



Employee Safety Handbook

Northgate Resorts Safety Commitment

Northgate Resorts is committed to creating a workplace that is safe, healthy and injury free. We believe safety is essential in all manner of our business and should never be compromised under any circumstance. Our safety management system is designed to support an accident free workplace and protect our most valuable assets, our employees.

Our management team is dedicated to fostering an environment that is safety conscious. We will provide training, perform routine inspections, review our procedures, investigate potential safety threats, and proactively seek methods to sustain a workplace that is free of safety hazards. Management will allocate resources, provide personal protective equipment, and enforce the policies and procedures related to accident prevention.

Every employee has the responsibility to maintain a safe working environment and practice safe working habits. Employees are encouraged to actively participate in Northgate's Safety Program. Reporting potential safety hazards, and any workplace injury is the responsibility of every employee.

Together, Management and Employees will maintain a high level of safety awareness. We will support a safety culture by obeying safety practices, safety procedures, and strict adherence to OSHA, federal, state, and local safety standards. We will establish effective lines of communication to solicit feedback, discuss preventative measures, update procedures, share innovative ideas, and actively engage in ways to improve our Safety Management System.

Safety is just good business, and we are committed to it!

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Manager Responsibilities

General Managers are responsible for the implementation of an OSHA compliant safety program at their Resorts. The safety program, chaired by the Park Operations Manager, must comply with state, local and federal requirements. Responsibilities of each Manager include:

- Safety training for each employee
- Actively participate in Northgate Safety program
- Ensure that safety inspections are routinely completed
- Present appropriate action plans and implement corrective actions on safety violations
- Investigate job-related accidents and injuries. Complete preventative plans in the efforts to avoid recurrence
- Enforce safety policies through retraining or disciplinary measures
- Provide personal protective equipment where required
- Enforce ergonomics in each job

Employee Responsibilities

Employees are responsible for practicing job safety in accordance with the safety training received from Northgate. Employees must report any work-related accidents, injuries, or illnesses to their Manager. Specific responsibilities include:

- Use required safety protective equipment
- Inspect their workspace for unsafe or unsanitary conditions
- Practice safety when using tools or equipment, only use them in a manner for which they were designed
- Perform tasks in a safety conscious manner
- Employees must be familiar with, observe and obey Northgate's rules and policies for safety and accident prevention.
- Employees must consult with their Manager if they have safety protocol questions or if they feel a task has the potential to be unsafe

General Rules

- Employees may never perform a task that they feel would be dangerous to themselves or someone else.
- Employees may not use tools, equipment, or machinery unless they have been trained.
- Employees must not be careless with any object that could cause injury to themselves or someone else.
- Employees should not participate in horseplay or practical jokes. Any behavior, regardless of intent, that causes harm or injury to another employee will result in disciplinary action.

Drug Testing

In the event of an injury, accident, or incident where reasonable suspicions imply drugs or alcohol was a contributing factor, Northgate reserves the right to mandate drug testing of that employee. Reporting for work while under the influence of illegal drugs or alcohol is strictly forbidden.

Disciplinary Action

Northgate Resorts is committed to providing all employees with a safe and healthy workplace. This safety manual outlines policies, procedures, and rules to protect our workers. Management is responsible for providing

appropriate training for each position, and as a condition of employment; employees are responsible for complying with all safety rules.

- If an employee violates a safety rule, management shall issue a verbal warning. A minor violation resulting in a verbal warning shall accompany instruction and retraining.
- For willful and/or repeated violations, written disciplinary action will be issued. The severity of the disciplinary action will vary depending on the seriousness of the violation.
- A major safety violation which results in serious injury or property damage will be reviewed by Northgate's Human Resources Department and may involve suspension or termination.

Organization and Sanitation

OSHA requires that all walking and working surfaces be kept clean, orderly, and in a sanitary condition. Whether an employee works indoors or outdoors, they are expected to maintain a clean and organized area throughout their shift. Employees should:

- Promptly put away equipment and tools after use
- Pick up items that fall to the floor without delay
- Wipe up to and spillage to prevent slips and falls
- Correct minor hazards when observed

When working indoors, the following areas must remain clear of obstructions:

- Aisles/exits – OSHA requires a minimum of 28" width clearance
- Stairs – OSHA requires a minimum of 22" width clearance
- Fire extinguishers and emergency equipment – OSHA requires a minimum of 30" clearance
- All electrical breakers, controls and switches – OSHA requires a minimum of 30" clearance

Off-Site Safety

If Northgate assigns an employee to an offsite location, the employee must comply with the Company's standards of safety. If an employee is asked to complete a task to which they have not been trained, they are to inform their Manager. Employees should always try to identify potential hazards.

Inspections

Northgate's parks are subject to periodic safety and health inspections by local authorities. Inspections are a helpful tool in remaining compliant with safety policies and procedures. All employees should cheerfully cooperate during any inspection. Managers should accompany Inspectors and initiate corrective actions, if possible, during the inspection.

Regional Operations Managers will conduct an internal, annual inspection using Northgate's Resort Safety Checklist. The inspector will review the completed inspection with the management team. Deficiencies noted require resolution by the department Manager. Resolution guidelines:

- Non-expense items must be resolved within seven working days.
- Expense items must be approval by the Operations Manager and given a completion date
- Negative or "no" responses must be resolved within thirty days.

Safety Committee

The purpose of the safety committee is to support Northgate's safety program by uniting employees and management in a cooperative effort to promote workplace safety. Members of the safety committee should include one employee from each department and a representative of management. The goals of a safety committee include:

- Training a core group of employees to assist management in evaluating and improving safety in the workplace
- Providing a channel of communication for safety issues
- Encouraging employee participation in the safety program
- Ultimately reducing accidents, injuries, and incidents in the workplace

The safety committee team will be responsible for:

- Monthly inspections of the facility to detect unsafe conditions and work practices
- Recommending hazard elimination or reduction measures
- Distributing safety and health information to employees
- Promptly investigating accidents and incidents
- Serving as a resource for safety questions
- Assisting with annual employee training and emergency response drills

Safety Committee Members

The safety committee is composed of a team of individuals selected by management who represent each department of the resort. These members act as a liaison from their department to the safety committee. Qualified members must have a reasonable understanding of safety practices in their department and the ability to identify potential safety issues. The specific duties of committee members include:

- Conveying departmental safety concerns to the safety committee and their direct report
- Solicit safety concerns from coworkers in their department
- Conduct periodic safety inspections of their resort
- Participate in safety training
- Attend safety meetings

Safety Committee Best Practices include:

- Meeting monthly to stay current with safety issues
- Generating meeting minutes and distributing to the safety committee, Northgate Regional Operations managers, Northgate Compliance Coordinator and posted for all employee review. Minutes must be retained for a minimum of three years.
- Monitoring the effectiveness of audits and inspections
- Evaluating the effectiveness of programs designed to prevent fires, medical emergencies and the emergency preparedness program
- Presenting ideas and safety incentives to heighten safety awareness among their peers.

Safety Committee Monthly Meeting

The Safety Committee should meet monthly, ideally on the same day/time each month and be scheduled for one hour. The meeting agenda and procedure should include:

- Committee Chair calling meeting to order
- Recap prior month's meeting minutes
- Follow up on the completion of action plans that were assigned
- Follow up on preventative measures for prior month incidents
- Review present month safety inspection results / deficiencies
- Details of the proposed controls and/or corrections
- Prepare action plans for violations indicating the person responsible and targeted completion date
- Each committee member reporting safety concerns in their department / comments
- Incident review (guest/employee)
- Incident description
- Root causes
- Establish preventative measures
- Potential topics or circle-backs for next meeting
- Designate a committee member to complete the next safety checklist
- Meeting adjourned

What an effective meeting is and is not:

IS – fact finding and productive. NOT– finger pointing or an avenue to bash departments or leadership

IS – proactive and positive. NOT– a means of complaining, gossiping, or casting blame

IS – identifying credible safety threats and presenting realistic solutions. NOT– critiquing the underperformance of a department or an employee

Meeting Minutes should include:

- Date / time of meeting
- Names of those in attendance
- Name of the person taking minutes
- Person who completed current inspection
- Facts, violations, topics discussed, and projects complete
- Action plans with targeted completion dates and person responsible
- Date/time for next meeting
- Name of member assigned to do next inspection

Meeting minutes should be approved by the Safety Committee Chair prior to being posted and circulated

Safety Committee Inspections

Safety inspections are a means of identifying unsafe acts and conditions in the workplace. They also help determine the level of safety compliance within the operation. The checklist is Resort specific, and guided by OSHA requirements, this safety manual, and any other contractual requirements from state and local authorities.

Safety Binder – Emergency Protocol Stations

Northgate is committed to preparing Managers and Employees to react effectively in emergency situations. We provide training, communication and resources that are designed to assist Managers and Employees navigate through emergency situations. These resources are accessible at designated locations within the Resort. All

employees should know where the emergency information is located. The following information is required at each Safety Binder / Emergency Site:

- Emergency Action Plans
- Employee Safety Manual and Equipment Safety Manual
- Emergency Phone Numbers
- Safety Data Sheets (SDS)
- Current Safety Meeting Minutes
- Spill Prevention, Control and Countermeasures (SPCC) *where applicable*
 - Including mapped locations of all spill kits
- Mapped locations of Fire Extinguishers
- Mapped locations of First Aid Kits
- Mapped locations of Emergency Kits
- Mapped locations of all hazardous materials
- Mapped locations of Bloodborne Pathogen Kits or Bodily Fluid Spill Kits
- Emergency Gathering Area locations
- List of Employees Certified in the following:
 - CPR/First Aid/AED
 - Food Handling
 - Alcohol Service
 - Pool Operators
 - Propane Dispensers

Employee Certifications

Northgate must retain a copy of each Manager and Employee Certificate of Completion in addition to the date the certification expires. Managers must report updated certifications to Human Resources.

