

Winter 2020-21 Operational Plan



Overall Safety Measures

- Evaluated all areas of operation for the health and safety of Brundage employees and guests for the re-opening of the resort for winter operations.
 - Cleaning & Sanitizing
 - Employee Health Monitoring, Personal Hygiene, & Training
 - Guest Health
 - Social Distancing Measures
 - Communication/Documentation/Signage
- Minimize any potential exposure for Brundage employees/volunteers, the local community, and patrons.
- Promote ski industry safety through nationwide ski resort protocols developed with the National Ski Area Association and partner resorts.
- Resort-wide increased cleaning and disinfecting protocols.
- Guests and employees are required to carry their own face covering with them at all times while on the property. Face coverings will not be provided, but are available for purchase.
- Creation of “MASK UP ZONES”. Properly worn (over nose and mouth) facial coverings required of all guests when entering indoor spaces including, but not limited to: retail/rental, guest services, indoor restrooms, patrol, etc.
- Facial coverings required of all guests when in lift lines, and when loading lifts.
- Reconfigured lift mazes to allow for social distancing.
- All guests and employees must practice social distancing and remain 6’ apart from anyone not traveling with them.
- Cashless transactions for all purchases.
- Increased use of online ticket sales, waiver acceptance, etc. when possible.
- Limiting the number of patrons utilizing indoor spaces at one time.
- Each department has established written protocols for their individual area.
- Employee return to work agreement, daily health screening, and temperature checks have been instituted.
- Established employee illness and return to work guidelines.
- Staff training on COVID-19 policies and protocols, PPE, handwashing, and proper cleaning/disinfecting.
- All cleaning supplies used have been verified to meet EPA standards for SARS-2.

- Use of PreventX 24/7 on high touch surfaces for barrier protection between regular cleaning and disinfecting.
- Installation of hand sanitizer stations in common areas and areas where hand washing is not possible.
- Brundage staff will report any presumptive case or symptoms of guest or employee illness to patrol or the COVID-19 Team. An isolation area has been created on the mountain to minimize exposure. Patrol has established training and protocols for medical support.
- Creation of Brundage Mountain Resort COVID-19 Team. Team shall monitor and utilize recommended guidance from Idaho Rebounds, Southwest District Health, Central District Health, OSHA and the CDC in establishing safety protocols.
- 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.



McCall, Idaho

Cleaning & Sanitizing

The frequency of cleaning and sanitizing has been increased in all public and employee spaces with an emphasis on overall cleanliness and frequent cleaning of highly utilized areas and high touch surfaces.

- Deep cleaning of all public and communal areas
 - All disinfecting products used at Brundage have been verified to meet [EPA's criteria](#) for use against SARS-CoV-2, the virus that causes COVID-19.
 - <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
 - If a suitable commercial cleaner is not in supply bleach/water at 1:10 ratio may be utilized and mixed within 24 hours.
- Hiring and training of dedicated custodial staff.
 - Developed and implemented cleaning and disinfecting checklists and schedules through public and staff areas.
- Increased placement of hand sanitizer stations throughout the resort at building entrances/exits and employee areas.
- Where appropriate high touch surfaces and equipment will be treated with PreventX 24/7 every 30 days.
 - PreventX 24/7 serves as a long-lasting defense against germs, odors, mold, and mildew. The unique barrier technology has an EPA approved bacteriostatic (EPA- Reg #83129-1) which kills without poison and will not leach off treated surfaces or create super bugs.
 - PreventX 24/7 surface protections lasting 30-90 days, and fabric protection up to 20 washes after treatment.
- If a guest or employee is suspected or confirmed with a COVID-19 exposure additional deep cleaning and disinfecting will occur if the guest or employee was in a building while infectious (starting 2 days before onset and it has been less than a week since the guest was last in the building). If appropriate, shared facilities may be closed for a minimum of 24 hours at which time disinfection by staff may occur.



Employee Health Monitoring, Personal Hygiene & Training

Brundage has adopted protocols for our employee health and monitoring, personal hygiene, and training to assure the safe operation of permitted activities for employees and patrons.

