



# Swain Resort COVID-19 Master Plan

Our top priority at Swain is the health and safety of our staff and our guests. We are committed to proper sanitation and cleanliness for the safety of everyone.

Swain has responded to the COVID-19 pandemic by implementing a strict standard of cleanliness and customer service across the resort for the upcoming season.

Below we have detailed our plans to help keep guests and staff safe and healthy throughout the season, so that we may continue to provide the home away from home at Swain that you all know and love.

## Occupancy

We have decreased total occupancy for the lodge and outbuildings to 50%, and for the slopes to 75% of total capacity to ensure proper distancing at all times. In addition, we are utilizing more kiosks and have employed additional staff to assist in high traffic areas to prevent unnecessary crowding and help with traffic flow.

## Physical Distancing/Face Coverings

A distance of at least 6 feet must be maintained among individuals, including employees and patrons, except members of the same immediate party/household/family. In order to be permitted entry to the property and facilities at Swain Resort, employees and guests must:

- Wear a face covering at all times, unless seated in a designated area and are eating and/or drinking, or actively engaged in skiing, provided they are over age 2.
- Sign in upon entering the facility, providing their full name and phone number for use in contact tracing efforts. Swain Resort will have an online waiver and paper sign-in sheets available for this purpose.

All employees, as well as guests participating in snowsports lessons or race training, must complete a health screening as mandated by the state of NY.

Six feet of distance must be maintained among individuals at all times, unless safety or the core activity requires a shorter distance (e.g., assisting a downed skier, helping with ski boot/ski fitting, or certain lesson activities.) This does not apply to members of the same immediate party/household/family. The six foot distance mandate includes, but is not limited to:

- Inside the main lodge, cafeteria, restaurant, guest services, retail and rentals, and the race building/picnic room, as well as all employee and guest areas.
- Outside in the parking lot, base area, lesson area, on ski lifts, and at all outdoor workstations and warming huts.

Chairlift occupancy will be two persons to a chair, one at each end, unless the skiers are of the same party/household/family.

Guests are encouraged to limit time in lodges to brief intervals (e.g., 15-30 minutes) to allow for appropriate social distancing.

## Personal Belongings

Guests will no longer be permitted to leave personal belongings and shoes unattended in the lodge and/or the rental shop. Schools will be encouraged to provide bins for student belongings to be stored on buses or in personal vehicles, if lockers are not being utilized.

## Sanitization

Swain has provided sanitization stations at all high traffic areas, including guest services, dining, restrooms and the rental shop. Sanitizing will be required at each rental station in the rental shop. Instructor staff will also be sanitizing, as should lesson groups, before lessons begin.

High touch areas will also be sanitized after each use. This includes pens, computer mouses, keyboards, printers, doorknobs and benches. Rental equipment will continue to be disinfected after each use and we encourage students to wear hats or liners under their helmets to provide additional protection.

# Signage

Signage has been placed throughout the resort to remind guests and club members to remain six feet apart from one another. Signs have also been installed to indicate separate entrances and exits, as well as in high traffic areas to remind guests and staff that masks are required.

# Pre-Purchasing

Swain Resort encourages patrons to purchase tickets, lessons, and rentals in advance on our website or over the phone, and to sign daily contact tracing waivers in advance. This allows for expedited pick up of daily lift tickets, pre-assignment of lesson groups, and expedited pick up of ski and snowboard rentals.

# Rentals

Occupancy in the rental shop and while trying on/putting on boots will also be limited. We encourage guests to allow additional time. Guests will be able to purchase rentals online ahead of time and input all information needed for the rental shop employees to quickly select and set up skis and boots as guests arrive. There will be one entrance and one exit to the rental shop to allow for easier physical distancing.

All rentals will be disinfected according to CDC guidelines between use.

# Snowsports School

All employees and guests involved in snowsports lessons will be required to complete a health screening prior to instruction. This can be done online ahead of time, or in person (online is preferred.)

