

SKI NEW HAMPSHIRE

SKI AREA DRAFT GUIDANCE

For decades in the Granite State, ski areas have provided outdoor opportunities for visitors to enjoy New Hampshire's wide-open natural settings in a safe and responsible manner. Today, with a new challenge facing the State, the snow sports industry and ski area owners stand ready to prepare and implement further safety measures for the experience of our guests and employees, through best practices that have worked in other outdoor settings as well as adopting guidance from public health officials.

Safeguarding Guidance:

The intent of these recommendations is to reduce transmission of COVID-19 among employees and guests; support healthy business operations; and maintain a healthy work environment.

In addition to strict adherence to U.S. Centers for Disease Control and Prevention (CDC), Equal Employment Opportunity Commission (EEOC) and Occupational Safety and Health Administration (OSHA) guidance, and US Food and Drug Administration (FDA) the State of New Hampshire recommends policies and procedures to protect consumers and employees, including:

General Guidance to Protect Employees and Consumers:

1. Review and follow the Universal Guidelines for All New Hampshire Employers and Employees.
2. Review and follow the Retail guidance.
3. Review and follow CDC guidance for businesses and employers.
4. Review and follow CDC guidance for cleaning and disinfection.
5. If providing Food Services, follow Food Service Industry guidance.
6. Staff must wear cloth face coverings at all times when in the retail facility, in public locations where 6-foot distancing cannot be achieved, and in shared staff areas (e.g. break rooms), even if other individuals are not immediately present, and when interacting with guests.
 - a. Provide training on cloth face coverings based on CDC guidance for Use of Cloth Face Coverings.
 - b. People wearing face coverings should not touch their eyes, nose, mouth, or face, or adjust their face covering without first sanitizing hands. After touching face or adjusting face covering, hands must be sanitized.
7. When indoors all guests shall wear a cloth face covering over their nose and mouth when in any lodges, facilities or in public spaces with other individuals present unless they are eating or drinking.
8. Alcohol-based hand sanitizer must be made readily available and must be placed throughout the ski area, including on entry, in key walkways, in food and beverage locations, in shops, at

checkout locations, and at exits. Hand sanitizer must also be provided in non-public settings such as maintenance areas, workshops, offices, and break areas.

9. Commonly touched indoor surfaces, work areas, and public areas should be frequently cleaned and disinfected according to CDC guidance every 2 hours and at the end of each shift.

10. Staff and guests should maintain a distance of at least 6 feet from others at all times when one or more are not wearing a face covering.

11. Ski area employees shall make efforts to remind visitors to wear their face coverings and abide by social distancing policies in place

Employee Protection:

1. Employees must be provided with education and training around safe practices as it relates to hand hygiene, sanitation (cleaning and disinfection policies), and illness policies outlined in the Universal Guidance and other guidance affecting business operations.

2. Employees must be screened (questioned) about symptoms of COVID-19 before each shift as outlined in the Universal Guidelines for All New Hampshire Employers and Employees. Staff with any symptoms should not be allowed to work.

3. Require all employees to report any symptoms of COVID-19 or close contact to a person with COVID-19 to supervisor.

4. Employees without face coverings or not behind a clear barrier must work at least 6 feet apart at all times (whether indoors or outdoors) and should maintain at least 6 feet of distance with guests. Weather permitting, breaks and lunches should be outdoors when possible.

5. Tools and equipment used indoors will be cleaned and disinfected as needed throughout the shift.

Consumer Protection:

1. All ski areas should have a pro-active communication plan to educate guests prior to their visit about the health and safety practices at the venue and what the guests need to be aware of when they arrive. Such communication plans shall include, but not be limited to, online methods (e.g., website, social media sites), email, print or other electronic communication, that provides ski area information, reservations or confirmations to the guest.

2. Ski areas must build social distancing and capacity controls into all aspects and operations within their lodges and other indoor facilities available to the public.

3. Guests and visitors should be presented with the following questions when purchasing or accessing their daily lift ticket or trail pass. A version of this checklist shall be on the area's website and be included in reservation confirmations. If guests answered yes to any of these questions, they will be asked to not put employees and other guests at risk and to come back another day when they feel better.

a. Have you been in close contact with a confirmed case of COVID-19 in the last 14 days?

- b. Are you experiencing any respiratory symptoms, including a runny nose, sore throat, cough, or shortness of breath?
 - c. Have you had a fever or felt feverish in the last 72 hours?
 - d. Are you experiencing any new muscle aches or chills?
 - e. Have you had any new changes in your sense of taste or smell?
4. Signage must be prominently posted informing customers about symptoms of COVID-19 and guests/visitors should be asked to:
- a. Remain home if experiencing symptoms of COVID-19 (see 3a.-e.);
 - b. Keep a safe indoor distance of at least 6 feet from other guests visiting the ski area; and
 - c. Practice frequent hand hygiene/washing.
5. When outdoors, visitors and staff shall be required to wear a cloth face covering over mouth and nose to protect others when on the premises of the ski resort unless they are skiing on a trail, physically distanced (physically distanced 6 feet or more), eating or drinking.
6. Personal possessions (i.e. boot bags or lunch coolers) will be discouraged from being brought inside any public space or building at a ski area. Such possessions should not be left unattended in any indoor space or building.

