



OPERATIONAL SAFETY STRATEGY FOR COVID-19 (extract)

Swiss Ski & Snowboard School Flumserberg

as at 10 January 2021/Errors and omissions excepted

1 General Guidelines

The current rules issued by the [FOPH](#) (Federal Office of Public Health) and the [Canton of St. Gallen](#) as well as the recommendations of [Swiss Snowsports](#) apply at all times.

The operational safety strategy will be continuously adapted to the current situation.

1.1 Objectives of the SSSF

- The health of guests and staff is our top priority
- Implementation of the safety strategy
- Reduction of cluster risk
- Documented traceability in line with data protection regulations

2 Guests with symptoms of illness

As a fundamental rule, guests are only allowed to take part in lessons if they feel healthy. If symptoms appear shortly before or during the lessons, guests are not allowed to take part in the lesson and will be sent home with a mask on and told to follow the [rules on isolation](#) according to the FOPH.

Only guests meeting the following requirements are allowed to take part in lessons:

- They must not be infected with COVID-19
- They must not have a temperature above 37.6°C
- They must not be receiving medical treatment for a COVID-19 infection
- There must not be anyone with COVID-19 in their household
- Their symptoms are subsiding, having tested negative for COVID-19 (not more than 48 hours ago), and they have completed the prescribed isolation period of 24 hours

If a guest or a past guest shows a positive test result to the SSSF, contacts must be traced by means of internal contact tracing using the booking list/assembly area/meeting point/group allocation information.

2.1 Contact details of guests

The SSSF and its employees are obliged to collect the contact details of all their guests. The SSSF would like to point out that the contact details must be forwarded to the cantonal authorities or the FOPH on request. Data protection provisions will be respected at all times.

2.2 Duty to wear masks

- Masks are compulsory for adults and all children and adolescents aged 12 and over.



- The SSSF recommends that children from 6 to 12 years of age wear a mask or a tubular scarf (with filter).
- For children from 3 to 6 years of age, a tubular scarf that can be pulled up over the mouth and nose is recommended.

3 Staff at the Swiss Ski & Snowboard School Flumserberg (SSSF)

Every SSSF member of staff has read and agreed to the entire operational safety strategy. Staff showing symptoms of the illness are not allowed to give lessons and are not allowed in the SSSF building.

If symptoms appear shortly before or during the lesson, the lesson will be cancelled and the snow sports instructor sent home with a mask on. The snow sports instructor will also be instructed to follow the rules on isolation issued by the FOPH. The group will be assigned to another instructor without prior notification.

Snow sports instructors are required to wear a mask during lessons.

Snow sports instructors are only allowed to give lessons if:

- They are not infected with COVID-19
- They do not have a temperature above 37.6°C
- They are not receiving medical treatment for a COVID-19 infection
- There is no one with COVID-19 in their household
- Their symptoms are subsiding, having tested negative for COVID-19 (not more than 48 hours ago), and they have completed the prescribed isolation period of 24 hours

At the start of the season, each member of staff is issued with a tubular mask with replaceable filters and a pocket-sized hand sanitiser. Sanitisers can be refilled at the meeting points.

Wherever possible, office staff always work at the same workstation. A minimum distance of 1.5 metres must be maintained between workstations. Where this is not possible, masks must be worn. The contact between the office staff and the snow sports instructors must be as digital as possible (ski school app/phone/radio). All work surfaces and objects (telephone, keyboard, mouse, desk, chair, etc.) are disinfected several times a day.

4 Safety strategies of other tourist establishments

All staff will respect the safety strategies of tourist partners such as the aerial cableways Bergbahnen Flumserberg AG, Flumserberg Tourismus, Heidiland Tourismus and all restaurants & hotels in Flumserberg.



5 Sales offices, staff rooms

5.1 Opening times for the office / bookings / registration

No physical contact with customers is permitted to take place at the ski school office (either inside or outside) between the hours of 7 pm and 6 am or on Sundays. Our ski school office must remain closed to the public during those times.

However, our customers can still contact us by telephone or online during the stated times, and ski lessons can also take place on Sundays.

5.2 Sale of tickets

We recommend booking via our [online shop](#) to minimise personal contact at the resort and in the office. If you have any questions, the SSSF team will be happy to answer them by phone or e-mail. Cashless payment at local sales offices is also requested.

As it is mandatory to track and trace contacts in the event of a positive COVID-19 test result, all customer data must be collected. Consequently, before buying a ticket at the resort (in the ski school office or at the ticket offices of the Bergbahnen Flumserberg AG), guests will first need to register online. At every sales office, there is a board in front of the counter with a QR code. The sales offices can only issue ski school tickets once a guest has registered successfully online.