Employee Injuries

All work-related injuries must be reported to your manager on the day of the incident. Injury reporting is mandatory and failure to do so could result in loss of Workers' Compensation benefits.

Employees must receive authorization before seeking medical treatment for a work-related injury or illness. Northgate will not authorize medical treatment of an injury that is not reported, documented, and submitted through proper channels, except in emergency situations.

If medical treatment was received, employees must promptly submit all documentation issued by the medical facility within 24 hours and discuss next steps with their manager. Employees may not return to work without submitting medical treatment documentation to their manager.

If an employee is unable to return to work because of the workplace injury, documentation from the physician is required. This documentation must include the number of days away and any follow up instructions. Under those circumstances, your absence must be approved under the Family Medical Leave Act (FMLA) program.

Employees who are not eligible for leave under FMLA must return to light duty or regular work if possible. If an employee is unable to return to any available work, the employee's position may be filled after a reasonable amount of time.

Northgate strives to provide meaningful work for any employee who becomes unable to perform all, or portions, of their regular work assignment. Thus, we have implemented a Return to Work program, which includes transitional or light duty work.

Transitional Work

Whenever possible, transitional positions will be made available for employees who have been injured at work. Transitional work will be developed with consideration to the employee's physical abilities and the operational needs of the business. Transitional work is meant to allow the injured or ill employee time to heal under a doctor's care while remaining productive.

Under this program, temporary light duty work is available for up to sixty (60) days (with a review of your progress every 30 days) while you are temporarily unable to work in your regular job capacity. Transitional or light duty work beyond sixty (60) days, up to a maximum of three (3) months, will be evaluated on a case-by- case basis.

When the physician releases the employee to return to their regular work assignment, the employee must notify their manager and provide physicians "return to work" documentation within 24 hours of their release. Employee must then report to work for their next scheduled shift.

Injury Reporting

All work-related employee accidents, injuries and illnesses must be reported by their manager via Northgate's incident reporting system. Northgate will not authorize medical treatment and/or evaluation for any injury or illness unless it has been documented as work-related.

Employee injuries involving exposure to blood or other bodily fluids shall be handled in accordance with the Blood Borne Pathogens Exposure Control Plan section of this manual. Any BBP incident must be reported by their manager via Northgate's incident reporting system

Employees who refuse medical treatment and/or evaluation for a work-related injury or illness shall only return to work if it is determined that they can continue to work safely without further aggravation.

First Aid Kits

First aid kits are positioned at several locations within the Resort. Employees should know the nearest location from their workplace. First Aid supplies are available to employees involved in a minor workplace injury. Employees are to report all injuries, no matter how minor, to their manager. Employees must also report items used from the first aid kit so the manager can monitor usage and replenish accordingly.

First Aid Supplies

OSHA requires first aid kits to be supplied with a minimum standard of supplies in accordance with workplace hazards. While some areas of the park may stock a few task-related items such as band aids and ointment, there must be stocked first aid kits at designated locations within the resort. The locations of first aid kits must be indicated at each Safety Binder location. The contents of an OSHA recommended kit include:

- Adhesive bandages (band-aids)
- Wound cleaning agent such as sealed moistened towelettes
- Antibiotic ointment

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- Eye wash solution (for Resorts without eye wash stations)
- Gauze pads (at least 4 x 4 inches)
- Two large gauze pads (at least 8 x 10 inches)
- One package gauze roller bandage at least 2 inches wide triangular bandages
- Scissors
- Tweezers
- Adhesive tape
- Latex gloves

Location specific first aid kits may also include:

- hydrocortisone cream (insect bites)
- burn ointment (kitchen)
- blue, waterproof band-aids (food service)
- cold compress (maintenance)

Eye Wash Stations

Resorts that provide self-contained eyewash stations must comply with manufacturer's recommendations for cleaning, sanitizing, flushing and maintenance of the unit. The location(s) of eye wash stations must be indicated in the Safety Binders. Visual inspections must be performed on a regular basis. Frequency of inspections is dependent on environmental conditions. Guidelines include:

- Tank water must be potable and changed frequently
- Eye wash stations must be labeled with appropriate signage
- Must be flushed on a regular basis
- Must use a suitable Bacteriostatic preservative to prevent bacteria growth in the tank
- Must consistently maintain adequate water flow of tepid temperature
- Must be able to produce .04 gallons of water per minute to accommodate 15 seconds of continual flushing

Emergency Kit

Emergency kits should be located with/near first aid kits. The locations of each emergency kit must be indicated in the Safety Binders. Employees should know the nearest location of an emergency kit from their assigned daily task. Emergency kits should be inventoried on a regular basis and be restocked if necessary

Contents Include

- A flashlight
- Caution tape
- Bloodborne Pathogens or Body Fluid Spill Kit
- Rescue blanket
- Tourniquet
- Safety glasses
- Protective gloves
- Face mask or face shield

Automated External Defibrillator

An AED is used to help those experiencing sudden cardiac arrest. The device can analyze the heart's rhythm and, if necessary, deliver an electrical shock, or defibrillation, to help the heart re-establish an effective rhythm. The AED gives the user step-by-step voice instructions explaining how to check for breathing and a pulse and how to

position electrode pads on the person's chest. When it is applied within the first 3-5 minutes of a person suffering a Cardiac Arrest it can increase a victim's chance of survival as much as 70%.

AEDs are in designated areas of the Resort. The specific locations must be noted in the Safety Binders. Employees should know the nearest location of an AED from their work area.

If any person in the Resort should collapse and become unresponsive, employees should call 911 and quickly retrieve the AED, bringing it to the location of the victim so that it can be applied, if necessary, by anyone trained to do so.

Safety Education and Training

Northgate is committed to the safety of everyone who enters our Resort. Our Employees, our Guests and our Visitors' safety is held in the highest regard.

All newly hired employees will receive training in the safe practices of their work assignments and the hazards that may encounter. All employees will be educated on Northgate Resort's Emergency Action Procedures within 30 days of being hired. Annual refresher training is required for employees after the initial training. Managers will be trained in how to implement the EAPs and use them to manage an emergency within 30 days of being hired. Annual refresher training is also mandatory. Documentation of training is to be noted in the employees file.

Annual Safety Meetings

Northgate will conduct an all employee annual safety meeting. The subject of these meetings will include specific safety procedures pertinent to employee work activity, emergency action procedures and any emergency drills that are required by OSHA, state, and local authorities.

Emergency Action Plans

Emergency Action Plans have been established at each Resort. Procedures for the following emergencies will be available and kept in designated Safety Binder locations. All employees must have access to emergency action plans.

These plans include escape routes, designated emergency gatherings and employee responsibilities. Emergency phone numbers must be posted near the emergency information. A record of employee training must be kept on file and available for internal and external inspections.

Managing an Emergency

When an employee is confronted with an emergency, they should contact a member of Management immediately. The Manager on Duty ("MOD") is to contact the General Manager as soon as they are able.

During an emergency, the MOD is the acting Incident Manager and will be responsible for managing the situation until the General Manager becomes involved..

- All interaction with outside agencies (EMS, fire, police, etc.) should be done by the Incident Manager

- The Incident Manager will be responsible for contacting the appropriate Northgate Resorts Leadership and Ops. Manager as soon as they are able.
- All requests for information from the media should immediately be forwarded to the Northgate Resorts Marketing department
- The Northgate Resorts Marketing department will determine who is authorized to speak with the media and what the appropriate message will be regarding any emergency. Unless authorized to by the Marketing department, employees are not allowed to discuss incidents at the park with the media

Social media

- Any Social Media information regarding an incident at a Northgate Resort shall be done by the Marketing Department
- Employees may not share Park incidents or Park information in/on their personal social media sites

Emergency Communication

The following radio codes will be used to report an emergency over the radio:

Red - Medical emergency

Blue - Pool emergency

Black - Weather emergency

Green - Guest behavior

Purple - Lost child

Orange - Fire

Brown – Wildlife

All employees should know these codes. When an emergency occurs, the Incident Manager will designate a private radio channel for communication. Communication regarding any emergency should be limited to only those with a specific need to know.

Emergency Contact List

Northgate parks are required to maintain an up-to-date emergency contact list to include:

- Department Managers
- Local law enforcement
- Local fire department
- Local emergency medical services
- Poison control
- Local utility companies
- Key contractors (electrician, tree service, etc.)
- Phone number, location, and directions to nearest hospital
- Phone number, location, and directions to nearest urgent care

This list must be updated when there are changes in staff and reviewed annually for accuracy. The Emergency Contact List must be at the Safety Binder locations.

Emergency Action Plan Reporting

- Following an incident requiring an Emergency Action Plan, the Incident Manager must submit an incident report

- Reports should be submitted as soon as possible but no later than the end of the Incident Manager's shift on the day the incident occurred.

Lost Child Incident

Situations when children become separated from their parents is often emotional for those involved. Employees are expected to react calmly, empathetically and follow proper procedures.

