

COVID – 19 Dryden Ski Club Safety Plan, Work Plan and Best Practices Winter Operations

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Purpose

This document provides practical advice and guidelines to ensure safe operations of the Dryden Ski Club as we all learn about the phased approach to reopening during the COVID-19 pandemic.

The purpose of this document is to assist the Dryden Ski Club in adapting business to safely operate within the emergency restrictions imposed by the Federal Government, Provincial Government, and Health Organizations to limit the transmission of the virus that causes the COVID-19 illness.

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

- Federal, Provincial and Municipal government restrictions allow for attendance by the public at snow resorts for outdoor recreation.
- Requirements to avoid person to person transmission of the COVID-19 virus by physical distancing of 2 metres between non-household members, remains in effect.
- Providing a physical barrier and/or personal protective equipment (PPE) used in situations where physical distancing cannot be achieved.
- Cleaning and disinfection measures to reduce or eliminate the potential of surface to hand and/or airborne transmission(s).
- Visitors to the Dryden Ski Club consist of many separate household groups and individuals, and do not constitute a large gathering. Dryden Ski Club will implement measures to encourage these groups to remain physically distanced from one another and from the employees while they are visiting.

Workplace Prevention Protocols

During the COVID-19 outbreak, Dryden Ski Club will follow all mandates/orders from Health Canada, their respective Provincial Health Offices (PHO), as well as regional, municipal and health/workplace safety authorities.

As more is learned about COVID-19, it is understood that best practices will evolve to ensure worker safety. The **Occupational Joint Health & Safety** (JHSC) committees and/or Safety Representatives as well as key team leaders within DSC will be an invaluable source of input directly from workers that will assist in maintain a safety plan aimed to amend and advance implemented protocols.

To comply with current federal, provincial and regional recommendations, and existing protocols related to influenza/respiratory hygiene and pandemic planning, DSC will implement protocols while remaining adaptable as the situation continues to evolve

Ensuring Workers and Volunteers know how to keep themselves safe from exposure to COVID-19

To ensure our workers, volunteers know how to keep themselves safe DSC will provide clear information and instruction. DSC will ensure sure they know what they need to do to protect themselves and others. Ensure they know how to follow the work and hygiene practices outlined by public health officials, and any internal safety measures.

Communications will be transparent between volunteers and staff, Information will be shared through email and posted in common areas. As new information becomes available DSC will post and share information that is easily understood.

Staff training will occur to ensure all staff and volunteers know how to keep safe and others safe from exposure to COVID-19

Screening and Assessment Requirements

Ontarians have been asked to take unprecedented action to curb the spread of the COVID-19 virus. Physical distancing, self-isolation, practice of good hygiene, increased cleaning, and restrictions of public gatherings, and staying home if you feel ill have all become part of our everyday lives.

As a recreation area that provides low risk outdoor recreation opportunities for our community and surrounding area, we are all working towards the same goal of keeping ourselves, friends, colleagues and peers safe. We are operating with the Ski Well, Be Well best practices for 20/21 to keep the public safe. To maintain our ability to deliver our services we need to reduce the risk of potential spread of COVID-19 at DSC by ensuring that all workers and volunteers entering DSC are not experiencing any COVID-19 symptoms and have not had any risk of exposure to the COVID-19 virus.

In order to prevent the risk of the spread of the virus into the DSC we have implemented a mandatory self-assessment screening process as outlined in Appendix 1. This is being implemented as a control to reduce the risk of transmission in the workplace and to help stop the spread. We are all encouraged to monitor our own symptoms and to complete this assessment before arriving at DSC.

Exposure Control

COVID-19 can be spread by people who do not have symptoms which is why it is very important to have effective control measures in the workplace. We have made changes to abide by the restrictions imposed by the Federal Government, Provincial Government, and Health Organizations to limit the transmission of the virus that causes the COVID-19 illness.

Dryden Ski Club is implementing 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.

