



COVID-19

Alert Level 2 Operating Guidelines



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Introduction

Ski Areas Association New Zealand (SAANZ) has worked with ski resorts, Ministry of Business, Innovation and Employment (MBIE), and WorkSafe to ensure minimum standards manage COVID-19 risk during Alert Level 2.

This guidance sets out the minimum standards for the development of a COVID-19 response/safety plan. All operators who intend to be open for business in Alert Level 2, or have staff on site, must prepare their plans in accordance with the minimum standards.

The COVID 19 pandemic is an evolving situation – we will review this guidance regularly and update as required. If you have questions or suggestions, please contact SAANZ.

In all cases refer to WorksafeNZ for additional health and guidance and Ministry of Health and MPI guidelines for safe food practices and food safety.

What does this mean for Ski Resorts?

Operators must use a planned and documented approach to managing the COVID risk. The plan must be specific to your resort operations and should align to and be consistent with WorkSafe's guidance. At minimum, it should address the seven questions contained in WorkSafe's COVID-19 Safety Plan Template to ensure effective implementation of COVID-19 controls and that the health and safety of workers and other people is not put at risk from changes made to work arrangements because of COVID-19.

Reference link: <https://worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-COVID-19/COVID-19-safety-plan-what-you-need-to-think-about/>

Staff engagement

WorksafeNZ has also repeatedly emphasised the importance of having your staff engaged in the plan – giving them opportunities to provide input to development of the plan and/or to provide feedback. Engaging your staff proactively demonstrates that you have thought through your processes and are genuinely interested in their health, safety, well-being and knowledge. They may also think of something you have overlooked.

The COVID-19 Safety Plan should include an option whereby workers may discontinue work if they feel it is unsafe to attend.

You do not need to send your COVID-19 safety plan to WorksafeNZ for review or comment.

Alert Level 2 - Reduce the risk “Play it Safe”

Ski resorts need to minimise the risk of transmission of the virus and be able to rapidly track and isolate any cases that may arise.

The disease is contained, but the risk of community transmission remains.

Risk assessment

- Household transmission could be occurring.
- Single or isolated cluster outbreaks.

Overarching advice for Alert level 2 can be found here <https://COVID-19.govt.nz/alert-system/COVID-19-alert-system/#alert-level-2%C2%A0%E2%80%94-reduce>

More detailed information on the Alert levels can be found here <https://COVID-19.govt.nz/assets/resources/tables/COVID-19-alert-levels-detailed.pdf>

The same risk management processes apply for COVID-19 as they do for other critical safety risks within your operation. Use a planned and documented approach to identify, assess, manage, review and improve. Involve your team in the process.

Go here for more information on generic risk management processes

<https://www.supportadventure.co.nz/risk-management/risk-management-processes/>

Public health measures

Subject to the range of public health measures outlined below, ski resorts can resume operating under level 2 providing they can operate safely. This includes skiing, snowboarding and other physical activities if all public health measures are met.

There are a number of public health measures that are in place to minimise the risk of community transmission of COVID-19 and to enable quick contact tracing to isolate any cases that arise.

The following restrictions / controls are in place for Alert Level 2 (www.COVID-19.govt.nz):

- Maintain physical distancing
- Self-isolation of anyone unwell
- Contact tracing (QR code and alternative contact tracing system)
- Face coverings required on public transport and for all indoor public facing workers.
- Controlled venues must keep groups of attendees 1m apart, not have more than 100 guests in total (excluding staff) in each defined space, indoor or outdoor.
- Hospitality must adhere to the three ‘S’s: Seated, Single server, Separated

Golden Rules at Level 2:

- All businesses can operate if they can do so safely.
- Talk with your workers about how you will keep them and others safe from exposure to COVID-19.
- Ask everyone — workers, contractors and customers — with cold or flu-like symptoms to stay away from your premises.
- Keep workers 1 metre apart.
- Keep groups of customers (different bubbles) at least 2m apart where practicable. 1m in controlled zones such as Food & Beverage locations and lift queues. Lifts can be fully loaded but face coverings are required.
- Businesses are legally required to display a QR code and provide an alternative contact tracing system.
- Workers must wear a face covering if they are in close contact with others.
- Reduce the number of shared surfaces, and regularly disinfect them.
- Wash your hands. Wash your hands. Wash your hands.
- Follow all other health and safety obligations.

Mandatory Requirements at Level 2:

- On 22 August 2021, the Government announced that recording keeping will become a requirement for people aged 12 and over at all Alert Levels for busy places and events. This is so contact tracing can happen quickly and may help prevent Alert Level changes.
- Indoor and outdoor gatherings have no size limit as long as all members remain at least 1m apart. indoor oroutdoor
- Displaying an NZ COVID Tracer app QR code poster in multiple locations and having alternative contact tracing systems.
- Surfaces and equipment must be regularly cleaned and disinfected where practicable.
- Good personal hygiene practices should continue – wash and dry your hands before and after activities, cough into your elbow and do not touch your face.
- Stay home if you are sick and do not take part in sport or recreation if you have COVID-19 symptoms, self-isolate at home and get tested immediately.
- Physical distancing of 2 metres should be maintained between people you don't know, wherever practicable, and 1m between workers
- People at high risk of severe illness from COVID-19 (particularly older people and those with existing medical conditions) should take additional precautions when undertaking snowsports.
- Bars, cafes, indoor premises, shops, accommodation etc. can be open for staff and customers provided they can operate safely in accordance with the Public Health Measures.
- Travel should be done safely to reduce the possibility of transmission and spread of the virus and only in accordance with government guidelines (<https://COVID-19.govt.nz/individuals-and-households/travelling-and-moving-around/travel-within-new-zealand/>).

