



2020

# Ski Maine Association

COVID-19 Readiness | Module 4



2020

# Keeping Guests Safe

*Prioritizing the Health and Safety of Guests, Staff and Communities*



# How to Stay Keep Guests Safe

## Learning Objectives

After reading this module, you will be able to answer the following questions:

1. How do we set customer expectations?
2. What are the Social Distancing guidelines?
3. How do we control traffic?
4. How do we ensure cleanliness at Ski Maine facilities?

## A 'New Normal' for Guests

The ski and snowboard industry values and prioritizes the health and safety of its guests, staff, and local communities. We demonstrate this commitment to our stakeholders by implementing the following operating best practices for the 2020-21 winter season, or for as long as needed, scaled appropriately in response to the COVID-19 pandemic.

As ski industry employees, it is important that you are aware of the new COVID-related rules and regulations. You will be on the frontlines of cooperating with our guests to ensure the safety of all stakeholders.

# How are We Setting Guest Expectations?

**“The ski industry led the business community last spring with our responses to the COVID outbreak and intends to lead again with providing responsible and safe outdoor winter recreation for millions of people this next winter.”**

- Stephen Kircher, CEO/President, Boyne Resorts

## How are We Setting Guest Expectations?

The Ski Maine Association wants to prepare guests for the realities of our 'new normal' as early as possible. For this reason, we are educating our guests about what they can expect at our facilities from the moment they make reservations. This accomplishes two very important goals for us.

- 1. It shows guests that our ski industry is proactively taking steps to keep them safe.**
- 2. It allows guests to familiarize themselves with what will be expected of them while they are visiting our facilities.**

As ski industry employees, you should expect that guests will still make mistakes in spite of being previously prepared. It is normal for people to not retain everything they have been taught. When guests make mistakes, just point them in the right direction or kindly remind them of what the expectations are.

# Social Distancing

- *Social distancing* or *physical distancing* will be enforced at all Ski Maine Association facilities whether at an **indoor or outdoor** environment. Remember, even though COVID transmission is less likely in outdoor environments, we believe it is better to be safe than sorry. It is important that individuals maintain a minimum of **6 feet distance** wherever possible. (Keep in mind, 6 feet is approximately the length of your skis).
- How will this be implemented at our facilities? Social distancing might look different based on the environment where it is being enforced. Ski areas will create **operational plans** that allow for appropriate spacing between parties. This includes but is not limited to the following parts of the operation: lift queues, ticket queues, ski and snowboard lessons, employee spaces, and food and beverage outlets.





# Social Distancing



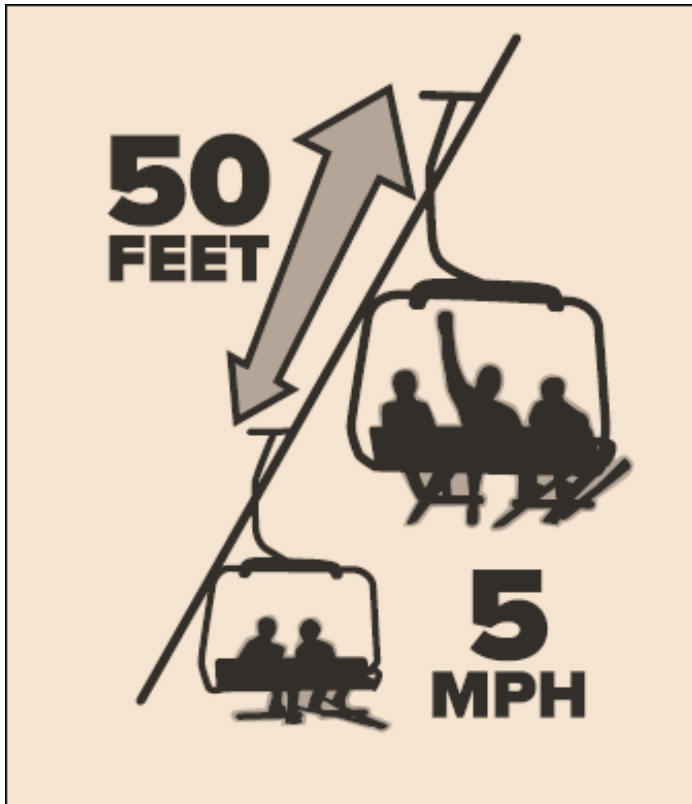
## Lift Queues

Physical distancing in lift queues occurs organically due to the length of skis and snowboards. Ski area employees have vast experience managing queues and the expertise to ensure a consistent flow of appropriately-spaced traffic.

## Loading the Chair

Guests will be asked to self-group and load the chair with their traveling party. Lift attendants **will not** require guests to ride a chairlift with people they do not know. High capacity chairlifts and closed cabin carriers may be the exception and may be loaded in a way that allows for physical distancing.