If an employee comes across a child who says he/she is lost and cannot find their parent, the employee should:

- Stay with the child in the same location where child was first encountered
- Initiate another employee to stay with them also
- Remain in that location until a parent seeks them out
- Employees should verify the relationship based on the child's behavior

When a parent reports that their child is lost, the employee is to gather the following information:

- Child's name
- Child's age
- Where Child was last seen
- Site or cabin number
- General Description and what they were wearing

After information is gathered, the employee is to declare a code purple via the radio and contact the Manager on Duty. The Incident Manager will:

- Initiate the Lost Child Checklist to manage the situation
- If child is not located after one hour, contact local authorities

When the child is located:

- Station two employees to stay with the child at the location where the child was found
- Document the information from the child's wristband
- Incident Manager should bring the Parent to the child's location and verify relationship
- Document names, address, phone number and site/cabin number to complete incident report
- Notify all park staff via radio that the child has been found
- The incident Manager must submit an incident report no later than the end of their shift

Medical Emergency

Employees should immediately report a medical emergency to the Manager on Duty via radio (Code Red) If the emergency deems necessary, employee should call 911

The Incident Manager will respond and assess the situation to determine next steps:

- Initiate the assistance of team member certified in first aid
- If the person is unconscious, for reasons unknown, instruct someone to retrieve the AED
- Confirm 911 call was made
- Dispatch Park Ranger to the Resort entrance in order to escort first responders to the scene. Ranger should return the Park entrance to guide additional emergency response
- Make every effort to contact the family of victim if they were not at the scene
- If it was a blood incident, refer to the Bloodborne Pathogens EAP

If the guest/visitor is taken off site for medical care the Incident Manager should follow-up within 24 hours to get details regarding the nature of the injuries, treatment provided and prognosis for recovery. These details should be submitted on Origami as a follow-up to the incident report. Someone from the Legal department or Risk Management team may follow up with you for additional information.

If a medical emergency involves an employee, the Incident Manager must follow up accordingly and report the incident by the end of that shift. Serious accidents involving multiple injuries, multiple internal injuries, multiple fractures, hospitalization require special reporting and contacting OSHA within 24 hours. If an employee emergency results in death, contact your Regional Operations Manager, the Director of Human Resources, and Northgate's Chief Operating Officer. OSHA must be contacted within 8 hours of an employee fatality.

Fire Incident

All employees must complete training on what to do in case there is a fire. Managers must be trained on the proper protocols for reporting, extinguishing, responding, and communicating during a fire emergency. Managers should refer to EAP's for detailed information specific to their Resort.

When an employee discovers a fire, they should:

- Report the fire to their Manager. Manager should communicate via radio (Code Orange)
- Activate the nearest fire alarm while exiting the building
- If an alarm is not available, verbally alarm those who are inside the building
- Always exit away from the fire
- Notify local fire department via emergency contact list
- The incident Manager should dispatch Park Rangers to the park entrance (or entrances) to escort emergency vehicles to the location of the fire. Once escorted, Rangers should return to the entrances to guide additional emergency vehicles to the fire

Fire Extinguishers

Fire extinguishers must be accessible in buildings and not more than 75 feet apart. Specific locations of fire extinguishers throughout the Resort must be noted in the Safety Binders.

The most common fire extinguishers are Class A or Class ABC. Commercial kitchens require a Class K.

- Class A is for ordinary combustibles such as wood, paper, and cloth
- Class B is for flammable liquids such as grease, oil, and paint
- Class C is for live electrical equipment such as motors, electrical panels and wiring
- Class ABC is for all the above
- Class K is for kitchen operations such as cooking oil, animal fats and vegetable oils

Fight the fire with a fire extinguisher ONLY if:

- The fire department has been notified
- The fire is small and not spreading rapidly
- An Employee has been trained to use to it

Procedures for using a fire extinguisher:

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- Most fire extinguishers have a range of between 8 and 12 feet. Before discharging the extinguisher, position yourself so that you are standing 6 to 8 feet away from a fire. You can move closer once you start dousing the fire and the flames die down. Extinguish a fire using the P.A.S.S. method.

P – Pull the pin in the handle

A – Aim the nozzle at the base of the fire (not the flames)

S – Squeeze the lever slowly

S – Sweep from side to side

- The fire department must inspect the area and give an all-clear before anyone is allowed back into the building
- The Incident Manager must contact their direct report and refer to the Resort EAP's for reporting information

Power Outage

In the event of extended power loss to the area, certain precautionary measures should be taken depending on the geographical location and environment of the Resort:

- Instruct key personnel to locate flashlights from the emergency kits (if needed)
- Dispatch Park Rangers to sections of the park to notify guests
- Incident manager should report the outage to the power company
- The Maintenance Manager should refer to their power-down checklist and turn off designated equipment in the Water Park
- Park Ranger should initiate generator operations
- When power is restored, maintenance manager should refer to the power-up checklist
- Incident manager must submit an incident report through Northgate's reporting system

Inclement Weather

- The incident Manager will assess the weather conditions via radar and keep current with local weather reports
- Manager must inform all resort staff via radio (Code Black)
- Dispatch Rangers to each section of the park to notify guests.
- Remind everyone of their Emergency Gathering Areas
- The incident manager should assign an employee at every shelter to direct guests

Depending on the outcome, the Incident Manager will take appropriate next steps. *See EAP for weather emergencies*

Tornado Watch / Warning

Effective communication to our employees and guests is crucial when confronted with the threat of a tornado.

- As soon as the National Weather Service issues a tornado watch, the manager on duty must inform all staff via radio (Code Black).

- Dispatch Rangers to each section of the park to notify guests and remind them of their emergency shelters and inform them to tune into their devices for updates. Guests and employees should be informed of protocols during the “Watch” so they can quickly react if it progresses to a “Warning”
- MOD to close pool until watch/warnings are lifted
- If a Tornado Warning is issued, park facilities will close immediately, and employees must proceed to the designated emergency gathering shelter and remain until the warning has expired.
- For assessment and response protocols, refer to the Resort’s EAP

Earthquake

At the onset of an earthquake, employees and guests should:

If Indoors:

- Drop to their knees
- If possible, crawl under a sturdy object (table or desk)
- Cover head and neck with their arms
- Stay away from windows, doors and out from under objects that could fall

If outdoors:

- If driving, pull over away from buildings and stay in vehicle
- If on foot, move to a location away from buildings and other falling hazards

When safe to do so, the Incident Manager will dispatch Park Rangers to specific areas of the park. Rangers shall assess the park’s facilities and infrastructure. Assessors should also look for:

- Injured guests’, visitors, or staff
- Fires
- Damage to utilities
- Leaking gas
- Chemical spills
- Structural damage
- Falling hazards during aftershocks
- Road conditions in the Park

Any structure that appears compromised should be evacuated immediately. Maintenance Manager or Park Ranger should turn off utilities and corner off the building with caution tape.

If emergency medical treatment is needed for guests or employees, call 911 and implement first responder training. *See medical EAP*

The Incident Manager will contact their Direct Report and refer to emergency contacts when appropriate to do so. *See Resort EAP’s for infrastructure damage and reporting protocol*

Flash Flood

When a flood warning is issued, the Manager on Duty will dispatch the rangers via radio (Code Black) and assign a radio channel for communications. The Incident Manager will assign sections of the Park so the rangers can inform our guests and indicate the highest elevation in the Park. *See Flood EAP’s for procedures during aftermath*

The Incident Manager should consult their Regional Operations Manager to collaborate on next steps. Based on the region of the Resort, and anticipated water tables, the Incident Manager may choose to evacuate the Park. *See evacuation EAP*

Evacuation

There are certain emergency situations that may result in an entire Park evacuation. The Manager on Duty / Incident Manager may decide to evacuate the park based on:

- The safety of guests and staff
- The condition of the park's facilities and infrastructure
- Recommendations from local emergency personnel
- Consultation with their Regional Operations Manager

When an evacuation is deemed necessary, the Incident Manager will determine whether to send guests to a predetermined assembly area outside the Park or allow them to pack their site/cabin and leave for home. This decision will be based on:

- The urgency of getting guests and staff off the park property for their safety
- The foreseeable length of the emergency
- The safety of the park and its facilities and infrastructure
- The safety of travel outside the park
- Recommendations from local emergency personnel
- Consultation with their Regional Operations Manager
- *See evacuation EAP for detailed procedures*

Bomb Threat

Bomb threats are usually reported via telephone. Employees who answer a Resort telephone must be trained in procedure if a caller threatens an explosive device. The employee must think quickly and retain information. The caller will typically keep it short, so the Employee must be prepared.

If you receive a bomb threat via telephone:

- Stay calm and take the caller seriously
- If possible, signal another employee to call 911 and contact the Manager on Duty
- Ask questions according to the bomb threat checklist and write down the "caller ID" displayed
- Keep caller on the phone as long as possible
- If the caller hangs up - do not hang up your phone or use it to call anyone else
- Immediately isolate yourself to recall any other details of the conversation and document everything
- Try to identify the following about the caller:
 - Caller's gender
 - Approximate age
 - Voice characteristics, accents, etc. Is the voice familiar?
 - Background noises

If you receive a bomb threat in person call 911 and contact the Manager on duty in addition to:

- Note the direction the perpetrator left
- Isolate yourself to recall and write down exact words and description of the person who made the threat

If you receive a written threat:

- Handle it as little as possible
- Contact your Manager on Duty
- Refer to the Bomb Threat EAP

If you receive a suspicious package or letter, consider the following:

- Unusually restrictive markings that are not a normal part of your business dealings (for example, “personal”, “to be opened only by”, “do not delay”)
- Unusual odors
- The feel of springiness
- Metallic components or stiffeners in letters, protruding wire, strong or metal foil
- Oily or greasy stains on packaging or excessive wrapping, binding and taping materials
- Small holes
- Unbalanced or lopsided letters and parcels
- Notify a member of management immediately

In all cases of bomb threats or suspicious packages refer to the Bomb Threat EAP

Active Shooter

Employees can be prepared for an active shooter incident by:

- Recognizing the sound of gunshots/automatic rifle - Like sound of a hammer hitting steel in quick bursts or a quick, sharp sounding rat-a-tat-tat
- If you think you hear gunshots, do not question yourself, just assume it is and act accordingly
- Quickly plan your exit

Based on historical active shooter incidents, it has been determined that employees should react to active shooter incidents using one of these three scenarios (in order) – GET OUT – HIDE OUT – TAKE OUT

When an Active Shooter is Present:

GET OUT – Evacuate the building or outdoor area immediately

- Run and do not stop until you reach safety
- Evacuate regardless if others follow
- Leave your belongings behind
- If shooter is targeting you, run in a zig-zag pattern
- Keep your hands visible – if police are on the scene, they need to know that you are not the shooter
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- If authorities are not present, call 911 when you are safe

HIDE OUT - If evacuation is not possible, find a place to hide such as an office, closet, or a room that can be locked. Do not leave your hiding place until officers come to get you. After the shooter is apprehended, law enforcement will conduct a thorough search of all buildings. Wait until they arrive and identify themselves before exiting.