As part of general health, safety and well-being of staff, you must have in place measures to identify people who show signs and symptoms of COVID-19 and advise them to stay at

home and call Healthline or their GP. The symptoms of COVID-19 are an acute respiratory infection with one or more of the following:

- a new or worsening cough
- a high temperature (at least 38°C)
- shortness of breath
- sore throat
- sneezing and runny nose
- temporary loss of sense of smell.

Vaccinations

SAANZ is fully supportive of the national vaccination campaign.

A fully vaccinated workforce will help keep your workplace safe from COVID-19. You can help workers make an informed decision and encourage them and their whānau to get the COVID-19 vaccine by:

- allowing them time off to get the vaccine
- talking to them about their leave and pay entitlements if they need time off to go to their appointment or if they feel unwell after getting the vaccine
- talking to them about the safety of the vaccine, and how getting vaccinated will help create a safe and healthy workplace for everyone
- respecting their privacy
- listening to their concerns.

More information on the vaccination campaign and your workplace can be found here:

<https://www.employment.govt.nz/leave-and-holidays/other-types-of-leave/coronavirus-workplace/covid-19-vaccination-and-employment/>

Preparing your Plans

In preparing your ski resort COVID-19 Safety Plan you should complete the following:

1. Identify the risks.
2. Assess the risks.
3. Manage the risks.
4. Understand the key controls.
5. Apply good practice.
6. Have an Exposure Emergency response procedure.
7. Review and improve your plan.
8. Use the template and resources already available to you.

More detail on each of these is provided below.

Identifying the risk

COVID-19 risks have been identified and assessed by public health authorities. The key areas of concern are:

- Maintaining a robust contact tracing system
- Maintaining good hygiene practices
- Minimising contact

Identify the risk in your operation and how that risk could affect your already existing critical risks.

Identify and document risks for COVID-19 in your operations. That means looking at all situations within your operation where these COVID-19 risks exist. Involve your staff in this process.

Factors to identify are:

- During what parts of your operations will staff and customers/visitors, or customers in different groups be within 2m of each other?
- How will you identify unwell people?
- Where could people transmit the virus by touching communal surfaces and objects?
- How will you ensure all visitors (customers and others) and staff are able to be contact traced?
- Are there situations when interaction levels would jeopardise efficient contact tracing? For example, multiple staff members interact across many individuals and groups within a short period of time.
- Could vulnerable people be exposed to the virus?
- Where and how might COVID-19 safety measures impact on existing critical risks?
- What basic hygiene facilities are available for staff, customers and other visitors i.e. hand washing, sanitisation, tissues and rubbish bins?

Assess the risk

Once you have identified where the risks could be, you need to apply the Hierarchy of Control to each risk. The Hierarchy of Control specifies the following approach:

1. **Eliminate** – physically remove the hazard
2. **Substitute** – replace the hazard
3. **Engineering Controls** – isolate people from the hazard
4. **Administration Controls** – change the way people work
5. **Personal Protective Equipment** – protect the worker

When looking at how to manage a risk, you should always start at number one and work your way down, with number 5 as your last resort. PPE is the least effective form of protection or control for a risk.

Apply the hierarchy of control to every risk you have identified.

For more WorkSafe guidance visit <https://worksafe.govt.nz/managing-health-and-safety/managing-risks/approach-for-dealing-with-certain-kinds-of-work-or-work-situations/>

Managing the risk

Your priority must be to eliminate the risk. If that cannot reasonably practicably be achieved, then you need to minimise the risk to acceptable levels.

Focus on managing the most serious risks first. If you cannot eliminate the risk or minimize it to acceptable levels, then you cannot run that part of your operation. Play it safe, but do not give up too easily! Get creative, talk to your peers and try to find ways to run your operation safely.

Check whether the controls you are using for COVID-19 have created new safety risks within your workplace. If yes, ensure you manage those risks too!

Understanding the required public health measures

The Ministry of Health has set out specific public health measures for the management of COVID-19. This section sets out those measures.

Physical distancing

Physical distancing must be maintained and managed. Face to face interaction closer than 1 metre presents the highest risk exposure.

In an uncontrolled situation, such as public spaces where people who do not know each other, persons must maintain a minimum of 2 metres separation.

In a controlled situation, where the risks are being managed, and hygiene and contact tracing measures are in place, you must ensure you can maintain a minimum of 1-metre separation between staff and clients. Separation is generally measured shoulder to shoulder.

There will be some activities whereby the nature of the activity itself means that one-metre separation cannot always be maintained. In these situations, you should first apply the hierarchy of control. For example, can you run your operation differently to avoid that action, or can you erect a barrier or shield?

If you cannot avoid being closer than 1 metre, you can still do the activity. You are not required to wear PPE (e.g. gloves or face coverings) however we expect that many workers and clients may want workers to wear face coverings. In this case things to consider include:

Face Coverings:

- at the minimum, staff members should wear a face covering, however there is a higher level of protection if the client wears one too.

Gloves:

- if people are using gloves, consider when they should change them e.g. if a guide is wearing gloves to assist people in one group, they should change those gloves before assisting people in another. The same applies for washing hands.

Physical distancing – Minimum Standards for ski resorts

Maintain physical distancing for both workers and customers.

