

# 2021-2022 OPERATIONAL PLAN

## A Message from Glen Eden

Glen Eden (GE) is committed to creating an environment that prioritizes the health and safety of all its visitors, staff, and the communities we serve. In order to ensure that we are providing not only fun and memorable experiences on the hill but also consistency and certainty for our visitors we are implementing wellness measures for the 2021-2022 winter season.

This season, there will be a proof of vaccination policy in place for everyone 12 years and older who visits Glen Eden. Given the everchanging landscape that the pandemic has created as well as provincial and local public health recommendations that vary based on modeling and trends, this policy will help ensure that guests know exactly what to expect before arriving at Glen Eden throughout the season. These continuous strong health and safety measures that will be in place will help to ensure a safe environment, and one that is manageable for our frontline staff.

We also recognize that we must lead by example and that is why we also have a vaccine requirement for our GE team, comprised of over 600+ employees. We are working to do our part to stop the spread of COVID-19 and will be practicing the same wellness measures of our visitors to keep everyone safe.

When determining what our final policy would be this winter season, GE looked at what other large-scale activities and sites were doing, what other similar ski hills in Ontario were doing as well as in other provinces and we believe this is the best path forwarding in order to deliver the high standard of service we pride ourselves. As one of the busiest ski hills in the province, this policy allows us to efficiently and effectively deliver programs and services to over 300,000 visitors, which include a large population of children and youth who are enrolled in our Snow School.

We understand that these are challenging times, and we appreciate everyone's patience and understanding. We look forward to welcoming you and we hope to see you on the slopes soon!

In order to assist you with questions you may have, a detailed FAQ document has been provided below.

## Proof of Vaccination Requirement

- Glen Eden will require proof of vaccination for COVID-19 for all members, guests, staff and spectators accessing the property this winter season (2021-2022). This policy will be in effect starting November 22nd, 2021, and will remain in place under the end of the winter season in 2022. Should the province adjust COVID-19 related guidelines, Glen Eden will hold those as a minimum standard however, the proof of vaccination requirement will remain in place.
  - Proof of vaccination will be required for all passholders, guests and spectators 12 years of age or older **by the date of implementation** of this Operational Plan.
  - The minimum age required for proof of vaccination will remain at 12 years for the duration of the season in order to provide families the certainty and consistency we are looking to maintain.

- "Proof of vaccination" involves the confirmation of two doses of a COVID-19 vaccine, approved by Health Canada, and having been administered on a date that also allows for a minimum of 14 days to have passed prior to the guest being on site.
  - Exemptions to this proof of vaccination requirement will be limited to those [required by the Province of Ontario](#). Medical Exemptions will be accepted in formats approved and required by the province of Ontario.
  - It is the guest's responsibility to secure the required QR code or documentation for their medical exemption.
  - Paper records for exemption will only be accepted if they [meet provincial guidelines](#).
- Those without proof of vaccination and who are transporting someone to Glen Eden will be permitted to drop off at the ski area using our marked "Drop and Go" traffic areas.
- Glen Eden will be striving to make verification of vaccination as easy as possible for guests and our staff. Visitors will be required to complete a health screening before they arrive for their visit. An approved piece of photo identification will also be required.
  - We recommend that passholders and guests secure their [Ontario COVID-19 Vaccination QR Code](#). The QR code will help expedite the process when checking in.
  - The province has indicated that an enhanced QR code will be available for those requiring Medical Exemption status. This will be the primary form of verification for medical exemption that Glen Eden will pursue once that is available.
  - A digital copy or paper copy of vaccination record may also be accepted however, it may take longer to process at point of check in.
- When it's time to make your lift ticket reservation online, you will be asked to confirm your vaccination status, and when you come to pick up your lift ticket at the hill, your proof of vaccination will be checked by one of our staff.
  - Season passholders and Snow School participants will only need to show proof of vaccination at their first visit to Glen Eden for the season.
- Members and Guests who would like to process a refund for their season pass, or Snow School program as a result of this policy may request a cancellation and refund before December 12th, 2021.
  - A full refund will be provided for those requesting a refund before 11:59 pm on December 12th, 2021.
  - As of December 13th, 2021, [the regular refund policy will apply](#).
- **Questions regarding this operating policy may be sent to [ProofofVaccination@gleneden.on.ca](mailto:ProofofVaccination@gleneden.on.ca).**

## Face Masks

- Face masks are mandatory for all visitors and employees. There will be no exceptions.
  - Face masks must cover your nose, mouth, and chin without gapping and must be able to filter respiratory droplets.

