

# Snowbird Mountain Host Program Pandemic Operating Plan

## Mountain Host Guiding Principles

This season will be different. Our pandemic operating plan is a starting point for what may be a continually evolving season. We are approaching this season with two over-arching principles:

1. **We will support Hosts.** We intend to always have your back. Some Hosts have elected to opt-out this season due to personal concerns, risks, or other issues. We hope that all return next season! Other Hosts may encounter unanticipated pandemic related personal impacts. If in doubt about your ability to work for any reason, please stay home! We commit to support you whatever your unique need may be.
2. **We will be flexible to support Snowbird.** It's impossible to fully predict and plan what may happen this winter. Expect changes and we will do our best to respond.

**STAY HOME if there anything that might be COVID related happening in your life. i.e., shortness of breath, fever, family member infection, exposure to others who have tested positive, etc. And, please let John know as soon as you suspect you have an issue if you are scheduled to work within the next two weeks.**



## Snowbird Operating Plans and Protocols

Snowbird has an overall plan for mitigating COVID-19 spread and safely operating the resort. The plan has several levels which may increase or decrease services and restrictions depending on changes in the broader pandemic environment. Mountain Hosts will operate within the overall Snowbird operating plan and protocols. Hosts are expected to be familiar with the Snowbird components including mask and social distancing requirements, parking reservation process, general guest capacity and ticket sales limits, tram and lift loading capacity and protocols, etc. All employees reporting to work will be screened for respiratory symptoms and body temperature. More info at <https://www.snowbird.com/winter-experience-2021/>

## Dates

Nov. 21 9-11am and 1pm-?	All Host preseason meeting. Plan to attend <u>both</u> sessions. Afternoon duration is dependent on agenda needs. Zoom call.
Nov. 23-26	Shift scheduling rounds
Nov. 30 / April 4	First / last Host workday
Feb. 6	Mid-season meeting (time TBD evening)

## Host Roles Suspended

We will not be doing the following this season primarily to minimize social distancing risk:

- Tours – No tours this season
- C Shifts – Hosts will not be riding with Adventure Team children
- Surveys – Hosts will not collect any survey info. Snowbird will utilize email surveys only
- Portico All-day Meet/Greet – Adding mid-day Portico coverage will be deferred
- Meet/Greet at several normal locations will not be staffed (Cliff back door, Hidden Peak, Tunnel)

We anticipate all of these roles returning in the future. For this season, our mission is primarily centered on providing information, answering guest questions, on-mountain presence, and other duties as needed.

## Host Staffing Levels

Baseline Host staffing will be 5 Hosts per day. Improved pandemic conditions may allow us to flex to about 10 Hosts. Degrading conditions may result in no Hosts working.

## Annual Days Commitment

Please keep your expectations *for now* at 20 days working. Obviously, this may change and Hosts may work less. Actually, less than 20 is probably likely and we are only starting by scheduling 16 on-mountain days (with

10 of those being on-call). But, please don't take this as definite yet. And, not all Hosts will work the same amount depending on how the season plays out and other personal pandemic impacts.

### **Shift Scheduling – Baseline and On-Call Shifts**

All Hosts will initially schedule 16 on-mountain dates:

- 6 'baseline' - expect to work these days
- 10 'on-call' - you may be called in

Baseline days are the core staffing of 5 Hosts per day.

On call days are additional Hosts to work in scenarios of:

- a) Resort needs and/or improved pandemic conditions allow an increased staffing level.
- b) Back up to work if we have a gap in the schedule such as another Hosts inability to work.

We anticipate being able to communicate final on-call needs mostly earlier than the day scheduled:

- Expansion of the schedule beyond five Hosts per day will likely be known somewhat in advance of the date you are scheduled as on-call. For example, we may be asked to expand to 7 Hosts per day for a particular resort need that arises.
- On call Hosts that are not needed to work will be released no later than 8:30am on the day scheduled. We anticipate that the majority of on-call shifts that are not needed will be able to be called off one or more days ahead of the scheduled shift.

The objective of this approach is to allow for sufficient staffing flexibility while also getting dates on personal calendars now. The portion of scheduled Host dates needed will be determined as the season progresses.

### **Scheduling Rounds**

Scheduling will be a two-round process with two seniority groups. Group 1 are Hosts who started before January 2016. Group 2 are those starting after.

- Nov. 23 - Round 1 Group 1
- Nov. 24 – Round 1 Group 2
- Nov. 25 – Round 2 Group 1
- Nov. 26 – Round 2 Group 2

There will be a limited early season staffing level Nov. 30 to Dec. 17. Then, there will be 5 baseline shifts scheduled every day from December 18 to April 4. Additionally, there will be 5 available on-call slots scheduled Monday-Thursday and 10 on-call slots Friday, Saturday, Sunday, and holidays.

### **Shift Card**

We will use a special shift card shown below. Scheduling will be for a date only, not a specific job duty. Assignments will be made in the morning meeting. John may work the role #1 slot on some days. We anticipate that the shift card will evolve as the season progresses.