In public areas, physical distancing of two metres from strangers is required. In controlled environments like workplaces, one metre physical distancing is the minimum unless other measures are in place.

- Extensive signage across the resort to encourage physical distancing of 2m
- Other indoor areas are likely to be subject to the general rules for businesses and services (clause 10 as below), and therefore 2 m distancing from people you don't know.
- <http://legislation.govt.nz/regulation/public/2020/0084/latest/LMS345268.html>

Lifts:

- Face coverings will be required for all lifts and in lift queues.
- Physical distances can be reduced on lifts as face coverings must be worn. This allows for reduction in safety risk with leaving them half-empty, due to lower weight and therefore greater risk from wind, and decreased congestion with people waiting in queues.
- Queuing areas are managed to maintain 1 metre distance between people.

Indoor spaces:

- Spacing of 2m between guests in most settings
- Where there is a cap on the number of people in a space, a minimum of 1m distancing required.

Transport:

- Seating on buses for public transport and staff transport encourages 1m gaps between passengers or subject to public transport guidelines.
- Ski field transport comes within the definition of public transport (clause 21(1)(c)), and is therefore exempt from the Order, although physical distancing is still encouraged.
- <http://legislation.govt.nz/regulation/public/2020/0084/latest/LMS345297.html>

More information for Ski Resorts

- Indoor seating is managed and/or workplaces are set up to adhere to distancing requirements.
- Online pre-purchasing is recommended to reduce interaction time between guests and staff.

Hygiene and cleaning

As an operator, you must ensure people with flu-like symptoms do not participate in your operation and are encouraged (and if staff, supported) to self-isolate and get tested for COVID-19. Refer to the Ministry of Health [self-isolation advice if you are unwell](#).

Maintain, support and encourage good hygiene. This includes washing hands often and good cough/sneeze etiquette. Convey this message via staff safety information and client briefings. Consider using signage to remind clients and other people within your operation. Provide ample opportunities for staff and clients to use hand cleaning facilities including drying; hand sanitizer is a great idea. Wash your hands, wash your hands, wash your hands.

Communal touch points:

- Do a methodical analysis of your operation to determine the communal touch points on surfaces and safety equipment e.g. door handles, handrails etc...
- Eliminate these where possible. Can you leave that gate open? Can one person hold something or do a task for others rather than everyone being involved?
- Clean communal touch points between clients or groups, and between staff. This may require specialist processes for safety equipment, see the 'equipment' section for more guidance.
- Provide facilities for people to wash their hands before and after communal touch points (unless wearing gloves). Give clients and staff clear direction on when this needs to happen.
- Shared vehicles are also a common touch point. Between staff use, all touch points (controls handles and moist breath zones) must be well cleaned and if possible, sanitised.

If people are using gloves, consider when they should change them - if a guide wearing gloves is assisting people in one group, they should change those gloves before assisting people in another.

Hygiene and cleaning – Minimum Standards for ski resorts

Enable good health, hygiene and safety practices

Regularly disinfect surfaces; wash and dry hands, cough and sneeze into elbow, do not touch your face; if you have cold or flu symptoms, stay at home and ring Healthline or your GP.

- Make hand sanitiser available throughout the internal venues and present a map to customers detailing where they can find these sanitisers and wash their hands.
- Signage around all locations reminding the public of their responsibilities to remain hygienic and wash their hands frequently.
- Cleaning PPE to be provided to all staff responsible for cleaning, masks and gloves to be used at all times.
- Thorough training of staff on the cleaning process to be imparted onto staff including training for the safe application of PPE to complete the task.
- Utilise appropriate detergents or disinfectant solutions (e.g. D10 or R2) for all sites.
- Frequently check hand sanitisers, soaps and paper hand towels in all bathroom locations.
- Regular cleaning of internal venues, including but not limited to:
 - all 'high touch' areas (e.g. door handles, light switches, electronics).
 - Surfaces such as tables, serving areas, food waste areas and impervious surfaces such as stainless steel cleaned after each use.
 - Toilets and bathrooms to be thoroughly cleaned with a specific designated staff member and documented cleaning times. Sanitiser available for use by guests.
 - Tables and food service areas.
 - All cleaning apparatus; mops, brushes, brooms and other items.

Lifts:

- People are required to be wearing gloves while using any lift including surface, chair and gondola. People are also required to wear face coverings and, where this is done, physical distancing is not required.
- Regular disinfecting of load gates and other areas where guests may come into contact during loading and unloading processes.
- Regular cleaning of each individual chair and safety bar with disinfectant.
- All surfaces to be regularly cleaned within a Gondola including the seat, doors, glass and window handles if appropriate.
- T-Bars and poma lift apparatus to be regularly cleaned with disinfectant.

More information for Ski Resorts

Extensive signage and instructions will be required across the resort.

Everyone must adhere to basic hygiene measures, including washing and drying hands before and after any activity and the wearing of face coverings while on lifts.

Exercise caution with common touch points - hands must be washed or sanitised after touching these surfaces.

Surfaces and equipment must be regularly cleaned and disinfected where practicable.

Practice good hygiene all the times – wash your hands often, sneeze or cough into your elbow

Contact Tracing

- All businesses must display the QR Code Tracer Posters in multiple locations to help keep records to facilitate contact tracing of clients, staff and contractors. All people over the age of 12 who physically interact with your business premises and people (suppliers who come onsite etc.) must scan the QR code on entry OR use the alternative system provided by the business.