Instructions while hiding in place:

- Lock and block the door with whatever means available
- Turn out lights, silence all devices
- Hide behind a large object if possible
- If there is nothing to hide behind and others are with you, spread out. Do not huddle together

TAKE OUT – This is a last resort and only to be executed if your life is in imminent danger with no means of escape. Be ready if the shooter enters your hideout. Whisper or motion a coordinated plan of attack with those hiding with you. Your collective goal is to disable and incapacitate the shooter if they enter your hideout. Under those circumstances, aggressively commit to your actions:

- Assign objects that can be thrown at shooter (to distract)
- Assign objects that can strike the shooter (to disable)
- Improvise weapons and attack (to take them out)

Law Enforcement

Law enforcement will be actively proceeding directly to the area in which the last shots were heard. Their goal is to identify and disable an active shooter by whatever means necessary. In addition to those in pursuit, there will be officers stationed at a safe perimeter.

They can be identified by the following:

- Officers usually arrive in teams of four
- Officers may wear regular patrol uniforms or plain clothes, with external bulletproof vests, Kevlar helmets, and other tactical equipment
- Officers may be armed with rifles, shotguns, handguns
- Officers may use pepper spray or tear gas to control the situation
- Officers may shout commands and may push individuals to the ground for their safety

How to react when law enforcement arrives:

- Remain calm, and follow officers' instructions
- Discard any items in your hands
- Immediately raise hands, palms out with fingers spread apart. Always keep hands visible
- Avoid officers and do not approach them. Run for safety with our hands up
- Do not distract officers by asking for help or comfort. If you know the number of shooters, their locations, what they are wearing, type of weapons, tell the officers while you are running by. Exit in the direction from which officers are entering

Once you have reached a safe location where officers are stationed, give them any relevant information such as:

- Number of guests or employees still in harm's way
- Locations of those wounded
- Details about the shooter

You will likely be held in that area by law enforcement until the situation is under control. Do not leave until law enforcement authorities have given you permission to do so. *For instructions on post incident procedures, see EAP Active Shooter*

Workplace Violence

Given the increasing violence in society in general, Northgate has adopted the following guidelines to deal with intimidation, harassment, or other threats of violence that may occur on Northgate company property. This includes threats by employees as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, employees should be as specific and detailed as possible.

- Any employee who feels they have been threatened, should promptly report the situation to their General Manager.
- Any employee who witnesses threatening behavior to another individual should report it to their General Manager
- All reports of threats, harassment or intimidation must be documented and investigated
- If the employee senses an immediate threat, 911 should be called immediately

Suspicious activity or person(s) should be reported promptly to a manager. Employees should never place themselves in peril. If an employee witnesses a disturbance, they should never attempt to intercede.

Employees who are confronted by an armed or dangerous person should never attempt to challenge or disarm the individual. Employees should remain calm and cooperate with any instructions or demands

(whew...that's heavy stuff)

Northgate Vehicles

This policy applies to:

- Vehicles owned, leased or rented to Northgate.
- Personal vehicles driven by employees on behalf of Northgate.

The following policy has been established to encourage safe operation of vehicles, and to clarify insurance issues relating to drivers and Northgate.

- All drivers must have a valid driver's license.
- Motor Vehicle Records will be checked annually. Driving privileges may be suspended or terminated if your record indicates an unacceptable number of accidents or violations. Should your record fall into our insurance carrier's guidelines of an 'unacceptable driver,' your employment may be terminated.
- Your manager must be notified of any change in your license status or driving record.

When operating your own vehicle for company business:

- Your Personal Auto Liability insurance is the primary payer. Northgate's insurance is in excess of your coverage.
- You should carry at least \$100/300k per occurrence liability coverage. Evidence of insurance coverage is to be provided to Northgate each year, by a copy of your policy's Declaration page or a Certificate of Insurance.
- Northgate is not responsible for any physical damage to your vehicle. You must carry your own collision and comprehensive coverage.
- In the event of an accident, comply with police instructions.
- Do not assume or admit fault. Liability and negligence will be determined after a thorough investigation.
- Report the accident to your manager as soon as possible.

The following chart serves as a guideline for evaluating an employee's motor vehicle record (MVR). An employee with an MVR grade of "poor" may not be insurable by our insurance carrier. If driving is a required part of an employee's position at Northgate, the inability to be insured could jeopardize employment. Note that any major violation will result in a poor score.

Minor Violations	Number of at-fault accidents			
	0	1	2	3
0	Clear	Acceptable	Borderline	Poor
1	Acceptable	Acceptable	Borderline	Poor
2	Acceptable	Borderline	Poor	Poor
3	Borderline	Poor	Poor	Poor
4	Poor	Poor	Poor	Poor
Any Major violation	Poor	Poor	Poor	Poor

Minor Violation	Major Violations
All moving violations not listed as a major violation.	§ Driving under influence of alcohol/drugs § Failure to stop/report an accident § Reckless driving/speeding contest § Driving while impaired § Making a false accident report § Homicide, manslaughter or assault arising out of the use of a vehicle § Driving while license is suspended/revoked § Careless driving § Attempting to elude a police officer

Employee Golf Cart Safety Rules

- Employees must be at least 16 years old to operate Northgate Golf Carts on premise
- Employees must be trained and supervised prior to operating a Golf Cart alone
- When the golf cart is in motion, always stay to the right side of the lane
- Obey traffic rules, regulations, and traffic signs. (with an emphasis on stop signs)
- Use extreme caution when driving near buildings and parked cars. Keep a safe distance if a car door suddenly opens. Park the vehicle away from doors, walkways, or covered areas
- Golf carts must obey the posted speed limits
- All occupants MUST keep hands, arms, legs, and feet inside the golf cart while it is moving
- Every passenger of a golf cart must occupy their own seat – no lap-sitting
- All passengers must be seated while the cart is in motion
- Never back up without looking over both shoulders to insure there are no pedestrians or obstructions behind you
- Approach sharp or blind corners with caution at an acceptable speed
- Golf carts must be parked in designated parking areas
- Never leave keys in a golf cart unattended. Keys must remain with the authorized driver
- When destination is reached, ALWAYS SET THE PARKING BRAKE. Use wheel blocks if the golf cart is parked on a steep grade. Then remove the key.
- Absolutely no “joy riding”, swerving erratically, or horseplay in the golf cart. Always operate the golf cart in a manner befitting a responsible, courteous member of the Northgate team
- Employees who fail to comply with Northgate Golf Cart Operation Rules will be subject to disciplinary action
- Employees that incur damage to a golf cart, company property, or guest property as a result of careless driving will be subject to disciplinary action or possibly termination

Hazard Communication

Employees have the right-to-know the identity and hazard(s) of chemicals they work with under conditions of normal use or in reasonably foreseeable emergencies. Northgate has set requirements for notifying all employees who work with, or are exposed to, hazardous chemicals and the physical and health hazards that are associated with those materials. Northgate relies on the safety data sheets supplied by the manufacturers of the specific product.

Safety Data Sheet (SDS)

The Hazard Communication Standard requires chemical manufacturers, distributors, and importers to provide Safety Data Sheets to communicate the hazards of that product.

Northgate must retain an SDS of every chemical on premise. Safety Data Sheets must be readily accessible to all employees in their workplace. SDS are on file in the emergency areas where the Safety Binders are located.

The SDS are broken down into the following headings:

- Identification of products and hazards

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- Composition and information on ingredients
- First aid measures
- Firefighting measures
- Accidental release measures
- Handling in storage
- Exposure controls in personal protection
- Physical and chemical properties
- Toxicology and ecological information
- Disposal considerations and transport information

Whenever a new chemical is introduced to the Resort:

- Post a New or Revised SDS
- Add SDS to the binder

Resorts may opt to retain SDS on web-based software instead of maintaining several binders. Resorts who retain electronic copies of SDS must:

- Allow computer access to employees
- Post written instructions on how to retrieve files electronically
- Must have the ability to print the document if necessary

Addition SDS information, rules, and guidelines:

- All spray bottles must be labeled with the Product Name and Hazard Information
- SDS may not be discarded even if that product is no longer used at Resort
- SDS must be kept on file a minimum of 30 years
- For useful training information, visit: <https://www.osha.gov/dsg/hazcom/index.html>










Employee Training

All new employees shall receive training on specific hazardous chemicals in their work area. Refresher training must be completed annually. Resorts must retain employee training acknowledgement on site and available for inspectors if necessary

Cleaning agents and chemicals are labeled in accordance with the level of safe handling they require. Always read the labels and follow the PPE requirements

The Globally Harmonized System of Classification and Labeling of Chemicals. It is a system for harmonizing hazard classification criteria and chemical hazard communication elements worldwide.