- All staff is required to acknowledge a return-to-work agreement detailing company policies.
- All 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 policies and either not report to work or leave the workplace. If employee is unable to leave the workplace, they will be taken to a designated isolation area until such time arrangements can be made to leave the property. Return to work guidance will follow CDC, Southwest District Health, Central District Health or physician guidance.
- Employees who become ill or have been exposed to an individual with confirmed or presumed COVID-19, will be required to not report to the workplace until such time they meet return to work criteria developed by the CDC.
- All employees will be provided a face covering and guidance for its use. Additional PPE (gloves, N95 masks, safety glasses, gowns), if relevant, have also been secured and provided.
 - Employees must wear, at minimum, non-medical cloth face covering (fabric mask, bandana, scarf, buff, etc.) which covers their nose and mouth when in the presence of others and/or when 6' distancing is challenging in the environment
- Employees are expected to observe proper social distancing practices for themselves and their families when away from work.
- Temporary building added for additional employee locker room space.
- If weather allows employees should have meals outside. If eating indoors employees should avoid eating or drinking in shared spaces unless 6' of distance can be maintained.
- Employee work areas, locker rooms and "behind the scene" areas are for employees only. Visitors should remain in public areas.
- When possible, employees are being assigned specific equipment, tools, radios, and vehicles.
- Employee workstations should be arranged to allow for separation of 6' where practicable. If this condition cannot be met, employees should utilize face coverings, adjust body orientation away from others, and construct physical barriers where practicable.

- All employees have been trained on company protocols and procedures. Recurrent training will occur as recommendations and policies are updated.
- Employees have received training on proper handwashing, donning and doffing of face coverings, glove use and removal.
- In addition to fixed sanitizer stations, employees have personal re-fillable hand sanitizers available and if hand washing stations are not available employees should carry hand sanitizer with them in the field. Hands shall be sanitized with proper hand washing or sanitizing at a minimum of once per hour and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, eating or drinking, handling cash, after going on a break, and before or after a shift.
- Offices, locker rooms, and common employee areas are being cleaned daily.
- Brundage will be cognizant of employees/volunteers who are in a high-risk category (ex. Older age; presence of chronic medical conditions, including immunocompromising conditions; pregnancy, etc.). The resort, along with the employee/volunteer, will address work assignments accordingly when possible and make a reasonable accommodation. Due to the nature of public contact in the resort and guest services industry, should an employee choose to temporarily leave their position due to a perceived increased personal risk, efforts will be made to reinstate said employee at a future time.



Guest Health

Brundage has implemented protocols and expectations of our guests to protect the health of themselves, other patrons, our employees, and our community. These policies were created in a shared spirit of our love of the resort, our desire to safely reopen, and for the enjoyment of everyone. We understand our expectations may be different than guests practice in their own lives or communities, however, it is our hope we can mutually respect one another while sharing our facilities.

- Many departments have modified and limited services this season for guest health. Guests should always check current operations, amenities available, and policies prior to planning their trip. Resort operations remain fluid and may be modified at any time. Some highlighted changes are:
 - Lift mazes have been re-designed to better promote social distancing. Where feasible, empty “ghost” lanes will be used to create spacing between lanes. Ski/ride equipment creates personal distancing in front and behind people. Face coverings are required in all lift mazes, all lift lines and until after loading the lift at all times. Guests are expected to respect other patrons personal space and self-monitor spacing when in the lift line.
 - Guests will have several options for riding the chairlift. The industry suggestion is “Drive Together, Ride Together”. Guests will not be paired with other patrons not in their group, unless requested. On the BlueBird Express Quad, individual guests (singles) may be paired with another single IF both parties agree and ride on opposite sides of the chair. We ask that guests BE PATIENT in the lift lines while our staff works to load everyone safely and within their personal comfort zones.
 - Childcare will not available for guests until further notice.
 - Ski School programs are limited to private lessons. Advanced reservations are HIGHLY recommended.
 - Guests are encouraged to make rental shop reservations in advance in order to secure equipment and expedite services. Guests without rental reservations will be assisted on a first come, first served basis.
 - Food and Beverage outlets have been modified for counter service or market style grab and go food. A very limited amount of indoor seating will be available for our food and beverage patrons while they are actively dining. We are unable to accommodate guests who wish to bring their own food into Brundage facilities.

