



# COVID-19 OPERATING PLAN

Due to the extenuating circumstances surrounding the COVID-19 pandemic, Flathead Lake Lodge is taking steps to implement [CDC guidance, State and Local Health Regulations](#) to promote the best and safest experience possible at the ranch this season.

This document outlines Flathead Lake Lodge's plan to mitigate the risk of contracting COVID-19 through preventative measures, as well as actionable processes to deal with symptomatic or sick employees and guests. This represents Flathead Lake Lodge's plan to date, though we recognize that this situation is evolving, dynamic and will require adjustment on the part of Flathead Lake Lodge and our guests as new information or guidance arises. As the situation continues to unfold, this document and Flathead Lake Lodge's policies will be updated to stay compliant with CDC guidance, as well as State and Local Health Regulations.

## THERE ARE FIVE RANCH-WIDE TOPICS TO OUR PLAN



Each of these five areas is addressed below and designed to mitigate the risks associated with COVID-19. We aim to make the ranch as safe as feasible in accordance with Federal, State and Local guidelines. Additionally, we are taking preventative measures with both our employees and guests prior to and upon arrival to the ranch:

### EMPLOYEES

- Provide COVID-19 awareness documents and safe travel information prior to their arrival to the ranch.
- All employees will be subject to a health questionnaire that is entered into a health log system upon arrival to the lodge and daily before their shift.

### GUESTS

- Provide COVID-19 awareness documents and safe travel information on [Flatheadlakelodge.com](https://flatheadlakelodge.com).
- Flexible cancellation policy to encourage symptomatic or at-risk travelers to avoid visiting the ranch.
- Upon arrival, all guests will be temperature screened. Any guests with a temperature of 100.4 or above will be isolated and not allowed on the property unless a negative test is confirmed. If a positive test is confirmed, Flathead Lake Lodge will work with the guest to transition their vacation and refund any payments made in accordance with our cancellation policy.

While this plan is designed with our best efforts at the forefront, mitigation of the risks posed by COVID-19, are to an extent subject to the adherence and discretion of our guests. Flathead Lake Lodge is a social environment built on the mission of “Forging Relationships Through Authentic Experiences.” We realize this might not be the time to visit for everyone, and if you are uncomfortable with travel and how this plan addresses your concerns, let us help you to find an alternative solution to visiting Flathead Lake Lodge at this time. We also ask you to visit the [CDC.gov](https://www.cdc.gov) site to evaluate whether you are considered high risk.

# SOCIAL DISTANCING GUIDELINES

According to the CDC, it is recommended that individuals outside of direct family units stay 6 feet apart from one another in public settings. At Flathead Lake Lodge we are lucky to have 2,000 acres of space, and we will be taking reasonably feasible actions to help our guests adhere to the social distancing guidelines by taking the following ranch-wide actions:

- Activities, programs, and ranch spaces have been evaluated and occupancies have been adjusted to mitigate the risk of involuntary close personal encounters by attempting to ensure that adequate space is available.
- During food service, staff will be relocated to a different dining area to minimize interaction. Additional seating has been added and tables have been spaced correctly to provide sufficient space to promote social distancing.
- Individual public sailing reservations have been postponed for the season, lowering public traffic to the ranch and minimizing outside interaction with guests and staff.
- The Saddle Sore Saloon will be table service only and seating will be available outside to provide space sufficient to promote social distancing.
- We have implemented a “We Serve You” policy for all Food and Beverage operations. All self-service areas will be served by a Flathead Lake Lodge staff member.

Notwithstanding our efforts to facilitate and support social distancing, there may be times when 6 feet of distance is not possible. One example of this may be when our guests are riding in a lodge van from the airport. In these instances, the ranch will have gloves and masks available to guests, work to seat families together and ensure proper cleaning techniques pre- and post-activity. However, it is important that our guests understand that elimination of any contact with non-family members within 6 feet will not always be feasible, despite our efforts and planning in that regard.

## REQUIRED EQUIPMENT

Studies have shown people may be contagious before they show any signs or symptoms of COVID-19. The CDC recommends wearing a cloth face covering while in public to protect people around you.

Flathead Lake Lodge asks and encourages all guests arriving Summer 2020 to bring their own personal face masks. While we do not require guests to wear masks, there are times that at the guest’s discretion they may feel the need to wear one. In the event a guest does not have a mask, Flathead Lake Lodge will have masks and gloves available for guest use.

Additionally, we will also provide all our staff with masks, gloves and proper PPE needed for their respective jobs.

Rental cars are also highly encouraged to allow guests the privacy and space needed while driving.

## TRAINING & EMPLOYEE MANAGEMENT

We believe what makes Flathead Lake Lodge special is the employees and the environment they can help us create. Our training practices will continue to be our strength and we will continue to build upon them by implementing the correct COVID-19 planning measures. Because it is at our core to create lasting relationships with our guests, the decision to reduce guest and staff interaction has been a hard one. However, the ranch will make reasonable efforts to limit staff interactions to help adhere to social distancing guidelines, while still providing guests with the best experience possible.

