

GLASGOW SKI & SNOWBOARD CENTRE – COVID-19

Proposed Reopening Strategy and Changes to
Working Practices

CUSTOMER INFO

Revision:	1
Date:	25/05/2020
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1 Introduction

1.1 Background

Glasgow Ski & Snowboard Centre (herein referred to as the “Club”) went into lockdown on the 21st March 2020 as a result of restrictions put in place by the Scottish Government, in response to the Coronavirus pandemic. Lockdown restrictions are currently being eased and the Club hope to be back to business in the near future.

1.2 Purpose of this Document

The health and safety of our staff and customers has always been, and will continue to be, the main priority of Club management. Creating a safe facility for everyone in this challenging time will require the assistance of all staff members and customers working together to ensure the Club is as safe as it can practically be. We are currently reviewing health and safety documents for schools, community groups, as well as addressing the impact on competitions.

As such, the purpose of this document is to provide customers with details of the Club’s proposed reopening strategy, as well as outlining the proposed changes to our current working practices needed in order to abide by social distancing and hygiene measures that will likely remain in place following the reopening of the Club.

The information contained within this document will show staff training, proposed changes to working procedures and how our Customers can help improve the safety of all Club users.

This document is a “live” document, that will be reviewed and updated regularly based on current government guidance and development of the Club’s reopening strategy. Any changes to this document will be displayed on our website.

1.3 Additional Information

In addition, the Club have also produced a COVID-19 specific Health and Safety Statement, Risk Assessment, and Up-dated First Aid Procedures, that will detail the risks and mitigation measures relating to the Club and COVID-19. All documentation relevant to our customers will be posted under H&S on the Ski Club website www.ski-glasgow.co.uk

Members, customers & staff will receive regular communication from Club Management, either by e-mail, social media or by accessing the website.

2 Proposed Reopening Strategy

Following review of the Scottish and UK Government guidelines (18.06.20) regarding reopening of businesses, Club management have developed a four-phase reopening strategy for Glasgow Ski & Snowboard Centre, as presented in Table 1.

At the time of writing this document, the Club is currently in **Phase 1** and looking to move to **Phase 2** of the proposed reopening strategy. A small group of staff returned to work on the 8th June, in order to prepare for the next proposed move, to phase 2. The beginning of **Phase 2** has allowed us to reopen to members only, in order to access slope time. We are still unable to access the building and the toilet facilities, this will change in the coming weeks.

The timescale for the transition between each stage is currently unknown. However, timescales will be circulated to staff and clients once further information is available.

Table 1: Proposed Reopening Strategy

Phase No.	Phase Description ^a	Club Status
Lockdown	Full lockdown with restrictions on outdoor sporting facilities, social interaction and non-essential travel.	Club closed
1	Easing of lockdown restrictions including easing of restrictions on outdoor sporting facilities, social interaction, and non-essential travel.	Limited staff return for preparatory work.
2	Lifting of lockdown restrictions on outdoor sporting facilities, gatherings in larger groups ^b and non-essential travel.	Club reopen with limited capacity
3	All outdoor recreational activities allowed and increased group sizes ^b allowed.	Club open with additional capacity
4	Lifting of restrictions on live events & competitions. Mass gatherings resume in line with public health	Club returning to a new normal. Increased activity, whilst maintaining good hygiene.



Notes: a) All easing and lifting of lockdown restrictions will be in line with Scottish Government guidelines.

b) The number of staff and customers permitted within the Club buildings and on the slopes at any one time will be determined by adhering to social distancing and hygiene guidelines within the Club.

As a minimum, this document will be revised and reissued as part of the transition between each stage of the reopening strategy.

3 Proposed Changes to Working Practices

This section outlines the health and safety measures that will be put in place once the Club is reopened. These changes include general changes that will impact each member of staff and customer, and role-specific changes that will be unique to each department within the Club.

Customers are asked to read this section carefully, including reading the measures to be imposed on the various staff roles across the Club. For this strategy to be successful, it is important that customers are aware of the changes imposed on staff and customers. Customers will play an important role in minimising the risk to staff and customers.

Club management appreciates that some of the health and safety measures described below may be difficult to adapt to, however each measure put in place is for the sole purpose of keeping staff and our customers as safe and healthy as practical.

