

Winter 2020/2021 Covid-19 Operational Plan

Main Office (103 Strickland Street)

- Guest Practices/Expectations:
 - o Must sanitize upon entry to the store.
 - o Social distance (only 5 customers in the store at a time)
 - If more than 5 pax, they must wear masks (either their own or Up North Adventures [UNA] will provide)

Transportation

- Guest Practices/Expectations
 - o Guest (and driver) must wear masks while in the vehicle (either personal masks, or UNA will provide)
- Sanitization after each use:
 - o Guide/driver will spray the seats and surfaces down with a fabric/surfaces sanitizer each day after use

Fish Lake Office

- Guest Practices/Expectations:
 - o Guests must wear masks upon entry to the office (either personal masks, or UNA will provide)
 - o Guests must use sanitizer on hands upon entry to office (provided)
 - o Guests must physically distance themselves from others to the best of their ability.
- Office flow procedures:
 - o Groups will be taken in one at a time into the office.
 - o Guide will walk each group through the waiver section of the office, and then the clothing portion of the office, where guests will then exit out the back of the office and wait at a designated staging area outside.
 - The clothing area of the office can have up to 8 pax (not including guides) at a time.
- Clothing/PPE:
 - o Upon return of the clothing (following office flow procedures), guest will take clothing and spray with appropriate sanitizer that is provided (jackets, gloves, boots, snowpants, snowmobile helmets) before hanging up on designated racks.
 - o All borrowed balaclavas need to be put into the 'dirty' receptacle bag/bin to be taken back to the main office to be cleaned.

Snowmobile Tours

- Guests Practices/Expectations:
 - o If sharing a sled with someone not from their own bubble, must wear a mask during durations of ride/drive time on machine (personal mask, or UNA provided)

- If sharing sled with someone from their bubble, they do not have to wear a mask while riding/driving the snowmobile.

Ice Fishing Tours

- Guests Practices:
 - Guests that are in the same bubble may share an ice fishing hole.
 - If not in the same bubble must use own ice fishing hole so that everyone can properly spread out.
 - When using the ice fishing warm up hut, all guests must wear masks and sanitize upon entering and spending time in the hut (masks and hand sanitizer are provided) and follow safe distancing practices.

Snowshoe Tours

- Guest Practices:
 - While traveling, guests will make sure to maintain physical distance from each other and the guide.
 - Upon return of the equipment at the end of the tour, guests will be given spray to sanitize their snowshoes, and trekking poles.

Multi-activity Tour

- Activity Responsibility:
 - Tobogganing , dog sledding, Fir Yurt/Snack time – Sky High Wilderness Ranch Covid Procedures
 - Santa Sleigh, snowshoeing – Up North Adventures Covid Procedures
- Practices for Up North Adventures Activities:
 - Santa Sleigh:
 - All guests must wear a mask when entering, riding, and exiting the Santa sleigh.
 - Snowshoes:
 - Same practices as written for “snowshoe tours”.

Food

- Food Prep:
 - Guides will follow safe food prep procedures already in place – completely sanitize and wash hands and prep surfaces before starting food prep.
 - Gloves and masks will be worn by guides while preparing food.
 - Snacks will be individually packaged.