All employees will go through an initial onboarding process, as well as a ranch-wide orientation, where this plan and its parts will be trained upon. Additionally, we have implemented COVID-19 symptomatic situations to our situational trainings to better prepare our staff on recognizing and isolating a potentially symptomatic guest or employee. Furthermore, we will discuss new ranch standards in sanitation, hygiene, social distancing, communal housing, PPE use and more.

Daily, Flathead Lake Lodge will record and log the health and temperature of its employees at a health station. Employees will

check in at this health station before arriving to their shift. This allows Flathead Lake Lodge to react to situations as quickly as possible, especially in the event of positive symptoms within staff.

All outside vendors used by Flathead Lake Lodge have also been issued this document and advised of FLL's practices. Any vendor(s) not adhering to the guidelines in this plan will not be allowed on ranch property.

## CLEANING AND HYGIENE

Flathead Lake Lodge has undergone training from Montana State Fund, Certified CPR, First Aid and Flathead County Health, as well as extensive ranch-specific scenario trainings with an outside COVID-19 task force specialist. Flathead Lake Lodge has taken on the effort to bolster our cleaning and hygiene in a variety of recommended ways, including:

- All cleaning products are CDC recommended.
- At check-in guests will receive a personal hand sanitizer bottle.
- Handwashing stations have been placed around the property.
- Over 20 hand-sanitizer stations have been placed throughout the property.
- High-touch items and common areas have been identified and are to either be removed or cleaned routinely.
- Housekeeping has added extra disinfecting steps to cleaning accommodations at every level.
- Employee work areas are to be disinfected routinely throughout each day.
- A new designated staff member is assigned to cleaning and sanitizing common areas throughout the day.
- CDC and Flathead County Health Department signage has been added to promote handwashing and sanitizing, while discouraging handshaking.
- Every department on the ranch has been provided a 'Sanitation Kit' for constant cleaning of high-traffic areas and items throughout the day.
- All food service staff are required to wear the proper PPE, as outlined by the Flathead County Health Department.
- Vehicles will be cleaned and sanitized before and after every use.
- Housekeeping has been designated to sanitize staff housing daily.

## POSITIVE SYMPTOMS ACTION PLAN

Quick, decisive and contact-free measures are at the heart of our action plan for a positive symptoms scenario. The goal of Flathead Lake Lodge is to quickly identify, isolate and remove any symptomatic individual (or positive case) from the property. There are two groups this applies to: EMPLOYEES & GUESTS.

### Employees

Because all employees are being screened daily before entering their job area, should a positive symptom be detected, the following steps will be taken:

1. Symptoms detected at the health check site.
2. Employee either uses personal vehicle or FLL's designated COVID-19 vehicle for transport to a health professional. (If employee is too symptomatic to drive, FLL manager with PPE will drive employee.)
3. If POSITIVE > Employee is taken straight to FLL's designated offsite quarantine house (or to their offsite housing location) for the time determined by health professionals.
  - a. Additional disinfecting and sanitation efforts implemented to staff housing and employee workstations.
  - b. Employee returns to work when cleared by health professionals.
4. If NEGATIVE > Employee may return to work when symptom free for 72 hours.

## Guests

It is important that all guests visiting Flathead Lake Lodge understand that there are inherent risks involved with traveling and visiting a guest ranch with other visitors while COVID-19 is present in our country. While Flathead Lake Lodge will put forth its best effort to mitigate the risk of exposure to COVID-19 and to maintain as safe an environment as possible, it is the responsibility of our guests to follow CDC, State and Local Health Department guidance, and to accept the inherent risk of infection.

If a guest becomes symptomatic while on property at Flathead Lake Lodge, the following steps will be taken:

1. All guests should remain in their accommodation and call the front desk (406.837.4391)
2. Flathead Lake Lodge employees will ensure that symptomatic guests do not visit common areas once the person is identified as symptomatic. This will ensure someone who is symptomatic does not interact with other guests on their way to see a health professional.
3. Either the guest will use their rental, personal or the ranch's designated COVID-19 vehicle to visit a health professional. (If guest is too symptomatic to drive, a common family member or FLL manager with PPE will drive the guest.)
4. If NEGATIVE > Guest will return to their accommodation where ranch staff will take care of them as needed.
5. If POSITIVE > Guest will NOT return to ranch property. Flathead Lake Lodge staff will work to help relocate the guest and associated members of the shared accommodation off-site. The guests' stay at the lodge will be prorated to the date they were removed from the property.
  - a. Housekeeping will complete a thorough disinfection of the accommodation. The accommodation will remain empty the remainder of the stay.