GHS Pictograms and Hazards

Health Hazard  <ul style="list-style-type: none"> • Carcinogen • Mutagenicity • Reproductive Toxicity • Respiratory Sensitizer • Target Organ Toxicity • Aspiration Toxicity 	Flame  <ul style="list-style-type: none"> • Flammables • Pyrophorics • Self-Heating • Emits Flammable Gas • Self-Reactives • Organic Peroxides 	Exclamation Mark  <ul style="list-style-type: none"> • Irritant (skin and eye) • Skin Sensitizer • Acute Toxicity (harmful) • Narcotic Effects • Respiratory Tract Irritant • Hazardous to Ozone Layer (Non-Mandatory)
Gas Cylinder  <ul style="list-style-type: none"> • Gases Under Pressure 	Corrosion  <ul style="list-style-type: none"> • Skin Corrosion/ Burns • Eye Damage • Corrosive to Metals 	Exploding Bomb  <ul style="list-style-type: none"> • Explosives • Self-Reactives • Organic Peroxides
Flame Over Circle  <ul style="list-style-type: none"> • Oxidizers 	Environment (Non-Mandatory)  <ul style="list-style-type: none"> • Aquatic Toxicity 	Skull and Crossbones  <ul style="list-style-type: none"> • Acute Toxicity (fatal or toxic)

Bloodborne Pathogens

Blood borne pathogens are microorganisms present in human blood that can cause disease. These include, but are not limited to, the hepatitis B virus and the human immunodeficiency virus.

The purpose of this blood borne pathogen exposure control plan is to eliminate or minimize work related employee exposure to blood or other potentially infectious materials.

Any employee who experiences exposure to their skin or mucous membranes should wash or flush those areas with water as soon as possible following contact. Employees that have been exposed to blood or other potentially infectious material must report the incident to their manager.

Northgate will offer a confidential medical evaluation to an employee involved in an exposure incident who had contact with blood or other potentially infectious material.

Employees who encounter a blood spill or body fluid spill must stay away from fluids and immediately report it to their manager. Clean up of a blood spill or bodily fluids may only be performed by employees who have been trained to do so using the correct procedures and wearing the appropriate personal protective equipment. Documentation of training must be retained at the resort.

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Body Fluid Clean-up kits

Clean-up kits should accompany Emergency Kits and located with (or near) First Aid Kits.

An OSHA standard Bloodborne Pathogen kit or Body Fluid Clean up kit include:

- Protective equipment for the person cleaning up the spill
- Items needed to clean up and sanitize a bodily fluid spill

Protective Equipment include:

- Gloves
- Face mask
- Face shield
- Gown Apron

Clean up Tools and Sterilization include:

- Absorbent Powder - transforms bodily fluid pools to an odorless semi-solid mass
- Scoop and scraper - to safely collect absorbent material
- Paper towel - to aid in wiping up hazardous material
- Antimicrobial towelettes - used on surfaces after clean-up / kills bacteria and microorganisms
- Antiseptic towelettes - used on skin to kill bacteria
- Biohazard Bag - to dispose of collected waste and used protective equipment

Sharps and Medical Waste

Sharps is a medical term for devices with sharp points or edges that can puncture or cut skin. After use, they are referred to as medical waste. Sharps must be disposed of in OSHA approved Sharps Containers. A Sharps container should be stationed in the housekeeping department or another suitable location. Employees should be trained to safeguard themselves when removing trash bags from containers to prevent possible punctures.

Examples of sharps include:

- Needles – hollow needles used to inject drugs (medication) under the skin
- Syringes – devices used to inject medication into or withdraw fluid from the body
- Lancets, also called “fingerstick” devices – instruments with a short, two-edged blade used to get drops of blood for testing. Lancets are commonly used in the treatment of diabetes.
- Auto Injectors, including epinephrine and insulin pens – syringes prefilled with fluid medication designed to be self-injected into the body
- Infusion sets – tubing systems with a needle used to deliver drugs to the body.
- Connection needles/sets – needles that connect to a tube used to transfer fluids in and out of the body. This is generally used for patients on home hemodialysis.

Medical syringes and other sharps are dangerous if not disposed of safely. Used sharps if not handled correctly, can puncture the skin, and spread infections that cause serious health conditions such as:

- Hepatitis B (HBV)
- Hepatitis C (HCV)
- Human Immunodeficiency Virus (HIV)
- Procedures for disposing of a used syringe/Sharps item:
 - Always wear gloves
 - Retrieve the sharps container to the location of the sharps object (not vice versa)
 - Carefully dispose of the item and always return the sharps container to its designated location

Lockout/Tagout

Lock Out, Tag Out (LOTO), is a safety procedure used to ensure that dangerous machines are properly shut off and not able to be started up again prior to the completion of cleaning, maintenance, or repair work.

Prior to working on any machinery when guards or barriers are removed, every energy source (electrical, hydraulic, chemical, mechanical, etc.) must be deactivated, stored energy dissipated, and the control locked in the off (safe) position.

Employees may never remove or tamper with a lockout performed by another individual. A lockout could consist of a lock applied to a control such as a switch or shift. A tag containing words such as "DANGER - DO NOT OPERATE" may also be used for lockout. The lock, the tag or both applied to an energy control device means "Keep your hands off!"

General procedures for employees include:

- Establish a safe and positive means of shutting down machinery, equipment, and systems
- Prohibit unauthorized personnel or remote-control systems from starting machinery or equipment while it is being serviced
- Provide a secondary control system (tagout) when it is impossible to positively lockout the machinery or equipment
- Establish responsibility for implementing in controlling lockout/tagout procedures

General Guidelines and Compliance:

- Personnel may not perform maintenance, inspection, cleaning, adjusting, or servicing of any equipment without following Northgate's lockout/tagout program
- Personnel required to work on powered equipment (hydraulic, electrical, air, etc.), must always have a personal padlock with their name on it and the key on their person
- Disconnect and padlock all machine power disconnects in the off position before removing guards for the purpose of working "ON" or "IN" the machinery or approaching its unguarded parts. When more than one employee is working on a single piece of equipment, each employee must use his own padlock along with lock-out tongs to lock out the equipment. When the work is completed, he must remove only his lock
- Personnel must verify that the tagged/locked out switch or control cannot be overridden or bypassed
- Replace all guards before removing personal padlocks from the control
- Employees may not remove another employee's protective lock
- Before machinery is put back into use after lockout/tagout, employee must communicate intentions and warn fellow employees

Shift Changes:

- If a LOTO was performed on a previous shift, authorized employees must be made aware

Outside Contractors or Personnel:

- If any person outside of Northgate performs work on machinery or equipment must be informed that Northgate enforces the use of lockout / tagout procedures

Workplace Hazard Assessment

OSHA requires employers to evaluate all work areas to determine whether hazards are present and constitute the use of personal protective equipment (PPE). Department Managers and Safety Committee Members should periodically conduct assessments to identify and evaluate workplace hazards and determine the appropriate PPE.

Considerations for identifying hazards:

- Cuts / lacerations / penetrations
- Chemical / Cleaning Supplies
- Hot / Cold (Thermal)
- Slip / Trip / Fall
- Impact
- Pinch / Crush / Rollover
- Biological
- Electrical
- Noise

Personal Protective Equipment

Personal protective equipment should be selected based on the level of protection greater than the minimum required to protect employees from the hazards identified during the assessment. Safety data sheets and manufacturer specifications can be used to help choose the appropriate PPE. Managers are responsible to provide proper PPE to employees. Employees must comply with PPE standards.

Eye Protection:

- Safety glasses shall be worn when there is the potential for objects to fly into the eye
- Face Shields must be worn with safety glasses during operations that produce sparks, airborne particles, or working with certain hazardous materials
- Goggles shall be used as required to provide eye and face protection when safety glasses are insufficient and face Shields are impractical

Hand Protection:

- Gloves shall be worn if employees are exposed to the possibility of cuts, burns or irritations
- Disposable gloves shall be worn in accordance with cleaning agents PPE requirement
- Food safety gloves shall be worn for food handlers as required by Resort's kitchen standards

Footwear:

- Employees are encouraged to wear non slip shoes if they work in Food Service or in areas when water splash on walking surfaces is common

Hearing protection:

- Hearing protection must be worn when noise levels exceed the OSHA permissible exposure limit
Employees should ask their manager what hearing protection is suitable for the machinery or equipment they use

- Hearing protectors must reduce noise to acceptable levels which may require dual use of ear plugs and earmuffs

Protective Clothing:

- Employees must wear the appropriate clothing for the task assigned

Accident Prevention

Fire Prevention

- Smoking is only permitted in designated employee smoking areas
- No candles or open flames are allowed in buildings
- Only space heaters provided by the company are approved for use within the facility. Employees using space heaters are responsible for turning the heater off when leaving their area for extended periods of time

Electrical Safety

- Employees are to keep a 10 feet distance from live circuits above 50 volts
- Employees may not tamper with electrical panels
- Only approved multi plug power strips may be used on premise
- Only extension cords with a grounding lug may be used
- Extension cords must never create a tripping hazard
- Extension cords that are damaged or missing the grounding lug must be tagged as damaged and given to the department manager
- Electrical appliances must be shut down by the power switch. Never by pulling out the plug
- Electrical panels must retain 30 inches of obstacle-free access

Ladder Safety

Ladders used by employees must be in good working condition and have suitable safety features. Use a ladder of the proper length to do a job safely. Ladders that are wobbly, do not lock in place, have uneven legs, or have compromised steps must be taken out of service, tagged damaged and given to the department manager. General safety guidelines for ladders include:

