

# BlueMountain RESORT

## COVID-19 RESPONSE

### GETTING BACK TO WORK

*This training is not all inclusive. There will be additional training specific to your daily task(s).*



# A MESSAGE FROM OUR CEO

*I hope all of you are staying safe and staying home until the Governor's orders allow us to get back to work.*

*We are preparing the mountain in anticipation of opening for our green season by establishing protocol we must follow under the federal and state mandates.*

*Our employees continue to impress me with their dedication and hard work during this difficult time. Thank you to each one of you.*

**BARB GREEN**



**BlueMountain**  
RESORT

# GUIDELINES WE ARE FOLLOWING

Click any of the links below for more information!

## COMMONWEALTH OF PENNSYLVANIA

- <https://www.governor.pa.gov/>
  - [Governor Wolf's Order](#)
    - [April 1st Amendment](#)
- [Secretary of Health's Order](#)
  - [April 1st Amendment](#)
- [Coronavirus in PA](#)

## PENNSYLVANIA RESTAURANT & LODGING ASSOCIATION

- <https://www.prla.org/>
- [Pennsylvania Restaurant Promise](#)

## CDC

- <https://www.cdc.gov/>

## OSHA

- <https://www.osha.gov/Publications/OSHA3990.pdf>





## Stop Germs! Wash Your Hands.

### When?

- After using the bathroom
- Before, during, and after preparing food
- Before eating food
- Before and after caring for someone at home who is sick with vomiting or diarrhea
- After changing diapers or cleaning up a child who has used the toilet
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage

### How?



**Wet** your hands with clean, running water (warm or cold), turn off the tap, and apply soap.



**Lather** your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.



**Scrub** your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.



**Rinse** hands well under clean, running water.



**Dry** hands using a clean towel or air dry them.

Keeping hands clean is one of the most important things we can do to stop the spread of germs and stay healthy.

LIFE IS BETTER WITH

**CLEAN  
HANDS**



[www.cdc.gov/handwashing](http://www.cdc.gov/handwashing)



This material was developed by CDC. The Life is Better with Clean Hands Campaign is made possible by a partnership between the CDC Foundation, 360i, and Reveal. 360i/CDC does not endorse commercial products, services, or companies.

CDC-00014

# 6 STEPS TO PROTECT YOURSELF

- Wash your hands often
- Cover your coughs and sneezes
- Don't touch your eyes, nose, or mouth
- Clean surfaces frequently
- Avoid others that are sick
- Stay home and avoid crowds

Visit [Health.PA.gov](http://Health.PA.gov) for the most up to date information

# KNOW WHEN TO STAY HOME

- When you feel sick or are experiencing fever, cough, or shortness of breath.
- When a family member is experiencing any of these symptoms.
- Contact your supervisor