In order to ensure lesson and outdoor capacity restrictions are followed, all lessons (even pre-paid or school club lessons) must be reserved ahead of time.

Capacity will be limited to 10 people for adult lessons and 6 people for child lessons, exclusive of the instructor. Six feet of distance (except brief contact to address a health or safety risk) and face coverings will be required for the length of the lesson.

# Ski Racing

The 50% capacity limit also applies to the race room and building (excluding employees.) Racers will be asked to enter the race room only briefly, and then to exit as soon as possible. Social distancing and other precautionary measures (outlined below) will be practiced at all times.

Racers, coaches, and volunteers must be six feet apart at all times, unless safety or the core activity requires a shorter distance (e.g., assisting a downed skier,) except for members of the same immediate party/household/family. Team meetings and coaching de-briefs will be held outside in an open area. Spectators will not be allowed in the race room or on the race deck. Swain will abide by Section V's determination as to whether spectators will be allowed onsite to view the race.

Guests and racers will no longer be permitted to leave personal belongings and shoes unattended in the lodge and/or the race building. Teams will be encouraged to provide bins for student belongings to be stored on buses or in personal vehicles, if lockers are not being utilized. Lockers are available for rent in the race room and in the main lodge.

Coaches/Advisors may provide their racers with individually bottled beverages and single-use food items in a dedicated area. Only one racer may be present in the space (at the food table) at any given time, and any players waiting in line must maintain six feet of distance from one another. Hand hygiene before and after accessing the food table for any reason is required.

## Air Filtration

Swain Resort commits to continuously inspecting and servicing all room ventilation systems and filters to ensure that they are working properly and within service life. All rooms will be ventilated for longer hours than normal to ensure the continuous circulation of fresh air within the facilities. Where ventilation systems are not installed, we will ventilate as much as possible according to customer comfort and outside temperature.

We have installed portable air cleaners throughout the resort in various places that otherwise have poor ventilation.

## Protective Equipment

All employees and guests are required to wear face coverings at all times, with the following exceptions:

- Individuals may be temporarily permitted to remove face coverings while eating or drinking, so long as they are seated and maintaining 6 ft. of distance from others, unless they are members of the same party/household/family.
- Individuals may be temporarily permitted to remove face coverings while skiing down the mountain, provided they maintain 6 ft. from others.

Swain Resort will provide employees with an acceptable face covering at no cost to the employee. We will train employees on how to adequately put on, take off, clean (as applicable), and discard PPE.

Swain Resort is encouraging the use of online prepurchase for as many transactions as possible. We will be using ticket windows rather than the guest services office inside. Physical barriers will be installed at checkout registers, ticket stations, concessions, and anywhere that physical distancing cannot be maintained.

At Swain Resort, to the best of our abilities, we limit the sharing of objects and the touching of shared surfaces. Employees may wear gloves (provided) when in contact with shared objects and must perform hand hygiene before and after contact.

Guests and staff are encouraged to wear ski gloves when riding lifts.

## Hygiene, Cleaning and Disinfection

Swain Resort will adhere to hygiene and cleaning/disinfection requirements as advised by the CDC and DOH. Logs will be maintained that include the date, time, and scope of cleaning and disinfection.

We will provide and maintain hand hygiene stations onsite, including soap, running warm water, and disposable paper towels, and where running water is not provided, hand sanitizer stations throughout the facility.

Regular cleaning and disinfection of the facility, as well as more frequent cleaning/disinfection of high touch and high risk areas will occur multiple times per day.

Rental equipment will be cleaned and disinfected between each use.

Restrooms and locker rooms will be cleaned and disinfected at least twice a day.

Shared workstations will be cleaned and disinfected between use by different employees.

Shared objects, seating areas and other shared surfaces will be cleaned and disinfected daily or more often depending on frequency of use.

This plan is by no means exhaustive and Swain will continue to monitor the COVID situation, making adjustments to our plan as necessary. We look forward to seeing you all back here for the 2020-21 season. Stay safe.