- Never use a step ladder in the folded position
- Never use the top step of a step ladder
- When unfolding a step ladder always make sure the four legs are grounded and locking mechanism is in place before using it
- Straight ladders must be slip resistant and stable
- Straight ladders should extend 3 feet above the level being accessed
- The pitch of a ladder should be set up at approximately 4:1 (vertical: horizontal). For every four feet the ladder goes up the base must be 1 foot from the vertical support
- Ladders must be secured to prevent tipping
- Barriers should be placed to keep traffic away from the ladder
- Always face the ladder and use both hands when climbing

Lifting Safely

Lifting is strenuous and requires training and technique. Assess the object prior to lifting:

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- If a load is too heavy to lift alone, ask for help
- If object to be lifted is above shoulder height, employee should retrieve a step ladder and ask for assistance

Follow these steps when lifting objects:

- Move close to the load, this puts less force on the lower back
- Keep back straight and upright while squatting to pick up an object
- Tighten stomach muscles to help protect the spine
- Lift with the legs, not with your knees or back
- Pivot using feet, never twist with the back or knees
- Use these techniques in reverse when setting the object down

Do not carry heavy objects long distances. Use a pushcart, dolly or hand truck transport using these safety tips:

- Push a cart rather than pulling a cart
- Use both hands while pushing
- Do not lean over the load as you push
- Tighten abdominal muscles to protect your back

Fatigue

Northgate deems fatigue a safety concern because it can be associated with higher injury and accident rates in the workplace. Fatigue reduces attention and reaction time, which can lead to making errors in judgment. To avoid fatigue (muscle tightness, aches, pains, and mental cloudiness), employees should take short breaks throughout the day to recover.

Heat Exposure

Workers who are exposed to extreme heat or work in hot environments may be at risk of heat stress. Exposure to extreme heat can result in occupational illnesses and injuries. Heat stress can result in heat stroke, heat exhaustion, heat cramps, or heat rashes. It is important for all employees to know the risks, symptoms and preventative measures when exposed to extreme heat.

Risk Factors for Heat Illness:

- High temperature and humidity
- Direct sun exposure with lack of breeze or wind
- Heavy physical labor
- Dehydration – not drinking enough fluids

Symptoms of Heat Exhaustion:

- Headache, dizziness, or fainting
- Weakness and wet skin
- Irritability or confusion
- Thirst, nausea, or vomiting

Symptoms of Heat Stroke:

- May be confused, unable to think clearly, pass out, collapse, or have seizures
- May stop sweating

To Prevent Heat Illness, Employees should:

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- Wear loose, light-colored clothing and a brimmed hat
- Be careful to not over-exert oneself during peak temperature periods
- Drink at least eight ounces of water every 20 to 30 minutes. Avoid liquids containing caffeine
- Monitor oneself and report any heat related symptoms to the Manager on Duty

When symptoms of heat stress are present, employees should use the following guidelines:

Heat cramps:

- Move to a cooler area and drink approximately 6 ounces of water every 15 minutes. Follow up with a medical examination.

Heat exhaustion:

- Move to a cooler area and lie down with your legs slightly elevated. Cool your body by fanning and applying cool, wet towels, and drink approximately 6 ounces of water every 15 minutes. Follow up with a medical examination.

Heat stroke:

- Call 911 immediately. Move to a cooler area, remove your outer clothing, immerse yourself in cool water or apply cool, wet towels or cloths to the body. Do NOT drink liquid and wait for emergency personnel to arrive.

California OSHA Heat Exposure Requirements

(Applicable only to California Resorts)

When outdoor temperatures exceed 80 degrees Fahrenheit, Employees shall be allowed and encouraged to take a preventative cool-down rest in the shade for a period of no less than five minutes at a time when they feel the need to do so to protect themselves from overheating.

Locations for cool down rests must be:

- Available and accessible to employees
- Spacious enough to accommodate workers in a relaxed body posture
- In the shade and are either open to the air or provided with ventilation or cooling
- Near sufficient supplies of drinking water
- The shade shall be located as close as practicable to the areas where employees are working

Any employee who takes a preventative cool-down rest:

- Shall be monitored and asked if he or she is experiencing symptoms of heat illness
- Shall be encouraged to remain in the shade; and shall not be ordered back to work until any signs or symptoms of heat illness have abated, but in no event less than 5 minutes in addition to the time needed to access the shade.

Best Practices in preventing a heat related illness:

- Employees should understand the importance of Cool Down Rests in preventing heat illness
- Ensure that employees recognized as having any of the symptoms of heat illness are never left alone or sent home without medical authorization
- Ensure employees drink at least 8 oz of water per hour
- If the workday will extend beyond 8 hours, then an additional preventive cool-down rest period will be required at the conclusion of the eighth hour of work

Cold Weather Illnesses

If an employee is assigned tasks which expose them to harshly cold temperatures, they should take proper precautions and be trained in the preventative measures that will keep them safe.

Exposed skin freezes within one minute at -20°F when the wind speed is five miles per hour (mph) and will freeze at 10°F if the wind speed is 20 mph. When skin or clothing are wet, injury or illness can occur in temperatures above 10° F and even above freezing (32° F). When the body is unable to warm itself, hypothermia and frostbite can set in, resulting in permanent tissue damage and even death.

Watch for the following signs of cold-related illnesses:

- Uncontrollable shivering
- Slurred speech
- Clumsy movements
- Fatigue
- Confused behavior

Layer clothing to keep warm enough to be safe but cool enough to avoid perspiring excessively:

- Inner layer – synthetic weave to keep perspiration away from the body
- Middle layer – wool or synthetic fabric to absorb sweat and retain body heat
- Outer layer – material designed to break the wind and allow for ventilation
- Wear a hat to trap in body heat

Be aware of the effects that cold temperatures can have on body functions such as:

- Reduced dexterity and hand usage
- Cold tool handles reducing your grip force
- The skin's reduced ability to feel pain in cold temperatures
- Reduced muscle power and time to exhaustion

Employees should be prepared to protect themselves against the elements of cold temperatures. If an employee experiences cold related issues in their workplace they should contact their manager immediately.

Wildlife in the Parks

Northgate's resorts can be a home for a variety of species that live in or around the parks. Employees should ask their Manager what is common to their Resort and be trained on specific procedures. Here are some guidelines:

- Employees should never disturb a den or a nest of an animal
- If any employee discovers a bee's nest/ wasp nest, they should report it to the Manager or Ranger
- If you are allergic to insects, always keep medication with you. Inform your co-workers of your allergy so they can assist you in the event of an emergency
- Dispose of food and garbage correctly in your work area to avoid attracting pests

To protect yourself from biting and stinging insects:

- Wear long pants, socks, and long-sleeved shirts

- Use insect repellents that contain DEET or Picaridin
- Treat bites and stings with over-the-counter products that relieve pain and prevent infection

Avoid fire ants:

- Fire Ant bites are painful and cause blisters
- Severe reactions to fire ant bites may include chest pain, nausea, sweating, loss of breath, swelling or slurred speech

Rodents and Wild or Stray Animals:

- Avoid any contact with wild or stray animals
- Report any sighting to the Park Ranger or Manager
- Dead and live animals can spread disease
- If bitten/scratched, get medical attention immediately

Snakes / Scorpions

- Wear gloves when removing outdoor debris and try not to put your fingers under objects when lifting
- If you see a snake, step back and allow it to proceed
- If bitten, note the color and shape of the snake's head and call 911

First Aid for a Snake Bite:

- Lay the victim down so that the bite is below the level of the heart
- Cover the bite with a clean, dry dressing and wait for First Responders

General Safety Rules

- Employees should not participate in horseplay or pranks as they may cause accidents and injury
- Nothing should ever be stored in hallways, stairways, or passageways. Employees must keep walkways clear of tripping hazards
- Mark cable protectors to avoid tripping hazards for cables lying across the ground
- Employees must clean up any liquid around drinking fountains, drink dispensing machines, spigots and ice machines immediately when they happen
- Employees may not block the walking surfaces of elevated working platforms with tools or materials that are not being used
- Employees should straighten any mat or rug that has buckled. All floor mats must lay flat on the floor without producing a tripping hazard
- Employees must return tools to their storage places after use
- Employees must use caution signs or cones to identify slippery areas on the floor. A wet floor sign must always be set up after a floor is mopped
- Employees must lift correctly as described in this manual
- Employees must select correct ladder for the job and use it in accordance to the safety procedures in this manual
- Employees must wear proper footwear and take caution to prevent slips and falls
- Employees should correct any minor hazard seen and report any other hazard they cannot correct
- Employees are not permitted to wear jewelry that could pose a safety threat on the job

Food and Beverage Safety Standards

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Alcohol Servers / Bartenders

- Servers must complete a liquor liability training program
- Servers may not serve alcohol to any underage or intoxicated person
- Servers may only serve alcohol during legal hours
- Servers must follow all local, state, and federal laws regarding alcohol service

Catering Servers and Café / Restaurant Servers

- Employees must comply with OSHA standards in food handling and sanitation practices
- Employees should understand procedures for handling those with food allergies
- Employees must use potholders when handling hot pans or removing plates from the warmers
- Employees must extinguish all open flames / cap sternal before transport
- Coffee pots and hot liquids must have the lid securely fastened before transport
- Never submerge hot glass in cold water or cold glass in hot water.
- Ice is considered a food contact and must only be scooped with a designated scooper. Never use a glass to scoop ice as it is a health code violation
- Banquet tables are to be carried by two people to prevent back strain/ injury
- Food Service employees must wash their hands before contacting clean dishes, utensils, or glassware
- Employees must wear food safety gloves before touching any food product
- Food Service employees must wear appropriate non slip shoes
- Food Service employees must keep hair restrained / pulled back off their shoulders and face