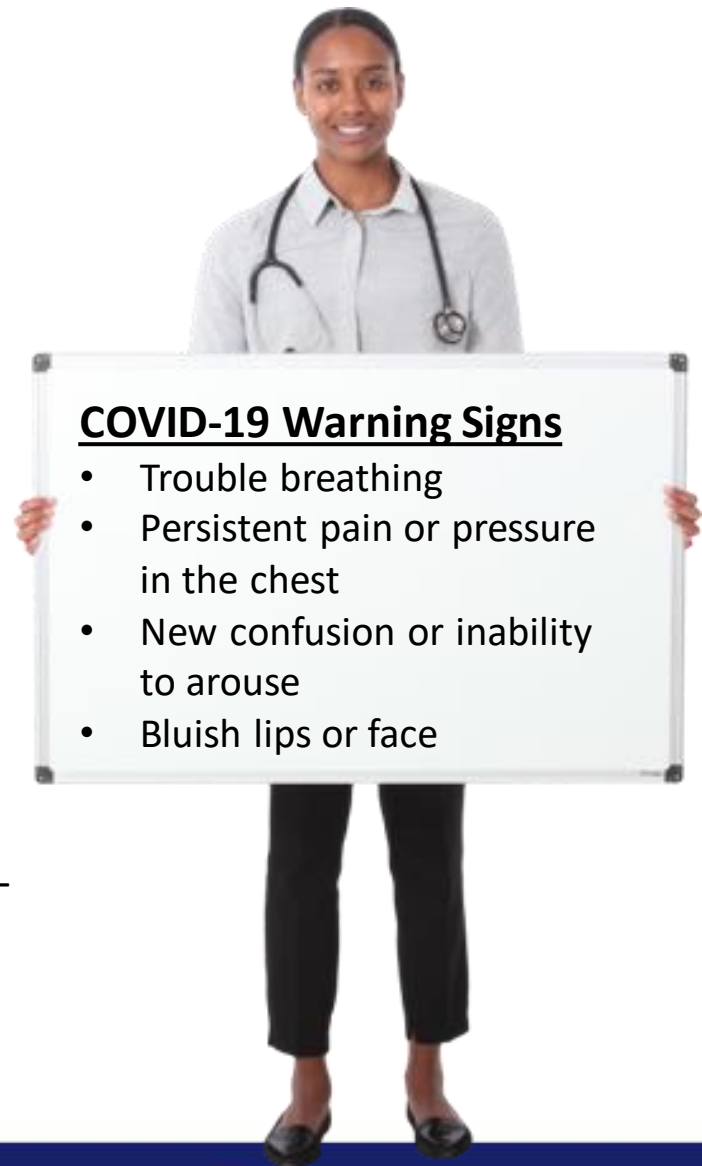
# IF YOU ARE VERY SICK

When to Seek Medical Attention

If you develop any of these **emergency warning signs\*** for COVID-19 get **medical attention immediately**

\*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning to you.

**Call 911 if you have a medical emergency:** Notify the operator that you have, or think you might have, COVID-19. If possible, put on a cloth face covering before medical help arrives.



## COVID-19 Warning Signs

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

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HOW WE ARE  
KEEPING  
PEOPLE SAFE

COVID-19 RESPONSE



# COMPANY-WIDE MEASURES

**This list keeps growing! If you see something, say something.  
Our goal is to make everyone feel safe and keep everyone healthy.**

- Staggering shifts and lunch times.
- Clock in/out using the mobile app.
- Face masks must be worn on property, except while eating.
- Temperature check of all employees prior to your shift.
- Stay out of co-worker's work areas
- Stop outside of doorways to communicate
- Announce yourself when entering a small room
- Limit meeting size to 10 and use virtual meeting when possible
- Plexi barriers in retail areas
- Visual signage reminders throughout the lodges
- Building entrances are limited and have sanitizer or wipes



# PERSONAL PROTECTION EQUIPMENT

## Governor Wolf Calls for Universal Masking

### EMPLOYEES WILL BE PROVIDED:

2 cloth face masks

- Masks must be cleaned daily
- Masks must be replaced when damaged

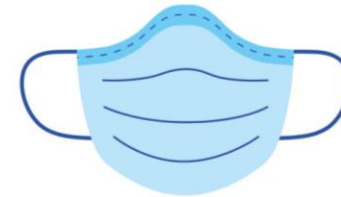
Personal Hand sanitizer (1 oz)

- Should always be carried
- Bottles should be refilled when empty

### WEAR YOUR OWN MASK

Employees are permitted to wear their own fabric face masks.

- [PA Dept of Health Guidelines](#)
- CDC [Sew & No Sew Mask Directions, Recommendations](#)
- [Tutorial / Downloadable PDF Pattern](#)



“You don’t need a surgical mask – we need those for our health care workers and first responders. We have guidance on universal masking on our website, including instructions on how to make your own mask using materials you have at home.” – Gov. Tom Wolf

**IT IS VITAL THAT YOU CLEAN AND MAINTAIN YOUR MASKS, AND DISPOSE OF THEM PROPERLY!**

# BlueMountain RESORT



## INCREASED CLEANLINESS

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# HOUSEKEEPING

## INCREASED SANITIZING & DISINFECTING IN COMMON AREAS



**REMEMBER OUR BRAND ABSOLUTES-**

**KEEP IT CLEAN!**

**WE ARE ALL PART OF TEAM HOUSEKEEPING!**

### **Administration Office Area**

- Door Handles
- Reception's Hi-Touch and Seating
- Conference Rooms
- Restrooms
- Kitchenette including appliances, counters, cabinets, and drawers
- Admin Copier Area
- Filing Cabinets