## FLATHEAD LAKE LODGE COVID-19 PLAN | DEPARTMENTS

To the extent feasible and with best efforts, Flathead Lake Lodge will train, implement and adhere to the ranch-wide policies outlined above across all departments. However, the scope of operating practices at Flathead Lake Lodge is vast and every department has unique aspects that will further be addressed, promoting a plan that is as complete, healthy and safe as possible moving forward.

### Food and Beverage

The goal of Flathead Lake Lodge's F&B initiatives is to increase guest safety while maintaining our high level of service, personalization and quality/scratch-made fare. To do this we have implemented the following practices:

- All employees will be trained in updated proper sanitation practices in accordance with the Montana Department of Public Health and Human Services.
- "We Serve You." Every aspect of Flathead Lake Lodge's F&B service will come from a trained employee. Additionally, all self-service areas have either been removed or staffed with a service employee. This includes the pastry bar, coffee, dessert, kid's dinner, beverages and more. Guests will not be permitted or required to have direct contact with food and beverage that is not their own.
- All surfaces will be sanitized between uses.
- Sanitation & wash stations have been added to the dining and outdoor dining areas.
- Additional sitting and dining spaces have been added and re-designed to promote proper social distancing.
- The Saddle Sore Saloon will be service only by a Flathead Lake Lodge employee, with space-appropriate seating located in the main dining room and exterior deck. The saloon will close at 11 p.m. nightly.
- All condiments, glasses, flatware etc. will either be disposable or single use and replaced by a server.
- To provide proper social distancing spacing, staff will eat lunches at an alternative location.

## Housekeeping

We recognize the increased role and importance that housekeeping will play to promote cleanliness standards that result in an environment everyone can feel comfortable in. In addition to our existing cleanliness programs, we have added the following:

- All products used are CDC recommended.
- Individual hand sanitizers have been added to every accommodation.
- Staff and guest are supplied with PPE.
- Sanitation kits are provided to every department, including PPE, sanitizer and the proper supplies to care for that department's area.
- Sanitation & wash stations. We have added multiple handwashing and sanitizing stations throughout the ranch property.
- "Community Space Wrangler." We have designated an additional position to focus on the continual cleaning and sanitizing of high-traffic and common-use areas.
- We have added COVID-19 educational signage, where appropriate.
- A logbook has been created for high-traffic area cleaning and sanitation.
- A second sanitation specific step has been added to accommodation cleaning standard operating procedures.

## Office, Front Desk & Gift Shop

Your main point of contact at Flathead Lake Lodge, the front desk is designed to make your experience more personalized. Our goal is to reduce traffic while maintaining a quality of service expectation. To do so, we have made the following adjustments:

- A second desk has been added to the lobby area providing better spacing.
- Congested activities have been relocated and spaced out properly, including check-in, check-out and activity signups.
- Activities have been evaluated and occupancies adjusted accordingly to promote adequate spacing.
- A supply of masks and gloves will be readily available for guest use.
- Vendors have been educated and will be monitored for compliance with this plan.
- All high-touch items are regularly disinfected.
- The gift shop will have gloves and masks available, if desired.
- The gift shop reserves the right to limit patrons to manage social distancing.

## Outdoor Pursuits & Children's Programs

Who says sterile fun cannot be fun? Our goal this season is to put that idea to the test. We have implemented the following additions to our operation to make sure you are still having fun around the ranch while enjoying the peace of mind that the mitigation practices are in place:

- All shuttle vehicles will be sanitized pre- and post-trip and gloves and masks will be provided if social distancing practices are not feasible.
- Activity occupancies and frequencies have been adjusted to provide spacing which promotes social distancing.
- If social distancing is not possible in a shuttle vehicle, gloves and masks will be available.
- Our Arts & Crafts program will move to more outdoor programs and single serve projects, limiting the occupancy inside the building.
- Mountain bikes will feature a 'Clean' and 'Dirty' racking system. This will clearly show which bikes have been sanitized and are ready for the next guest.
- All activities and areas will adhere to the same sanitation processes after usage.
- The pool area, when allowed to be open, has had the seating rearranged to provide proper spacing.

## Horses & Barn

We are lucky to have 2,000 acres to spread out on and horseback is a great way to do it. However, the same updated practices are taking place, even at the dusty ol' barn, and are focused around two key areas: crowding and sanitizing:

- Activities have been adjusted to provide spacing and occupancy which promotes social distancing.
- The rider loading system and location has been modified to provide as much additional space as possible without compromising safety.
- Washable riding gloves will be available at the barn for guest use.
- All high-touch items will be sanitized regularly.
- The barn dance has been cancelled for the season and replaced with an outdoor music experience where ample space is provided.

## Grounds & Maintenance

Providing as safe a work environment as possible is key in maintenance and furthered by COVID-19. We have made the following adjustments to improve our operating and increase our guest's safety:

- PPE is available.
- Sanitation station and kit located in the shop.
- All equipment to be sanitized regularly.
- High-touch equipment to be sanitized after each use.
- All employees servicing guest accommodations are required to wear PPE.