

Trapp Family Lodge Outdoor Center Winter '20-'21 Pandemic Operating Plan

The purpose of this plan is to safely allow people to recreate in the outdoors, while minimizing risk to others.

This plan was been developed in accordance with the CDC, state of Vermont Department of Health, National Ski Areas Association Ski Well Be Well, and the Vermont Ski Areas Association. This plan may change on short notice due to changes in State of Vermont guidelines, or based on our judgments regarding the safety of our guests and staff.

- All trail users are required to register for contact tracing and travel attestations. QR codes are located on signs in the parking lot, buildings, and in the Outdoor Center.

FOOD AND BEVERAGE:

- Meals are available at our Kaffeehaus, Bierhall, and in the Trapp Family Lodge. Basic snacks are available in the Outdoor Center retail area, but guests are not allowed to eat in the Outdoor Center.
- Signs will be prominently posted at all entrances stating that no one with a fever, respiratory illness, or symptoms of COVID-19 (see VDH guidance for the current symptom list) is allowed on premise.
- Slayton Pasture Cabin ("Cabin") is limited to a maximum of 10 people total. If we deem that it isn't possible to operate safely, Cabin may close completely for the entire winter. A Fire Pit outside Cabin will provide some warmth for those who cannot enter the Cabin due to space requirements
- Customers are required to wear face coverings when not eating.
- All front-of-house surfaces will be disinfected regularly, including door handles, screens, phones, pens, and keyboards, as well as tables, chairs, and other areas of high hand contact frequently.

OUTDOOR CENTER/YURT:

- "Your car is your base lodge" is one of the mantras of '20-'21. Outdoor Center/Yurt space capacity is very limited, and is reserved for people who need access to our Rentals, Retail, and Ski School.
- Signs will be posted at all entrances clearly indicating that no one may enter the lodge if they have symptoms of respiratory illness.
- Port-o-lets are located at the edge of Outdoor Center parking for guest convenience.
- Outdoor Center staff will maintain a presence between parking lot and O.C. to answer questions, direct guests to appropriate areas, and pass out physical trail passes to those who purchases passes online.

Inside the Outdoor Center and Yurt, the following protocols are required:

- Cloth face coverings must be worn at all times, covering nose and mouth. State of Vermont does not allow for any exceptions to this rule.
- Hand sanitizing is paramount- hand sanitizer is available in all of our buildings.
- Physical distancing is required everywhere. Six-foot minimum; more than 6 feet is recommended whenever possible.
- All common spaces and equipment, including bathrooms, frequently touched surfaces and doors, tools and equipment, and vehicles will be cleaned regularly, and prior to transfer from one person to another, in accordance with [CDC guidance](#).
- Touch-less transactions will be used whenever possible.

WAXING SHED

- No public waxing benches available in outdoor center or yurt.
- A new waxing shed has been placed on the west side of the outdoor center parking lot with ventilation and space for two people to wax simultaneously.

RENTALS:

- Equipment rentals (ski and snowshoe) are available in the Outdoor Center and Yurt. Two locations for rentals in the O.C., and one in the Yurt, will allow us to keep people spread out and avoid congregation and wait times.
- Equipment can be reserved in advance via our online BRM portal.
- Outdoor Center is limited to 10 people upstairs, and 10 downstairs. Yurt is limited to 10 people total.
- Equipment pickup and drop-off will be designed to allow for recommended physical distancing.
- Contact surfaces will be disinfected regularly.
- Equipment rented to guests will be cleaned and disinfected prior to use by the next guest.
-

Rescue/First Aid:

- Patients with signs/symptoms consistent with COVID-19 will not be treated or tended to by TFL employees unless patient has emergent trauma or respiratory distress. If only signs/symptoms of COVID-19 are present, patient will be instructed to return home immediately and contact primary provider. If patient must be treated for trauma or respiratory distress, elevated Personal Protective Equipment consistent with COVID-19 protocol must be worn.

Personal Protective Equipment:

- Rescue team must wear three-layer face covering at all times while inside or responding to patients, as well as medical grade protective gloves and eye protections (goggles, face shield, wrap glasses) while assisting all patients.

- When assisting patient with signs/symptoms of COVID-19, N95 respirator, face shield, Gore-Tex jacket, and medical gloves must be worn.
- All patients will be provided a three-layer face covering. This must be worn by patient for duration of care.

LESSONS:

- Contact tracing information will be collected for all lessons.
- TFL Outdoor Center team will limit numbers for group lessons, and may suspend group lessons at any time if deemed unsafe.
- All students must wear a face covering at all times.
- If TFL OC instructors deem behavior of any student to be unsafe due to an unwillingness to observe COVID rules, lesson may be terminated immediately with no refund.

SNOWMAKING:

- Snowmaking will operate as normal, but with an increased focus on safety and COVID protocols.
- Where necessary, equipment (radios, hand tools, vehicle interiors) will be wiped down with the appropriate disinfectants.
- Employees will follow face-covering and hand-cleaning protocols.