### **Common Areas**

- Restrooms
- Door Handles
- Stairway Handrails
- Elevator Doors, Buttons, and Rails
- Benches
- Point of Sale Areas

# INCREASED INVENTORY CLEANING SUPPLIES FOR EACH EMPLOYEE

Red Labeled  
“H2Orange2 Concentrate 117”  
Disinfectant/Sanitizer Cleaner



WypALL Industrial  
Strength Paper Towels



Hand Sanitizer,  
Disposable Gloves, Trash Bags



**Contact Housekeeping to requisition supplies and have your spray bottles refilled,  
DO NOT throw them away.**



# YOU ARE RESPONSIBLE FOR YOUR AREA

## **Your New Cleaning Routine**

### Minimum Requirements

- Start of shift (you don't know who touched your stuff)
- Before lunch (you'll be putting food in your mouth)
- End of day (so anyone touching your stuff doesn't get your germs)

Clean throughout the day! Wipe down your department's shared tools, equipment, handles, buttons, microwaves and fridges, and surfaces using the approved disinfectant/sanitizer cleaner provided by housekeeping.

If you don't use it, clean it and put it away. The less things you have out the less chance you will touch it and then have to clean it.



# SANITIZING/DISINFECTION INSTRUCTIONS

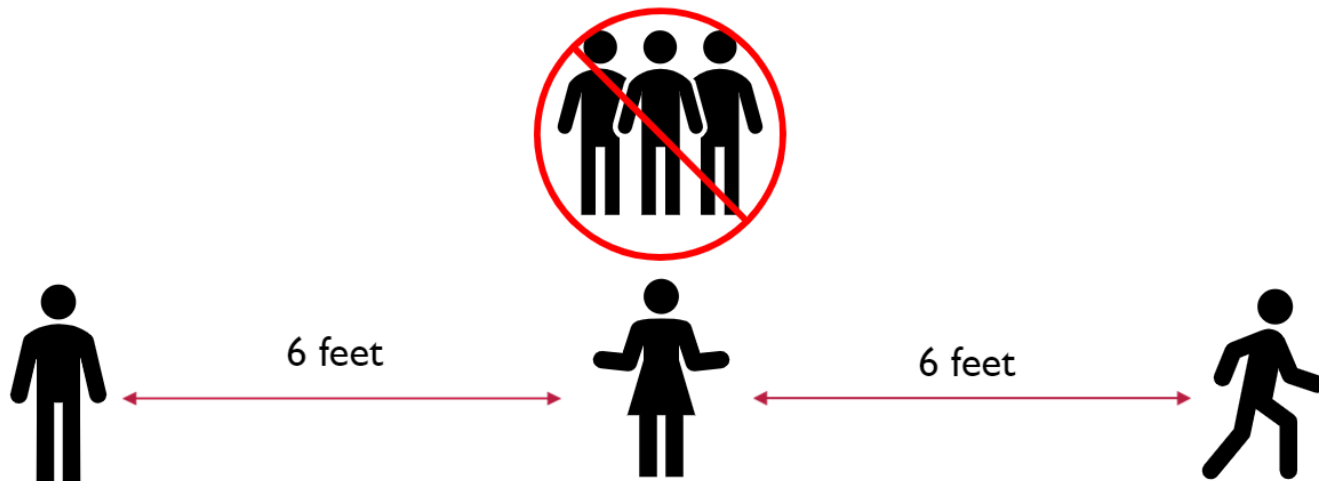
- Using the red labeled "H2Orange2 Concentrate 117" disinfectant cleaner, thoroughly spray the exposed area(s).
- Let the disinfectant cleaner set on the sprayed area for at least 2 minutes to disinfect. (NOTE: For sensitive electronics and equipment, spray cleaner on towel and wipe onto sensitive equipment.
- Wipe off sprayed area while still wet with folded sheet of industrial strength disposable towel(x70 or x80) until dry.
- Once all sides of disposable towel are used, dispose towel in a trash bag or trash receptacle.