5.3 Other measures

Masks must be worn indoors at our main office in Tannenboden. The number of customers allowed in the Tannenboden main office at any one time is limited (and displayed on a notice at the front door). Markings on the floor regulate social distancing. Hand sanitisers are available in the entrance area. The back office is separated from the sales room by a protective partition on the counter.

The interior of the Tannenboden main office is regularly ventilated, disinfected several times a day and cleaned weekly by an external cleaning company in accordance with a plan. All items (credit card terminal, contact surfaces) are also cleaned and disinfected by office staff several times a day. Writing utensils, brochures and other objects must not be shared with other people. All office workers wash and disinfect their hands regularly.

Snow sports instructors are not permitted to enter the offices of the main office in Tannenboden. Access is only allowed on the instructions of the Head of the Ski School. If the interior rooms are entered on instruction, a written record must be kept of entry and exit times. As a fundamental rule, access to the SSSF admin office is only permitted via the sales room at a specially assigned and marked counter. All forms (e.g. work reports, report envelopes, etc.) can also be obtained at and via this counter.



5.4 Meeting points and lessons

5.4.1 Group sizes for group lessons

Aged 16+: max. 5 people (incl. snow sports instructor)
Under 16s: 10 people

The group meeting points at the assembly areas are purely for meeting the guests and collecting them in groups while maintaining appropriate social distancing. Parents/guardians (preferably only one person) should bring the children and then leave the group meeting point. The children are welcomed by their snow sports instructor and assigned to the appropriate group meeting points (where flags mark the Blue, Red and Black League and boards indicate the corresponding class).

At the group meeting points where there are several snow sports instructors and groups, regulations apply which ensure that a minimum distance of more than 2 metres must be maintained between the individual groups.

In order to ensure that the social distancing rules (1.5 metre minimum distance) are observed during lessons, appropriate teaching methods and forms of organisation will be used.

After group allocation at the start of each course, the groups are run autonomously – i.e. there is no mixing of groups and snow sports instructors.

The exchange of material (e.g. ski poles) and teaching aids is not permitted. People living in the same household are exempt from this rule. Teaching aids are used by each instructor on an individual basis and are disinfected and cleaned after the lessons.

For private lessons, the meeting points agreed at the time of booking apply. Here too, guests and ski/snowboard instructors meet up and then immediately head for the slopes or the cable cars.

In case of doubt, participants will have their temperature taken at the beginning of the lesson. If a participant has a temperature of 37.6°C or more, the participant will be sent home immediately with a mask on and the information will be documented. This is for the safety of all other participants, snow sports instructors and parents/guardians.

The snow sports instructors are obliged to maintain complete participant records.

5.5 Ski & snowboard racing

No competitions may be held until further notice. There will therefore be no weekly ski & snowboard races. The SSSF will endeavour to put together appropriate replacement programmes within each group.

5.6 Lunchtime supervision, day trips

Until further notice, there will be no lunchtime supervision with lunch for children and young people and no day trips with lunch.

5.7 Events

Our planned events, such as children's cinema, masquerade competition, Skier's and Boarder's Night as well as the final races for ski & snowboard classes can also not be carried out under the current conditions.



6 Additional information on cancellation conditions due to COVID-19

Should you experience COVID-19 symptoms the day before or in the days leading up to your booked lessons, we ask you to cancel in good time.

If a participant is sent home shortly before or during a lesson due to typical COVID-19 symptoms, they are required by the authorities to go into quarantine immediately, and thus the lesson is prematurely terminated for that participant and lessons will be refunded proportionately (from the following day) in accordance with the applicable terms and conditions of the SSSF.

7 Positive COVID-19 test of a person at work

The Corona Task Force Flumserberg, consisting of the tourism service providers, has drawn up a process flow on how to handle a positive case of COVID-19. This process flow will be followed in the event of an internal or external case.

8 Communication of operational safety strategy

This operational safety strategy will be published on the SSSF website. All staff have read the entire operational safety strategy and this extract and declared that they understand it and will abide by it. If anyone notices that someone is not abiding by this safety strategy, they must notify the ski school management immediately. The SSSF is responsible for the implementation of the basic safety strategy and will continuously adapt it to the current situation and initiate any relaxation or tightening of the measures.

The media office of Bergbahnen Flumserberg AG is responsible for the communication of all messages related to COVID-19.

Valentin Gadiant



Head of Ski School

Legend:

SSSF = Swiss Ski & Snowboard School Flumserberg