

SKI TELEMAR'S COVID-19 Policies & Protocols 2020-2021 Ski Season

Of paramount importance for Ski Telemark is the safety, health and well-being of Ski Telemark Instructors, Guest Participants, staff and members of respective private ski clubs and the snow sport public served at a municipal, corporate and/or family owned and operated resorts with whom we facilitate our professional on-snow services. Ski Telemark's owner, Ski School Director: Holly Blefgen, Operational Manager: Steve Kahn and our professional instructor team and on-snow operation accessorized by Ski Telemark's vehicle, transport and carrier of rental equipment in which we operate outdoors, will ensure and adhere to and fully comply accordingly with all provincial, regional public health authorities and each individual private club and public resort's COVID-19 Policies and Protocols.

Instructional clinics and equipment rental will operate only if Ski Telemark's COVID-19 Policies and Protocols meet the provincial, regional public health authorities, club and resort facility guidelines as approved for operating outdoor snow sport activities. Ski Telemark Instructors and Guest Participants must adhere to and comply with all rules, policies and protocols within the region, club and resort facility where the event date is being hosted.

To mitigate the risk of transmission of COVID-19, Ski Telemark's on-snow activities propose the following operational procedures in delivery of services for the upcoming 2020-21 season:

1. Ski Telemark Professional Instructors are certified instructors in good standing with CANSI (Canadian Association of Nordic Ski Instructors) and several Instructors hold certifications with the CSIA (Canadian Ski Instructor Alliance).
2. A 'Guest Participant' refers to a respective member of an individual private club. For operation at a municipal, corporate or family-owned snow sport resort, a Participant is a member or purchaser of a lift ticket or pass from respective resort in which Ski Telemark's services are rendered.
3. The full names and contact details of Ski Telemark's Instructors will be submitted in advance, and again on the day of the event to confirm authorization and screening approval by the respective club and/or resort's administrative office. In addition, Ski Telemark requires advance confirmation of a pre-determined safe and visible location for parking and access to Ski Telemark's vehicle.
4. Ski Telemark's instructional clinic and equipment rental services plan to be offered by two and/or three pre-screened and authorized Ski Telemark Instructors. Services to operate from 8:30 am. to 2:00 pm. on day of pre-scheduled, approved event. Services will be available every hour on the hour to respective Participants. Registration either pre-booked/screened and paid prior to the event date through Ski Telemark's administrative office or electronically submitted on the day of the event to ensure a contact-less environment.

5. Ski Telemark will require from the respective club/resort office or from customer service front desk access to acquire Instructor's day lift ticket or some form of authorized identification for each Instructor designated to provide on-snow services and to utilize lifts on the day of the event.
6. Ski Telemark Instructors will be identified by wearing a Ski Telemark Spyder uniform with Ski Telemark's logo displayed on their jacket.
7. Instructional clinic with or without rental equipment will be provided by one Ski Telemark Instructor for one Participant up to a max. of four Participants from within a family unit or bubble with whom they were accompanied with in transfer to the club or resort. Otherwise, instructional on-snow services will be conducted at a ratio of 1 Instructor:1 Participant.
8. Mandatory face mask wearing by Instructor and Participant (3-Ply or the equivalent as required by club/resort) and 2 metre physical distancing or two ski lengths will be required throughout the full delivery of the instructional clinic, lining up for a lift and when riding up-hill lift (chair/magic carpet) abiding by specific requirements of respective club/resort. Ski Telemark Instructor will accompany a Participant if permitted by club/resort guidelines on the lift for safety purposes. Alternatively, Ski Telemark Instructor will prepare the Participant on how to ride the lift accordingly, instruct lift operator of needs of Participant if required and lead or follow on the lift based on the needs assessment of the Participant or as directed by lift operator.
9. Instruction and equipment rental services can be arranged by a Participant for a duration of one hour, two hours or up to 4 hours inclusive of two bio-breaks with lunch to be managed individually by the Participant (15 Minutes designated for bio-break inside clubhouse/chalet and 45 Minutes for Lunch as per COVID-19 Protocols set-out by the respective club/resort.) If required, instructional services may also include a Ski Telemark Instructor to acquire digital images and/or video content as a teaching aid of a Participant's on-snow performance. Such digital content to be shared electronically by the Instructor with the Participant following the day's services with a written or oral evaluation of the Participant's performance.
10. Outfitting of equipment rental based on pre-registration will be managed by a Ski Telemark Instructor wearing mandatory mask and plastic gloves with request of physical distancing with Participant from Ski Telemark's vehicle. One Participant will be served at a time beside Ski Telemark's vehicle, parked outside. For boot outfitting a sanitized stool will be provided for Participant and plastic gloves to try-on a sanitized boot. Once Participant's feet are outfitted and Participant comfortable wearing the boots, appropriate skis and bindings will be provided and the Ski Telemark Instructor will adjust and fit the Participants boots to the bindings. All equipment rental utilized and stool to be immediately sanitized

following use with Spray Nine, an authorized Health Canada spray disinfectant by Ski Telemark Instructor and upon return of rental equipment to Ski Telemark's vehicle. Boots rented will be used only once per day.