DSC will undertake regular inspections of the workplace, document and remedy unsafe or harmful conditions without delay, and update the workplace COVID safety plans as needed. With respect to potential COVID-19 exposures, DSC will:

- 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 and regularly sanitize such surfaces;
- Assess and address new risks from resuming or making changes to operations.
- Stay informed of all public health orders, directions, and requirements, and take appropriate action in their workplace to prevent transmission of the virus.

Maximize physical distancing and separation

The most effective way to reduce the risk of COVID-19 transmission is to maintain physical distancing.

To enable workers and volunteers to maintain a physical distance of at least 2 metres from other people in the workplace, a variety of engineering and administrative controls listed below are being implemented:

- Installation of barriers, such as plexiglass, to maintain separation as a primary means of control
- scheduling and other administrative changes to reduce the number of people who must share the same space including during shifts, lunch and other breaks
- providing adequate space
- using available outdoor space whenever possible

Reduce transmission from surfaces and objects

The virus that causes COVID-19 may be transferred to surfaces or objects. Workers and Volunteers can be infected if they touch their face with contaminated hands.

Dryden Ski Club will conduct cleaning and disinfecting on a regular basis keeping the workplace as free of the virus as possible by cleaning surfaces.

Cleaning

- Clean surfaces using soap and water, then use disinfectant.

- Practice routine cleaning, based on level of use, surfaces, and more frequent cleaning of high touch surfaces.
- Review cleaning schedules, surfaces/materials related to buildings, vehicles, equipment, machines, tools, and devices and identify where cleaning schedules require change to reduce or eliminate the spread of COVID-19.

Disinfecting

- Use of disinfecting chemicals that are recommended for COVID-19 and review manufacturers' recommendations for use.
- Review use and mixing recommendations for COVID-19 for bleach solutions.
- Review use and recommendations for alcohol solutions, especially alcohol solutions +70% .

Decontamination

- Determine and use what cleaning chemicals will kill COVID-19 virus.
- Consider use of vacuum equipment with High Efficiency Particulate Air (HEPA) filters.
- Consider omitting any dry sweeping/mopping/wiping methods to reduce the release of particles in the air.
- Regularly manage contaminated waste, waste bags, and bins.
- Isolate contaminated areas from the rest of staff and guests.
- Allow for increased outdoor air circulation to contaminated areas.
- Use appropriate PPE to reduce the risk of spread of COVID-19.

Support good hand and respiratory hygiene

Personal Hygiene and Sanitation are critical for staff and volunteers to reduce the transmission of COVID-19. Consider some of the following recommendations regarding personal hygiene and sanitation:

- Frequent and proper handwashing is encouraged as the best way of preventing all viral respiratory infections and other illnesses.
- Use hand sanitizer, ideally alcohol-based hand rubs (ABHR) should be readily available and recommended to be placed in a variety of locations such as entrances to facilities, payment areas, line ups, washrooms, and garbage disposal etc.
- Sneezing and coughing into your sleeves.
- Avoid touching your face, eyes, nose, and mouth.
- Avoid contact with people that are ill.
- Stay at home and self-isolate if you are ill.
- Wash clothes and uniforms frequently.
- Participate in COVID-19 testing and contact tracing in line with local health care protocols to protect themselves, co-workers and guests.
- Personal responsibility for cleaning surfaces and items that are touched.

- Provide, wear, and maintain PPE when asked to do so.

Personal Hygiene & Sanitation is important to prevent the spread of COVID-19. There are several risk controls and actions that DSC has considered applying to our operations for personal hygiene and sanitation, which may include but are not limited to the following:

- Install, provide, or add more areas on the property that allow personal hygiene and sanitation to take place.
- Provide or change cleaning and sanitation chemicals that, when used or applied, assists in the reduction of COVID-19.
- Create or change policies, procedures, and training on personal hygiene and sanitation to include public guidelines on COVID-19.
- Review and prepare policies and procedures related to staff absences or guest cancellations if they become ill or contract COVID-19, as this will have impact on scheduling and poses risk to business.
- Post information, signage, and/or pictograms on personal hygiene e.g. hand washing, indicators to identify personal hygiene/sanitations stations on the property.

