

## Brenwynne Grigg

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**From:** Day, Kirby (HAP) [REDACTED]  
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**Subject:** TBMP --- Return to Open Informational Resource  
**Attachments:** Return to Opening Considerations final.pdf

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TBMP Members – this may be of interest to you. Lots of things to think about.  
Dave thanks for forwarding this on to us.  
All please stay safe and healthy. (It's a sunscreen weekend coming ..... YAY!!)

Take good care, Kirby

Find up-to-date information on CBJ's response to the COVID-19 pandemic at [juneau.org/COVID-19](http://juneau.org/COVID-19).



I thought some of the TBMP and VPCWG may find this helpful. Feel free to share if you would like.

Thanks

Best Regards,  
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## Operational Considerations

As states and local governments start to allow businesses to slowly reopen, it's important to begin your own pre-planning and preparation for opening your resort for the summer season. With so many decisions to make, Safehold Special Risk would like to offer a brief overview of operational considerations to review in preparation for future opening.

1. **Preparing the workplace for employees to safely return to work:** follow OSHA, CDC, local health department and state guidance. Look at each task, consider exposures, develop workplace cleaning and work schedules, review and update JHA's, review and implement PPE protocols, health practices, stay at home if sick policy, exposure reporting, etc.
2. **Prepare and clean the facilities:** Prepare your resort for the new season. Complete food and beverage and kitchen sanitizing, consider removing self-serve stations and condiments, review bathroom cleaning schedules, develop activity preparations, review maintenance and inspection requirements, etc.
3. **Promote personal responsibility, personal hygiene and health:** Consider providing facilities for handwashing, post reminders and notices to stay at home if sick, try to provide touch-less items like hand sanitizers, single use towels, garbage cans, etc. to help prevent the spread of COVID-19
4. **Adapt operations for physical distancing:** Review your business and marketing plan and adapt your resort with right-sized capacities and activities reasonable for the current environment. Consider touring your resort and plan for implementing activities that allow staff to feel reasonably safe.

Some steps to consider from these four areas:

- Consider updating JHA's for all job tasks to keep staff reasonably safe and healthy and prevent the spreading of the virus. Implement an employee agreement with procedures and policies for each department and job position tasks following local health department, CDC, OSHA protocols. Please refer the following guidelines:
  - <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
  - <https://www.osha.gov/Publications/OSHA3990.pdf>
  - <https://www.cdc.gov/coronavirus/2019ncov/prepare/disinfecting-building-facility.html>
  - <http://nsaa.org/member-home/coronavirus/pandemic-playbook/>
- Consider updating or revising your short-term business and marketing plan which allows you to successfully provide recreation that adapts capacity and scope of your activities and sales for the summer. Think of your guests and employees while following physical distancing standards of your region with guidance from local health department, CDC and state agencies. See
  - <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

Are you considering food and beverage? Consult the National Restaurant Assoc. guidance:

- <https://go.restaurant.org/rs/078-ZLA-461/images/National-Restaurant-Association-COVID19-Reopening-Guidance.pdf>