3.1 General Changes

3.1.1 Social Distancing

It is anticipated that social distancing requirements will be the most difficult measure to maintain and every effort shall be made to ensure both staff and customers observe the personal space of others.

The current social distancing requirement is that people should stay at least 2 metres from others and all mitigation measures proposed by the Club aim to maintain this distance. It should be noted that social distancing requirements will not be applicable to those who share a household.

Several measures will be put in place to help facilitate social distancing within the Club, as detailed below:

1. Staff & customers shall avoid engaging in physical contact with each other, e.g. hugs, handshakes, high fives, etc. Some may find it difficult to voice objections to incidents of invasion of their space, therefore we ask that everyone maintain & respect social distancing at all times as far as reasonably possible.
2. Customers will be greeted at the door of the building and instructed on procedures before entering. At this point, customers can check in for lessons if the que allows, otherwise this can be done in the ski store, or if que allows the office.
3. There will be signage displayed throughout the building helping customers to follow a one-way system and highlighting all social distancing and hygiene policies.
4. Distancing markers will be in place showing the 2m distance in areas where queuing will be possible.
5. The number and capacity of lessons will be reduced during Phase 2 and Phase 3, which will subsequently reduce the number of staff required throughout the Club. Smaller numbers of staff & customer will allow everyone to maintain social distancing more easily while at the Club.
6. Customers can only visit the Club for 2 reasons, either a pre-booked lesson or a pre-booked practice session. This allows the Club to control numbers, keeping our capacity to a minimum and ensuring enough space to adhere to social distancing guidelines.

7. All staff and customers will be asked to avoid sitting in the café, instead taking a “take out” elsewhere, the park, outside, or in your car.
8. Customers are asked to assist the Club in keeping numbers visiting the centre to a minimum. We would expect only one adult bringing children to the Club for their lessons.
9. Customers are asked to book in advance before arriving at the Club. Our website will guide you to practice times in the week, bookings must be made during phase 2, allowing GSC Staff to control numbers within the facility.
10. Car parking spaces will be controlled in the GSC car park allowing for distance between cars.

3.1.2 Good Hygiene

In order to reduce the risk of surface to human transmission of COVID-19, a robust cleaning regime will be put in place throughout the Club. A contracted cleaning company will clean the bathrooms and stairwell as normal, however the staff will be tasked with undertaking a new cleaning schedule throughout each shift. This schedule will include, but is not limited to, the regular cleaning of:

- Worktop surfaces, counters, door handles and handrails
- Ski, Snowboard, and tubing equipment
- Meeting room taps, and hand sanitizer bottles
- Poma tows, tow operation buttons, and barrier pads

The on-shift duty manager will be responsible for overseeing the cleaning operation. A deep clean of the Clubhouse will be undertaken prior to reopening of the Club to clients.

Customers will also be asked to adhere to the following good hygiene practices –

1. Regular hand washing throughout your visit with warm soapy water.
2. Keep visitors to the Centre to a minimum
3. Wash hands before entering the building
4. Use the sanitizer units provided to wash hands after using equipment
5. Use sanitizer units provided to wash hands after skiing or snowboarding
6. Refrain from touching hard surfaces unnecessarily
7. Keep gloves on while on the slopes at all times
8. Please adhere to appropriate sneeze etiquette
9. Children should purchase their own helmet where possible

The minimum regular handwashing expected from all staff, with soap and warm water, will be at each of the following occasions:

1. On arrival at the Club.
2. After every large turnover of customers.
3. Before and after mealtimes.
4. After using the bathroom.
5. Before leaving the Club.

Antibacterial hand sanitizer will be available, and sign posted at two different stations within the Club, out with the toilets. Staff will have access to a further wash basin, alleviating any que building up in the bathroom. Staff are also asked to adhere to appropriate cough & sneeze etiquette.

Face Masks will be provided for staff, who wish to wear one. Disposable gloves will not be used, due to guidance provided. Washing hands regularly is the safest procedure outlined. Customers must understand and accept the policies in place before accessing the facility.

3.1.3 Controlled Entry/Exit

As described in Section 2, the number of customers and staff permitted within the building at any one time will be determined by adhering to social distancing and hygiene guidelines within the Club.