- Cat Skiing reservations will be made in advance for the entire snowcat. Individual seats will not be sold.
- Please see individual department protocols for more COVID-19 specifics. The latest updates to services and amenities can be found at www.brundage.com.
- Guests are encouraged to make purchases and reservations online in advance. Purchase ticket, reserve private lessons and/or rentals, sign waivers, etc. prior to arrival. Waivers can be found at <https://brundage.com/waivers/>. These documents may be electronically accessed by computer or smart phone.
- Guests are encouraged to come to the resort dressed and ready to ski. The ski industry saying this season is “Your car is your locker”. Indoor dressing areas and indoor lockers are not available. Credit card operated lockers are available outside on the second level of the main lodge. Personal items should be stored in lockers or vehicles. Items left in public areas (indoor or outdoor) will be removed and taken to lost and found.
- Family or friends who will not be skiing/riding should not plan to spend the day “hanging out” at Brundage. Brundage regrets we do not currently have the indoor facilities to accommodate these future guests. Prior to arrival, guests should make arrangements for non-skiing/riding family or friends.
- Children or teens should not be left at the resort without a guardian with a vehicle. There is not an indoor location for anyone to await pickup should they need to leave the resort.
- Guests are required to carry their own face covering with them at all times while on the property. Face coverings will not be provided, but are available for purchase.
- When face coverings are required they should be properly worn covering the nose and over the mouth. If a guest is unable to wear a face covering we will try to accommodate them outside.
- Physical plexiglass barriers have been placed in areas where purchases are made.
- Brundage has worked to create adequate space to allow for social distancing between guest and employees. All guests must practice social distancing and remain 6’ apart from anyone not traveling with them, including employees. We have made adjustments to allow for more business to occur outside. Due to the nature of our business, at times, employees and guests may need to be in closer proximity than 6’ (rental, medical assistance, etc.). Both guest and employee should don a face covering if physical distance should be breached. Please communicate with each other.
- Guests who are ill are requested to refrain from visiting Brundage and delay travel until at least 10 days after symptoms first appeared, AND symptoms have improved AND no fever for at least 24 hours, without fever-reducing medicine.
- Guests who have had a “close contact” exposure and should quarantine for 14 days per the CDC guidelines should NOT come to Brundage. Doing so puts our staff, other patrons, and the resort operations at risk.
- Guests who become ill during their visit should refrain from entering any building and notify patrol (208-315-0817) at onset of symptoms. Guest should self-isolate by leaving the resort 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 72 hours of their visit should notify Brundage management.



Social Distancing Measures

Each area of the resort has been evaluated to maximize opportunities for required and personal levels of comfort with social distancing. Everyone plays a part in respecting these boundaries and expressing personal level of comfort. We encourage and welcome open communication among our staff, our guests, and between our guests as they recreate at Brundage.

- Detailed social distancing strategies have been outlined in detail throughout our overall plan, and within employee and guest health sections.
 - When possible, areas of operation have been moved outside and indoor access has been limited.
 - Where indoor access is necessary, group sizes are being limited. Some areas may be restricted to those guests are traveling with.
 - All guests and employees must practice social distancing and remain 6' apart from anyone not traveling with them, including employees.
 - Guest should observe signage, and floor markings as social distance guidance.
 - We remind guests that they are in a natural mountain environment. Facility limitations will likely require guests to spend more time outside. Guests should be prepared for weather and conditions that can change rapidly. Guests should always be prepared with the appropriate clothing and gear. Guests should check weather conditions and forecast before recreating in a mountain environment.
- Link for the Brundage weather forecast, hourly forecast, and weather radar: <https://forecast.weather.gov/MapClick.php?lat=45.00614333887516&lon=-116.1416244506836#.Xtf1uDpKjIV>