11. For on snow services, Ski Telemark Instructors will request Participants to wear a mandatory face mask and Ski Telemark will have on stock at the Ski Telemark vehicle or in their jacket pocket an extra supply of face masks in case of loss or damage of face mask by the Instructor or Participant. In an instructional clinic with or without rental equipment Ski Telemark Instructors will request Participant's to stay physically distanced two metres or two full ski length's apart when instructing throughout the clinic in safe traffic zones and to provide a two metre distance when moving on snow in an exercise, drill or during a designated manoeuvre or conducting a technical performance.
12. Ski Telemark Instructors and Participants will avoid contact with one another and other members or public on-snow during all phases of the instructional clinic and when renting equipment without supervision of an Instructor.
13. Ski Telemark Instructors will require access to lift lines and for up-hill lift capacity pre-post delivery of instructional services to warm-up, check terrain, conditions, visibility, conduct instructor sessions and to check-in with Participants to ensure their safety and equipment needs are met during their allotted time on snow.
14. Ski Telemark will use a self-assessment disclosure waiver to process and identify anyone who might have or cause the spread of COVID-19. Some of the more commonly reported symptoms of COVID-19 include:
 - new or worsening cough
 - shortness of breath or difficulty breathing
 - temperature equal to or over 38°C
 - feeling feverish
 - chills
 - fatigue or weakness
 - muscle or body aches
 - new loss of smell or taste
 - headache
 - gastrointestinal symptoms (abdominal pain, diarrhea, vomiting)
 - feeling very unwell

Anyone, Ski Telemark Instructor and/or Participant who is currently experiencing any of these symptoms, **OR** who has been in contact with someone who has had these symptoms within the last 14 days will not be permitted to participate in a Ski Telemark instructional clinic with or without equipment rental **OR** if they are not willing to sign the self-assessment disclosure waiver upon pre-registration/electronic registration will **NOT** be permitted to participate in Ski Telemark's on-snow services.

Both Ski Telemark Instructors and Participants will be required to complete, sign and submit a self-assessment disclosure waiver for each event date to be retained in our records.

15. Ski Telemark's Cancellation Policy for the season's events are as follows:
 - Participants who notify Ski Telemark three days (72 Hours) prior to the event with symptoms of COVID-19 will be granted a full refund.
 - Participants who notify Ski Telemark within three days prior to the event with symptoms of COVID-19, the fee for service will be allocated to a later event date when the Participant has fully recovered and/or quarantined for 14 days and receives a negative COVID-19 test result and determines their health is satisfactory to re-engage in on-snow activities.

16. If COVID-19 issues are identified at a respective club and/or resort on an upcoming event date, upon notification by the club/resort of such circumstances or closure of the club and/or resort due to restrictions put in place by regional public health authorities, Ski Telemark will cancel the event date and all Instructor services.

17. Ski Telemark and Instructors will NOT conduct any services indoors at respective club and/or resort facilities with the following exceptions.
 - A. Ski Telemark Instructors will require access to the club/resort's washroom facilities for necessary bio-breaks, possible access to a designated boot room or if inclement weather to warm-up, lunch space if permitted and to acquire Instructor lift tickets.
 - OR
 - B. Ski Patrol Office if an Instructor or Participant falls and/or acquires immediate medical attention and/or on-hill assistance or to file an incident report.
 - OR
 - C. Report to the respective club/resort's administrative office for vehicle support or address extenuating circumstances beyond Ski Telemark's control or an emergency situation.

18. Ski Telemark will request all Instructors to bring a packed lunch and beverage to eat and drink outside, close to Ski Telemark's vehicle or at the Instructors respective vehicles situated in the club/resort's parking lot.

19. Upon entering a club/resort's indoor facilities, Ski Telemark Instructors will wear a mandatory face mask and maintain physical distancing of 2 metres at all times. If Instructors are permitted indoors for lunch, Instructors will eat in designated location, physically distanced and remove mask only for eating and drinking purposes.

20. Upon completion of the event date, Ski Telemark will recover and sanitize all rental equipment outfitted and return to Ski Telemark's vehicle. Ski Telemark Instructors will report in on instructional clinics provided with or without equipment rental to Ski School Director: Holly Blefgen or Operations Manager: Steve Kahn and if any significant outcomes occurred. If a written report is required, Instructor will submit to Ski Telemark's administrative office. Holly Blefgen or Steve Kahn will report in to the respective club/resort via phone, email to respective club/resort contact person or if permitted in-person to update of the day's activities.

By managing and operating Ski Telemark's services via these policies we believe Ski Telemark and Instructors will minimize the risk of spreading COVID-19 and provide an enjoyable, safe and healthy experience for all Participants and be of valued service and support to the respective club and/or resort.

COVID-19 PROTOCOLS

These COVID-19 protocols define how all Ski Telemark events and services will operate for the 2020-2021 ski season to ensure our COVID-19 policies are applied.

