COVID-19 INFORMATION

GUIDANCE FOR GONDOLAS, TRAMS AND CHAIRLIFTS

Overview

Under current Chief Medical Officer of Health Orders, businesses and entities are required to:

- implement practices to minimize the risk of transmission of infection among attendees;
- provide procedures for rapid response if an attendee develops symptoms of illness;
- ensure that attendees maintain high levels of sanitation and personal hygiene;
- comply, to the extent possible, with the COVID-19 General Relaunch Guidance, this guidance, and any other applicable Alberta Health guidance found at: https://www.alberta.ca/biz-connect.aspx.

This document has been developed to support operators of gondolas, trams, chairlifts and other similar modes of recreational transport in reducing the risk of transmission of COVID-19 among attendees (including workers, volunteers, patrons and the general public). The guidance provided outlines public health and infection prevention and control measures, specific to these settings.

This document and the guidance within it is subject to change and will be updated as needed. Current information related to COVID-19 can be found: https://www.alberta.ca/covid-19-information.aspx

COVID-19 Risk Mitigation

<table>
<thead>
<tr>
<th>General Guidance</th>
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<tr>
<td>• There is no specific capacity limit to these settings, as there is a distance of at least 2 metres or appropriate barriers between members of different households (with the exception of cohort families).</td>
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<td>• Encourage and facilitate attendees to stay up to date with developments related to COVID-19.</td>
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<td>• Notify attendees of the steps being taken to prevent the risk of transmission, and the importance of their roles in these measures.</td>
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<td>o COVID-19 signage should be posted in highly visible locations:</td>
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<td>▪ “Help prevent the spread” posters are available.</td>
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<td>▪ When possible, provide necessary information in languages that are preferred by attendees.</td>
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<td>• All Albertans must follow CMOH Order 05-2020, which establishes legal requirements for quarantine and isolation.</td>
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<td>o Anyone with symptoms of COVID-19; with a history of international travel in the last 14 days; or with close contact with a confirmed case of COVID-19 in the past 14 days must remain at home.</td>
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<tr>
<td>• Operators should develop a plan to provide isolation for an attendee if needed</td>
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To support public health contact tracing efforts in the event that an attendee tests positive, organizers should consider collecting the names and contact information of attendees.

- Providing information is voluntary for attendees. An organization must obtain an individual’s consent and notify them about the purpose and legal authority for the collection.
  - Any personal information that is collected for COVID-19 contact tracing can only be used for this purpose
- Information about attendees will only be requested by Alberta Health Services if a potential exposure occurs onsite.
- For businesses/workplaces, this includes staff, workers and volunteers on shift. Where feasible to do so, it should also include patrons/customers/the general public.
- Records should only be kept for 2 weeks. An organization must make reasonable security arrangements to protect the personal information.
- For more information, the Office of the Information and Privacy Commissioner has released Pandemic FAQ: Customer Lists about collecting personal information from customers during the COVID-19 pandemic.
- For questions about your obligations under PIPA, please contact the FOIP-PIPA Help Desk by phone at 780-427-5848 or by email at sa.accessandprivacy@gov.ab.ca.

### Screening & Response Plan

Operators should:

- Post signs that instruct those who may have been exposed to COVID-19 to not enter.
- Consider implementing active screening of attendees (where applicable) and staff for symptoms of fever, sore throat, cough, runny nose or difficulty breathing.
  - Operators may choose to use Alberta Health Daily Checklist.
  - The Alberta Health Services COVID-19 Self-Assessment tool can be used by attendees.

A rapid response plan sets out a fast-action plan for operators when an attendee shows symptoms or tests positive for COVID-19.

- Operators should develop a plan that includes appropriate policies and procedures based on the type of attendees specific to their services and settings.
- Attendees should be familiar with and follow the operator’s rapid response plan if an attendee starts feeling symptoms during a shift. This should include:
  - Immediately isolating the attendee from others.
COVID-19 INFORMATION

GUIDANCE FOR GONDOLAS, TRAMS AND CHAIRLIFTS

- Cleaning and disinfecting all surfaces that may have come into contact with the symptomatic attendee.
- Requiring hand hygiene and masking of the attendee.
- The attendee must isolate as soon as possible.