There are different systems and processes you can use to keep a record. These include:

- an electronic system, like a tablet sign-in app, work time-sheets or an existing booking system
- a paper register using individual slips and a ballot box for storage
- asking an employee to manually record visitors' details.

We recommend that records include the person's full name, phone number, and the date and time they enter.

Keep contact tracing records for at least 30 days.

Vulnerable people

People are at high risk if they are over 70, pregnant or have underlying health conditions - underlying health conditions include those with liver disease, cancer, kidney disease, heart disease, diabetes, respiratory issues or those with a compromised immune system, or who are on immunosuppressant medications. Vaccination may reduce their risk.

Consider whether you can manage the COVID-19 risk for vulnerable people participating in your activity. You may choose not to take them at this time. But to do this, you need to be able to identify them and be considerate of their right to privacy.

Vulnerable people may include staff. Ensure you follow consultative and lawful processes when discussing how and whether they should work during this Alert Level.

Contact Tracing – Minimum Standards for Ski Resorts

More information for Ski Resorts

All workplaces and businesses legally must display NZ COVID Tracer QR code for each location in multiple places. This applies at all Alert Levels.

Encourage everyone - workers, customers and visitors to your workplace to sign in using the QR code. Make sure it's done every day, including weekends and after hours.

Have alternative systems for contact tracing

You legally must have an alternative system for people who do not use the NZ COVID Tracer app. You may be contacted if your business is a potential location of interest.

Alternative systems you can use

There are different systems and processes you can use to keep a record. These include:

- an electronic system, like a tablet sign-in app, work time-sheets or an existing booking system
- a paper register using individual slips and a ballot box for storage
- asking an employee to manually record visitors' details.

We recommend that records include the person's full name, phone number, and the date and time they enter.

Keep contact tracing records for at least 30 days.

<https://covid19.govt.nz/business-and-money/businesses/record-keeping-and-contact-tracing/>

Good practice advice.

This advice is in addition to that supplied by WorkSafe <https://worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-COVID-19/COVID-19-safety-plan-what-you-need-to-think-about/>

Preparing your business for restart/reset:

- Induct your staff into all your new systems, emphasise the shared and individual responsibilities for managing the risk.
- Check equipment is safe to use after this extended period of business shutdown.
- Consider running a ‘mock’ tour to test your new protocols.
- Check for new operational risks created through COVID-19 control measures.
- Procure enough COVID-19 PPE and cleaning products – you may need to work with other operators to source quality and competitively priced products. (Note that the cost of running your trip may be higher due to PPE requirements, staffing ratios etc. Consider adding a surcharge to your trips to help recover costs.)
- PCBU relationships – contact operators with whom you have a PCBU relationship. Ensure you are comfortable with their risk management approach and are clear about your overlapping responsibilities for managing COVID-19 risk.
- If you contract other operators to your business or enable others to operate from your business, you should request to see a copy of their COVID-19 safety plan and together ensure there are no conflicts. You should both know how each other is going to be working.
- Do not plan for having staff and clients or groups within 2m of each other unless in a controlled zone.
- Marketing and booking messaging – include safety information in your messaging channels and booking processes. Before they commit to participating in your activity, your clients must understand the nature of the risk they are accepting, the controls you will use, that they will be expected to adhere to specific mitigation measures and provide personal information for contact tracing purposes. They also need to understand the consequence of not adhering to staff requests (i.e. if a client is unwell, they are likely to be asked to leave immediately).
- Cancellation policies – determine what you will do if a booked client becomes unwell and can no longer come on your trip, or if you must cancel trips due to exposure of your business to COVID-19.
- Ensure that whatever you have shut down or put on hold, such as licences, vehicles and insurance are ready to go before you open shop.

Staff

Well-being

- Establish protocols to check staff physical and mental well-being.
- Ensure staff know not to come to work if they feel unwell and what their rights are for remuneration during that time. If they feel unwell, they should call their GP and if concerned about COVID-19 symptoms call Healthline on 0800 358 5453. Anyone with symptoms of COVID-19 should get tested.
- You could use a register for your staff to sign-in each day to confirm that they are not feeling unwell.
- Regularly check staff mental well-being. These are unusual times and staff may be feeling stressed which could affect their wellbeing and their ability to perform safety tasks.

Induction

- Induct your staff in your new safety procedures. Staff need to be competent in any new procedures before you take clients on your trip.

Communication

- Discuss COVID-19 risk and controls in staff safety meetings and consider using signage on site to reinforce messaging. This will be especially important if you have staff with language barriers.
- Consider increasing the frequency of your safety meetings, particularly in the first few days of opening at level 2. Safety meetings do not need to be in person, they could be via the internet.

Rosters

- Rosters can be used to help to manage transmission risks and enable efficient contact tracing. Consider establishing staff bubbles at work, using staggered start times and lunch breaks, and include bubble carpooling to and from work.
- Use rosters to help minimize the number of people that any one staff member has contact with over several days – particularly where their role involves contact with clients closer than 1 metre e.g. two staff work the morning tours, and two different staff work the afternoon tours.

Operating with different staffing levels

- Many operations will have scaled down staffing levels. Ensure that safety critical roles are competently staffed and that you have capacity to manage fatigue and stress.
- Some operations may have additional staffing to help support the safety needed to be able to operate.
- You may need to provide induction and training for staff whose roles have changed or are new to the business. Be considerate of speakers of other languages and ensure they understand the information conveyed to them.
- Ensure that you continue to meet legal responsibilities such as having staff health and safety representatives.

