

MICA COVID MITIGATION STRATEGY



WELCOME BACK

A Happy, Healthy Welcome

As we look forward to welcoming you back to Mica this winter, we are taking careful and measured steps to ensure that every aspect of your experience has been considered. We are committed to doing everything in our power to protect the health and safety of our guests and staff and it is with this at the forefront of our minds that we have adjusted our practices and protocols in response to COVID-19.

This guide has been developed to provide you with a high-level road map to the practices and protocols that will be in place during your visit. We anticipate some of the details outlined below may require adjustment as best practices and health and safety requirements evolve. We will do our best to keep you up to date as these changes occur.

Thank you again for your support and willingness to work with us as we prepare for the coming season. One thing this last couple of months has reinforced for me is that at Mica we have incredible guests and staff and that none of this would be possible to make happen without you. Whether it be this year or next, we look forward to welcoming you (back) to Mica. See you when you get here.

Nicole Fricot

Chief Executive Officer

OUR PROMISE TO YOU

No one will be allowed to travel to our lodge if they are displaying any signs of illness, however minor. *This applies to our Guests, Team Leaders, Managers, Lodge Staff, Guides, Pilots, Engineers, & Suppliers.*

Our lodge and heliskiing experiences will operate with the highest health and safety standards and will follow all government health and safety guidelines to ensure a safe and seamless guest experience.

PLAYBOOK OVERVIEW

The following protocols will be communicated to our guests prior to arrival, repeated during lodge orientation and, most importantly, reinforced through the daily actions of each one of our Team Members.

This Guide outlines best practices in the following areas:

Pre-trip Communications including Mica's COVID-19 policies, will state that no one with any symptoms of COVID-19 will be permitted in the lodge.

Daily Health Assessments will be conducted for all staff members, including morning temperature checks.

Physical Distancing protocols will be in place to adhere to all provincial guidelines. In any instances where physical distancing opportunities are limited, masks will be provided and mandatory.

Cleaning & Sanitation will adhere to Mica health and safety protocols that follow all recommended best practices.

Staff Practices will adhere to our detailed staff cleaning and safety protocols and will be carried out daily.

Transportation protocols will adhere to all provincial guidelines for cleaning, sanitization and physical distancing safe practices.

PRE-ARRIVAL & DAILY HEALTH ASSESSMENTS

PRE-ARRIVAL & GUEST CHECK-IN

- Prior to arrival, each guest will receive information about our COVID-19 policies, changes to services, and details about their stay.
- Prior to arrival, all guests are required to confirm they are in good health, not displaying ANY applicable symptoms, and have not been in contact with anyone who has a confirmed case of COVID-19. If guests are not able to confirm all of these, we kindly ask that you contact us right away so that we can reschedule your visit.
- Guests are encouraged to communicate any special requests prior to arrival.
- Upon arrival, all cleanliness procedures and mitigation protocols will be communicated to our guests through a detailed orientation and reinforced by lodge signage.
- Guests or staff exhibiting symptoms of COVID-19 will not be permitted to travel in any Mica vehicles, or stay at Mica Lodge.
- Customary handshakes and hugs will be replaced with a warm hello. (Blowing kisses, winks or the classic thumbs up are also acceptable and appreciated.)

HEALTH ASSESSMENTS

- All guests and staff will be required to complete a daily health self-assessment including contactless temperature checks.
- Anyone with a temperature above 38C/100.4C, or who is visibly unwell at the lodge will be immediately quarantined and not permitted to participate in any activities until cleared to do so.

PHYSICAL DISTANCING

We are fortunate that the size and open concept design of our lodge allows us to provide our guests and staff with plenty of room to practice safe physical distancing. On the rare occasion where physical distancing is not possible, guests and staff will be provided with buffs or masks.

In addition, all guests will have their own lodge room and private ensuite bathroom, unless joining us with their respective partner or friend with whom they wish to enjoy shared accommodation.

KEY STEPS

- Upon arrival, guests will receive a lodge orientation and summary of all COVID-19 related safety protocols required during their visit.
- Guests and staff will be asked to respect a minimum of 2 meters (6ft) physical distance whenever they are in common areas and not with their family unit or travel cohort.
- The number of guests & staff allowed at any one time in high congestion areas such as the ski equipment room, gym, retail area, and hot tubs will be limited. Signage will reflect respective capacity limits.
- Masks or buffs will be required to be worn by all employees and guests during transfers and when travelling in helicopters, the shuttle, or in Mica trucks.
- When physical distancing is not possible, staff and guests will be required to wear face masks.
- Tables and seating in the dining room and bar will be spaced to ensure adequate physical distancing.
- Seating in the dining room will allow a maximum of 6 guests per table. Service area at the end of each table will allow food service dinnerware to be dropped and collected to ensure servers maintain physical distance with diners. Service staff will be wearing masks.
- Directional markers and signage have been installed to remind guests to respect physical distancing and to show flow in high traffic spaces.

