

Whitecap COVID-19 Management Plan  
Winter 2020/2021

McGillivray Pass Lodge



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This document will provide guidance for managing the hazards associated with the COVID-19 pandemic. This plan is specific to Whitecap Alpine and McGillivray Pass Lodge and provides interim guidance for preventing the likelihood of communal transmission of the COVID-19 virus. Whitecap will align with COVID-19 orders, direction and safety protocols mandated by the Provincial Health Office (PHO) and regional health authorities.

## General Precautions

- Whitecap will follow all Canadian federal and provincial health guidelines in accordance to our business practices and staff workplace safety.
- Regardless of nationality, any guest or staff traveling from or through Government of Canada Level 3 travel advisories less than 14 days prior to their trip start date will be unable to join a WHITECAP trip.
- Any guest or staff that have been in contact with anyone diagnosed with the Novel Coronavirus less than 14 days prior to their trip start date will be unable to join a WHITECAP trip.
- Any guest or staff that is displaying the following symptoms of illness will be taken aside and assessed and may be required to provide medical clearance to join or continue with their WHITECAP trip. Symptoms of communicable illness could include the following:
  - Fever
  - Chills, aches/pains
  - Abdominal pain
  - Diarrhea or vomiting
  - Severe coughing or difficulty breathing
- *Masks are to be worn at all times by everyone while in indoor common areas, except during dining times.*

## Staff Training

Training and education will be provided to all employees, contractors, service providers, visitors, or other parties that enter the premises. Training includes safety measures and procedures, physical distancing, proper hygiene practices, and monitoring and reporting illness.

### Employee Responsibilities

- To not come to work if they are feeling ill
- Maintain a high level of personal hygiene at all times following provincial guidelines

- Follow the health and safety guidelines provided by the employer and Provincial Health Officer for staff, client and facility health and hygiene procedures. Maintain physical distances and wear a face cover/mask when interacting with other staff and clients when less than 2-meter separation.
- Instruct clients on health and safety procedures

#### Communication

- Inform a manager immediately if, during their shift, they feel ill, self-isolate and remove themselves from the work site when safe to do so.
- Monitor Clients for signs of illness and, if noticed, isolate them from the rest of the client group. Inform their manager if there is an incident of illness

## Signage & Communications

WHITECAP will post signage at the initial meeting point at Blackcomb Hangar. Signage will provide reminders to guests warning about updated COVID protocols, including but not limited to:

- Personal hygiene
- Physical distancing
- Travel restrictions
- Symptoms
- Contact with positive COVID cases

At the lodge, all critical entry points to all buildings will have updated signage providing reminders of personal hygiene measures, continued self-assessment of health, & physical distancing.

#### Communications

Guests will be provided with pre-trip information regarding Updated COVID policies and requirements for guest pre-screening. Guests will be provided with a link to the COVID health questionnaire to self-assess.

#### Client Safety Practices

Whitecap has developed standard communications that will be shared with clients before and during their visit to the premises. This communication should include:

- A prescreening questionnaire to ensure the client is healthy before travelling
- A waiver to be signed by the client as part of the liability insurance
- An orientation message at the first point of contact reconfirming their health and welcoming them to the premises.

- Specifics about the current operating environment
- Overview and expectation of client adherence to the Best Management Practices
- Training for clients will take place in a two-step process, including a prescreening questionnaire and an on-site orientation.
- Clients will be required to physical distance when possible and wear a face-covering/mask when 2-meter separation is not possible
- Clients shall indicate whether they are on their trip with other members of their 'pod'
  - A pod shall be defined as a group of people who are considered to be isolating together, prior to their trip. A pod does not have to participate in social distancing with other members of their own pod.

### Orientation

At the first point of in-person contact with clients, all clients must again self-declare their health status, and be given a COVID-19 orientation by the operator. The orientation will include an explanation of the safety measures and procedures, physical distancing, proper hygiene practices, and monitoring and reporting illness.

These safety measures require the cooperation of all clients through adherence to our policies and procedures.

### Client Requirements

- Clients must declare any illness to staff.
- Clients must maintain a high level of personal hygiene, including frequent hand washing or the use of sanitizer.
- In addition, respiratory etiquette is essential in preventing the spread of illness. The key elements of respiratory etiquette are:
  - Covering cough/sneeze into a sleeve or tissue
  - Disposing of used tissues in garbage
  - Cleaning hands after coughing or sneezing

## Hangar Operations

Hangar operations will be managed in collaboration with Blackcomb Helicopters in accordance to their specific COVID Policies. Orientation and weighing will be done outside if weather permits, or inside with staggered intervals to allow for maximum physical distancing. Hand sanitizer, non-surgical masks, and hand washing stations will be provided on site.

Waiver signing is to be done one tables setup up outside in front of office, with adequate spacing for guests.

Only one person allowed in hangar at a time to use the restroom.