Subsequently, the staff will control entry and exit both into the buildings and each of the slopes. The following control measures are anticipated:

1. During Phase 2 and Phase 3, customers will be met at the entrance to the Club by a designated staff member, who will be responsible for monitoring and controlling the numbers within the building and giving customers instructions on where to go.
2. At present, it is anticipated that the number of customers permitted within the ski store at any one time will be limited to 15.
3. A one-way system will be in operation both inside and outside of the building. Signage will be displayed to direct staff and customers; however, we must accept that it will not be possible to keep strictly to the one-way system at all times, therefore some flexibility will be given in certain scenarios, such as entry and exit for people with mobility issues, during particularly quiet times and if emergency evacuation is required.
4. Customers must respect and follow systems put in place to the best of their ability.
5. On return from the slope's, customers will be asked to return their kit, use the café or WC if required and exit the building from the Ski Store glass door or the fire exit in the bar/cafe.
6. Group lessons will generally return from the slopes via the main front door, however lessons taking place on the small slope or freestyle slope may return via the ski store doors if social distancing can be maintained.

3.1.4 Customer Check-In

In order to avoid large queues at the Office/Reception, there will be added points of contact where customers may check in for their lessons. It is impractical to suggest that this queue can be totally reduced, however the below measures will be put in place to alleviate the pressure on office staff and aim to minimise the queue as far as possible.

1. Two check-in points will be put in place, where customers can check in for their lessons without needing to go to the office. These check-in points will be located at the entrance to the Club and within the ski store.
2. The office will be left as the third point of direct face-to-face communication for customers.
3. Efforts will be made to encourage customers to book and pay over the phone to avoid the customer having to go to the office. At the booking stage, the office staff will aim to tell the customer which instructor they have been assigned to further reduce the need to go to the office.
4. The Club will encourage customers to rebook lessons over the phone where possible.
5. The Club will step up its pursuit of a suitable online booking system.

3.1.5 Plan Timetables

One of the biggest challenges the Club faces during this time is ensuring that the Club continues to provide an excellent service for our customers while restrictions are still in place. Changes to timetables and lessons times will allow for us to deliver the remainder of banked lessons from pre-lock down, while following social distancing procedures.

This has included a review of the capacity of the slope, the number of customers that can practically be in each group and maximum number of participants in tubing sessions.

Upon completing this review, the following measures are likely to be put in place:

1. Banked Lessons from pre-lockdown will be contacted and booked into a new timeslot. This will include both private and group lessons.
2. With reduced capacity on the slope, banked lessons will be staggered over the day and into the evening. This will result in a longer period of time required to service all our banked lessons.
3. There will be 30 minutes each day with no access to the slope, in order for the ski store staff to wipe down tows, pomas and barrier pads.
4. Birthday parties will be restricted to 12 children until we are safely in Phase 3. There will also be less party availability until we are safely in Phase 3.
5. The Club will have shorter opening times as we go through the phased reopening, as detailed below:
 - Monday to Friday 9:00am – 9:00pm (*slope closes at 8:00pm*)
 - Saturday and Sunday 9:00am – 7:30pm (*slope closes at 6.30pm*)

3.2 Bar Specific Changes

Each area will have their own procedure on returning to work and the bar staff specific areas to address will be the following -

1. Throughout Phase 2 of opening we will only have one member of staff on duty. The bar will be on a limited service and customers are encouraged to only use the café if necessary.
2. The Hobbit Hut does not provide a good social distancing area and therefore any use of the hut will be decided between the customer and the Club.
3. On moving to Phase 3 we will increase the staff on duty appropriately, which will improve our service to customers.
4. All equipment used behind the bar will be cleaned and wiped down every two hours.
5. Access to the café/bar will be restricted and customers will be guided by signage in order to maintain social distancing.
6. The café will not be offering hot meals until further notice to avoid excessive waiting within the café.
7. Only drinks and quick snacks will be available until we are comfortably passed Phase 3.
8. Customers will be encouraged to use take away cups and make use of the outdoor areas or to sit in their cars while waiting for their children.
9. Bar surfaces & PDQ machines must be wiped down after every customer served.

10. In addition to the handwashing guidelines described in Section 3.1.2, bar staff will be requested to also wash their hands:
 - Before and after serving each customer.
 - Before and after a break.
 - After cleaning.
11. When moving into Phase 3, we will review bar staffing levels and increase if required.