Records

- Keep thorough records of who worked where and when.

Clients

Risk Disclosure

- Ensure that clients are well informed of the degree of exposure to COVID-19 risk within the activity, and their responsibility for following risk controls. This could be included in your existing risk disclosure procedures.
- Inform them when PPE is compulsory or optional.
- Most will want to follow the new rules, but if not, remind them of the reason why you are implementing the controls. We all have a part to play, including them.

Disclosing COVID-19 protocols

- Before they commit to the activity, ensure clients know the nature of the COVID controls you will be using such as PPE, the need for contact tracing information, and restrictions on participation such as bubble-only products or vulnerable people exclusions.
- Also make sure they know the procedures for if they or a staff member becomes unwell. The expectations for leaving the operation and adherence to staff instructions.

Client screening

- Include well-being declarations in your client screening process.

Arrival and sign-in procedures

- Maintain physical distancing and minimise communal touch points during these processes. Take care with shared pens in particular. Options could include:
 - Using online sign-in procedures with sanitising before/after use
 - Staggering times for clients/groups to arrive
 - Asking clients to wait in their cars until you call them in
 - Designating parking spaces to maintain additional space between vehicles
 - Limiting the number of people allowed to enter or be in one space such as a reception area at any one time

Client briefings

- Include COVID-19 protocols and responsibilities in your safety briefings. Ensure you cover:
 - Maintaining spacing
 - Not sharing personal items such as phones, cameras or drink bottles, food, pens
 - General hygiene expectations – washing hands, cough/sneeze etiquette
 - Communal touch point protocols – where, what to do/not do, include information on using toilets
 - PPE protocols where relevant
 - What to do if they feel unwell during or after the trip

Post activity

- If a client feels unwell within two weeks of being on your activity, you need to know. Our Health Services should contact you, however it is useful if you remind clients that they have a responsibility to track their movements and to record that they were here doing your activity at this time.
- You could communicate this during your booking and sign-in processes, at least remind them of this responsibility at some point during their time with you. Consider a follow-up email to them two weeks after their visit.

Transport

At Alert Level 1 (and above), face coverings legally must be worn:

- on public transport
- on domestic flights
- by taxi and ride-share drivers — while it's not compulsory for passengers to wear them, we strongly encourage you to.

There are exemptions for some people and services.

See link to exemptions: <https://covid19.govt.nz/health-and-wellbeing/protect-yourself-and-others/wear-a-face-covering/>

Staff

- Provide your workers with guidance on keeping well while travelling between home and work. Some businesses may choose to make travel arrangements to support their workers to stay well which could include bubble carpooling for those on the same roster or providing a courtesy vehicle with strict cleaning measures between use.
- Shared vehicles need to have strict cleaning measures in place between staff use.

Clients

- You may need to allocate seats and establish loading and unloading protocols e.g. enter through the front of the bus and exit through the back.
- Remember that personal belongings can transmit COVID too – ensure you know how they are being transported e.g. clients hold on to their bags, or bags are stowed in a specified area.
- Clean touch points between clients/groups, including baggage storage areas.
- Clean touch points if changing drivers – including steering wheel, indicator and light controls, dashboard components such as stereos, door handles and seat belts.
- You could choose to ask clients to wash their hands before entering the vehicle – you may also need to provide hand sanitiser.

Activity procedures

The procedures you follow when conducting the activity itself are where managing physical distancing and communal touch points really comes into play.

If you cannot eliminate the risks, you need to minimise them using the Hierarchy of Controls.

Can you eliminate the risk by increasing the distance or stopping communal contact? Some ideas to consider:

- physical barriers to transmission i.e. perspex barriers at customer service points etc...
- removing/not using adjacent seats
- physically marking places where people can stand or where they cannot
- clearly briefing people on where they can stand and where they cannot
- having less people in that place/doing that activity at a time – do you need to give that briefing in that place?
- rather than using your staff to fit safety equipment to clients, can clients put on their own safety equipment and use someone in their group to physically check it? This is only an option if it can be done safely, such as under close instruction and supervision by a suitable staff member.
- rather than handing out gear to clients, direct them to collect their own equipment to maintain separation
- designing a ‘turn by turn’ experience rather than one where people stand and wait together e.g. having clients stand in a well-spaced line until signalled to come onto a platform for their turn on the zipline
- could you use dedicated staff to client groups rather than having multiple staff interact with each group?
- could you utilise a barrier like those in supermarkets?
- consider additional staffing to manage and control lines and spacing of clients/groups

Food

If you are serving food and beverage as part of your experience, it must be managed within physical distancing requirements. The golden rule is to observe the three S's:

- **Seated** – ensure your clients are not moving around when eating (to maintain physical distancing)
- **Separate** – ensure there is 1-metre space between clients or groups while eating
- **Single Server** – if serving food, try to have one staff member serve one client or group. If you need to serve more than one client, you must wash your hands between serving.
- Buffet arrangements are not suitable, consider things such as issuing pre-packed lunches.
- Heighten your normal food preparation hygiene protocols and cleaning procedures. Wear gloves and masks.
- Consider asking people to bring their own food and drinks.

For more information on catering obligations check the guidance information for accommodation and hospitality operators. Links:

- <https://www.mpi.govt.nz/dmsdocument/40331-guidance-for-running-a-food-business-during-COVID-19>

- <https://www.restaurantnz.co.nz/wp-content/uploads/2020/05/Level-2-Guidelines-for-operating-23-June-2021-V12-1.pdf>
- <http://legislation.govt.nz/regulation/public/2020/0084/latest/LMS345272.html>

Communal areas and touch points

Identify communal touch points on surfaces and objects e.g. pens, door handles, handrails.