- If your ski mask, face shield, neck warmer, tube or balaclava meets those criteria, you can wear it as a mask, but if there are breathing or ventilation holes, it will not be acceptable as a mask.
- Face masks are required to be worn, indoors and outdoors where distance cannot be maintained.
- Masks are required to meet the guidelines by the Halton Health Department, which means that they can be a cloth (non-medical) mask, a disposable (non-medical) mask or a medical mask.
- Children who are under the age of two years old, people who have an underlying respiratory condition and people who have a developmental disability that inhibits their ability to wear a face covering or limits their ability to reasonably communicate with others are exempt from wearing a face mask at Glen Eden.

## Indoor and Outdoor Space and Physical Distancing

- Visitors will be encouraged to keep a distance of two metres (6 feet) between members of other households, at all times, both indoors and outdoors.
  - Visitors will be reminded when needed to maintain physical distancing.
- Glen Eden will be adhering to indoor capacities in lodges and retail shops in accordance with provincial and municipal policies. These capacities are subject to change as guidelines are updated.
- Please note that as of January 5, 2022 the Lodges are available for washroom use only.

## Visiting Glen Eden and Provincial Self-Assessment for COVID-19

- We ask that you do not visit the property if you or the person you are dropping off have any of the following symptoms:
  - Cough
  - Sore throat or difficulty swallowing
  - Runny nose/stuffy nose or nasal congestion
  - Decrease or loss of smell or taste
  - Fever or chills
  - Difficulty breathing or shortness of breath
  - Nausea, vomiting, diarrhea, abdominal pain
  - Extreme tiredness, general ill feeling, or sore muscles
  - Have travelled outside of Canada in the past 14 days
  - Have had close contact with a confirmed or probable case of COVID-19
  - Have been asked to remain at home by Public Health

## Cleaning and Sanitization

- Facilities will be cleaned regularly, and high-touch areas will be sanitized frequently.

## Food and Beverage

- Lodges will be open to provide guests with space to eat and warm up.
- Food will be available for purchase from one of our order windows at the lodges.
- Masks will be required in indoor spaces with the exception of guests that are actively eating or drinking.

## Reserving Your Visit

- Reservations are required for lift tickets and rentals.
- Each reservation will be valid for a 4-hour timeslot.
- Currently, there is no limit to how many reservations a passholder or other visitor can make, but out of consideration for others, you are encouraged to make reservations only when you intend to visit.
- Season passholders will be able to make reservations 10 days in advance.
  - A number of lift tickets will be reserved for pass holders each day, so that you always have priority access to the hill.
- Non-season passholders can reserve their visit up to 5 days in advance.
- It is possible to make a reservation on the day of your visit, but availability of tickets and rental is not guaranteed. For this reason, it is recommended that you make reservations for your visit as far in advance as possible.
- If you make a reservation and you are unable to attend, please cancel your reservation within 24 hours of your reservation or contact visitor services for assistance at [vslead@hrca.on.ca](mailto:vslead@hrca.on.ca).

## Snow School Lessons

- Lesson programs are scheduled and selling to run at their posted times.
- Masks will be required to be worn by students in situations where they cannot maintain physical distancing.
- Students should be prepared to wear masks while riding lifts and on hill when they cannot maintain physical distancing from their fellow students.
- Students who are in a Camp, 8-Week, or Private Lesson Program style lesson will need to register for a type of Season's Pass. Once they have done so, our reservation system will automatically reserve a 4-hour lift ticket for them each week. We will be in contact with our Snow School students prior to program start to confirm final details on tickets, and all other lesson preparation details.
- Parents and other family members are permitted to stay and watch their children will need to comply with our proof of vaccination requirements.

- Staff and instructors will be required to complete health screenings before the lessons and will not be permitted to attend if either are feeling ill. We ask for your understanding as instructor availability might be less consistent as a result of this protocol.

