



Tordrillo Mountain Lodge

COVID-19 MITIGATION PLAN

About TML

- ▶ Totally remote luxury destination located 60 miles west of Anchorage
- ▶ Accessible only by float plane or helicopter
- ▶ Property consists of 6 guests lodges, with a maximum occupancy of up to 24 guests
- ▶ No surrounding commercial operations – outside visitors are prohibited from entering property
- ▶ Walk-in impossible – all reservations made online or over the phone
 - ▶ Guests provide extensive pre-arrival information, including group dynamic (household members or not) and health limitations.

Key Questions

- ▶ How do you plan to safely and effectively re-open the lodge?
- ▶ How will you support a lodge environment that reduces the risk of future disease transmission?
- ▶ How will you care for those members who have COVID-19 or are recovering from it?
- ▶ How will you support broader employee mental and physical health, and in what delivery modes?
- ▶ How can you more effectively communicate with staff and guests to ensure appropriate understanding of key healthcare issues?

Hygiene Protocols

- ▶ **Extreme cleaning & sanitation:** All helicopters, hotel rooms, planes, and guest and staff spaces will undergo deep cleaning with bleach on a daily basis. High touch areas will be disinfected hourly.
- ▶ **Handwashing capability & hand sanitizer stations available** throughout main lodge, in all common areas, lodge entrances, and guest rooms.
- ▶ **Employees required to wash hands frequently** – lodge fully stocked with soap, disinfectant, hand sanitizer, gloves, masks and cleaning supplies.
- ▶ **Encouraging Safe Practices:** Safety signage, updated staff training and explanation of policies during guest orientation will be implemented to remind guests and staff to do their part in keeping each other safe.
- ▶ **Cloth face coverings** worn by all employees and available to all guests.
- ▶ **Entryway signage and guest pre-arrival materials** will outline TML COVID-19 Mitigation Plan and will not allow any guest with symptoms to enter.

Tordrillo Mountain Lodge Staff

- ▶ **Educate all employees** on COVID-19 operating plan – provide copy of plan to all staff.
- ▶ Employees will arrive 10 to 14 days prior to guest arrival to quarantine and will not depart TML until summer season is finished.
- ▶ **Daily morning meetings with on-staff doctor** for temperature and symptom checks. Maintain staff screening log.
- ▶ **Ongoing conversation** with staff on updated procedures, staff wellbeing, and any employee concerns.
- ▶ If TML employee tests positive for COVID-19, CDC-recommended cleaning and disinfecting of entire property immediately.
- ▶ **Isolate symptomatic or sick employees** for 72+ hours in separate, on-property accommodations.



Safe Recreation with SOLOY Helicopters

- ▶ All guides, pilots and guests required to wear face coverings while in the helicopter
- ▶ Following AK Health Mandate 12-A, 12-B
- ▶ Hand sanitizer available in flight
- ▶ Comply with FAA **SAFO2009**, specifying cleaning and sanitizing of aircrafts before and after each flight



Float Plane Flights - Sportsman's Air Service (SAS)

- ▶ SAS has implemented FAA **SAFO2009**, specifying cleaning and sanitizing of aircrafts before and after each flight
- ▶ Following AK Health Mandate 12-A, 12-B
- ▶ SAS has adopted a COVID-19 preparedness plan
- ▶ All personnel and guests will wear face coverings for float plane flights
- ▶ Hand sanitizer available in-flight
- ▶ Float planes will be utilized for supplying lodge using healthy pilot

Dining

- ▶ Dining service only available to in-house guests
- ▶ Updated seating plan with separated tables in dining room
- ▶ Meal service available for in-room dining, or in large outdoor areas
- ▶ All meals plated in the kitchen
- ▶ Hand sanitizer available on each dining table
- ▶ All kitchen staff are certified food handlers
- ▶ Chairs, tables and dining room sanitized after each group in compliance with CDC guidance

SPA and Gym

- ▶ Updated daily routine cleaning of the gym and sauna areas in compliance with CDC guidelines.
- ▶ Implemented signage reminding guests to wipe down their area of use, mats, and equipment with the provided disinfectant before and after personal use.