Follow hand washing as set out by Health Canada: [ctrl click for information & resources](#)

Everyday steps recommended by public health officials are the same at DSC to stop the spread of COVID-19. One of the most important things we can all do is to wash our hands often with soap and water.

Think about what you can do to make it easier to take these steps regularly at work.

Personal protective equipment

Personal Protective Equipment (PPE) should be used in combination with other controls. Where you cannot use engineering and administrative controls to maintain physical distance, personal protective equipment (PPE) will be needed.

It's important that any PPE workers use is appropriate for the purpose. The effectiveness of PPE depends on every person wearing it correctly and consistently. Appropriate training for proper care, use and limitations of any PPE will be provided. DSC requires everyone to wear a mask unless eating or drinking and has adopted a mandatory mask wearing policy.

Workers that wear PPE for protection against workplace hazards besides COVID-19 must continue to use that PPE as required. This includes gloves for new cleaning and disinfecting products that workers use because of COVID-19.

Protocols for potential case of, or suspected exposure to, COVID-19 at your workplace

Dryden Ski Club is going to encourage all staff to download the COVID-19 app. This will aid in contract tracing if required. Listed below are the steps that DSC will need to take if one of our workers volunteers has symptoms which may be related to COVID-19, or is diagnosed with COVID-19:

Step 1: Exclude symptomatic workers from the workplace

If a worker calls in ill or informs DSC of symptoms, or close contact with someone with symptoms, have them take the self-assessment. The worker will follow any recommendations given by the tool, including being tested and self-isolating.

If a worker shows symptoms in the workplace, they should return home and self-isolate immediately. If the worker cannot leave immediately, they should be isolated until they are able to leave. Workers will be required to go to the garage to handle the situation with the manager in charge.

If the worker is very ill, call 911 and let the operator know that the person may have COVID-19.

Ask the worker to contact their doctor or [Telehealth Ontario](#) at [Toll-free: 1-866-797-0000](#) for further directions about testing and self-isolation.

Step 2: Contact public health

Immediately contact local health public health unit for guidance on next steps. Public health will provide instructions and do contact tracing if needed.

To support contact tracing, DSC will have a system in place so information can be provided about which people had close interactions with an affected worker. This could include information such as:

- date and approximate length and frequency of interaction
- full names
- contact telephone numbers
- addresses (for workers) or the name of the visitor's business

Step 3: Follow public health guidance

The local public health unit may require that:

- other workers who were exposed are notified and sent home to self-isolate, self-monitor and report any possible COVID-19 symptoms

- the workplace be shut down while the affected workplace or area and equipment are disinfected
- other public health measures are implemented

Disinfect surfaces that may have been touched by the ill worker as soon as possible.

Self-isolation and return-to-work

Public health may require self-isolation for a minimum of 14 days for workers with symptoms, and for those who have had close contact with an individual with symptoms or a confirmed diagnosis.

Symptomatic workers may need to self-isolate for longer based on the advice of public health or their health care provider.

Step 4: Report to Ministry of Labour, Training and Skills Development

If you are advised that one of your workers has tested positive for COVID-19 due to exposure at the workplace, or that a claim has been filed with the Workplace Safety and Insurance Board (WSIB), notice will be given in writing within four days to:

- [the Ministry of Labour, Training and Skills Development](#)
- the workplace's joint health and safety committee or a health and safety representative

Additionally, [reporting any occupationally acquired illnesses to the WSIB](#) within three days of receiving notification of the illness.

New Risks

Changes to work practices to prevent COVID-19 may affect the way DSC manages other risks in the workplace. As we learn about other risks that rise from implementing our COVID 19 plan we will address and up our safety plan

Ensuring our plan is Operating

Operating a business during the pandemic and recovery stages will involve different ways of working. Auditing to see how the plan is working will help find the best solutions for the unique situation and adapt to any changes that occurs at DSC.

DSC will assign a Board Member to take charge of COVID-related issues, including training for supervisors and regular dialogue with supervisors, to make sure there is compliance with all protocols. Use existing incident reporting systems. A monthly regular review will be completed to evaluate its effectiveness.