## Shuttle transport

Shuttle transport to staging will be managed in collaboration with *Approach Angle Shuttles* in accordance with their specific COVID Policies and orders set by Transport Canada & the PHO. PPE shall be worn at all times in vehicle. All touch points will be sanitized between exchanges. Reduced ridership will be practiced providing for physical distancing, unless guests are a singular isolation cell.

## Helicopter Transport

Helicopter transport will be managed in collaboration with Blackcomb Helicopters in accordance to their specific COVID Policies. PPE shall be worn at all times in helicopters. Helicopters will be sanitized at each exchange. Reduced ridership will be enforced to provide for physical distancing unless guests are of the same isolation cell.

Staff members will handle incoming & outgoing luggage to avoid cross contamination and will hand sanitize immediately before and after luggage handling.

## Accommodations

- No individuals in a shared accommodation can be ill or meet a criterion that requires self-isolation requirements. Any individuals that are ill or require self-isolation must be immediately moved into separate facilities, otherwise all individuals in the accommodation unit must be placed in self-isolation.
- Ensure workers do NOT enter guest rooms until authorized.

## Lodge Policies

Physical distancing to be maintained in all common areas for non pod groups and between staff and guests.

Extra care to be taken in hallways and entrances to lodge

High touch items to be removed

- Record player
- Beer tap
- Spirits bar
- Snack stand

- Charge station
- Board games

Guests will be encouraged to bring their own board games and be required to sanitize before use.

A scheduled 'boot up' regime will be installed to allow for less congestion in boot room, and to allow for physical distancing while people are getting ready for skiing.

## Cleaning

Caretaker to sanitize all high touch areas in common use zones, including Woodhall main area, toilets, lodge, and sauna building

- Hard surfaces will be cleaned and disinfected using approved products in accordance with Whitecaps cleaning protocols, however the frequency shall be increased.
- Textiles, neoprene, and other products requiring specialized detergents and sanitation will be cleaned after each use according to manufacturer's direction and dried preferably in open air and sunshine

Disinfectants that meet Health Canada's requirements for COVID-19.

Clean bathrooms thoroughly and on a more frequent basis.

Additional touch-free soap and paper towel dispensers will be installed at strategic points on the premises

## Laundry

Laundry will only be changed on exchanges when a new group is inbound. Laundry will not be changed during a trip.

When conducting laundry duties staff member must:

- Wear a mask while doing room turnover
- Allow for as much of an air out period as possible on exchange day
- Conduct exchange with all sources of ventilation open
- Sterilize room after laundry exchange
- Never touch new laundry unless hands have been washed

## Field Operations

### Physical Distancing:

- Physical distancing of 2m between all workers and guests should be maintained during guided field activities.
- Be mindful of regroupings & interpretive sessions and maintaining spacing
- Care should be taken to avoid following too closely behind one another when walking and skiing. Observe increased physical distancing guidelines to avoid the chance of acquiring droplets that may have become entrained in the wake or slipstream behind a fellow skier.

### Engineering:

- Field activities must be modified to reduce the likelihood of situations where physical distancing cannot be safely maintained..
- Any shared tools will need to be disinfected.

### Administrative:

- Itineraries may be shortened to decrease the risk of injuries or unplanned overnights.
- Less technical routes should be selected to decrease the need for close-proximity guide to guest interactions.

### Protective Equipment:

- If physical distancing cannot be safely maintained in the field (e.g. guide administering first aid) then all involved individuals (guides and guests) should wear Protective Equipment (gloves and non-medical mask).
- Guides must ensure that all guests are carrying a set of Protective Equipment during field activities or must carry several extra sets in their first aid kit.
- Staff outdoor work will follow the same considerations with respect to physical distancing, reduced risk tolerance and use of Protective Equipment

## Saunas & Showers

Staff will deep clean shower, following disinfection protocols, each day while guests are skiing. Guests will be instructed how to do a simple sanitizing clean after their shower. Appropriate supplies will be provided.

Lodge Sauna will be operated on a booking schedule. Only one pod will be allowed in at a time and they will pre book their time slot.

Full disinfection routine will follow each pod's use of the sauna.



## Food Service

Physical Distancing will be required while dinner service takes place. This will be achieved through spreading guests out in the living room, using portable tables and the dining room table; or via staggering meal time to allow for vacant seats at the dinner table.

Only 6 guests are allowed at any one table at a time.

Table Divider can be used to separate table in to two sections

Meal times will be staggered and pods will be scheduled

No guests allowed in kitchen at any time

Cook will plate all meals and place them on the serving bar for retrieval by guests.

Lunches will be pre packaged and set out by cook

Guests will be required to pack lunches at lunch buffet one at a time. Masks must be worn and hands must be washed prior to beginning.

Dishwashing to be done by one staff member

Sanitizing protocols to follow Whitecap SOPs

## Outbreak

In the event of an outbreak all relevant health authorities, *Lars Andrews, Ron Andrews & Rachel Bailey* must be notified immediately.

Sick persons will be quarantined in the Rivendell Yurt.

One outhouse stall will be designated as the quarantined stall.

ERP must be consulted and evacuation of all guests and unnecessary staff enacted. All must be advised to begin self quarantine.

