



**Brundage Guest Services
Winter 2020-2021
COVID-19 Operational Plan**

Overall Safety Measures:

- Utilize ticket windows for all daily ticket transactions. Utilize Guest Services windows for season pass pick up and transactions.
- Adequately spaced line dividers to encourage social distancing
- Keep guest services and reservations entrance closed to walk-ins
- Face covering are required of guests who enter Guest Services office. (Not provided)
- No shoes, no shirt, no face covering, no service
- Tent with tablets and guest information materials set up outside
- Operating only out of ticket windows and Guest Services windows
- Pre-printed winter season passes with existing photos
- Cashless transactions only at windows; Gift Card purchase through Guest Services
- De-escalation training for Guest Services staff
- Increased cleaning and disinfecting protocols in the morning, evening, and between guest interactions
- All Brundage staff is aware to report any presumptive case or symptoms of COVID-19 to patrol or the COVID-19 team
 - o All staff will ensure that HIPPA privacy laws are followed to protect our guests, coworkers, and staff's privacy by not disclosing to the media or others not involved, including the public about specific personal information about the individual, or the treatment such as specific tests, test results, or details of a patient's illness
 - o The Brundage COVID-19 team will report and consult with Southwest District Health, Central District Health, CDC, and/or the patrol medical director as to additional steps that may be instituted to protect health and public safety

Cleaning & Sanitizing:

- GS will be cleaned and disinfected at the beginning and end of each day
- GS will be cleaned and sanitized between guest interactions: wipe down door handles, high touch points and POS touch points
- Hand sanitizers have been placed in at the entry and exit of office and available to guest outside
- Personal refillable sanitizers have been available to all employees
- EPA registered disinfectants for SARS-2 shall be utilized for cleaning and disinfectants.
- All identified high touch surfaces in guest services work areas, shared workspace surfaces, shared equipment, tablets, computers, etc. will be treated with PreventX 24/7 every 30 days.
- Alcohol wipes will be available for guests using tablets to wipe surface before use

Employee Health Monitoring & Personal Hygiene:

- All guest services staff will conduct a daily health questionnaire and temperature check prior to work. Employees who display an elevated temperature above 100.4 or are symptomatic before or during work will follow established company protocols
- In the event a staff member has "close contact" (as defined by the CDC) with an individual who tests positive for COVID-19 within 48 hours of "close contact", that staff member will be required to self-

quarantine for 14 days in order to prevent the disease from spreading. If any other staff came in “close contact” with that patient during the time of treatment they will be notified and may be required to self-quarantine for 14 days.

- Face covering mandatory for employees on-duty when in indoor shared spaces or within 6 feet of guests
- Gloves will be worn when handling cash transactions or sharing cards, or shared POS, etc.
- Gloves will be worn when using cleaning agents/sanitizing
- The ticket office will remain for employees only – no guests allowed
- Staff should have meals outside if possible, and avoid eating and drinking in shared spaces
- All staff will be provided with personal re-fillable sanitizer and should practice hand washing and sanitizing guidelines throughout the day.
- Shared equipment should be sanitized by staff before and after individual use including; computers, tablets, phones, and any other tools or equipment
- Staff will abide by all current Brundage COVID-19 protocols

Guest Health:

- Arrange for outdoor Guest Services experience thru tent, ticket windows and Guest Services windows to reduce guest and employee contact and indoor interactions
- If weather permits, doors and windows in Guest Services office will remain to maximize fresh air flow
- Provide adequate space to allow for social distancing between guests and staff when indoors
- Personal guest services amenities can be accommodated by reservation (208-634-4151 ext. 203)
- Guests who are ill are requested to refrain from visiting Brundage and delay travel until at least 10 days after symptoms first appeared, AND other symptoms have improved AND no fever for at least 24 hours, without fever-reducing medicine
- Guests who become ill during their visit should notify patrol at onset of symptoms and should self-isolate immediately if unable to self-isolate guest will be taken to an isolation area by patrol.
- Guests who become ill or confirmed with COVID-19 within 14 days of their visit should notify Brundage management

Social Distancing Measures:

- Minimizing indoor access to guests with outdoor GS experience with tent and ticket/GS windows
- All guests must practice social distancing and remain 6’ apart from anyone not traveling with them, including employees
- Guests who refuse to practice social distancing or abide by Brundage, state and local policies or protocols may be asked to leave Brundage Mountain Resort
- Sneeze guard at all inside points of sale and ticket windows
- One group (max 2 guests) at a time in the guest services office when necessary