



Sovereign Lake Nordic Club COVID-19 Safety Plan



(updated Feb 5th, 2021)

Overview

This Safety Plan was completed following a review of our Risk Assessment Plan.

Following an early closure on March 17th, 2020 we immediately set out to create a comprehensive plan for operations this winter that discussed the health and safety components of operating during this pandemic. We will include numerous linked documents here as well, providing access to more comprehensive details and plans in other areas of the club.

The health and safety of staff, members and the public is our primary concern throughout this pandemic. The club has invested a significant amount of money to reduce lodge congestion and to create a plan that not only meets, but exceeds PHO orders.

Our goal through this exercise is to ensure that we can provide safe outdoor experiences for the entirety of the winter season to the public through a system of proactive guidelines and precautions.

This spring our Board of Directors, along with Management, created a COVID Task Force, a component of our Health & Safety Committee. This team has had the chance to review concerns and create safety changes based on provincial health orders on the fly. They reviewed over 10 documents and continue to assist with creating better procedures and more comprehensive safety procedures.

Decision making when forming our safety plan included referring to regulations and policy provided by the PHO, Interior Health and

WorkSafeBC while utilizing resources from Canada West Ski Areas Association and ViasportBC.

Staff Safety

The very first priority throughout this summer was ensuring that our staff would remain safe in the work place. Based off of WorkSafeBC guidelines for employees during COVID we implemented the following safety measures.

- Installation of exterior accessed Ticket Windows to reduce customer traffic inside the day lodge and to provide safe spacing from the public.
- Installation of plexiglass barriers at all inside contact points with the public, namely at the customer service counter and rentals counter.
- Staff Daily Check-In Forms for staff to fill out daily ensuring that they are following safe workplace cleaning procedures, personal care and conducting a personal Health Check prior arrival to work.
- Ample cleaning products for cleaning all surfaces at the facility, and Personal Protective Equipment to each staff member, whenever required. We provide staff with cloth masks free of charge.
- Provide a staff resources section wall in the staff lounge outlining all workplace revised cleaning procedures and checklists.
- Hold daily “Tailgate Meetings” prior to the start of each shift to cover any possible health risks throughout the day and to do a check in with staff.
- Monthly Staff Meetings with COVID specific topics of conversation including a video to review such as Maintaining Mental Health in

the Workplace through Covid-19 and Dealing with Verbal and Physical Abuse in the Workplace.

- Complete a mid-season mental health check-in with each staff member individually to address safety concerns, maintain a personal connection and dialogue with each staff member, providing additional health and safety resources to use at home.

Reference Resources:

[WorkSafeBC Health and Safety Requirements for Employees \(Updated Jan 8th, 2021\)](#)

[Employee Health Daily Check-In Requirements](#) (updated December 17th, 2020)

[Addressing the Mental Health effects of Covid-19 in the Workplace](#) (updated Dec 17th, 2020)

Daylodge

The largest change we have had to make is to the recreation and social access to the day lodge. Usually a place to congregate after skiing, we have had to make significant changes to operate safely. The following changes have been made to create a safe work environment.

- Removal of all public seating and tables excluding three wall mounted benches for the rentals area.
- 3 wall mounted benches are used for rental patrons with 1 family unit per bench.
- Prior to entry into the building we have prominently placed COVID signage stating the following:
 - 2m Social Distancing is required
 - Use Hand Sanitizer On Entry
 - Symptoms Check List Review “Stay Home if Sick”
 - Face masks must be worn inside all SLNC Facilities

- On entry to the lodge, social distancing floor labels have been placed 2m apart.
- Hand Sanitizer Station and Facemask Station are immediately inside each entry point for customers without their own mask.
- Lodge Retail and Ticket Counter has a 3'x8' plexiglass screen to reduce patron/staff risk.
- Prior to each transaction, card terminals are sanitized.
- Any time a staff member leaves a station their station is sanitized
- Upstairs Washroom is now for staff only to have a safe fast access to washroom facilities on busy days.
- All building “touch surfaces” are cleaned every two hours and must sign and date the cleaning report forms visible to the public in all areas including 3 washrooms, staff room, rental shop, customer service counters and kitchenette.
- Fireplaces are attended to by staff members ONLY.
- Handwashing signs and instructions are installed in each washroom and at kitchenette.
- Facility is all one way directional with no cross over flow challenges in order to maintain distancing measures.
- Installation of touch free faucets and urinals in bathrooms and kitchen to reduce contact surface cleaning and to increase public safety.