## Rental Equipment

- Equipment rentals will be offered by reservation only, due to reduced capacity in the rental shop.
- If you require equipment rentals, please be sure to select the rental equipment option when reserving your visit, including lesson participants.

## Lockers

- Visitors are encouraged to get dressed at home or in the parking lot, as much as possible, as lockers will not be available.

## Contact Tracing

- All visitors are required to participate in contact tracing to participate in programs or services provided by Glen Eden.
- Personal information will be shared with our local public health unit when as part of investigation.

## Employee Vaccination

- Staff will be required to follow the proof of vaccination requirement and will also complete health screenings prior to each scheduled shift.
- Health and safety measures such as indoor and outdoor face coverings, enhanced hygiene practices, and other wellness measures will be in place for our team for the entire 2021-2022 winter ski and snowboarding season.

## Refund Policy

- If you decide that you do not want to use your membership or lesson purchase due to our updated operating plan, refunds will be accepted until 11:59 pm on December 12th, 2021. Please submit a request for a refund to [vslead@hrca.on.ca](mailto:vslead@hrca.on.ca).
- For all other scenarios, please refer to the [policy on our website](#).

## Glen Eden 2021-2022 Season COVID-19 Vaccination Policy FAQs

### 1) Why do I need to be vaccinated if I'm skiing or snowboarding outside?

Glen Eden (GE) is committed to creating an environment that prioritizes the health and safety of

all its visitors, staff, and the communities we serve. In order to ensure that we are creating a safe environment, and one that is manageable for our frontline staff, and doing our part to stop the spread of COVID-19, we are maintaining physical distancing measures both indoors and outdoors.

Although you are outside during most of your visit at Glen Eden, there are many spaces in which you will be in close proximity to others, such as the lift lines, chairlifts, and Snow School for lesson participants. These efforts are centred on maintaining high health and wellness standards to ensure an enjoyable and safe experience for all our visitors and staff.

**2) Why is there a vaccination policy at Glen Eden but not the other Conservation Halton Parks?**

Glen Eden welcomes over 300,000 visitors per year. In order to provide a safe and enjoyable experience for all our visitors and staff, we are maintaining a vaccine policy that supports high standards of health and wellness efforts that considers GE's high visitation numbers and the large concentration of people enjoying common, high touch amenities.

**3) Do I still need to be vaccinated if I don't plan to use the washrooms or other indoor spaces?**

Yes, we are requiring that all visitors of Glen Eden show proof of vaccination from COVID-19 this season, regardless of their intention to remain outdoors or use indoor spaces, as Glen Eden does not have the resources to check vaccination documents with each entry point into these spaces. Even if you are not using any of the indoor amenities, there are still times where you will be in close proximity to others while you are outdoors, such as waiting in line or sharing a chairlift.

**4) What forms of proof of vaccine will be accepted?**

Proof of vaccination must be in a format recognized by the province of Ontario. Glen Eden recommends the Enhanced QR Code available [here](#). The Verify Ontario App will be used to expedite verifications wherever possible. A recognized form of Photo ID is also required. Approved forms of ID include any listed [here](#).

A digital copy or paper copy of vaccination record may also be accepted however, it may take longer to process at point of check in.

**5) Do I have to show my vaccine documentation every time I visit?**

Glen Eden staff will check the vaccination status of season passholders when you pick up your Season Pass or when you arrive for your first visit.

**6) Will medical exemption or Rapid Antigen Test be accepted instead of COVID-19 vaccination?**

Exemptions to this proof of vaccination requirement will be limited to those [required by the](#)

[Province of Ontario](#). Medical Exemptions will be accepted in formats approved and required by the province of Ontario.

It is the guest's responsibility to secure the required QR code or documentation for their medical exemption. Paper records for exemption will only be accepted if they [meet provincial guidelines](#).

**7) Do I need to be vaccinated if I am dropping someone off or bringing my kids for lessons?**

Those without proof of vaccination and who are transporting someone to Glen Eden will be permitted to drop off at the ski area using our marked "Drop and Go" traffic areas.

