

## 2020/2021 Winter COVID Plan

### Volunteers

This winter season at NEHSA will be unlike any other and we need your help and compliance to the policies outlined here for the upcoming season. At NEHSA safety is always our first priority and these policies are put in place with everyone's safety in mind and are designed to minimize potential spread of COVID-19 during participation in our program. We appreciate your understanding and continued adaptability as we navigate the changes we may see throughout this season. These policies and guidelines reflect [Mount Sunapee & Vail Resort Guidelines](#), [State of NH COVID-19 Guidelines](#), and recommendations by the [CDC](#).

#### General Guidelines

- Proper masks are required by everyone indoors at all times. Masks are required on lessons, when in lift lines, on the lifts, in public areas of the resort, and when within 6 feet of others.
  - Proper masks include surgical paper masks, N95 masks, and solid cloth masks (no mesh or lace)
  - Neck gators and bandanas do not qualify as masks by themselves. Please wear one of the above options under a neck gator or bandana to qualify.
- Social distancing should take place as much as possible within the lodge and in areas around the resort.
- Please stay home if anyone in your home, or anyone with whom you have been in close contact with, is experiencing any COVID-19 symptoms, has received a positive diagnosis, is awaiting test results, or is in quarantine due to possible exposure.
  - Symptoms include: Fever (100.4 F or higher), chills, cough, shortness of breath, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea
- NEHSA will be utilizing email communications more often than in seasons past, please be sure to open emails from us in a timely manner as they will include important information regarding screening, cancellations, and program updates.

#### Winter Programs

- NEHSA will hold lessons 6 days a week, closing on Wednesdays to provide time to clean and sanitize the lodge.
- Lessons will begin on Saturday, January 2<sup>nd</sup> and continue as long as mountain operations are open.
- Stand-Up Skiing, Sit-down Skiing, and Snowboarding lessons will be available.
- Lesson times will be at staggered start times
  - AM Lessons are offered at 9:00 AM or 10:00 AM and last 2 hours
  - PM Lessons are offered at 12:00 PM or 1:00 PM and last 2 hours
  - Full Day Lessons are offered at 9:00 AM or 10:00 AM and are a total of 4 hours
- The amount of lessons available for each time slot will be limited to ensure that social distancing can be achieved and to follow resort restrictions.

#### Volunteer Scheduling

- We ask that you schedule your time to volunteer with us as far in advance as possible so that we can offer as many of the limited time slots for lessons as we can.
- This year we are going to try to be diligent about only scheduling the number of volunteers we need for the number of lessons. This may mean that some days for which you offered to volunteer, we may not need you.
- While we may not always have an on-snow opportunity for you to volunteer, there will be other positions to help whether screening, helping the flow inside the lodge, the office, or the shop, we will be sure to provide ample opportunities for volunteering.

- Volunteer day requirements are being adjusted to adequately account for resort restrictions and to still reward you for your service to our athletes and to NEHSA.
- We also ask that you let us know if you can be an on-call volunteer. While we want to make sure we minimize last minute changes, we want to remain flexible in anticipation of last-minute cancellations.

### **Screening**

- All athletes, caregivers, family members, volunteers, and staff who may be involved during a lesson day in or outside of the lodge will be screened prior to their involvement. Any individual who has not been screened may not enter the NEHSA Lodge.
- The day before volunteering, we will email you a link to the screening acknowledgement on our website. We ask that you answer these questions and sign your acknowledgement before you come in. This will streamline your process of getting into the building on the day you volunteer.
- The morning of your volunteer day, please take your temperature. If you have a temperature above 100.4 F please inform us and you will not be able to volunteer that day. We will work with you to reschedule.
- If you wake up in the morning on a day you are due to volunteer and are experiencing any COVID-19 symptoms (see those listed above), please stay home and call the NEHSA Office.
- Upon arrival to the NEHSA Lodge, a volunteer or staff member will take your temperature before entering the building. If you haven't answered the screening questions, we will ask them at that time.