Our workers will be engaged on a regular basis as we will be conducting morning meetings each operating day to ensure clear direction and do wellness check ins. During these meeting we will inform staff of any changes to process and changes related to training requirements or PPE according to COVID-19

Dryden Ski Club Winter Operations Under Covid-19 Restrictions

Dryden Ski Club provides the opportunity for safe outdoor recreation and exercise for the public. The nature of the sport of skiing is a physically distanced outdoor activity. Open outdoor spaces and physical distancing is the nature of the activities of snow sports. This section focuses on areas where physical distance between people may be reduced.

Operational Audit

DSC will prepare an audit of the facilities/activities to determine adaptations to operate under the COVID-19 restrictions.

The necessary physical distancing and sanitation measures will likely reduce the “carrying capacity” of many operations/activities. DSC will assess operations to determine how many people can safely accommodate at one time.

An audit considered the following:

- Departmental review of business operation to understand where and how COVID-19 will impact business, service delivery, guests, employees, and process changes.
- Visualized the process of a guest entering the Snow Resort 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.
- Considered the implementation of some means of Contact Tracing. i.e. Gathering guest contact info such as names and phone numbers at venues.
- Evaluated areas where limited capacity caused by implementing the COVID-19 reduction strategies may impact the capacity of the overall site.
- Determined which commonly touched objects that are not necessary can be removed. For those surfaces that cannot be removed and must be touched, follow cleaning protocol to reduce the potential of surface to hand transmission. Consider making hand sanitizing available and disinfect surfaces frequently for those areas where touch cannot be avoided.
- Considered if COVID-related protocols create new or unanticipated hazards.
- Considered a signage audit to review where to place COVID-19 related signs in relation to other risk and operational signage.

Financial Resources and Funding

Most businesses during COVID-19 will experience the ability to return to regular operations during the phased approach to re-opening. Unfortunately, DSC may experience challenges as we contend with restrictions during emergency orders and phased approach to re-opening. DSC might contend with

challenges to operate or achieve financial goals and there may be a financial risk to the Club that will arise when developing the COVID-19 safety plan and 2020/2021 budgets/financial plans. Board of Directors may find financial challenges in the following list of examples:

- Increasing or decreasing indoor building per person capacity, including amenities
- Reduction or changes to ticketing sales & reservations
- Reduction or changes to lesson programs, (providing services to children under certain age or maximum numbers of groups)
- Increasing or reducing staff requirements based on what services are provided
- Food & Beverage, Retail, Repairs/Tuning curbside pick-up or delivery options
- Changes to lift operations based on demands.
- Increase purchasing of cleaning chemicals, equipment, devices, and staff
- Increased purchase of PPE

When developing and reviewing financial plans for COVID-19, it is important to understand the level of financial risk DSC can assume and when DSC will require financial support. It is important to become aware of new financial support mechanisms through government programs and financial institutions.

Guest Communications

During any emergency or crisis event, it is important to develop a comprehensive communication strategy or plan for DSC.

Messages need to be consistent across all platforms to explain the following:

- Measures that DSC and its employees are taking to ensure safety during COVID-19
- Indicate where and when services are changing or altered due to COVID-19

Welcoming visitors and guests and outlining the expectation of personal/shared responsibility while at DSC is important. This may include, but is not limited to the following:

Personal Responsibility Code

- Please stay at home if feeling ill/unwell or asked to quarantine by health care or government officials.
- Wash hands thoroughly and often.
- Use hand washing stations and hand sanitizing stations provided at the Snow Resort.
- Practice safe physical distancing.
- Mask wearing is recommended and will be required at times.
- Pre-payment, credit card, and debit cards are preferred methods of payment.
- Customer service delivery and capacity at DSC has been reduced.
- Follow instructions or directional signs at DSC for yours and others wellbeing, health, and safety.
- Clean and wash PPE and personal sports equipment/clothing frequently.

DSC Commitment to guests during COVID-19

- Allowing for space to practice physical distancing.
- Increasing cleaning and sanitization.