Rental Services

The following measures have been taken to minimize Covid exposure potential in the rentals department.

- 3'x3' Plexiglass barrier at the counter,
- Floor taping in place to “guide” the public to rental shop entrance,

- No access to rental shop by anyone other than “on-shift” staff members.
- Signage for the public indicating that equipment is only rented out once per day for their personal safety,
- Rental Forms are handled exclusively by customer with Clean and Dirty Pen bins to ensure no transmission at that interface,
- On return, all equipment is wiped down with cleaning product and all boots are immediately sanitizer with an aerosol spray.
- A dehumidifier runs constantly to ensure equipment dries as quickly as possible,
- As the work space is small, staff work as a team in order to not pass back and forth constantly, one attends equipment while the other assists guests,
- Provide season long rentals to our Programs participants to reduce unnecessary overuse of the building on programs days.

Parking Lots

The easiest way to control traffic numbers is through effective control of the parking lots. Here are the measures we have taken to ensure that people are staying safe on entry or exit to our facilities.

- Angle Parking provides not only the maximum amount of room for guests to park but also maintains a safe egress, creating a one way option for getting in and out of the lots,
- Ensure people are staying in their cars until it is safe to get out as vehicle are often parked closer than 2m apart. This messaging is conducted through social media and our website.
- Wide entries into trail systems through all access points to reduce congestion and social conflicts,

- Signage indicating that users maintain social distancing at all times,
- Parking Attendants to help steer traffic on weekends and to educate new visitors to the facility on Covid-19 Protocols.
- Scanning Passes at the parking lot entrance reduces wait times and congestion at the ticket windows and allows Programs participants to get onto trails quicker.

Outbuildings

All SLNC Outbuilding have mask wearing rules, occupancy restrictions, and a request to bring PPE with them. Posted signage is on each accessible building.

Trails

We are making concerted efforts to educate the public about when and where to stop, skiing in groups and dealing with narrow trails, here are the details.

- Heed all one way traffic signage to ensure spacing
- At trailheads and trail intersections do not congregate or take up the whole trail,
- Provide plenty of room when passing others,
- Social Distancing signage is at all major congestion points,

Ticket & Season Pass Sales and Daily Contact Tracing Check Ins

The introduction of RFID cards for all day ticket and season pass sales has been our saving grace this winter. Having an effective way for people to sign in each day creates a simple format for contact tracing with the printing of as simple report.

- RFID Cards are required for all season pass holders. They **MUST** be scanned at every visit either at the ticket window, inside the lodge or in the parking lot when staff are available to assist.
- Day Tickets are required to be purchased online through our e-store and only 400 day-tickets are available each day to reduce parking lot congestion. These tickets apply to all ski and snowshoe products.
- If someone is a one-time user or a punch pass holder, they are not required to have an RFID Card. This transaction is processed still through the POS system online but a day ticket is provided and they must sign in to our daily guest registry so we can contact these individuals should it be deemed necessary.
- Signage is located at EVERY trail entry point stating that all trail users must scan their pass prior to skiing. If someone is here prior to club opening then they must come after their ski to sign in.
- Lessons, Rentals and Merch are being sold inside our lodge at this time.
- Two to three times a week this is reiterated through social media posts and is clearly displayed on the SLNC website.

Merch Sales

Handling of clothing, wax and other hard and soft goods adds another layer of concern regarding possible transmission of Covid-19.

- All clothing and soft goods are stored behind the plexiglass and customers must request sizes to try on.
- Once handled, if not purchased, all clothing and soft goods are stored for 24hrs before being put back out for display.
- All hardgoods such as waxes are available for customers to access on their own. They are cleaned once per day but are usually purchased outright on initial contact.
- All sales transactions are conducted behind plexiglass barriers.
- After each customer contact, all surfaces are wiped and prepped for next transaction.

Lessons / Instruction

We have had to make significant changes in how we operate large groups for the 2020-21 season. After the additional December 18th restrictions were introduced, we were unable to offer any adult group activities greater than four people. Also, with the recognition of a new Covid variant in January, we chose to cancel all school programming options as transmission through children was proven to be increased through this strain. We did not want to put our ski community at additional risk.

- We are not booking ANY group lessons this season as this would include people from outside your family bubble.