Pre-communication

It is critical that Ski Telemark deliver and maintain open and effective communication with respective club and resort administrative offices, club/resort staff and Participants in preparation and management of event dates so that Instructors and Participants are fully informed of their responsibility to declare symptoms of COVID-19; agree to the behaviours expected during instructional services, rental equipment outfitting when participating in a Ski Telemark event; and are familiar with ways to minimize contact and exposure between Ski Telemark Instructors, Participants, club members or that of the snow sport public and club/resort staff. Listed below are the standard communication requirements that will be utilized and posted on Ski Telemark's website and sent to Participants prior to an event via Ski Telemark's administrative office:

Upon Registration

Ski Telemark's Registration Form and COVID-19 Self Assessment Disclosure Waiver will be posted on Ski Telemark's website: www.skitelemark.ca and both documents forwarded directly via email from: skitele@eagle.ca to a Participant upon request in advance of participating in an event date. Ski Telemark's COVID-19 Policies and Protocols will also be posted on Ski Telemark's website and social media where applicable and will be forwarded electronically to a Participant to be read prior to delivery of service. Participants will be provided the following email:

"Thank you for registering for [Ski Telemark's 'x' services, date and time]. The safety and well-being of Ski Telemark Instructors, Participants, club members, the snow sport public and respective club/resort staff are our top priority. Please read carefully Ski Telemark's COVID-19 Policies and Protocols which outline the operational procedures and requirements for delivery of services for this season. We have also attached our **COVID-19**

Self Assessment Disclosure Waiver for your completion and submission. Ski Telemark requires receipt of this waiver electronically or a print out of this waiver to be received on the morning/day of the event date by a Ski Telemark Instructor.

Due to these uncertain times, Ski Telemark has instituted the following cancellation policy:

* 3 days prior (72 Hours) to the event date Participant notifies Ski Telemark of cancellation of participation, Participant to receive full refund.

* under 3 days prior to the event date Participant notifies Ski Telemark of cancellation of participation, the fee for service will be allocated to a later event date.

Remember as a Participant of Ski Telemark's services to bring and be prepared to wear a face mask and gloves if required with outfitting of rental equipment, throughout delivery of Ski Telemark's services and to fully abide by the guidelines for wearing a mask at [NAME OF CLUB/RESORT FACILITY].

Thank you for joining Ski Telemark and for undertaking the responsibility to limit the spread of COVID-19 by following our policies."

Self-disclosure Communication – two days prior to event

"Thank you for registering for [Ski Telemark's 'x' services, date and time]. This is a reminder to review Ski Telemark's COVID-19 Policies and Protocols and forward electronically to skitele@eagle.ca or bring the **COVID-19 Self Assessment Disclosure Waiver** with you on the day of the event. Also remember to bring and prepared to wear a face mask.

Meeting area communication – Ski Telemark will request Participants to meet Ski Telemark Instructors at Ski Telemark's vehicle parked outside at designated location. This location will be identified in pre-event communication. Ski Telemark Instructors will remind Participants, club members and snow sport public to maintain physical distancing of two metres apart while Ski Telemark manages appropriate services.

Meeting Participants

As stated above, upon assignment from respective club/resort of Ski Telemark's vehicle, this location will determine meeting location for Participants. Ski Telemark Instructors will ask Participants if they can hear the respective Instructor speaking and address physical distancing and mask wearing requirements.

Ski Telemark will check waivers that have been electronically received from each Participant and ensure it has been completed and again, verbally ask Participant if they have any symptoms.

Conducting Ski Telemark Services

Ski Telemark Instructors will conduct instructional services with or without rental equipment by following these standard COVID-19 practices:

On snow

Remind Participants to ensure physical distancing of two metres (two ski lengths) each time they stop on the trail or hill.

Ski Telemark Instructors will avoid touching participants directly unless Participant requires assistance in getting up from a fall or requires equipment assistance.

For uphill lifts, Ski Telemark Instructor and Participants will follow the respective club/resort's guidelines for using the lift, including limiting the number of people per chair, wearing a face mask, physical distancing in the line-up, and work with club/resort lift operator with instructions with use of lift and receive direction to assist loading and unloading of Participant in a safe manner.

Ski Telemark Instructor must wear a face mask as well as the Participant in delivery of service and maintain two metres of physical distancing and follow any other guidelines required by the respective club/resort.

Indoor Club/Resort Facilities

If Ski Telemark Instructor and Participant enter a club/resort's indoor facilities, it is mandatory to wear a face mask at all times, except while eating of food and drinking beverage.

Ski Telemark Instructor will physically distance two metres and if with Participant(s) ensure they follow club/resort guidelines for use of washroom facilities, designated lunch and warming up areas.

Ski Telemark Instructors to promote and follow all rules/guidelines as defined by the respective club/resort.

Follow-up

If at any time during the delivery of Ski Telemark's services on an event date, an Instructor becomes aware of anyone (Participant, club member, snow sport public or club/resort staff) show or verbalize symptoms of COVID-19, Ski Telemark will include this information in an end-of-day report to the respective club/resort administrative office, designated representative in Snow Sport programs or Snow Patrol office.

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