



## Bike Patrol Health & Sanitation Program

Our mission is to ensure the safety of our guests, homeowners and staff.

*In preparing to open, we are closely monitoring and working with our local and state government officials on required mandates. We will continue to make changes as necessary or as appropriate.*

# Health & Sanitation Guidelines

## 1. Employee and Guest Health

The health and safety of our employees, guests and homeowners is our No. 1 priority.

**Points of Entry.** TBD by resort management, ownership and homeowner association

**Physical Distancing.** Guests and patrollers will be advised to practice physical distancing by standing at least 6 feet away from other groups of people not traveling with them while standing in lines or moving around the property.

**Hand Sanitizer.** Hand sanitizer dispenser stations will be placed at key guest and employee entrances.

**Lower Patrol Room (LPR).** Health and hygiene reminders, including proper hand-washing techniques and frequency and how to properly wear, handle and dispose of masks and gloves (in positions deemed as medium- or high-risk exposure), will be posted in public spaces. Signage will be posted on external doors requesting guests with symptoms of COVID-19 refrain from entering and, instead, call the Tamarack Resort emergency number. Occupancy restrictions will be placed in common areas to ensure social distancing.

**Employee and Guest Health Concerns.** Our employees have been given clear instructions on how to respond swiftly to and report all presumed cases of COVID-19. Staff will be instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a co-worker or guest with a cough, shortness of breath or other known symptoms of COVID-19. Employees and guests who are exhibiting any symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or patrol (guests).

**Case Notification.** If anyone is aware of a presumptive case of COVID-19, they are instructed to immediately notify patrol.

a) **Privacy Laws (HIPAA).** All employees will ensure the protection of our guests' and co-workers' privacy by not disclosing specific personal information about the individual or the treatment — such as specific tests, test results or details of a patient's illness — to the media, public or other non-involved parties.

## 2. Employee Responsibilities

Tamarack employees are vital to maintaining an effective sanitation and health program.

**Hand-washing.** Proper hygiene and frequent handwashing with soap are essential to combat the spread of COVID-19. All employees have been instructed to wash their hands, or use hand sanitizer when a sink is not available, for 20 seconds every 60 minutes and after any of the following activities: using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving, going on break and before or after starting a shift.

**COVID-19 Training.** All Patrol employees will receive training on COVID-19 safety and sanitation protocols. Employees will receive and sign a pledge adhering to safety measures that protect them and their families prior to returning to work.

**Personal Protective Equipment (PPE).** Patrollers will have access to gowns, shoe covers, gloves, N-95 masks and protective eyewear. Patrol will always use the correct PPE when working with a patient or another mountain staff member. Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the resort will be provided a mask and required to wear it while performing tasks that have a medium-to-high risk of exposure.

**Daily Pre-Shift and Timekeeping.** Employee pre-shift meetings will be conducted in areas that allow for appropriate physical distancing between employees. Staff will be asked to clock in and out through the Paylocity app installed on their mobile device. In the event staff members do not have access to a mobile device, we will ask that they sanitize the time clock machine before and after each use. Employees will be required to sanitize their hands after clocking in and out. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

**Tools and Equipment.** Shared tools and equipment will be sanitized before, during and after each shift or at the time the equipment is transferred to a new employee. This includes tablets, computers, phones, radios, folios, cleaning and maintenance equipment.

**Lift Shacks.** Employee break areas, storage rooms and lift shacks will be limited to two people per area. We ask all staff to please bring their own food and drinks that can be stored in individual lunch bags and kept in lockers or company vehicles. Use of employee refrigerators, microwaves and coffee pots is not recommended.

**Company vehicles** will be sanitized at the end of each shift or after each patient transport. Masks, gloves and proper eyewear will be worn when riding in a vehicle or helping a patient.

### 3. The Injured Guest

Patrollers will be expected to follow social distancing guidelines unless working with a patient or another employee and will always be required to wear the proper PPE. Communication will be key in this process.

**Patient Contact.** When an injured guest is on the hill, the dispatch patroller will receive as much information as possible over the phone including the severity of the injury. The on-scene patrollers will arrive wearing the proper PPE to ensure employee safety. After any injury or patient contact, patrollers will be instructed to properly sanitize all equipment and vehicles used. Proper hand-washing techniques will be mandatory for all patrollers throughout the day as well as before and after patient contact.

**Minor Injury.** A single patroller will transport the ill or injured guest to the LPR and take their temperature prior to entry. If possible, the patroller may gather patient information and provide proper interventions without entering the LPR.

**Severe Injury.** Patrollers must use all PPE provided and attempt to perform lifesaving interventions. Donnelly Fire Department and Life Flight will be notified and ready to respond.

**Potential COVID-19 Patient or Employee.** When an employee's daily temperature check reads above 99.6 F, they will be asked to go home per OSHA guidelines. If a patient's temperature reads above 99.6 F, they will be considered a potential COVID-19 patient and all precautions — along with limiting contact — will be taken.

**COVID-19 Patient.** In the event a patroller has come in contact with a patient who has tested positive for COVID-19, that patroller will be required to self-quarantine for 14 days to prevent the disease from spreading. If any other employee came in contact with that patient during the time of treatment, they will be notified and also required to self-quarantine for 14 days.

#### 4. Cleaning Products and Protocols

Tamarack Resort will be using cleaning products and protocols that meet EPA guidelines and are approved for effective use against viruses, bacteria and bloodborne pathogens. We will be working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

In addition to our daily disinfectants and cleaners, we will also be using **PreventX 24/7™**, a product that specifically kills superbugs and acts as a long-lasting defense against germs, odors, mold and mildew. The unique barrier technology has an EPA-approved bacteriostatic (EPA Reg #83129-1) as it kills without poison and will not leach off treated surfaces or create superbugs. When used on surfaces, they will stay protected from microbes, including COVID-19.

- 24/7 surface protection
- One application protects a surface for 30 to 90 days.
- Depending on friction or ultraviolet exposure, one application can last a year or more.
- Lasts up to 20-plus washes after treatment on fabrics
- Approved for use on:
  - Hard surfaces and fabrics
  - Air filters
  - Awnings
  - Building materials and components
  - Blankets
  - Bedlinen
  - Granite
  - Stone
  - Siding
  - Bathroom
  - Carpets
  - Curtains
  - Countertops
  - Fabrics
  - Walls
  - Ceiling tile
  - Concrete
  - Flooring
  - Footwear
  - Ceramic
  - Stainless
  - Vinyl
  - Porcelain
  - Marble
  - Aluminum
  - Leather
  - Mats
  - Fire-resistant coatings
  - Plumbing fixtures
  - Pillows

- Roofing materials
- Sandbags
- Tents
- Tarps
- Shoe insoles
- Socks
- Shower curtains
- Toweling
- Umbrella
- Upholstery
- Vacuum bags
- Clothing
- Underwear
- Face masks
- PPE