- All participants in lessons must be over the age of 8 as concerns were mentioned regarding having to pick up participants off the ground more frequently in this younger demographic,
- Family Lessons can be book in a group up to 5
- More time is added between lesson bookings for instructors to provide them a chance to warm up, dry out and change clothes to help prevent possible sickness and time away from work,
- Moved to exclusive online bookings with a 24 hr booking deadline in place,
- Health Check Ins are completed with Instructors prior to arrival for shifts daily,
- Lesson bookings require that participants do a health check in prior arrival.
- Refunds will be provided if a patron is symptomatic.
- All lesson interactions will take place outside of the lodge at the designated outdoor meeting place.
- Instructors carry a radio in case of first aid situation so first aiders can handle a patient more effectively, following SLNC First Aid Covid Procedures.
- Instructors will all carry a spare face mask and will have non-latex gloves in case of emergency and immediate medical assistance is required.

S'Cool Ski Program

As mentioned above, all youth school programming including the Spirit North with the Okanagan Indian Band have been suspended indefinitely.

Adult Programs (Masters XC, HP and U35's)

All Adult Programming has been suspended following new PHO restriction which came into place on December 28th. Masters HP Programming may operate in a one-on-one basis with the program coach.

Youth Programs

As per PSO orders and recommendations from Viasport, all youth programs are currently able to operate. There is a great resource page on our website referencing the Biathlon, and XC Ski Return to Sport Programs and Covid Safety Plans. They will not be covered here.

- More coaches were introduced to decrease group sizes,
- Mandatory face masks worn inside any SLNC building,
- Must maintain 2m distancing while in a group and 3m distancing when training on ski trails,
- Each coach has a personal protection kit with gloves and a spare mask,
- Coach leads carry a radio to communicate with the lodge in case of emergency,
- There is no socializing before or after practice. Show up, scan your season pass, train, and go home.

Program Resources

[2020/21 SLNC Covid – 19 Safety Plan](#), updated Nov 2, 2020

[Return To Sport Plan CCBC](#) September 14, 2020

[SLNC Program Safety Protocols v4 \(approved October 6, 2020\)](#)

[SLNC Biathlon Return To Play Guidelines](#) – Updated version V3

[Masters XC Program Covid Strategy](#) – Return to Play Policy V4, updated Nov 5, 2020

[Sovereign-Lake-Nordic-COVID-Participant-Agreement v4 \(approved October 6, 2020\)](#)

Toboggan Hill Access

The toboggan hill has been limited to use by season pass holders and program participants only this season as parking is at a premium.

- Prior to using the toboggan hill, you must scan your season pass,
- A gate restricts access with appropriate signage,
- Social Distancing Signage is in place.

First Aid Personnel and Initial Incident Response

We have a certified EMT as our primary first aid attendant on staff for 2020-21. A first for our club. They are also working inside the lodge and assisting with staff training throughout the winter.

- Fully stocked first aid room with barrier capability for multiple patients,
- WorkSafeBC Standard for required equipment and training,
- Enhanced staff training surrounding patient care, transport and critical care with COVID-19,
- Additional inventory of PPE was invested in,

- Daily 1st Aid Room cleaning,
- Mandatory transport by toboggan, no snowmobile transfers due to inability to transfer and social distance,
- Purchased a new Rescue Toboggan that is much larger and safer,
- Snowmobile and all rescue equipment is wiped down after each use,
- Cleaning maintenance log in place to report cleaning regime.

Grooming Team and Trail Volunteers

Our grooming operators tend to work mostly alone on shifts but there are situations where close contact is inevitable during maintenance tasks or assisting with moving equipment.

- Invested in additional cleaning wipes and spray for Cat operators. Before and after each shift all contact points are sanitized,
- Cleaning logs are completed in their daily log entries for equipment operations,
- Anytime within 2m of each other outside face coverings are mandatory,
- Any time that more than one person is in the shop, a mask must be worn.
- Each groomer has a first aid kit with more gloves and masks,
- Each volunteer user of equipment is trained on cleaning procedures for equipment usage, such as quads or snowmobile,
- Each volunteer or groomer has their own hardhat or snowmobile helmet to use for the season, personal equipment is encouraged.

SLNC Outbreak Response Plan

As a precautionary measure we have created an outbreak plan which was created in partnership with the IHA.

- Drafted a communication plan to be used for public communications,
- Drafted a communications plan for internal use between the Manager, Covid Task Force and BoD,
- Created a flow chart explaining the procedures for staff to follow should an incident occur.

Public Health Actions in Response to Confirmed Case(s) of Covid-19 at SLNC