Kitchen Staff

- There must be at least one certified food handler on premise whenever food is being prepared or served
- Chefs, Cooks, and Food Prep staff must wear head covering (hat or hair nets)
- Time and temperature safety methods in food preparation and holding must be strictly observed
- Kitchen employees are to keep all working surfaces clean and sanitized to prevent cross contamination
- Knives and utensils must be washed and sanitized between uses
- Hot food prepped for later use must be properly cooled before being refrigerated
- Employees may not remove safety guards provided on the equipment before or during use. The machine must be unplugged before removing the guard for cleaning. When a safety guard is removed for repairs, the lock out/ tag out procedure must be practiced
- Employees may not place pots or pans with handles protruding over the edge of range, tables, or countertops
- Pots, pans, or cookers should never be filled more than two thirds full
- When adding ingredients to hot liquids, add small portions at a time to prevent splashing
- Use the release valve to release pressure before opening pressurized steam kettles or pressure cookers
- All kitchen supplies must be at least 6" off the floor
- Employees should always use carts to move large, hot items such as coffee urns, containers of hot water or containers of hot food
- Always engage the wheel lock before transporting items hot items to a cart
- Employees are responsible for turning off the gas and power for appliances when they are not in use
- Kitchen floors are to remain free of hazards. Spills are to be cleaned up swiftly and wet floor signs used after mopping

Glassware

- Employees may not stack drinking glasses to reduce breakage
- Employees may not carry more than one rack of glassware at a time to prevent back strain
- Employees must visually inspect all glassware for cracks or chips before handling

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- All glassware that is chipped or broken must be disposed of in the labeled "broken glass" containers
- If there is an incident of many glasses breaking at once, inform the manager so they can monitor inventory
- If a glass breaks inside the ice bin of the ice machine, report it immediately to the manager. The ice machine must be swiftly turned off and labeled "do not use contents" and the remaining ice considered contaminated. The entire capacity of ice must be removed or melted down until the bin is empty, cleaned thoroughly and dried. Only then can it be turned on and put back in service

Slicers

- Employees must take extreme caution while operating a slicer. The operator should not be distracted until their task is complete
- Employees must use the slicer guard as designed. Employees must keep their hands clear of top of the blade guard while operating
- Employees must wear a wire mesh or Kevlar glove when cleaning the exposed edge of the slicer blade
- Employees that operate a slicer must be trained and comply with all safety instructions
- Employees must be 18 years old to operate slicers or guarded kitchen equipment

Kitchen Knife Safety

- Kitchen knives should be sharpened on a regular basis. Sharp knives cut easily as there is no resistance and little chance of slipping. A dull knife requires more pressure to make the cut, increasing the chance for the knife to slip and cause injury
- Employees should be trained in knife safety to prevent injuries
- Employees may not use knives as screwdrivers, pry bars, can openers or ice picks
- Employees may not leave knives in sinks full of water
- Employees may not carry knives, scissors or other sharp tools in pockets or an apron unless they are first placed in their sheath or holder
- Knives must be stored in knife blocks or in sheaths
- Honing steels must have disc guards
- Employees under 16 years of age may not use kitchen knives

Ovens

- Employees must use oven mitts when removing hot food from the oven
- Ovens must be turned off when not in use
- Employees must wear eye protection, rubber gloves and apron when using oven cleaners
- When handling hot food from the oven, always warn employee in the vicinity

Microwave Ovens

- Microwaves must be in good working order, free of cracks, broken handles, or seals
- Employees should use caution when removing hot items as to avoid steam burns
- Only use microwave safe dishes in the microwave

Dishwasher

- Proper dishwashing procedures should be posted in the kitchen for employee review
- Employees must follow the state health codes regarding water temperature, soap, PH levels in sanitizer and proper drying procedures
- Gloves should be worn when handling clean dishes
- Clean dishes must be covered when in storage

Coolers and Freezers

- Coolers must maintain a temperature of not more than 40 degrees
- Freezers should be set no less than 0 degrees
- Cooler and freezer floors, shelves and door gaskets must be kept clean and free of mold
- All opened food items must be covered, labeled, and dated
- Expired food must be discarded
- Food in cooler racks must be stored according to OSHA standards:
 - Raw meat or potentially hazardous food must be held on bottom shelves, never stored above cooked food or ready-to-eat-items or produce
- Boxes or containers may not be stored on a cooler floor. Must have a 6" clearance

Storeroom/Stockroom

- All kitchen storage areas must be clean, ventilated and be free of vermin
- All items and boxes must be at least 6" off the floor
- Heavy storage containers should be stacked on lower shelves and nothing over 30 lbs. may be stored above shoulder level
- Newly delivered items must be rotated using the FIFO method (first in, first out)
- Employees may not stack boxes, cases, or packages above a reasonable height
- Employees must use a safe method to open boxes, such as an enclosed blade cutter
- Employees must follow all safe handling instructions listed on the label of the container or listed on the corresponding SDS when handling each chemical stored in the stockroom
- Employees may not smoke in kitchens, storerooms or around chemicals.
- Chemicals may not be stored near food items or a machinery

Food Oil /Grease Storage

- Rooms or areas where hazardous material liquids are dispensed into containers exceeding a 1-gallon capacity or used in open containers or systems exceeding a 5-gallon capacity shall be provided with a means to control spills
- Secondary containment shall be provided when the capacity of an individual container exceeds 55 gallons, or the aggregate capacity of multiple containers exceeds 100 gallons
- The containment system must have sufficient capacity to contain 10% of the volume of containers or the volume of the largest container, whichever is greater
- Liquid waste must be picked up by an authorized disposal company.
- SPCC, Spill Plans and Manifests must be retained and updated every five years

Additional information and resources

- Trash Dumpsters lids must remain closed when not in use
- A Class K fire extinguisher must be stationed in the kitchen area
- Broken down cardboard boxes should never be left laying on the floor in walkways
- Every kitchen must have an unobstructed hand washing sink (only used for hand washing)
- Hand washing sinks must be kept clean, and be supplied with a soap dispenser, nail brush, single use towels and a how-to handwashing sign
- Used kitchen and food service towels must be stored in sanitizer water. Used towels should not be left on countertops as to illuminate bacteria growth
- Employee restrooms must display proper hand washing signs
- Kitchen staff and food service staff wearing aprons must remove them before entering restroom
- Kitchens with suppression systems must be inspected annually
- Kitchens with hood vent systems must be professionally cleaned every 6 months
- Kitchens must have the following food safety informational posters displayed in appropriate locations:
 - Time and temperature guidelines

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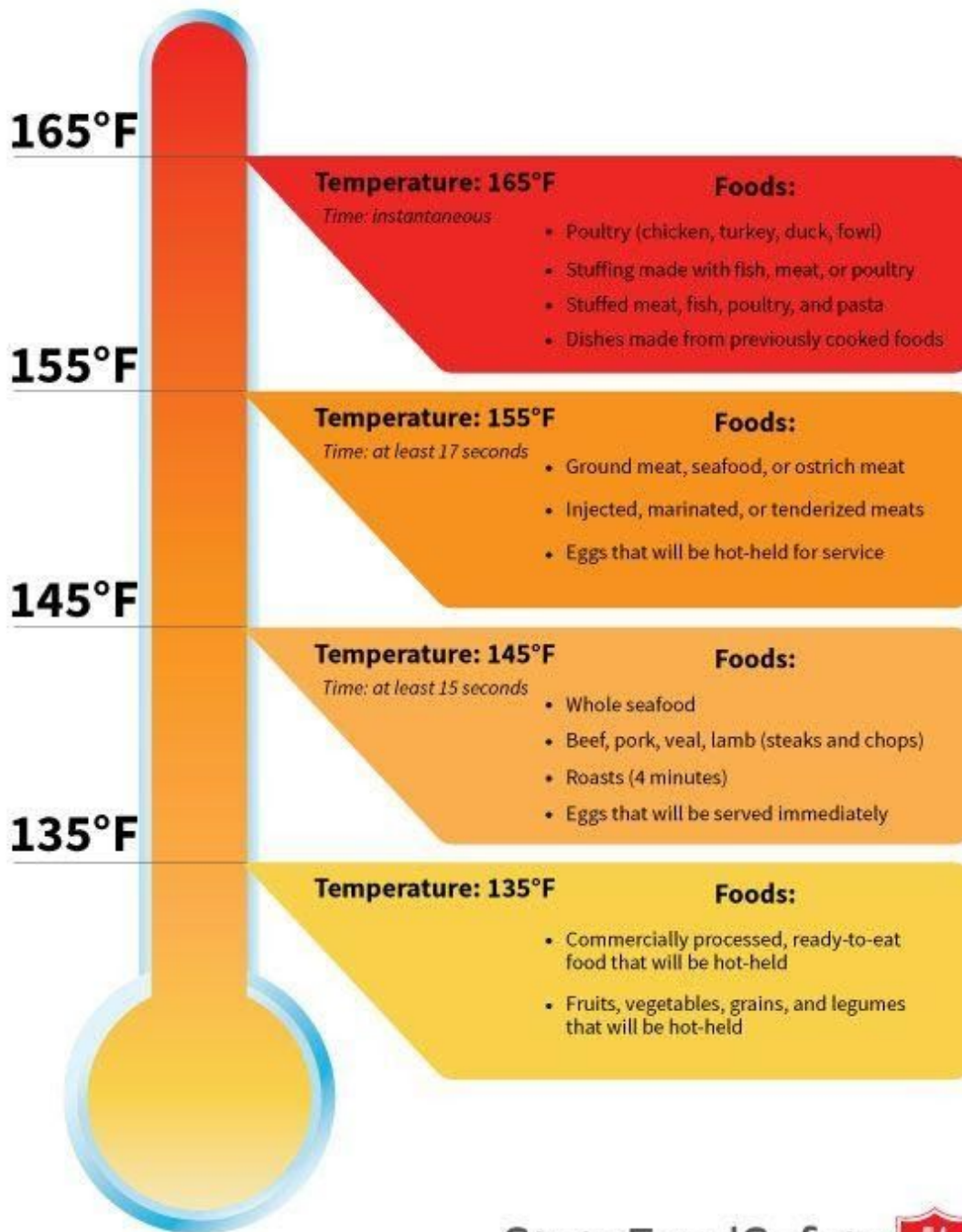
- Hot holding temperature guidelines
- Cross Contamination information
- Dishwashing procedures
- Food Allergy Information
- Choking Sign

**EMPLOYEES
MUST WASH HANDS**



**BEFORE RETURNING
TO WORK**

Cooking Times and Temperatures



Note: Temperatures are based on the FDA Food Code 2017.