### Booking and Arrival of Patrons for Gondolas and Trams

- Where possible, have patrons make a reservation online or by phone. Walk-in ridership should be discouraged.
- Encourage patrons to wear masks for their ride.
  - Ask patrons to bring their own mask or have a supply of masks on hand for clients to purchase.
  - Advise patrons to carefully store masks for the second phase of their journey (e.g., travelling down).
  - Advise patrons to not share their masks.
- Stagger reservation times to enable distancing in high-traffic areas such as lobbies, staging areas and parking lots.
  - Arrange reservations to limit the number of riders within a cabin.
- Consider dedicating time slots (e.g., mornings) or full days for reservations for high-risk patrons.
- Space reservation times and riders to ensure cabins can be properly cleaned and disinfected.
- Advise customers that they cannot visit if they are experiencing COVID-19 symptoms.
- Consider adjusting or waiving cancellation fees for patrons who cancel due to quarantine, isolation or illness.

### Waiting/Boarding Areas for Gondolas and Trams

- Use signage and other means to educate patrons about COVID-19 rules and procedures.
- Facilitate physical distancing for patrons and staff, such as:
  - Advise patrons who are not from the same household to physically distance.
  - Arrange seating and standing areas to facilitate physical distancing.
  - Place tape or other markings on the ground to identify 2 metre spacing for line-ups.
- Provide hand sanitizer, with a minimum of 60% alcohol content, to facilitate hand hygiene in the waiting areas and just prior to boarding and exiting the cabin.
- Encourage staff to avoid handling patrons’ items (e.g., backpacks, bikes).
- Remove communal items that cannot be easily cleaned, such as brochures, newspapers and magazines.
- Implement increased cleaning frequency for common areas, including bathrooms.
## COVID-19 INFORMATION

### GUIDANCE FOR GONDOLAS, TRAMS AND CHAIRLIFTS

| Riding in Gondolas and Trams | • Arrange seating, or dedicate standing spots, to facilitate physical distancing.  
| | • Group riders into members of the same household wherever possible.  
| | • Do not load cabins to full capacity.  
| | - Removing or closing off seats to facilitate distancing.  
| | - Reduce typical occupancy to prevent overcrowding.  
| | - Number and designate specific seating or standing spots to ensure patrons sit/stand where expected.  
| | • Require face masks for patrons or install barriers between seats, where physical distancing is not possible, particularly in enclosed cabins.  
| | • Advise riders not to touch the surfaces of the cabin with their hands wherever possible.  
| | - Implement increased cleaning frequency of high touch areas.  
| | • Encourage riders to face outward (e.g., toward the windows) so that face-to-face interaction between non-household members is limited.  
| | • Open windows to increase ventilation (i.e. in enclosed cabins).  
| | • Avoid recirculating air where possible (i.e. in enclosed cabins). |

| Disembarking/Unloading Areas | • Slow the cabin to allow for maintenance of physical distancing and facilitate disembarking in orderly fashion.  
| | • Provide hand sanitizer, with a minimum of 60% alcohol content, to facilitate hand hygiene in the waiting areas and just prior to boarding and exiting the cabin.  
| | • Encourage staff to avoid handling patrons’ items (e.g., backpacks, bikes). |

| Cleaning and Disinfecting Gondola and Tram Cabins | • Increase the frequency of cleaning and disinfection within the interior of gondolas and trams.  
| | • Consider loading only every other car to facilitate cleaning and disinfecting.  
| | • Implement a system to easily identify which cars have been cleaned/disinfected and which have not. |

| Chair Lift Specific Considerations | • Consider reducing the number of riders on each chair lift. Examples include leaving the middle seat empty on three-seat benches, or allowing only single riders on double benches.  
| | • Encouraging physical distancing in areas where riders will be lining up.  
| | • Chair lift attendants should wears masks and perform frequent hand hygiene. |

| Additional Resources | • [COVID-19 Information for Albertans](https://www.gov.ab.ca)  
| | • [Alberta Biz Connect](https://www.alberta.ca/bizconnect)  
| | • Relaunch guidance documents |