CLEANING & SANITIZATION

- Sanitization stations are installed in key areas throughout the lodge and chalet, at all entrances, and in common areas.
- Increased frequency of cleaning and disinfecting will be done, especially high touch areas.
- Common areas, vehicles and helicopters will be sanitized with an electrostatic sprayer daily.
- Guest rooms will be sanitized with an electrostatic sprayer after each check out.
- Personal protective equipment will be worn by all housekeeping staff.
- All single use items and remnants will be discarded between each guest stay.
- No in room housekeeping services will be provided during your stay

STAFF PRACTICES

- All staff will receive training on COVID-19 safety and sanitization protocols.
- Daily staff meetings will reinforce on-site safety protocols & remind staff to remain diligent and to do their part in keeping each other and our guests safe.
- Staff will complete a daily self-assessment and temperature check prior to starting work.
- Staff will be required to stay home if unwell, or quarantined if at the lodge until they can be safely transferred out.
- All staff will be required to wear appropriate Personal Protective Equipment (PPE) when social distancing is not possible
- Increased hygiene protocols for all staff including hand sanitizing between touch points and increased hand washing.
- Each Mica team member will be required to sign our COVID-19 Health and Safety Policy stating that they understand and agree to comply with the policies, rules, responsibilities, and procedures that will protect the health and safety of everyone who has physical contact with our office and lodge.
- Staff will dine separately from guests.
- Servers will wear a mask during food and beverage service.

TRANSPORTATION & FIELD OPERATIONS

SAFE TRANSPORTATION PRACTICES:

- Hand sanitizer will be provided and used by everyone upon entering and exiting all Mica transportation vehicles.
- Masks or buffs are mandatory in all staff and guests transportation vehicles.
- High contact areas in the shuttle and all staff vehicles will be sanitized before use. High contact areas include:
 - Keys and door handles
 - Headrests
 - Seatbelts
 - Steering wheels, gear shifters, center dash panel for radio and defrost/temperature control
 - Hand holds and center consoles
 - Control panels on doors for windows and door locks
- During transfers at staging, the shuttle will be sanitized using the electrostatic sprayer after the inbound guests have exited, and prior to the outbound guests boarding the shuttle.

FIELD OPERATIONS

- All guests and staff to wear a buff or mask in the helicopter at all times.
- No food or beverages will be allowed to be consumed in the helicopters.
- Field lunches will be individually packaged.
- Guests to maintain physical distance at all times in the field when not wearing a buff or mask.

LODGE EXPERIENCES AND SERVICES

MASSAGE

- Massage rooms will be thoroughly disinfected before and after each treatment
- All massage therapists and guests will be required to wear a mask during their treatments.

GYM

- Machines arranged to provide appropriate social distance between equipment users.
- Signage will reflect gym capacity and cleaning protocols
- Increased frequency of cleaning and disinfecting especially on high touch point areas & equipment.

BAR & DINING

- Tables in dining and bar area will be arranged so that the distance to patrons at different tables are 2 meters apart.
- Party size will be a maximum of 6 people per table
- Breakfast & Après will be served at the buffet by a staff member and individually wrapped items will be available
- Dinner service will be plated (no family style)

HOUSEKEEPING

- No in room housekeeping services will be provided during your stay.
- Additional towels and amenities will be available on request and staff will arrange a contactless delivery.
- Guest rooms will be sanitized with an electrostatic sprayer after each check out.
- Personal Protective Equipment will be worn by all housekeeping staff.
- All single-use items and remnants, even if they seem unused or untouched will be discarded between each guest stay. This includes, but is not limited to, toilet paper, soap, shampoo.

RETAIL

- Guests to sanitize hands before touching any of the retail items.
- Items that go over or on your head removed from the floor for 24 hours.
- No more than 2 people in the retail area at a time.
- Staff to wear masks when helping guests with retail if two meters distance is not possible.

HOT TUBS

- Hot tub times to be assigned by group.
- Private hot tub to be used by Private guests only.
- Hand sanitizer provided at all exits to hot tubs.
- No more than 4 people in the hot tub at a time.