Eliminate these touch points where you can, and if it is safe to do so. This could include:

- Using safety briefings or signage to explain not to touch certain surfaces
- Leaving a door or gate open
- Clearly marking no-go zones
- Enabling information to be gathered and forms to be signed online
- Using payWave or internet payments

If you cannot eliminate touch points, think about what you could do differently to remove the need for them and minimise how often they are touched. Clean them frequently with disinfectant and ensure they are dry before use. Consider the way you are ‘grouping’ your clients and staff. Clean in between ‘groups’.

Safety equipment

Identify which pieces or parts of safety equipment come into close contact with staff or clients and determine how often they need to be cleaned or changed to prevent COVID transmission.

Consider items such as:

- Helmets
- Gloves
- Carabiners
- Harnesses
- Ski poles
- Warm clothing
- Seatbelts /buckles

Consider asking clients to bring their own equipment if it is safe to do so e.g. warm clothing or gloves

Ensure cleaning products will not compromise the safety of the equipment. Check manufacturers' recommendations.

Consider the option of quarantining equipment for three days in between use – there may be options for combining equipment with other operators to provide enough quantity to enable this. If using this method, ensure equipment is clearly marked as ‘in quarantine’ or in a clearly designated place.

Essential communal facilities such as public bathrooms and staff kitchens/break rooms:

These facilities can still operate, the use of these facilities must be carefully managed and kept to an absolute minimum. They are only to be used by named staff and clients that have no alternative. Operators should develop procedures to ensure physical distancing and rigorous hygiene practices can be maintained. For example:

- Heighten the regularity of routine cleaning.
- Provide disinfectant spray so that people can wipe down contact areas after use.

More information on cleaning can be found here: <https://www.health.govt.nz/our-work/diseases-and-conditions/COVID-19-novel-coronavirus/COVID-19-novel-coronavirus-information-specific-audiences/general-cleaning-information-following-suspected-probable-or-confirmed-case-COVID-19>

Emergency planning including COVID-19 exposure response

Develop a plan on how you will respond if an employee, client or contractor shows symptoms of COVID-19 while participating in your operation, or becomes a confirmed, or probable COVID-19 case and has been at your workplace while potentially infectious.

There are standard processes that must be followed, they are outlined here:

<https://www.health.govt.nz/our-work/diseases-and-conditions/COVID-19-novel-coronavirus/COVID-19-novel-coronavirus-information-specific-audiences/COVID-19-advice-workplaces/guidance-workplaces-have-case-COVID-19>

Include details such as:

- How you will identify where they spent time and interacted with people or touched surfaces that others may interact with.
- How you will isolate spaces where they have spent significant time, how you will conduct thorough cleaning, and what equipment you might need to achieve this.
- How you will communicate with, and manage, other groups who might be or might have been involved in your operation.

Rehearse and test your plans with scenarios.

Review your existing emergency response plans

Review your existing emergency response plans to ensure they are fit for purpose in the current context. Consider:

- Impacts of scaled down or scaled up staffing levels
- Implications of trying to maintain physical distancing where possible
- Impact of new controls put in place to eliminate or minimise COVID-19 risk
- New administrative procedures or protocols
- PPE requirements e.g. first aid kits

Brief staff on any changes and ensure:

- they understand expectations of controls and PPE use in emergency situations
- that fears of COVID 19 infection do not undermine appropriate response to first aid or other emergency scenarios.

Review and improve

Part of having good health and safety management for COVID-19 is evaluating and reviewing the effectiveness of the measures you put in place. Your safety plan must set out:

- how you will evaluate the effectiveness of your controls
- how you plan to review all evaluations
- what happens as a result of that review.

In addition, the COVID-19 pandemic is an evolving situation – set out when you will regularly review your plan and make changes as required. Involve your staff in this process and review client feedback.

Different Alert levels require different risk management. The guidance in this document is designed for Alert level 2.

Safety planning tools, templates and further information

[WorkSafe guidance and planning template](#)

Ski Resort Protocols for Operational Areas

This section presents specific guidance and information specific to ski resorts.

Standards for Ski Resort Public Health Measures are:

[Physical distancing – Minimum Standards for ski resorts](#)

[Hygiene and cleaning – Minimum Standards for ski resorts](#)

[Contact Tracing – Minimum Standards for Ski Resorts](#)

Patrol & Medical Rooms

| Government Guidelines | Minimum Standards for ski resorts |
|---|---|
| <p>Close physical proximity is permitted providing mitigation measures are taken - PPE, sanitising and masks.</p> | <p>When attending an incident, at a 2m distance the following questions are asked, does the patient have <i>any</i> of the following:</p> <ul style="list-style-type: none"> ● fever (at least 38°C) ● new or worsening cough ● sore throat ● shortness of breath ● sneezing and runny nose (coryza) ● anosmia (loss of sense of smell) or dysgeusia (altered sense of taste). <p>IF YES - PUT A MASK ON THE PATIENT AND YOURSELF, maintain physical distancing where possible, radio clinic "SCREEN POSITIVE"</p> <p>Once at the medical centre, further screening questions should be asked:</p> <ul style="list-style-type: none"> ● Has the patient been involved in overseas travel in the past month? ● Has the patient got any COVID-19 symptoms? ● Has the patient come in contact with anyone known or suspected of having COVID-19? <p>If Patrol staff attending an incident need to come in close contact with a guest, it is recommended that PPE should be worn consisting of a face mask and rubber gloves. The Guest is required to wear a supplied face mask if close contact is required and prior to treatment in the medical room.</p> <ul style="list-style-type: none"> ● If a patient is symptomatic (per above questions), eye protection must also be worn and all outer gear (uniform, helmet, goggles) must be disinfected and/or laundered following contact. PPE put on and taken off as per DHB guidelines. ● On-mountain medical clinics managed in accordance with Ministry of Health and DHB guidelines. <p>More information for Ski Resorts:</p> <p>Patrol and Medical room safe working practices developed for each resort in accordance with Ministry of Health guidelines.</p> <p>Full training on safe use of PPE provided to all Patrol and Medical Room staff.</p> |