Business Process Adaptations:

1. Capacity limits for indoor facilities and enclosed operations shall be established and managed so that appropriate social distancing is able to be safely maintained with 6 feet of separation between parties at all times. Family members (e.g. a parent and child) and related parties are allowed closer than 6 feet to each other.
2. Admission limits to indoor facilities and enclosed operations will be determined for daily and hourly capacities to ensure appropriate social distancing pursuant to the Universal Guidelines, Retail Guidance, Food Service Guidance and Child Care Guidance. Advance reservations and electronic purchase of lift tickets, trail passes, rentals and lessons are strongly recommended.
3. Indoor facilities and enclosed operations shall clearly mark physical distancing spaces/guidelines with floor/ground markings, seat markings, or signs. This will properly result in fewer indoor seats for guests at ski areas.
4. Visitors and guests will enter and exit facilities to ensure one direction foot traffic flow, where possible. One-directional flow will be encouraged at all facilities, including clearly marked ingress and egress points and easy-to-understand directional signage that will show the direction of traffic flow.
5. Utilize touch-free/contactless payment options when possible, reducing face-to-face purchase transactions. Guests should purchase tickets, schedule child care services or reserve rentals and lessons online whenever possible.

6. Place plexiglass or other types of barriers/hygiene screens between guests and staff who are in frequent close interaction areas wherever practical to reduce exposure to a person's respiratory droplets. Clean the barriers/hygiene screens regularly.

7. Any seating or furniture must be configured in order to maintain physical distancing between unrelated parties. Family members and related parties may be seated together and they must be 6 feet apart from unrelated parties, both side-to-side and front-to-back.

8. Limit surfaces touched by visitors and employees, i.e. leave doors open where possible, no access to public water fountains and remove lids from trash cans.

9. Lift Operations

- a. Face coverings will be required in all lift lines and while loading, riding, and unloading the lift.
- b. Family members and parties who have traveled together are allowed to ride the lift together. Other individuals may choose to ride with another individual on open air lifts.
- c. Enclosed cabin lifts (e.g. gondolas) with a maximum of 4 passengers will not have a singles line; shall keep their windows open, and; shall only carry family members and related parties. Gondolas with a maximum capacity of 8 passengers shall also keep their windows open; encourage only family members and related parties in each cabin; and, allow up to two unrelated guests to ride by themselves in a cabin. All guests shall be required to use face coverings on such lifts.
- d. Lift operations staff will use appropriate protections (face coverings, gloves, etc.) depending upon tasks and/or locations that may not allow social distancing.
- e. In order to disperse people and maintain social distancing upon unloading the lift, signs may be deployed (at the base and summit of the lift) encouraging people to move away from the unload area as soon as they disembark.
- f. Staff may ride the lift with a guest as long as they agree in advance and that all parties wear a face covering.

10. Ski Area Shuttle Use

- a. Shuttle drivers and passengers shall be required to wear face coverings.
- b. Shuttle windows shall be kept open, when possible.
- c. High touch areas should be sanitized after each transport.
- d. While waiting for the shuttle, guests shall maintain social distancing.
- e. Hand sanitizer should be made available for guests when boarding the shuttle.
- f. Single seating shall be available for guests as well as grouped seating for riders who are together or a family.

11. Participants in ski school instructional classes, coaching groups and other educational activities shall be required to follow all guidance in this document, including the wearing of face coverings where 6-foot physical distancing isn't possible.

12. Competitions – all officials and participants shall be required to follow all guidance in this document, including the wearing of face coverings where 6-foot physical distancing isn't possible, and additionally will adhere to the following modifications to competition operations:

- a. Mass starts will not be allowed;
- b. Teams will remain in their cohort groups;
- c. Masks must be worn in start/finish zones by coaches, officials and athletes, other than while directly competing;
- d. Onsite awards ceremonies will not be allowed, and;
- e. Amateur & youth sports guidelines shall be followed.

12. Ski equipment rental centers at ski areas shall also limit capacity so that social distancing may be maintained and face coverings will be required by guests and employees. All rental equipment will be disinfected after each use.

13. Music and other forms of base lodge area entertainment shall only be permitted outdoors. Face coverings and social distancing will be required.

14. Retail settings must follow the guidelines outlined in the New Hampshire Retail Store Guidance.

15. Any food service offered at a ski area shall follow the New Hampshire Food Service Industry Guidance.

16. Child care services shall follow the New Hampshire Child Care Guidance.