

## RMOW – WINTER PASSIVHAUS REACTIVATION PLAN PHASE II

### Objective

For Lost Lake Passivhaus to be open during the winter months to allow public access to Cross Country Connection operations for the provision of cross country ski rentals, lessons, ticket sales, and limited Grab'n'go Café offering.

### Hazard

Safety issue for consideration is the risk of exposure to biological agents. A representative of the RMOW has completed a site visit with the Cross Country Management to assess the risk factors of the site and have formulated a joint plan to implement how the risk will be mitigated.

### Risk Mitigation Plan

Cross Country Connection (CXC) has established a COVID-19 Exposure Control Plan for winter operations to exist in a modified capacity and format. They will adhere to all WorkSafeBC and Provincial Health Officer (PHO) regulations and orders regarding COVID-19. They will continue to stay informed of WSBC and PHO requirements and adjust as needed. CXC will display a copy of their COVID-19 Safety Plan on-site as per WSBC regulations. Masks will be mandatory indoors and daily staff health screenings of volunteers and staff will be performed by CXC before each shift.

Public daylodge access or facility bookings will not be permitted at the PassivHaus until further notice.

### Areas that will remain Closed

- The washrooms will remain closed to the public to stop congregating in the narrow corridor
- Daylodge area will remain closed to the public

### Traffic Flow outside the building

Delineators with 6ft markers and adequate signage will be placed out front of the Passivhaus to advise patrons to follow physical distancing rules and direct patrons to the appropriate service. i.e. which way to go to get tickets, rentals, lessons, and café. Masks will be advised in busy outdoor areas.

**Ticket Window:** The ticket window will be operational all winter long providing the opportunity for guest to purchase trail tickets without having to enter the building. Snowshoe rentals and payment will also be available through this window (full glass barrier with a pass through window at the bottom).

**Auxiliary Ticket Booth:** An Auxiliary ticket booth has been installed on the right hand side of the main entrance to Lost Lake Trails (straight across from the Passivhaus on the opposite side of Lost Lake Trail South). The ticket booth will be operational during busy times to alleviate congestion out front of the Passivhaus. The ticket window will have a barrier installed with a pass through window to carry out transaction. Only day ticket sales and season's pass checking will be available at this location.



**Passivhaus Entrance:** There will be two lanes of traffic set up outside the entrance to the Passivhaus using delineators and rope to allow separation of participants wishing to visit either the downstairs or upstairs of the Passivhaus. The downstairs will be reserved for participants renting skis. The upstairs will be utilized as the rental boot return area, as well as the site for pick-up from the Grab'n'go Café.

**Passivhaus Exits:**

- Lower Level exit will be through the East side door
- Upper Level exit will be through the North door on the upper level that leads out the back courtyard

Traffic Flow inside the building

**Basic Traffic Flow:** The main entrance for guests to enter the building will be through the front main door. They will be met by a greeter that will direct them where to go next. If they are getting rentals then they will be directed to stay on the lower level. If they are returning boots or grabbing their Grab'n'go café items, then they will be directed upstairs. Floor decals and directional signage will be installed to help direct traffic flow.

**Lower Level:** There will be a few tables set up in the front lobby off to the left hand side for people to read and sign waivers. There will be an occupancy load poster and physical distancing poster displayed in the lobby area. Once they have completed signing their waivers, they will be directed to head down the corridor to the East facing door where they will make payment for services and pick up their XC rental ski boots. There will be an occupancy load poster also displayed in this secondary area. XC skis and poles will be sized and provided outside. A barrier will be installed at the downstairs processing terminal.

**Upper Level:** The staircase to go upstairs will be one-way traffic with “up only” signs on the stair treads. Once upstairs, there will be a few chairs set up in the Whistler Blackcomb Foundation room for patrons to change from their rental boots to their winter boots. There will be occupancy load posters and physical distancing posters displayed in each separate areas outlining the requirements. The Grab'n'go café will be set up in a temporary auxiliary staging area upstairs in the middle room providing hot drinks, soup and bakery items. Items will be purchased using a voucher format at the downstairs processing terminals (rental counter or ticket window) and will submit their vouchers for the food/drink items. Plexi-glass barriers will be set up between the kitchen items/staff and customers. No indoor seating will be provided to ensure there is no loitering inside the building; all items are grab'n'go format. The exit will be through the upper level back north door.

Refer to Appendix A and B for floor plans and traffic flow.

**Common Corridors:** In order to assist in maintaining social distancing throughout the PassivHaus directional arrows have been placed on the ground, similar to the map shown below. There will also be floor decals and informational signage installed informing patrons of where to stand while waiting for service. The one way traffic flow will help to mitigate people converging onto each other.

**Hand Hygiene:** Hand sanitizer stations will be available at all entrances to the building for public use before entering the space or utilizing the exterior ticket window or auxiliary ticket booth. There will be 3 units total.



## Signage

The following signage will be installed to remind participants of acceptable behavior while in the facility (see appendix C for main entrance signs):

- Main entrance signage prior to entering the Passivhaus:
  - Stay home if you have any cold or flu-like symptoms
  - Sanitize your hands prior to entering the facility
  - Self-isolate if you have travelled outside of Canada within the last 14 days
  - Self-isolate if you have been exposed to a positive COVID-19 case
  - Masks are required indoors and advised in busy outdoor spaces
- Practice physical distancing of 6ft or 2M
- Occupancy load posters displayed in each area of the building
- Wash/Sanitize hands often
- Washing hands posted from BCCDC or VCH placed by any sink
- Floor decals will be installed to educate guests where to stand when waiting to be served and directional arrow for the one way flow of traffic though the building
- Indoor washrooms closed for public use

Exterior signage:

- Practice physical distancing of 6ft or 2m
- Masks are required indoors and advised in busy outdoor spaces
- Avoid congregating
- Stay home is you are sick

**Service counter shields:** Plexi-glass shields will be installed at each service counter to provide a physical barrier between staff and the public. The ticket window and auxiliary ticket booth are already outfitted with a glass barrier and a small window for taking payment and signing waivers. The auxiliary café staging area and downstairs cooking area will also be completely enclosed with Plexi-glass for the safety of café staff.

**Occupancy Loads for PassivHaus Lower Level:** The maximum number of people permitted in the lower level of the building at one time will be limited to 12.

- Front Lobby (main entrance): 4
- Corridor (near washrooms and café): 2
- Concessionaire Area: 4
- Concessionaire desk: 1
- Café work area: 1
- Ticket window (inside): 1
- Concessionaire bike shop back office: 1

**Occupancy Loads for PassivHaus Upper Level:** The maximum number of people permitted in the upstairs level of the building at one time will be limited to 15.

- Whistler Blackcomb Foundation Room: 6
- Middle Room (Café-to-Go section): 4
- Austria Room (left hand side): 5



**Washroom:** are for CXC staff use only. CXC staff will clean daily as per their safety protocols. A separate washroom facility will be available outside (portable toilets or park washroom building).

**Building and Equipment cleaning and sanitizing protocols:** are outlined in the CXC COVID-19 Safety Plan.