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## SOCIAL DISTANCE MEASURES

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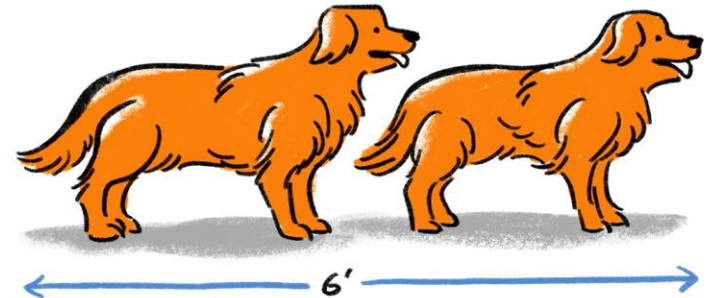
# SEPERATION IS THE KEY

## We are:

- Installing 6' markings in high-traffic areas.
- Installing separators in areas where we interact with our guest.
- Reducing occupancy in open seating areas.

## You should:

- Visualize the 6' social distancing requirements.
- Walk down the outer sides of hallways and stairways, not the middle.
- Avoid touching walls and handrails if possible, wash hands immediately if contact was made.



Visualize 2 Golden Retrievers  
standing nose to tail as  
6ft distancing requirements!



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## HIGH TOUCH AREAS

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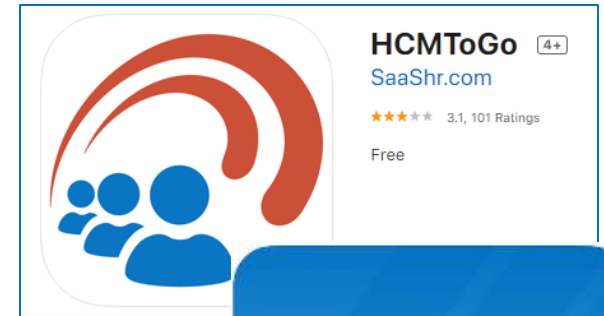


# THE DOORS ARE ALWAYS OPEN

- Doors that are normally closed will be propped open to minimize touches.
- Areas that are required to be secured will have throw away papers available. Choosing not to use them requires immediate hand washing.



# TIME CLOCKS

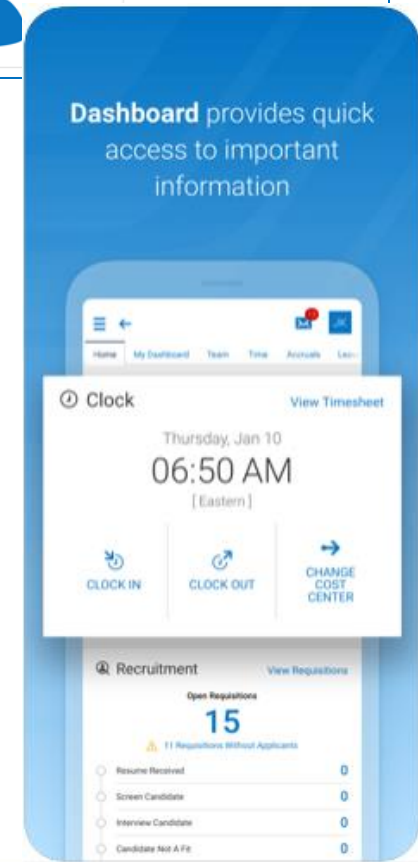
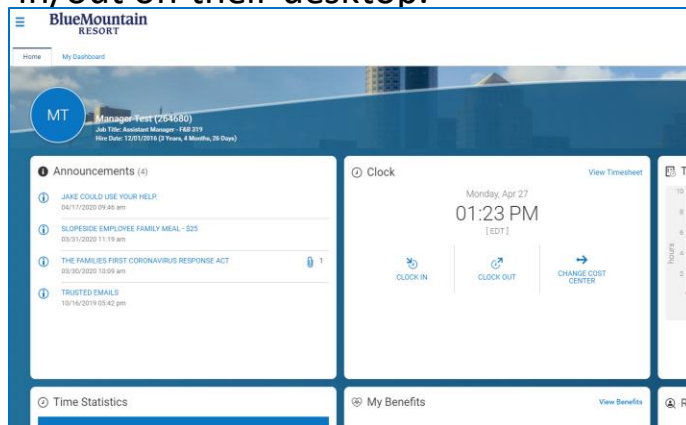


Timeclocks are considered a high touch surface and should not be used.