- Ensuring employee health.
- Training employees on enhanced cleaning, health, and safety procedures.

In addition to signage, DSC is creating opportunities where the club can provide additional information, education, and training on how services delivery or operations will change due to COVID-19. Here are some examples:

- Guest responsibilities: they cannot visit 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.
- Guest and employee signature required on “personal responsibility code” or “wellness check-in”
- Post and revise current list of symptoms see: [ctrl click for information & resources](#)
- Post, where applicable, provincial signage [ctrl click for information & resources](#) and partner with municipality to obtain additional support and/or materials.
- Provide guests and employees with examples of when/why the DSC may ask them to leave if they are demonstrating signs of being unwell or if the personal or shared responsibility code is contravened.
- Provide additional information on inclusion, workplace/domestic violence & harassment, wellness, mental health, and environment awareness (where applicable). Some examples may include making changes to policies, procedures, programming, and training available to staff and or guests.
- Signage, maps or indicators on where hand cleaning / sanitization stations are located at the Resort. Additionally, considerations for placement of providing COVID-19 information at first points of contact upon arrival (parking lot, hotel, village) to remind guests of physical distancing protocols.

Signage examples:



Potential signage language may include: **“The operator reserves the right to deny access to any guest they believe is not complying with the conditions listed above, or who exhibits any visible COVID-19 symptoms.”**

Payments

Payment Methods

Dryden Ski Club is promoting use of pre purchases, cashless and touchless payment options. Customers may be asked to pay with debit or credit cards only. Staff will be encouraged to ask customers to handle their payment card to reduce touchpoints.

Enhance reservations or pre-ordering systems to limit and control number of ticket and season pass holders on hill. This may include introducing or enhancing RIFD system

- Debit/Credit card terminals should be sanitized after each use.

Ticket and Pass Sales

- DSC is encouraging guests to utilize Zone 4 to pre-purchase tickets on-line to reduce on-site activity in the main chalet.
- We have capped our season pass sales at 300
- On-site ticket sales can occur and will be provided physical separation between staff and guests, as well as between guests

Line ups

- Evaluate how the operation can be modified to reduce the requirement for line-ups.
- Line ups should be set up to provide physical distancing (2 meter spacing in all directions) between individuals or between individual households and cohorts. In cases where minimum spacing is not possible, alternatives such as face coverings may be necessary for all users.
- Provide communication related to line-up timing expectations allowing guests to prepare.
- Consider adding additional personnel to manage line-ups, communications, and/or security if required.
- Plans and designs may require considerations for inclement weather.

Winter lift Operations

- Lift line-ups for upload and download will be structured safely as described above
- DSC has a tow ropes that require greater than 2 meter spacing to allow lift to operate safely
- DSC signage, schedules, and plans should identify disinfecting measures for lift carriers and stations. This may vary based on jurisdiction, practicality, and weather conditions.
- DSC will develop cleaning and PPE procedures for lift staff to protect themselves and the guests.

Operations Department

Operations departments referring to lift operations, ski patrol, maintenance, snow school that use vehicles, equipment, machine, tools, and/or devices require enhancement of procedures for cleaning and disinfecting for high touch surfaces or high use items. Additional consideration and precautions

may need to be taken for potentially flammable or combustible cleaning chemicals or detergents used for COVID-19. Please review the following:

- Substitution for cleaning chemicals or detergents that are non-flammable. Identify chemicals that may be a potential ignition sources or become unstable when using other chemicals.
- When transferring chemicals (flammable or combustible chemicals) refer to grounding procedures.
- When cleaning some vehicles, equipment, or machines refer to lock-out/tag-out procedures if/when required.

Buildings

- Occupancy capacities under physical distancing and phased re-opening should be posted at the entrances.
- DSC has implemented a mandatory =face mask policy while on DSC property. Only exemptions are children under 2 or children under 5 that are not able to wear a mask.
- Wait times, reservations, curbside pick-up, and delivery may need to be considered to offset the use of indoor spaces to manage occupancy capacities.
- Hand sanitizing stations are provided at the entrance to buildings along with appropriate signage.
- Indoor touch surfaces (doors, knobs, faucets, payment card touch pads, tables, ATMs) shall be cleaned with a sanitizing solution frequently.