- Have your team study the flow of guests throughout the entire resort and each activity. Develop plans and procedures that staff and management can implement easily following local health department and CDC guidelines for physical distancing for each activity.
  - Control access: close off access at redundant locations, right-size the capacity, educate guests where to park making physical distancing clear from the beginning of their visit. Staff can assist or signage may be needed for this;
  - Consider one-way traffic flow for the entire experience to limit bottlenecks and congregation of people exceeding your local group size limits;
  - Provide signage clearly outlining “we are in this together” “protect yourself” “practice good personal hygiene and personal responsibility” messages to the guests;
  - Consider limiting access to lodges, buildings and areas you want to keep clear. Think of signage and enforcement protocols. Start in the parking lot and control the direction of flow while providing physical distancing throughout the resort;
  - Consider fencing, rope lines, corrals to control access to certain activities, tickets and necessary lodge functions such as bathrooms;
  - Consider your bathroom options. Do you have bathrooms with one-way entrances and exits or are porta potties a better option? Provide hand-washing stations, wipes, single use towels, hand sanitizers, trash receptacles with possible notices or reminders for personal cleaning before and after use.
- Consider “touch points” and engineer out areas of concerns by providing “touchless access” if possible:
  - Door openings-consider opening facilities with automatic doors, push bars, foot or elbow grabs or propping doors open - maybe consider selling logo door grabs or other unique solutions with the resort logo so people can avoid prolonged contact with impermeable surfaces;
  - Bathrooms - (see above) - Consider touchless options when possible for sinks, soap, towels, doors, lights, etc.;
  - Hand sanitizers- can you provide it touchless?
  - Garbage receptacles-consider removing lids or cutting holes in lids to prevent touching;
  - Provide wipes, tissues and other means for opening doors, these items may also help with sneezing or coughing;
  - Do you still provide tables, chairs and how do you space them? (maybe sell logo blankets for outside instead of providing tables in the summer). Consider all options.
- Consider website and social media messaging:
  - Use the opportunity for personal responsibility message – “We are all in this together”
  - Consider selling “tee-times” for activities and having daily capacity limits;
  - Consider activity time limits - turnover parking spaces and activity capacities?
  - Remote sales of tickets and activities if possible;
  - COVID-19 messaging-provide updates and assurances you take it seriously.

- Consider access and sales. How can we eliminate cash transaction and protect cashiers?
  - Old ticket booth method with sneeze shields, or parking lot access points with POS?
  - Online sales, tracking, limited capacity, direct to lift RFID;
  - Consider options for tickets: maybe colored bracelets or cards; old school tickets applied to shirt or wicket with message of the day or daily color clearly visible for no-touch ticket checking;
  - Some resorts could consider selling an “All Access Pass” to simply enter your resort and all activities are included in that price? Get creative.
- Consider and plan each activity – physically go through each potential activity you want to provide for your guests and review your plan. Check out the Amusement industry guidelines at: <https://www.iaapa.org/reopening-guidance-considerations-attractions-industry>
  - Consider the employee/guest contact, expectations and goals (ticket checking, assistance, instructions, inspection of equipment, etc.)
  - Emergency response planning: review first aid response and transport plans, PPE, medical direction and health department protocols, staffing, local EMS support, ingress and egress plans for emergency, policing physical distancing, update your EAP!
  - Transportation: keep employee safety in focus. Buses and shuttles (if used) may need new protocols for seating, entering and exiting.
  - Lifts and gondolas-what considerations are needed for spacing of people, assistance of passengers, speeds, capacity, cleaning, etc.?
  - Cleaning and sanitizing activities before and after use: this will vary with each activity
    - Does the manufacturer have guidance for cleaning or requirements for use and inspection that you still must follow?
    - Preparation of activity for the next guest. Is there cleaning needed? Some physical activities (mountain biking, Aerial Adventure Courses) may have added potential exposure to the next participant due to respiration which you may want to consider what reasonable best practices can be implemented.
  - Capacity adjustments-allow families to ride together, limit numbers for physical distancing, slow down lift speeds to prevent incidents and need of attendant assistance, increase distance between guest on alpine slides, tubes, trails and other activities
  - Queuing: Separation, direction of lines (one-way), more corrals and fencing, more space, new signage, new instructional signage, maybe a place to add advertising?
  - Is there PPE needed for guests and/or employees? Might be different for each activity.
  - How do we assist, supervise, inspect and guide guests now? Control the message.
  - Exposure concerns and reporting: quarantine, health department notification, decontamination protocols, employee notification, contact tracing, testing etc.
  - Do we need to apply some of these considerations towards skiing in the future?

The above information is only a partial list and is only offered for you and your business to consider during this current pandemic; of course we advise you to follow direction from your local health department, county and state agency guidance as well as the CDC, OSHA, WHO and the federal government guidelines and rules as they are provided for you. Please reach out to your partners at Safehold Special Risk if we can assist you during this time. **We Are in This Together!**