### **NEHSA Lodge Policies**

- The lodge will have dedicated entrances and exits and will have a one-way flow through the lodge. More information about this will be posted on the NEHSA Website once established.
- The lower level of the lodge will be dedicated for on snow volunteers. Volunteers will be meeting athletes out on the snow in front of the learning center as much as possible. Volunteers should minimize times spent upstairs as much as possible.
- We have asked that athletes parents and caregivers take as active a role as possible in getting their athlete ready if they are unable to do so themselves. If an athlete needs assistance a NEHSA Staff member may help.
- Athlete folders will be available in the basement for you to review prior to the lesson.
- We ask that on-snow volunteers arrive to the lodge dressed and as ready for lessons as possible to minimize time spent in the lodge. Volunteers will be permitted to change from their shoes to their ski or snowboard boots in the basement. If a volunteer is not able to access the basement, an accessible location to change shoes will be available on the main level if needed. Street shoes are then to be placed in a designated cubby while out on lessons. After lessons, you may utilize the lodge to change back into your regular winter shoes.
- Personal belongings may not be stored in the lodge during lessons (Ski Boots, bags, coats, clothing). Only teaching equipment will be able to be stored in the basement. You are allowed to store up to 2 pairs of skis or snowboards in the lodge. Additionally, you must wipe down and sanitize any personal teaching equipment stored in the lodge after use. It is your responsibility to sanitize your equipment. NEHSA will provide sanitizing wipes and/or spray. If you use your equipment when you ski outside of NEHSA, plan ahead and take your equipment home with you to minimize the amount of people in the lodge.
- We ask that volunteers be as efficient as possible with their time spent inside the lodge. After being screened, please come in, utilize the restrooms quickly if needed, change your shoes downstairs, review the athlete folder and then take your equipment outside to meet your athlete or take a terrain assessment run if time allows. After lessons, come in, put your equipment away, write your lesson reports, change shoes, and head on out.
- Radios will be staged and assigned in a location in the basement. Please do not remove the plastic baggie.
- Family members of athletes and volunteers will not be able to stay in the lodge during lessons.
- We ask that you utilize the NEHSA Lodge restrooms instead of those at the Sunapee Lodge. NEHSA will provide sanitizing wipes and we ask that you wipe down any surfaces you've used.

- Please refrain from eating in the NEHSA Lodge. The Sunapee Lodge will have some indoor seating. NEHSA will have some outdoor seating available for fair weather. Please watch the weather and plan accordingly.

### **Lesson Safety**

- Lessons will be as hands off as possible. We understand that in certain situations, such as during transfers and on the lift, instructors and athletes may be in close proximity. During those times, surgical masks and eye protection are to be worn by volunteers (both available from NEHSA if needed). Athletes are required to wear a proper face covering at these times as well. If your athlete needs extremity checks due to the cold we've asked that a caregiver or family member be available slope side to perform these.
- We plan on having tissue packages with disposal bags so that your athlete can wipe their own noses and throw it away in a provided bag rather than your pocket. If your athlete is unable to wipe their own nose and you are comfortable helping them, NEHSA will provide disposable latex free gloves to use in these cases.
- If an athlete cannot wear a mask or refuses to do so, they will be unable to participate in lessons until restrictions are lifted or they are able to do so. Athletes will be given 3 reminders to keep masks on and if they are unable to do so with those prompts, the lesson will need to end for the safety of the athlete and volunteers.
- We will do our best to safely provide options during the lessons for masks breaks if needed.
- The NEHSA Shop will still offer equipment rentals. We will do our best to rotate equipment and sanitize between uses. Please note that equipment rentals will be prioritized for athlete's use first. We will be minimizing access to the shop and will have equipment staged before athletes arrive.
- PPE will be in use to various capacities depending on volunteer role. We ask that you utilize this properly for your safety as well as the safety of others. Failure to do so will result in the inability to continue your volunteer experience with us until precautions are lifted. Limited amounts of surgical masks, rex specs, and face shields are available from NEHSA, if you have your own, please bring it.
  - Office volunteers are to wear masks at all times.
  - Volunteers who may be screening athletes and volunteers or who are helping with lodge logistics are to wear a surgical mask and proper eye protection (rex specs or face shield).
  - Shop volunteers are to wear surgical masks at all times and proper eye protection (rex specs or face shield) when working within close proximity to athletes.
  - On snow volunteers are to wear masks at all time and are asked to carry a surgical mask, latex free gloves, and proper eye protection (rex specs, face shield, and/or ski goggles) for use during transfers, on the ski lift, and during other instances where social distancing is not possible between you and your athlete.
- Red NEHSA volunteer jackets will not be available to borrow on a daily basis. If you would like to "rent" a red jacket for the season, you may do so with the NEHSA staff. Red jackets will be available on a first come, first served basis.
  - If you own a NEHSA jacket and are free skiing when not volunteering, please do not wear a NEHSA jacket.

### **Special Events and Training**

- New Member Orientation- Virtually on November 14<sup>th</sup>
- Preseason Training Clinics- Virtual and On Snow Mid December
  - Reduced Sizes
  - Virtual Options
- Please note there may be special day events that may adapt these guidelines or adapt the guidelines of other agencies. The purpose of the guidelines in place will always be to protect everyone involved in the event.

## **Positive Case/Exposure Protocol**

- In the case of a positive case and potential exposure to the program, NEHSA will cease all in person operations until all affected parties are contacted and staff is either tested and cleared or staff is available who had no risk of exposure.
- We ask that you inform us promptly if you or someone in your household or with whom you have had close contact with tests positive, and you skied or snowboarded with us when that person may have been able to transmit the virus to you. We will do our best to maintain confidentiality, while contacting involved parties to ensure everyone's safety.
- If you or someone in your household or with whom you have had close contact with tests positive, there will be a mandatory 2 week waiting period before you can return to participation with NEHSA. We will also ask that you provide a negative test result before returning for participation with NEHSA.