3.2.2 Office Specific Changes

The office staff will be required to adjust throughout Phase 2 as follows:

1. Perspex screens will be installed between the two desks that adjoin in the office.
2. Perspex screen will be installed at the main counter. Protecting customers and staff.
3. Staff will stagger shift patterns to ensure a maximum of 3 people will be working in the office at any one time.
4. Office staff will be responsible for the daily cleaning of their station.
5. Phones, PDQ and the office till will be cleaned every 2 hours.
6. Additional cleaning duties will be required from all office staff, duties include, but are not limited to:
 - Computer screens and keyboards will be cleaned at the start and end of each day.
 - The countertop and printer will be cleaned at the start and end of each day.
 - The carpet will be hoovered daily.

Customers are asked to be patient with staff at all times, we will deal with one customer at a time, any further customers wishing to speak to office staff will be required to wait at the sign posted 2m distance before moving forward to the counter.

3.2.3 Ski Store Specific Changes

Ski store staff will play a key role in implementing the health and safety measures being described in this document. Ski store staff will be required to make the following changes during the reopening process:

1. During Phase 2 there will only be 2 members of staff kitting out customers at any one time, customers are asked to wait 2m apart as the floor markings will suggest.
2. There will be a third member of staff behind the counter, who's job will be to check in customers and guiding them to where they will meet their instructor. This member of staff will be key to our customer meeting up with the correct Instructor, communication between staff and customer is important.
3. There will be a maximum of 15 customers allowed into the store at any one time, this will be controlled by GSC Staff. Customers will be given times to arrive for lessons that will alleviate any long que's building.
4. After every changeover of kit, equipment used will be disinfected before being re-issued. An extra ski rack will be used in order to make this possible. Customers must remember to hand back equipment ensuring staff are aware the equipment has been used.

5. Helmets must be sprayed with appropriate cleaning agent between each customer use. We advise customers to purchase their own helmet if possible.
6. Ski store staff will be responsible for wiping down the counter, benches, door handles and ski poles between change over periods. Customers are asked to not touch surfaces unnecessarily.
7. Ski store staff will be required to disinfect the poma tows every morning and at the end of every shift and once more throughout the day. Customers will be guided to poma use procedures by slope staff. We envisage a colour coded system for poma use may be in place.
8. During a 30-minute break in the day, where there will be no access to the slope, all poma tows, certain barrier pads, and traveller buttons will be wiped clean.
9. Customers are asked to bin any rubbish and leave nothing at the facility once you depart, we cannot be responsible for holding onto lost property.
10. Lost property glove boxes will no longer be available, all customers are required to bring their own gloves or purchase woolly gloves from the machine in the hallway.
11. Food and drinks are not allowed into the ski store by customers or staff.

3.2.4 Slope Specific Changes

Customers will likely have the most direct contact with Ski and Snowboard instructors and must be diligent in all the changes to working practices across the Club in order to protect themselves and others.

The following measures will be put in place when lessons recommence:

1. There will be less instructors than usual working every shift (*maximum of 6 during Phase 2*).
2. There will be two designated meeting places for lessons:
 - Bottom of the main slope (off slope)
 - Bottom of the small slope (off slope) outside the Hobbit Hut.
3. Gloves must be worn on the slopes at all times, e.g. touching tows, buttons, etc. This is non-negotiable going forward.
4. Customers must adhere to tow queuing guidelines set out by the Instructors on the slope. There will be a member of staff allocated to the main tow to manage the tow and the queuing system throughout Stage 2 & 3. Customers not following safe distance in the que will be asked to leave the slope.
5. With no more than 6 classes on the slope at any one time, and effective communication, Instructors should be in a position to ensure that social distancing between customers and staff is abided by, to the best of their ability. Customers will be required to follow all instructions given on the slope regarding slope etiquette, keeping space between groups and allowing adequate space between runs.
6. There will be limited Level 1 lessons available until we have moved comfortably into phase 3. All customers attending the Club to practice will be required to be a minimum L2 standard.
7. We cannot offer private lessons to small children, aged 3, 4, 5 until we have moved into phase 3. Customers who require hands on physical help to participate in the activity will be required to wait until such times as this is possible. Any changes in procedure will be guided by the Scottish Government advice.
8. In addition to the handwashing guidelines described in Section 3.1.2, customers and instructors will be requested to wash their hands between lessons if they have entered the building and taken their gloves off.