Staff to remain behind are designated to begin deep clean of all lodge facilities.

Following group should be alerted of possibility of trip cancelation.

Staff Illness

If staff become ill during or after shift, contact tracing must be initiated. Contact all guest and staff who have been in physical contact within the last two weeks.

Contact PHO and notify of situation

Contact *Lars Andrews, Ron Andrew, Rachel Bailey*

### Health Check ins

Staff will conduct daily health checks with guests. In the morning staff members will repeat the COVID questionnaire with each guest, and record answers. Any 'red flag' answers will require consultation with Whitecap Management and Whitecap medical staff.

Fig 1: Handwashing Technique

# Take the Time to Wash Your Hands

**It's the most effective way to prevent the spread of germs**

**Wet hands with running water.**

**Apply soap and scrub palms, backs of hands, wrists, between fingers and under nails.**

**Scrub for at least 20 seconds.**

**Rinse thoroughly under running water.**

**Dry hands with a single use towel.**

**Use the towel to turn off the faucet.**

**No soap and water? Use hand sanitizer.**

**Apply enough product on hands to cover all surfaces, and rub hands until they're dry.**

**CCOHS.ca**  
Canadian Centre for Occupational Health and Safety

Fig 2: Health Check Questionnaire

**APPENDIX A**

**EXAMPLE COVID-19 Health Check Questionnaire**

The following questions are designed to ensure our Site Supervisors and Trade Partners are able to make informed and collaborative decisions that maintain the highest possible level of health and wellbeing on our projects. All workers must complete of this form.

<b>Name:</b>	<b>Project Name:</b>
<b>Employer:</b>	<b>Date:</b>

Please complete the following questions honestly and accurately by selecting "YES" or "NO".

QUESTIONS	Please Check	
	YES	NO
1. Have you travelled outside of Canada on or after March 12, 2020 or been in close contact with someone who has?		
2. Have you travelled to Italy, Iran, or the Hubei Province of China in February or March 2020 or been in close contact with someone who has?		
3. Are you experiencing the signs/symptoms of COVID-19? 4. i.e. shortness of breath, cough, sore throat, or fever?		
5. Have you been in contact with a person showing the symptoms of COVID-19 within the past 14 days?		
6. Have you been in contact with a person who has tested positive for COVID-19 within the past 14 days?		

If you answer "YES" to any of the questions above, you may be asked to leave the worksite and liaise with your Employer on next steps.

Your Employer will advise you on what must happen next and may include return to work or the recommendation to self-isolate and take the online COVID-19 self-assessment tool.

Workers who are determined not to present a risk of COVID-19 transmission to others on site will be allowed to return to work as per the relevant Policy.

**\*NOTE: This Health Check Questionnaire is mandatory for all workers.**

**Workers who refuse to complete this Health Check Questionnaire as defined by the Site-Specific Pandemic Preparedness Plan will be denied access to the site.**

<p>I hereby acknowledge the above information to be true. Employee Signature:</p>
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Fig 3: Disinfectants and Sanitizers

PRODUCT	DEFINITION	APPLICATION	PROTECTION LEVEL
Multi-Surface Cleaner	Use full-strength or dilute 250 mL per 4L of warm water apply to surface until thoroughly wet. Wipe with a clean cloth, sponge, or mop. To Sanitize/Disinfect: Pre- clean surface Apply to surface until thoroughly wet. To Sanitize: Leave for 1 minute before wiping. To Disinfect: Leave for 10 minutes before wiping. Rinse all food contact surfaces with water after using the product	Disinfectant that meet Health Canada's, requirements for emerging viral pathogens. These authorized disinfectants may be used	Advanced disinfectant and sanitizer for Hard surfaces
Bleach (6%) solution	100/1 dilution of sodium hypochlorite solution with water used to disinfect surfaces, 10mL bleach to 1 Litre of water. Minimum contact time of 10 minutes in a single application. Air dry.	Recommended by the BCCDC for disinfecting non-pours surfaces	General use disinfectant and sanitizer for Hard surfaces
Neutral Disinfectant cleaner	Use 3.9 mL per liter of water for a minimum contact time of 10 minutes in a single application. Can be applied with a mop, sponge, cloth, coarse spray or by soaking. The recommended use solution is prepared fresh for each use then discarded. Air Dry.	Approved for use against the coronavirus disinfecting non-pours surfaces	Advanced disinfectant and sanitizer for Hard surfaces, low acidity
Disinfecting Wet Wipes 70% Alcohol	To sanitize / disinfect: Pre-clean surface. Use 70% alcohol based fresh wipes to thoroughly wet surface. To sanitize: Allow surface to remain wet for 10 seconds. Air Dry.	Single use isopropyl alcohol wet wipes, disposable	Safe to use on electronics such as Smart phones, Tablets & POS equipment

Touch Free Hand Sanitizer	Minimum 70% alcohol hand sanitizer solution, rub hands together until dry.	To clean hands if handwashing is not available	General use to kill bacteria and viruses
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