Appendix 1

Dryden Ski Club Daily COVID-19 Self-Assessment Screening Tool

Are you feeling unwell with any of the following symptoms?

- Fever, new cough or difficulty breathing (or a combination of these symptoms)?
- Unexplained muscle aches or fatigue?
- Other signs of new onset illness such as sore throat or diarrhea?

Have you experienced any of the following?

- Have you travelled outside of Canada in the last 14 days?
- Does someone you are in close contact with have COVID-19 (for example, someone in your household or workplace)?
- Are you in close contact with a person who is ill with respiratory symptoms (for example, fever, cough or difficulty breathing) who recently travelled outside of Canada?

If you have answered yes to any of the above symptoms or have experienced the additional exposure risks (travel or contact), please do the following if you are:

1. Working at Dryden Ski Club contact your supervisor/manager to let them know you are unwell and unable to work and follow their instructions.
2. Guest please do not come to the Dryden Ski Club help stop the spread

By starting your shift, you are affirming that you are not experiencing any of the above symptoms and have not experienced any of the exposure risks.

If at any time during your shift, you begin to experience fever, cough or difficulty breathing, please distance yourself from others and report to your supervisor/crew lead/manager as soon as possible.

Dryden Ski Club COVID 19 Best Practices Operational Procedure 2020/2021

Dryden Ski Club offers families in Northwestern Ontario great experiences in skiing, snowboarding and snowshoeing. While this winter is different as we continue to adjust how we interact, we are preparing, planning, and updating our operational policies to provide safe and fun experiences for families at the Dryden Ski Club. The safety of our employees, guests, and the local community are essential to our operation. Please check in on our website for updates to our operating procedures and any [provincial](#) or [Northwestern Public Health Unit](#) guidelines affecting visits to Dryden Ski Club.

Before visiting us this season, please review all of our [Operational Plans and Requirements](#). These [operational plans](#) are dynamic and will change as we are required to do so.

Please click through the various ski club departments and locations below for some understanding of the changes we have made to our operation to keep everyone safe this winter

Season Pass

A season pass is the best way to ski and snowboard all season long for one low price.

- **Winter Guarantee** – During these unprecedented times we want you to have confidence and peace of mind when purchasing a Dryden Ski Club 20/21 Season Pass. We have introduced our Commitment Policy including:
- **20-Day Commitment** – Dryden Ski Club will guarantee a 20 Day Season. If for any reason we are open for Skiing or Snowboarding less than 20 days, passholders will receive a credit towards a 21/22 season pass based on the percentage of the season missed.
- **Plan in advance!** We are scheduling Season Pass pick up. If you have not provided your picture, please be sure to send your picture to drydenski@gmail.com. This will help reduce traffic inside the chalet.
- **Passholders Attendance** – We will require passholders to let us know when they come play. We will require a self assessment to be completed each day and sign in so we can track how many people are onsite. We will be requesting that you check in with a Dryden Ski Club Ambassador at our check point that will be outside the main chalet

Hill access and Physical Distancing

- **Advanced Ticket Sales Preferred** – All purchases of daily lift tickets, rentals and snow school lessons must be made in advance online by visiting our website. Tickets will be available for purchase in December for the season. **Prefer no walk up purchases.**
- **Physical Distancing** – Guests are asked to ensure appropriate spacing of 2 meters or 6 feet between themselves and others not in their bubble. This will be required indoors, in lift lines and in warming areas.
- **Indoor Access** - Access to the Main Chalet will be controlled, and physical distancing measures are in place in this location. Capacity is limited for sit down and eating.
- **Think of Your Vehicle as your Base Lodge** – Get ready and dressed at home or in your vehicle. All personal items should be stored in your vehicle, no bags will be allowed in the chalets.
- **Day Lockers** – Will be available this season, but restrictions will be applied as access to main chalet will be controlled. Please store your personal items in your vehicle other than skis and boots etc.
- **Tow Rope Access** – Guests will be encouraged to ride with those they arrived with. Reminder face coverings will be required in lift lines.
- **Daily Wellness Checks** – All staff will be completing Daily Wellness checks before their shift. We ask that before arriving at Dryden Ski Club our guests complete a Self-Assessment.
- **Please do not come to the Dryden Ski Club if you or if anyone in your household is ill or are feeling unwell.**

Snow School Operations

Snow School Programs – The number of participants in our Snow School programs have been reduced to allow for proper distancing in meeting areas. Please phone in advance to book a lesson with our ski and snowboard instructors.