Food & Beverage

| Government Guidelines | Minimum Standards for ski resorts |
|--|---|
| <p>All venues proposed for the sale and consumption of food and beverage will need to comply with the Ministry of Health guidelines around food service and consumption.</p> | <p>For all ski areas, this will require that they adhere to the guidelines set by the Ministry of Health that require all guests to be seated at tables, groups separated by at least 1m from each other and served by a single server.</p> <ul style="list-style-type: none"> ● Customer facing staff must wear face coverings ● Have customers seated. ● Keep groups of attendees separated 1 metre apart ● have a single server per group, where practical ● display an NZ COVID Tracer QR code ● have an alternate contact tracing system for customers and workers. <p>While we recommend each table having a single server, each server can cover multiple tables.</p> <p>People can order and collect from a counter, except where alcohol is sold.</p> <ul style="list-style-type: none"> ● Buffets and self-service are not suitable at this time. ● Tables to be cleaned thoroughly and sanitised including the table legs, tabletops, edge of the table, under the lip and the chair, prior to the guest arrival and after each use. ● High touch areas such as stainless-steel railings, handles, counter- tops and surfaces to be thoroughly cleaned frequently throughout the day. ● Toilets to be cleaned to meet Ministry of Health guidelines including frequency maintained and process documented. Refer to General Cleaning standards. ● Water fountains to have bubbling function removed and disposable cups available. Water dispensers that require touching must be cleaned after each use. ● Staff to wear appropriate PPE, in accordance with government guidelines, during service of food and beverage to seated guests. ● All cutlery and utensils that have been stored after sanitisation to be placed on the table at the time of food service. Salt and pepper to be served in disposable units. ● All cleaning and table turnover to be documented and captured in a register for the daily operations reconciliation. <p>Businesses can decide if they will allow customers to use reusable cups and containers. This include personal keep cups and in-house reusable coffee cup schemes.</p> <p>If you decide to allow reusable cups, we recommend managing food safety risks and adhering to food safety requirements.</p> |

More information for Ski Resorts:

<https://worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-COVID-19/bars-cafes-restaurants-and-nightclubs-during-alert-level-2/>

<https://www.restaurantnz.co.nz/wp-content/uploads/2020/05/Level-2-Guidelines-for-operating-23-June-2021-V12-1.pdf>

<https://www.mpi.govt.nz/dmsdocument/40331-guidance-for-running-a-food-business-during-COVID-19>

Retail outlets

| Government Guidelines | Minimum Standards for ski resorts |
|-----------------------|---|
| | <ul style="list-style-type: none"> • Fitting boots etc. is a proximity service. Refer to http://legislation.govt.nz/regulation/public/2020/0084/latest/LMS345274.html • Physical distancing. All people registered and inside retail premises must maintain 2m distancing. • Regularly (hourly) disinfect high touch surfaces like doors, counters, EFTPOS terminals. |

More information for Ski Resorts:

<https://worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-COVID-19/retail-during-alert-level-2/>

Rental outlets

| Government Guidelines | Minimum Standards for ski resorts |
|-----------------------|--|
| | <ul style="list-style-type: none"> • One-way traffic system implemented in rental outlets and all guests and staff kept at 1m spacing (if a controlled zone, 2m otherwise). • All people entering must be recorded on contact tracing register. • All staff have appropriate PPE depending on which station they are working and likelihood of getting closer than 1m in distance. • If boot fitters are required, they must wear PPE in accordance with government guidelines for close contact and follow all cleaning and hygiene expectations outlined above. • All equipment is cleaned and sanitized upon return. • Boots are completely dried and sanitized prior to being able to be rented again. |

More information for Ski Resorts:

- Boot drying and complete sanitisation may require more than one night depending on drying facilities.
- More information will come in alignment with rental clothing industries.

