

## **Hudson Bay Mountain Resort Medical Exemption to Face Mask Policy**

HBMR has a legal duty under provincial human rights legislation to accommodate the guest, provided accommodation does not involve “undue hardship” on the part of the ski area.

We ask any guest who may be visiting the mountain to either;

- A) Reconsider visiting the mountain until such time as masks are no longer mandatory
- B) Give us a minimum of 24 hours advance notice so we can prepare our team and operations

### **HBMR will;**

- Have a protocol for mask exemptions and communicate it to staff
- Seek practical solutions where possible
- Be familiar with specific exemptions
- Genuinely try and find an accommodation for the guest

### **Guests will;**

- Wear a separate ticket stating they are exempt from wearing a mask
- Recognize that it may not be possible to provide immediate accommodation in every case
- Recognize that the requirement for face coverings only applies to when they are in close proximity with other people (line ups), that a face covering can consist of a buff covering the mouth and nose (similar to what one might wear on a cold day) and that the covering may be lowered while skiing or snowboarding downhill.
- Follow the mask exemption process we have put in place

### **HBMR Mask Exemption Process**

#### Riding the lifts

- The guest must advise us to what dates they are expected to visit
- HBMR will create an alternate loading point to avoid the lift line, but without jumping the queue
- Staff members may wear a face shield as additional protection
- *If a staff member feels their personal safety is threatened they do not have to assist the guest, and management will find someone who is comfortable or will assist the guest themselves*

#### Rentals

- The guest must advise us to what dates they are expected to visit
- HBMR will create an alternate entrance and area in the Rental Shop, but without jumping the queue
- Staff members may wear a face shield as additional protection
- *If a staff member feels their personal safety is threatened they do not have to assist the guest, and management will find someone who is comfortable or will assist the guest themselves*
-

## Lessons

- The guest must advise us to what dates they are expected to visit
- Staff members may wear a face shield as additional protection
- *If a staff member feels their personal safety is threatened they do not have to assist the guest, and management will find someone who is comfortable or will assist the guest themselves*

### **Notes for staff:**

- Do not ask for proof from a guest claiming mask exemption
- Do not engage in debate
- Immediately refer the guest to management
- Specific accommodations may need to be worked out on a case by case basis
- Document each and all attempts at accommodation
- The safety and wellbeing of our staff is our first and foremost priority

“In the case of a guest electing not to wear a face covering due to personal preference, a ski area has the right to insist on face coverings. If non-compliant, the guest may be asked to leave the premises and return at another time. In the majority of these cases, ski areas have reported that the guest chooses to put on a face covering.”