



2022 COVID-19 OPERATING PLAN

Due to the continuing circumstances surrounding COVID-19, Flathead Lake Lodge is continuing to take the needed steps to promote the best and safest experience possible at the Ranch this season.

This document outlines Flathead Lake Lodge's plan to mitigate 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 COVID-19 is evolving, dynamic, and may 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 as necessary.

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 Covid19. We aim to make the Ranch as safe as feasible in accordance with Federal, State and Local guidelines.

While this plan is designed with our best efforts at the forefront, mitigation of the risks posed by COVID19, 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

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 Social Distancing by taking the following Ranch- wide actions:

- Individual public sailing reservations have been postponed for the season, lowering public traffic to the Ranch, and minimizing outside interaction with guests and staff.

Notwithstanding our efforts to 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 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 six feet will not always be feasible, despite our efforts and planning in that regard.

Required Equipment

At this time, Montana does not have a Mask Mandate. 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 and would like one, Flathead Lake Lodge will have masks available for guest use.

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

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.

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 train our staff on recognizing and isolating a potentially symptomatic guest or employee. Furthermore, we will discuss Ranch standards in sanitation, hygiene, communal housing, PPE use and more.

Cleaning and Hygiene

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.
- Hand washing stations have been placed around the property.
- Hand sanitizer has been placed throughout the property.
- High-touch items and common areas have been identified and are to be cleaned regularly.
- Housekeeping has added extra disinfecting steps to cleaning accommodations at every level.
- Employee work areas are to be disinfected regularly.
- Vehicles will be cleaned and sanitized regularly.
- 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 symptom's scenario. The goal of Flathead Lake Lodge is to quickly identify, isolate and remove any symptomatic individual (or positive case) from the Ranch. There are two groups this applies to on Ranch property: GUESTS & EMPLOYEES.

Employees

Should a positive symptom be detected, the following steps will be taken:

1. Symptoms detected or close contact exposure to a confirmed positive at the health check site.
2. Their Manager, Health Safety Officer and HR are Notified.
3. If the employee does not wish to receive a test, they will quarantine in-place, while wearing a well fitted mask, until 24 hours of being symptom free.
4. If they wish to be tested. Employee either uses personal vehicle or FLL's designated COVID vehicle for transport to a health professional.
5. If POSITIVE > Employee is taken straight to FLL's designated offsite isolation housing (or to their offsite housing location) for the time consistent with CDC & local guidelines.
 - a. Additional disinfecting and sanitation efforts implemented to staff housing and employee workstations.
 - b. Employee returns to work after satisfying CDC quarantine or Isolation guidelines.
6. If NEGATIVE > Employee may return to work when symptom free for 24 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 COVID19 is present in our Country. While Flathead Lake Lodge will put forth its best effort to mitigate the risk of exposure to COVID19 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 and/or has been identified as a close contact to a confirmed positive COVID-19 persons 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 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 return to Ranch property and quarantine in their accommodation. Flathead Lake Lodge staff will work to help relocate the guest and associated members of the shared accommodation off-site when appropriate. The guests' stay at the lodge will be prorated to the date they were removed from the property.

Flathead Lake Lodge COVID-19 Plan | DEPARTMENTS

To the extent feasible and with best efforts, the Ranch 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 as safe as possible while adjusting as needed.

Food and Beverage

The goal of Flathead Lake Lodge's F&B initiatives is to maintain guest safety while achieving 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.
- All surfaces will be sanitized between uses.
- Sanitization & wash stations have been added to the dining and outdoor dining areas.
- Additional sitting and dining spaces have been added.
- The Saddle Sore Saloon will be service only by a Flathead Lake Lodge employee.

Housekeeping

We recognize the increased role and importance that housekeeping plays 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 throughout the ranch. We have added multiple handwashing and sanitizing stations throughout the Ranch property.
- 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 the Ranch, the front desk is designed to make the Ranch 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:

- Congested activities have been relocated and spaced out properly, including check-in, check-out, and activity signups.
- A supply of masks and PPE 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.

Outdoor Pursuits & Children's Programs

Who says sterile fun cannot be fun? Our goal again 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 regularly.
- All activities and areas will adhere to the same sanitation processes after usage.