Travel & Transport

| Government Guidelines | Minimum Standards for ski resorts |
|--|---|
| <p>You can travel but do it in a safe way.</p> <p>Do not use mass transport if required to self-isolate/quarantine, experiencing symptoms of COVID-19, awaiting a result from a COVID-19 test, suspected/probable/confirmed to have COVID-19, or if subject to an individual notice issued under section 70(1)(f) of the Health Act.</p> | <ul style="list-style-type: none"> • All passengers on public transport must wear face coverings. • Ensure guests record their journey • You must display QR code posters on the vehicle. • Guests and staff should avoid sitting next to someone they do not know, where possible. |

More information for Ski Resorts:

Gatherings

| Government Guidelines | Minimum Standards for ski resorts |
|---|---|
| <p>Gatherings must be restricted to a total maximum of 100 people.</p> <p>For ski resorts, an outdoor gathering refers to an organised event or any place where people congregate (identified as red zones in resort maps).</p> | <ul style="list-style-type: none"> ● Overall numbers to resorts managed so that resorts can ensure physical distancing requirements. Road control points established where required to stagger arrival of guests. ● Resort Zone Maps prepared showing : <ul style="list-style-type: none"> ○ Red. Physical distancing (1m), contact tracing in place, numbers restricted if required. (eg. indoor seated F&B areas, creches & children's facilities and medical rooms) (aligned with MOE and MOH guidelines). ○ Orange. Physical distancing (1m) and contact tracing in place. (eg. Lift queues). ○ Green. Uncontrolled public spaces, 2m physical distancing required. Individual groups should keep 2m from other groups. (eg. trails, carparks, large thoroughfares, retail, toilets, decks and plazas). ● Care must be taken to avoid interacting at communal points such as entries and carparks. Phasing of activities could be used to allow time for people to pass through these areas safely. ● Generally, people should keep 2m distance from people they do not know in public where practicable, with 1 m physical distancing if controlled zone mitigating measures are in place. |
| More information for Ski Resorts: | |
| <p>No limit on numbers in venues such as museums and libraries and retail. Appropriate physical distancing (2m) must be maintained.</p> <p>Sport and recreation facilities are covered in the sport recreation section</p> <p>https://sportnz.org.nz/COVID-19/sector-</p> | |

Workplaces – Staff Safety

| Government Guidelines | Minimum Standards for ski resorts |
|---|--|
| <p>Businesses must operate safely. This means</p> <ul style="list-style-type: none"> • complying with general Alert Level 2 settings; • meeting public health requirements for their workplace (e.g. having contact tracing systems and physical distancing), and • fulfilling all other health and safety obligations. <p>All businesses are encouraged to use alternative ways of working if possible. Business premises can open for staff and customers. Services can also be provided on customers' premises (e.g. in homes).</p> | <ul style="list-style-type: none"> • Public health requirements include: <ul style="list-style-type: none"> • encourage people with possible COVID-19 symptoms to stay off the premises • maintain physical distancing for both workers and customers • enable good health, hygiene and safety practices • keep a contact tracing register of all people that enter the premises • Health & safety plan must be developed for managing L2 expectations for all resorts. • All staff are informed of returning to work and given general information and requirements for working on the resort under alert level 2. • Be approved to go to work. All staff complete a pre work health check before commencing work. Workers over 70 years or immune-compromised are recommended to stay away. • All staff must be informed and constantly reminded of hygiene requirements at work; physical distancing between workers of 1 metre: regular hand washing/use of sanitiser: staggered break times, distanced seating and distanced locker spaces; regular disinfectant cleaning/sanitising of work spaces and tools, and lunch/break areas after use. • Staff must stay at home if sick or unwell. This must be reported, and records kept. • Ongoing and consistent messaging around health, safety and wellness. • Staff training & engagement plan (including representative meetings) required for all reports. • Use of PPE, if and when required. For example, medical incidents & boot fitting. • In the event of a staff member becoming unwell (non-injury event) they should be isolated, given a face mask to wear and appropriate medical care sought, including advising Healthline if COVID-19 is suspected. Staff should use PPE and minimise contact with the staff member. Inform their Manager and H&S Manager as soon as possible. • Regular monitoring, auditing and recording of COVID-19 information at resorts. • Review risk registers around level 2 criteria • Review resort procedures with any contractors on site. • Increased hygiene expectations, contact tracing, physical distancing and gathering limitations requires assessment, review and adjustment of operating procedures. • Continued monitoring, ongoing risk assessments, consistent messaging and open opportunities for staff input is required. |
| <p>More information for Ski Resorts:</p> <p>Good personal hygiene practices should continue – wash and dry your hands before and after activities, cough into the elbow and do not touch your face.</p> <p>Stay home if you are sick and do not come to the resort if you have flu-like symptoms - self-isolate at home and get tested immediately.</p> | |

Education

| Government Guidelines | Minimum Standards for ski resorts |
|---|--|
| <p>Tertiary education facilities, schools and early learning centres will open.</p> <ul style="list-style-type: none"> • Early learning centres and schools are all physically open including Years 11–13. Distance learning is available for those unable to attend school (e.g., where there are people self-isolating). • Tertiary education facilities are open and will maintain the core capability to deliver comprehensive distance learning to students. <p>Any educational facilities connected to a confirmed or probable case of COVID-19 must close temporarily, if advised by the public health unit, to support contact tracing and case and contact management.</p> | <ul style="list-style-type: none"> • Ski & snowboard lessons will operate in accordance with all level 2 health and safety operating procedures. • Contact tracing will include groups with full names of guests, contact details, time, place and instructor details. • Physical distancing of 1 metre to be maintained. Any close contact is managed with PPE - cleaning and hygiene procedures are adhered to. If accidental close contact does occur, make sure it is kept as short as possible and definitely under 15 minutes. • Any under 5 lessons will adhere to the guidelines from the MOE. • All Snowsports programmes align with MOE guidelines. |
| More information for Ski Resorts: | |
| <p>Instructors should organise their students to manage physical distancing.</p> | |
| <p>Instructors should carry PPE to use for close contact with their guests, for example if there is an accident or incident.</p> | |
| <p>http://www.education.govt.nz/COVID-19/advice-for-early-learning-services/#movingtoalertlevel2</p> | |