Ski Rentals

- **Advanced Booking** – Guests will be required to pre-book their rental. No walk up rentals

- **Capacity Control** – We ask all guests arriving at Dryden Ski Club for rentals to enter through the front door of the main chalet
- **Face Coverings** – Will be required when in the rental area and during the rental process. Staff will also be masked and will be taking precautions during the process.
- **Come Ready to Go** – We ask that all guests arrive dressed and ready to hit the slopes after completing the rental process. Guests will be required to give their weight and height for setting purposes please be sure to know this information before you arrive.
- **Rental Equipment** – All rental equipment will be sanitized between each guest.
- **Parents** – Parents of children that are taking a Lesson can accompany their child inside.
- **Footwear** - Guests that are renting may only leave their footwear in an assigned area where they get their rental boots from. Staff are unable to place or remove personal footwear. Areas will be sanitized between each guest.
- **Season Passholders** - Season Rental Holders will be able to pick up rentals through the main chalet and will be responsible for the season for that specific equipment.

Face Coverings

There are many areas of our operation where the choice of wearing a face covering or not is up to you. In certain places, face coverings are required. **Don't be the reason we don't have a season!**

Face coverings are required:

- Indoor areas in lodges when not seated and eating or drinking at your table.
- In lift lines, while waiting for, loading and unloading off rope tow
- Where people congregate outdoors, for example, building entry, lesson meeting spots, bonfire pit
- In Snow School lessons and programs that are not a designated sports cohort group, within two meters of other participants or instructors.
- In the rental shop.

We are configuring our operations to allow for two meters or more of space between cohorts. We trust and expect that for our guests and employees' safety, and to meet [Ontario Ministry of Health](#) and [NWDHU](#) guidelines, **everyone will follow** the requirement to wear their face coverings in the above instances. This will be noted by signage or at the request of our employees. **Face coverings can be non-medical masks, ski masks, buffs, etc No SCARVES ALLOWED**

Food and Beverage

- **Controlled Entry** – Guests wishing to enjoy Food and Beverage will be required to enter main doors at the Main Chalet. Guests will be greeted by a Dryden Ski Club Ambassador that will take the required contact information for one member of the party.
- **Think of Your Vehicle as your Base Lodge** – Get ready and dressed at your vehicle. All personal items should be stored in your vehicle, no bags will be allowed in the chalets.
- **No Bagged Lunches** – Bagged lunches are not permitted in any of our chalets this season.
- **Dining Options** – Have been reconfigured to maximize dining spaces for our guests.
 - **Main Chalet Cafeteria** – Cashier ordering for delivery to tables and offering 'grab and go' items.
- **Indoor Building Flow** – Guests will be able to follow signage in the chalet for exits.
- **Cleaning** – Guests will see increase sanitation stations indoors along with increased facility and building cleaning and frequency. Please assist and clean up after yourself.

XC Skiing & Snowshoeing

- **Advance Ticket Sales only** – Guests will be required to book their XC Skiing or snowshoeing adventure in advance.
- **Face Coverings** – While redeeming their purchase at outside ticket windows.
- **Physical Distancing** – Guests are asked to ensure appropriate spacing of 2 meters or 6 feet between themselves and others not in their bubble while exploring the snowshoeing trails.
- **Think of Your Vehicle as your Base Lodge** – Get ready and dressed at your vehicle. All personal items should be stored in your vehicle, no bags will be allowed in the chalets.
- **Rental Equipment** – All rental equipment will be sanitized between each guest.