TICKETING:

Season Passes/Trail Passes

- Season passes and day passes can be purchased online prior to arrival, and can be purchased using QR codes posted in multiple locations, including parking lot, outside O.C. and Yurt, Bierhall, and Kaffeehaus.
- Season pass use and Day Use will not be limited.

EMPLOYEES:

All TFL employees must fully comply with the policies, protocols, and guidelines outlined by the State of Vermont, and the Vermont Ski Resort COVID-19 Winter Operations Guidance. TFL team is responsible for tracking and following any changes in CDC/State of VT guidelines.

- All employees, including those already working (except healthcare workers, first responders, and others already trained in infection control, personal protection/universal precautions), must complete, and employers must document, the training on mandatory health and safety requirements as provided by VOSHA, or another training program that meets or exceeds the [VOSHA-provided standard](#) by May 4, 2020, or before returning to operations. Employers who need translations of the training materials have one week from the time the materials are made available.
- Employees must complete the safety and return to work requirements. <https://www.surveymonkey.com/r/trappfam>

- Employees shall not report to, or be allowed to remain at, work or job site if sick or symptomatic (with fever, cough, and/or shortness of breath). No symptomatic or COVID-19 positive workers are allowed on-site and any worker(s) who have contact with a worker or any other person who is diagnosed with COVID-19 are required to quarantine for 14 days.
- An on-site health officer will be assigned at every shift and is responsible for ensuring compliance with the Executive Order and the Addenda thereto and with applicable ACCD guidance. This person shall have the authority to stop or modify activities to ensure work conforms with the mandatory health and safety requirements.
- Prior to the commencement of each work shift, all employees shall complete a health survey either in person at the work site or prior to arriving at the work site. This screening survey shall require an employee to verify that he or she has no symptoms of COVID-19 (fever, cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, fatigue, muscle or body aches, headache, congestion or runny nose, sore throat, new loss of taste or smell, nausea or vomiting, diarrhea) before they enter the workplace.
- Accommodations for employees at higher risk from COVID-19 infection (as currently defined by the CDC) to work remotely or have job tasks that minimize public interaction will be considered.
- Employees must wear face coverings over their nose and mouth when in the presence of others.
- Employees must observe strict physical distancing of six feet while on the job. Customers shall observe strict physical distancing of six feet while on location, to the extent possible.
- Occupants of designated common areas, such as break rooms and cafeterias, will maintain strict physical distancing of no less than six feet per individual. The occupancy limit will be enforced, and employees will be required to wipe down their area after use or shall ensure cleaning of the common areas at regular intervals throughout the day.
- When working inside, open doors and windows to promote air flow to the greatest extent possible as weather permits and limit the number of people occupying a single indoor space.
- No more than two people shall occupy one vehicle when conducting work.
- Employees will have easy and frequent access to soap and water or hand sanitizer during duration of work, and handwashing or hand sanitization is required frequently, including before entering and leaving job sites.
- Employees with the capacity to telework remotely when practical without impeding productivity will be encouraged to do so. The needs of high-risk individuals, those workers who may have childcare needs that cannot be met due to the closure of schools or childcare facilities for reasons relating to COVID-19, and those individuals with concerns about personal health circumstances will be met.
- Use of shared workspaces, desks, offices, etc., is discouraged to the maximum extent practicable.
- Face-to-face staff meetings will be limited, and physical distancing must be observed.

- Staggered work shifts, break times, etc., and expanding hours to reduce number of individuals working together will be implemented to help physical distancing.
- Limit staff travel between multiple sites.
- Ensure a safe process to receive supplies and deliveries.
-

SUPPORTING DOCUMENTS and RESOURCE LINKS:

CDC: <https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>

OSHA: <https://www.osha.gov/Publications/OSHA3990.pdf> Pages 7–17

ACCD: <https://accd.vermont.gov/content/stay-home-stay-safe-sector-specific-guidance#outdoor-recreation> ; [Phased Restart Work Safe Guidance](#); :

<https://accd.vermont.gov/content/stay-home-stay-safe-sector-specific-guidance#consumer-retail-establishments>; <https://accd.vermont.gov/content/stay-home-stay-safe-sector-specific-guidance#bars-restaurants-catering-and-food-service>

VDH: [VDH Guidance for Communities and Workplaces](#)

Middlebury College: [Return to Campus Guide](#) (for Vermont employees) and the Middlebury College [Return to Work Guide](#) (for all employees);

<https://www.middlebury.edu/office/midd2021/working-safely-middlebury>

National Ski Areas Association:

https://nsaa.org/Webdocs/Resources/Coronavirus/Playbook/SkiWellBeWell_2020.pdf

[Vermont Ski Resort COVID-19 Winter Operations Guidance](#)

Ski Safely, Stay Safe, Be Healthy, and Have Fun!!