All active employees have access to clock in/out using the HCMtogo app on their phones.

- Be sure to enable the app to use your location.
- Be sure you are close enough to a timeclock.

Employees working remotely also have access to clock in/out on their desktop.



# SURFACE TOUCH AVOIDANCE

Push using another body part.

- Shoulders
- Upper Arm
- Hip
- Back side

Visuals will be placed as a reminder to avoid unnecessary touching.



**Avoid touching surfaces marked  
with these icons!**



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## LUNCH BREAKS

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# PACK YOUR LUNCH

A lunch brought from home with a freezer pack can help reduce common touchpoints and additional interactions at:

- Refrigerators
- Microwaves
- Countertops, cabinets, and drawers

Avoid eating in groups or in closed areas like conference rooms.



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## WORKING FROM HOME

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# WE ENCOURAGE EMPLOYEES TO WORK FROM HOME WHENEVER POSSIBLE

## **Always**

- Stick to a Schedule
- Be Productive
- Stay Motivated
- Keep In-Touch With Your Manager
- Share Your Thoughts
- Support Each Other

## **Whenever Possible**

- Prioritize Communication
- Have Clear Expectations
- Create a Work Area
- Schedule/Attend Virtual Team Meetings
- Be Mindful of your Work/Life Balance
- Create a Collaborative Culture





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WORKING  
AS A TEAM  
COVID-19 RESPONSE

# TEAM SAFETY

## Scheduling

- Managers are scheduling smaller crews
- Fewer reassignments

## Equipment

- Assigned equipment should not be shared
- Clean high touch surfaces before and after use

## All Vehicles

- Clean high-touch surfaces before and after operating
- Clean fuel dispensing handle before and after use

## Tools

- Shared tools need to be cleaned after every use



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## Personal Health Survey

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**TAKE THE  
SURVEY**

## **DIRECTIONS:**

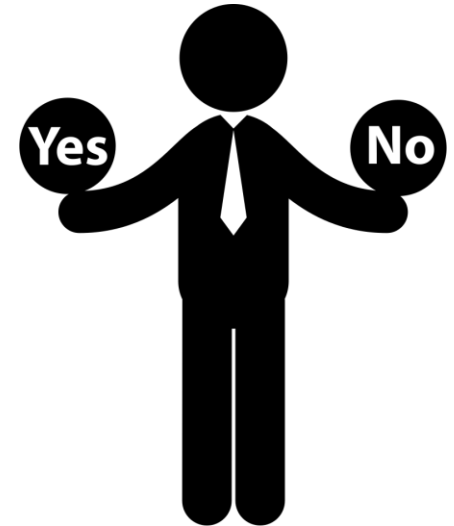
You can return to work if you can answer NO to these 2 questions.

### **1. HAVE YOU BEEN IN CONTACT WITH ANYONE WHO MEETS THIS CRITERIA?**

- Someone confirmed to have COVID-19
- Someone being investigated for COVID-19
- Someone who is symptomatic

### **2. ARE YOU EXPERIENCING ANY OF THESE SYMPTOMS?**

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore Throat
- New loss of taste or smell



**DON'T FORGET TO** sign-off that you watched this presentation and completed the self-assessment in your BeyondPay account.

# EXPOSURE

- In the event of an exposure to a person who is a probable or confirmed case of COVID-19, Blue Mountain will implement all OSHA, CDC, and PA Department of Health guidelines.





# BLUE MOUNTAIN IS REQUIRED BY LAW TO PROVIDE A SAFE WORK ENVIROMENT

Contact your immediate supervisor or Human Resources if you feel conditions and/or the actions of a coworker are not safe or putting you at risk.

Remember that during this time, your mental health is just as important as your physical health. Check in with each other often.

HUMAN  
RESOURCES



# BlueMountain RESORT

STAY SAFE,  
STAY WELL,  
AND WE'LL  
SEE YOU

ON THE MOUNTAIN!

Blue Mountain Resort  
COVID-19 RESPONSE