# Social Distancing



## Riding the Chair

The average chairlift ride is 7 minutes, considerably shorter than most transportation activities such as riding a bus or taking a trip on an airplane. The average chairlift travels at approximately *5 mph*, 7 feet every second, providing constant directional airflow. Chairs are spaced approximately **50 feet** apart. Express lifts, found at many ski areas and resorts, travel at nearly 17 mph, with chairs spaced over 100 feet apart.

## Unloading the Lift

Standard ski area safety rules and on-mountain signage require that people clear the unload area quickly after disembarking. Once clear of the chair, skiers and riders have wide-open spaces on which to slide.

# Restricting Guest Numbers

## How do we appropriately limit numbers of guests?

The Maine CDC has provided guidelines for restricting the numbers of guests who attend indoor events. These guidelines are always changing based on currently available information. To keep track of these changes, continually visit the CDC's website.

Please click the LINK to [The Maine CDC](#) (under the heading Restarting Maine's Economy, Stage 4). By reading this section, you should be able to answer the following questions:

- ✓ How do we determine the occupation limits for an indoor standing event?
- ✓ How do we determine the occupation limits for indoor activities?
- ✓ How do we determine the limits for allowed guests at outdoor events?



# Outdoor Environments

Outdoor spaces will be more important than ever this year, especially in facilities that have limited indoor space. Outdoor spaces that offer seating, shelter and/or warmth are ideal for use. Facility managers may add tents, portable heaters, and fire pits to these outdoor areas. Outdoor furniture can be expensive, but boulders and timbers are usually accessible. Seating does not have to be fancy.

Nonetheless, physical distancing and traffic flow guidelines will still apply in outdoor environments. Supervisors may set-up pinch points, outdoor queues, one-way traffic flows, barriers, or extra signage to encourage physical distancing at all times. Just be flexible – willing to adjust to the new realities of the area to which you are assigned. Furthermore, remember that this ‘new normal’ is not only new to you. It will be new to your guests as well.

# How to clean and disinfect

**Wear disposable gloves** to clean and disinfect.

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

Cleaning with soap and water **reduces number of germs, dirt and impurities** on the surface. **Disinfecting kills germs** on surfaces.

**Practice routine cleaning** of frequently touched surfaces.

- More frequent cleaning and disinfection may be required based on level of use.
- Surfaces and objects in public places, such as shopping carts and point of sale keypads should be cleaned and disinfected before each use.

**High touch surfaces include:**

- Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.

Pay attention to the 6 steps for safe & effective disinfectant use

# Steps for Safe & Effective Disinfectant Use

## Step 1

- **Read the directions** Follow the product's directions. Check "use sites" and "surface types" to see where you can use the product. Read the "precautionary statements."

## Step 2

- **Pre-clean the surface.** Make sure to wash the surface with soap and water if the directions mention pre-cleaning or if the surface is visibly dirty.

## Step 3

- **Follow the contact time.** You can find the contact time in the directions. The surface should remain wet the whole time to ensure the product is effective.

## Step 4

- **Wear gloves and wash your hands.** For disposable gloves, discard them after each cleaning. For reusable gloves, dedicate a pair to disinfecting COVID-19. Wash your hands after removing the gloves.

## Step 5

- **Lock it up.** Keep lids tightly closed and store out of reach of children.



# How to clean and disinfect

**Always read and follow the directions on the label** to ensure safe and effective use.

- Wear skin protection and consider eye protection for potential splash hazards
- Ensure adequate ventilation
- Use no more than the amount recommended on the label
- Use water at room temperature for dilution (unless stated otherwise on the label)
- Avoid mixing chemical products
- Label diluted cleaning solutions
- Store and use chemicals out of the reach of children and pets

You should never eat, drink, breathe or inject these products into your body or apply directly to your skin as they can cause serious harm. Do not wipe or bathe pets with these products or any other products that are not approved for animal use.

# Check the Maine CDC Regularly



Please keep in mind, researchers are constantly learning more about The Novel Coronavirus and as a result Maine Center for Disease Control (Maine CDC) guidelines are consistently being updated.

You can always check the Maine CDC's COVID-19 Updates and Information page by clicking on this [LINK](#).

# Keeping Guests Safe Quick Check

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**STOP**

**CHECK YOUR KNOWLEDGE OF HOW  
TO KEEP GUESTS SAFE BY  
ACCESSING THE KEEPING GUESTS  
SAFE QUICK CHECK.**

**CLICK THIS LINK TO ACCESS  
THE KEEPING GUEST SAFE AT  
WORK QUICK CHECK.**

**THE GOAL IS TO SCORE AT LEAST  
80% BEFORE MOVING ON TO SHOW  
WHAT YOU KNOW.**