and open windows, when practical.

Determine the appropriate guidance or resources applicable to your jurisdiction. Some additional guidance may be found in the following:

- www.worksafebc.com/en/about-us/covid-19-updates/covid-19-industry-information/transit

Part C. Winter Operations Considerations

- www.alberta.ca/assets/documents/covid-19-relaunch-guidance-chartered-tour-buses-multi-city-buses-and-passenger-trains.pdf
- <https://www.ontario.ca/page/guidance-public-transit-agencies-and-passengers-response-covid-19>

15 Accommodation

Many ski areas have on-resort accommodations or a wide range of accommodations in nearby communities.

Accommodations considerations:

- Do you have accommodation offered by third parties (private hotels etc.)? Are there opportunities to work together on consistent protocols? Can the accommodator assist with communicating ski area guidelines?
- Do you have central reservations or resort/community-managed rental pools?

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: www.hac-covid.com/information-for-hotels

15.1 Staff Accommodation

Many ski areas provide on-site or off-site staff accommodation. In addition to the guidelines for public accommodation, where staff group accommodation is provided, the following may be considered:

- How to maintain physical distancing, decrease crowding and reduce interactions.
- Maintaining small and consistent groupings of people may help prevent and control the potential transmission of COVID-19.
- If more than one person must share a bedroom, can the beds be arranged in such a fashion to increase physical distancing.
- If you have workers arriving from out of country, you will need to appropriately quarantine these workers – ensuring no contact with other individuals outside their cohort (the workers that arrived at the same time).
- If meals are provided, stagger mealtimes where practical and minimize the people using shared kitchens and eating areas at one time.
- Create and post cleaning protocols throughout all facilities.
- Ensure daily cleaning and disinfection of all common areas and surfaces.

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- Cleaning products should be readily available, monitored daily and restocked as required.
- High touch surfaces (counters, handles, switches) should be disinfected regularly.
- When staff residing in off-site accommodations are provided transportation to the ski area, ensure appropriate transportation protocols are in place. See [Section 14](#) on transportation.

Ensure there is a risk assessment and management plan that considers what to do if workers need to be isolated and for those who test positive for COVID-19. Consider in the response plan:

- Can you provide self-isolation units (which may include a private bathroom) for staff who are required to isolate?
- Determine how isolated staff will receive meals.
- Develop a plan to check in on the isolated employee and attain medical attention if needed.
- Determine how cleaning and laundry will be managed.

Specific guidance resources for work camps and staff accommodation:

- The Canadian Centre for Occupational Health and Safety has also published “Coronavirus (COVID-19) Tips – Work Camps” which may provide some assistance: www.ccohs.ca//images/products/pandemiccovid19/pdf/work_camps.pdf
- BC Centre for Disease Control - <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/employers-businesses/industrial-camps>

END OF DOCUMENT

Appendices to follow

APPENDICES

Appendix 1: COVID-19 Public Health Links & Public Health Notices

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=date_modified+desc&pubtype=Orders+and+Directives&tags=COVID-19&metadata_created= https://www.alberta.ca/coronavirus-info-for-albertans.aspx https://www.alberta.ca/guidance-documents.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	http://www.manitoba.ca/covid19/restartmb/prs/index.html www.gov.mb.ca/covid19/soe.html
New Brunswick	https://www2.gnb.ca/content/gnb/en/corporate/promo/covid-19.html
Newfoundland and Labrador	https://www.gov.nl.ca/covid-19/
Northwest Territories	www.gov.nt.ca/covid-19/en/public-health-orders
Nova Scotia	https://novascotia.ca/coronavirus/alerts-notices/
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

Appendix 2: Worker Safety Directives Links & Resources

The provincial worker safety 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/
Workplace NL (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
Workplace Safety and Insurance Board (Ontario)	www.wsib.ca/en/novel-coronavirus-covid-19-update
Workers' Compensation Board of Prince Edward Island	www.wcb.pe.ca/COVID19
Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST Quebec)	www.cnesst.gouv.qc.ca
Saskatchewan Workers' Compensation Board	www.wcb.sask.ca/employers/covid-19-and-the-workplace/

Yukon Workers' Compensation, Health and Safety Board

wcb.yk.ca/COVID-19.aspx

Appendix 3: Ski Well Be Well

Read the document here: <https://www.skicanada.org/ski-well-be-well/>



Appendix 4: Signage Examples

Some examples of new COVID signage being used at ski areas includes:



Appendix 5: Cleaning Supplies and PPE Resources

The following resources may be helpful in finding approved suppliers and products:

- Government of Canada Approved Cleaning Products: www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html
- Retail Council of Canada PPE supplier database: <https://directory.retailcouncil.org/search-results/?c=110&r=all#search-results>
- Small Business BC, PPE Marketplace: smallbusinessbc.ca/ppe/?utm_campaign=July&utm_medium=email&utm_source=newslatter&utm_content=ppe
- BC Hotel Association Supplier resource: www.bcha.com/recovery-resource-guide.html