### **Meet/Greet and Late Shifts**

Our coverage will focus on Portico, Plaza Deck, and Creekside. Morning meet/greet times are changed to 8:30-10:30. After meet/greet, Hosts will do on-mountain presence or other duties as needed until 4:00. One Host will do Portico Late from 2:30 until the van leaves at about 4:30. We will attempt to have one roaming Host to allow for bathroom breaks, etc.

### **Rookies**

No rookies will be joining the program this season. All normal rookie training programs are deferred.

### **Training**

The second session of On-Going On-Mountain Training (OGOMT) will be deferred to the following season. We intend to complete the first session for Hosts who missed it last season.

### **Transportation**

We anticipate having a Host Hauler shuttle van and encourage it's use as much as possible. Capacity will be limited, masks required, and windows will be open. Respiratory symptom and temperature screenings will be done upon boarding the Host Hauler (and at Snowbird for those not riding the van). Morning departure is at our normal times. Evening departure will be about 4:30 for all Hosts including the Late Shift. UTA is limiting bus capacity which will cause delays and potentially not be a dependable way to arrive for work. Hosts driving personal vehicles must comply with Snowbird employee parking policies (QR code to be provided). Please carefully plan your transportation to arrive on time.

### **Morning Meetings / Lockers / Host Office**

Social distancing will be critical for access to the normal Host physical spaces. Morning meeting will necessitate masks and social distancing. The meeting location may change and/or the meeting may be held while driving in the Host Hauler. **Arrive in uniform** to limit locker room time. Hosts will be responsible for strictly maintaining social distancing in locker rooms (masks required, one person per aisle at a time, 5 minutes max). Get in, get your stuff, and get out quickly! The Host Office is John's personal office too; thus please stay outside as much as possible.

### **Host Communication**

We will use electronic communication as much as possible. In-person meetings and communications should be outside as much as possible.

### **Lunch**

Lunch will be scheduled in shifts with not more than two Hosts at time. Social distancing required and masks when not actively eating.

### **Staff Protocols – PPE**

The following policies have been developed and implemented since June based on guidelines established by the CDC, SLCHD and the State of Utah.

- Require all employees to wear a mask at all times while on the property, regardless of position, and gloves where appropriate. Personal protective equipment (PPE) and face coverings are provided. (buffs or neck gators are OK outside, 2-ply masks required upon entering indoors)
- Encourage frequent hand sanitation
- Encourage and enable physical distancing at work.
- Enforce personal hygiene standards
- Commit to providing ongoing training to maintain and enforce all relevant COVID-01 procedures.

### **Staff protocols - Lift riding**

No tram usage by staff during public hours, unless in an emergency. There is no singles-line this season and we won't be grouping un-related parties. We will implement a no lift-riding policy for the Hosts when the lines are long. Hopefully, that's just first thing in the morning while we're doing meet-and-greet.

### **Other Snowbird Departments**

Virtually all Snowbird departments will have pandemic related changes to their operations. These may include what, how, when, and where their guest services are performed. Many changes will differ substantially from normal and from what is in the Host Manual. Please familiarize yourself with how other groups are operating.

### **Off-Duty**

Hosts are encouraged to not ski during peak guest times of Fri, Sat, Sun, or Holiday mornings. Hosts not working must follow the same locker room and lunch protocol as if they were working. All guest protocols (masks, distancing, etc.) apply to non-working Hosts. Parking reservations are not needed for staff parking in the designated employee parking area.

### **Discounts / Deals**

Most businesses have been severely impacted by the pandemic and normal discounts may not all be available. We will not be doing a comprehensive review of non-Snowbird discounts. Please inquire and be understanding.

### Host Manual

The Host Manual has been updated and reflects our 'normal' program guidelines. The pandemic changes described in this document are not included in the Host Manual. Host Manual guidelines apply to anything not described here or otherwise communicated as a pandemic change. Please review the Host Manual updates (highlighted) for additional important changes to our 'normal' guidelines.

### Expect Change!

We anticipate that many of our plans will evolve as the season goes along. It is all about flexibility this season. Stay tuned for more information through John's emails, morning meeting, mid-season meeting, and Snowbird communications.

### Mountain Host Shift Card 2020 / 2021 Season

	Role	Morning Meet & Greet 8:30 – 10:30	Mid-Day Flexibility	Mountain Presence	Thank You & Goodbye Start 2:30
Baseline Staffing:	1	Plaza Deck / TL	Possible other	Roam	
	2	Portico	Possible other	Peruvian/ Mineral	
	3	Plaza Deck	Possible other	Gad	
	4	Creekside	Possible other	Gad	
	5	Snow Test	Possible other	Peruvian/ Mineral	Portico Late 2:30 until van leaves
Possible Enhanced Staffing:	6	Plaza Deck	Possible other	Peruvian/ Mineral	
	7	Portico	Possible other	Peruvian/ Mineral	
	8	Creekside	Possible other	Peruvian/ Mineral	
	9	Cliff Back Door	Possible other	Gad	
	10		Possible other	Gad	Portico Late 2:30 until van leaves
On Call		Back up to fill any of the above	as needed		