If you intend to stay on the hill and watch your child while they are in lessons, you will be required to show proof of vaccination.

**8) Why did Glen Eden make this decision after I bought lessons and Season Pass?**

Given the everchanging landscape that the pandemic has created as well as provincial and local public health recommendations that vary based on real-time modeling and trends, this policy will help ensure that guests know exactly what to expect before arriving at Glen Eden throughout the season. These continuous strong health and safety measures that will be in place will help to ensure a safe environment, and one that is manageable for our frontline staff.

When determining what our final policy would be this winter season, GE looked at what other large-scale activities and sites were doing, what other similar ski hills in Ontario were doing as well as in other provinces and we believe this is the best path forwarding in order to deliver the high standard of service we pride ourselves.

This is not a decision that was made lightly, but we feel it is the safest way to operate for this season, and the safety of our staff, visitors, and community is our number one priority. We thank you for your patience and understanding.

**9) How do I get a refund for my Season Pass or Snow School?**

If you have already purchased a Season Pass or Snow School package, and do not intend to receive a COVID-19 vaccination, full refunds will be issued until December 12th, 2021. To request your refund, please e-mail [vslead@hrca.on.ca](mailto:vslead@hrca.on.ca) with your reservation number.

**10) Do I have to wear a mask, even if I am vaccinated?**

Masks will be required while using the indoor amenities, at all times, as well as when physical distancing is not possible lift lines and on chairlifts. Masks will also be required for participants of Snow School when they are in lift lines, on chairlifts, or where they cannot maintain a distance of two meters from others in their group.

**11) Do we have to maintain physical distancing, even if we are all fully vaccinated?**

Yes, and we highly encourage all visitors to maintain a physical distance of two metres from

others, where possible, both indoors and outdoors. In the event that physical distancing is not possible, such as waiting in lift lines or on chairlifts, masks will be required.

**12) Do I still have to make a reservation in order to visit?**

Yes, reservations are still required for all season passholders and lift ticket users to help us monitor hill capacity, ensure there is adequate parking and reduce chairlift line-ups.

Each reservation will be valid for a 4-hour timeslot.

Snow School participants will see that reservations will be automatically generated for them to include the time of their lesson. These reservations will also be 4 hours in duration in total.

**13) Is the hill capacity going to be increased from the 2020/21 season?**

Yes, in accordance with current guidelines, on-hill capacity at Glen Eden will be increased from last year. We will continue to monitor and follow provincial and local public health guidelines for capacity as the season progresses.

**14) Does the COVID-19 Vaccination Policy apply to Glen Eden staff?**

Yes, for the safety of our visitors and other staff members, all Glen Eden staff must be fully vaccinated in order to work this season.

**15) Are children who are unable to receive a vaccine at this time still able to visit Glen Eden?**

Children who are younger than 12 years of age at the time of the vaccination policy implementation will be able to visit Glen Eden with no proof of vaccination required. Similarly, if your child turns 12 during the course of the 2021-2022 season, no proof of vaccination will be required.

**16) Will children need to be vaccinated if the province introduces a vaccine for children 5 to 11?**

In order to provide families with certainty and consistency throughout the entire season, the minimum age required for proof of vaccination will remain at 12 years of age for the duration of the season.

Given vaccine approval for children under 12 years of age has only recently been announced in Canada, we will be maintaining the vaccine requirements for visitors 12 years and older as we recognize it may be challenging for parents and families to secure a vaccination appointment for their children in time for the winter ski and snowboarding season, given provincial supply and demand considerations.

**17) What if the provincial government lifts the mandatory vaccination policy?**

In order to provide our visitors with a safe ski and snowboard season and a greater sense of



certainty and consistency, the mandatory vaccination policy at Glen Eden will remain in place for the entirety of the 2021-2022 season, regardless of provincial policy changes.

**18) Will we be able to dine indoors?**

As per the provincial government's most recent announcement on January 3<sup>rd</sup>, 2022, GE will be removing indoor dining and also adjusting indoor capacities in order to adhere to the new guidelines. When indoors, patrons must be masked and physical distancing must be followed.

**If you have a question that is not answered here, please email [vslead@hrca.on.ca](mailto:vslead@hrca.on.ca).**