StateFoodSafety

Food Safety Training & Certification



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FOOD ALLERGIES

It's a Matter of Life or Death

MILLIONS OF PEOPLE HAVE FOOD ALLERGIES.
EVEN TRACE AMOUNTS OF ALLERGENS CAN BE LETHAL.

THE EIGHT MAJOR FOOD ALLERGENS

PEANUTS



TREE NUTS



MILK



SOY



EGGS



SHELLFISH



WHEAT



FISH



SYMPTOMS OF ALLERGIC REACTION

- Hives (swollen itchy red welts on the skin)
- Itching, tingling, or metallic taste in mouth and/or throat
- Diarrhea
- Cramps or stomach ache
- Swelling of face, lips, tongue, throat and/or body
- Trouble swallowing or breathing
- Vomiting
- Loss of consciousness

* ALWAYS ALLOW PATRONS TO MAKE THEIR OWN INFORMED DECISION *

If a customer informs you of a food allergy, contact the manager and chef for preparation procedures, ingredients, and potential cross-contact.

AVOID CROSS CONTAMINATION

- Never try to remove allergen and send the food back
- Never use cooking oil, utensils, or equipments that were used to prepare other foods
- Always check all ingredients and labels on packaged foods
- Always wash hands, change gloves, and work with a clean surface
- Avoid splashes and spills
- Avoid contact of allergen-containing foods with allergen-free food

CALL 911 AND NOTIFY MANAGEMENT IF THE CUSTOMER HAS AN ALLERGIC REACTION.



FIRST AID FOR

CHOKING

If a person is choking, first determine if there is an exchange of air, or if the airway is completely blocked. Someone who can speak or cough forcibly still has an air supply. Encourage the victim to continue coughing and stand by!

On the other hand, if a victim is choking, but CANNOT speak or cough, the airway is obstructed and must be cleared immediately!

The HEIMLICH MANEUVER is the proper treatment for an obstructed airway in a conscious victim.

HEIMLICH MANEUVER

- Stand behind the victim.
- Wrap your arms around the victim's waist.
- Make a fist with one hand and place the thumb side of the fist against the victim's abdomen, just above the navel and well below the lower tip of the breast bone.
- Grasp your fist with your other hand, with elbows out, and press your fist into the victim's abdomen with quick, upward thrusts.
- Each thrust is a distinct, separate attempt to dislodge the foreign object.
- Repeat until object is expelled or the victim becomes unconscious.



NOTICE

KNIFE SAFETY



- Select the right knife for the task.
- Keep blades sharpened and handles in good condition.
- Always use a cutting board.
- Cut downwards with firm even pressure, away from body.
- Clean knives immediately after use.
- Store knives safely in block or rack.
- Never try to catch a falling knife.

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FOOD + SAFETY

Cover All Four Bases To Avoid Foodborne Illness

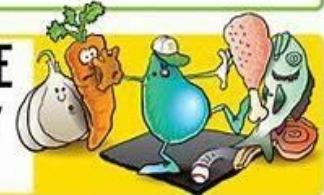


CLEAN

Your hands, tools, and food preparation area should all be clean before you cook.

SEPARATE

Steer clear of cross-contamination by keeping raw meat, poultry, seafood & eggs separate from all other foods.



COOK

Cook to proper temperature and serve hot: Don't stay in the danger zone!

Cook your food completely and make sure it reaches the proper temperature before eating. Use 165° for leftover reheating. Avoid the danger zone between 40° and 140°F. See foodsafety.gov for the USDA safe meat temperature guide.

Chill quickly: Don't be in the danger zone!

CHILL

Chill leftovers quickly or within 1-2 hours. Defrost food in the refrigerator or under cold running water. Serve and store cold food cold below 40°F.



foodsafety.gov

Safe Food Depends on a Clean Kitchen

Control bacteria and viruses in the SINK BAY
Sanitize in a simple chlorine bleach solution

1
TABLESPOON
BLEACH



1
GALLON
WATER



1st Bay



2nd Bay



3rd Bay

1. **First Bay** : Wash pots, pans, glasses, dishes and utensils with hot, soapy water to clean
2. **Second Bay** : Thoroughly rinse off soap
3. **Third Bay** : Sanitize pots, pans, glasses, dishes and utensils in a chlorine bleach solution (200 ppm)
4. **Always Air Dry**



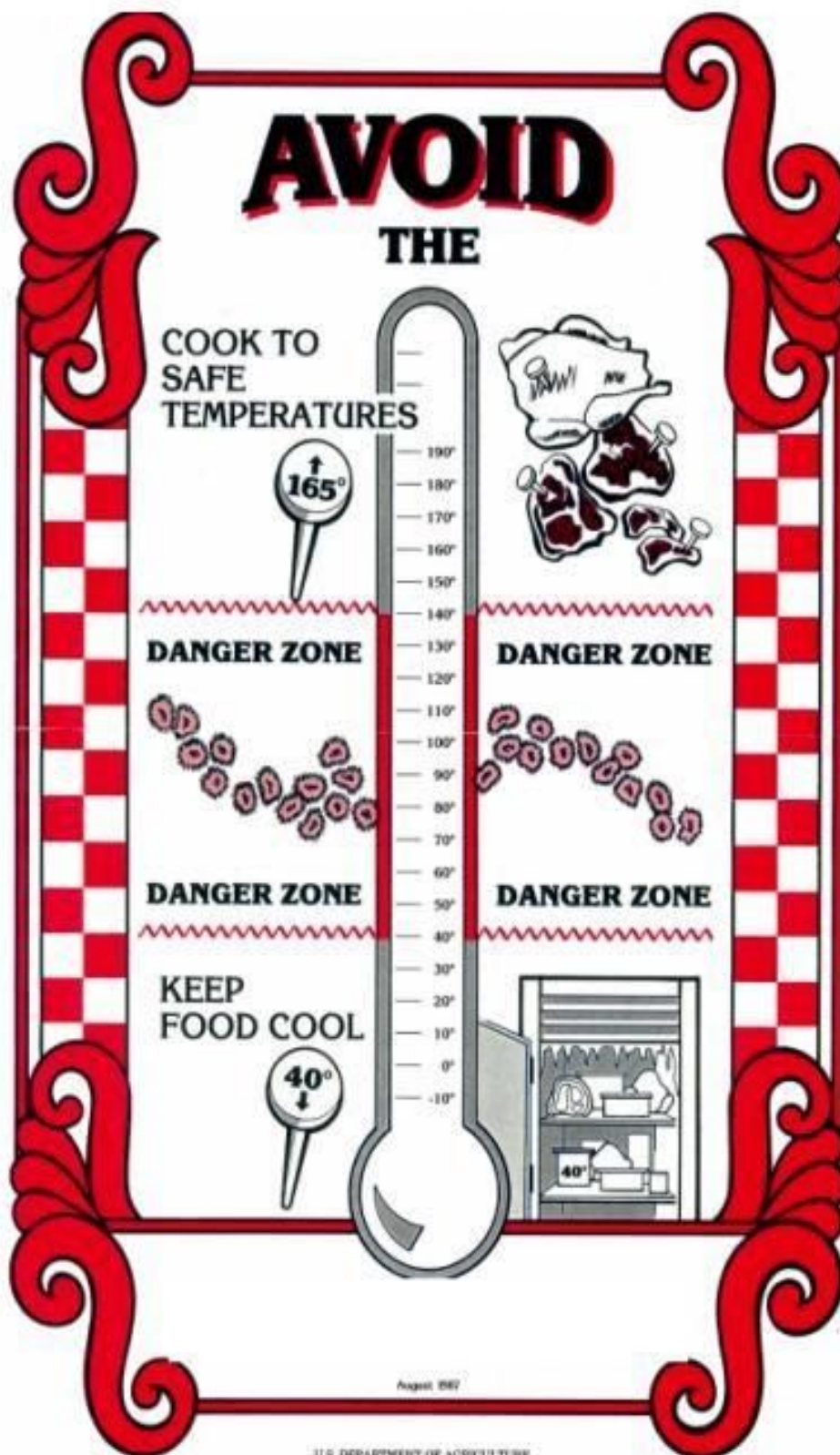
To Sanitize Kitchen Cloths...

- Soak Kitchen cloths in a chlorine bleach solution (600 ppm) for two minutes
- Always Air Dry



FoodSafetyHelpline.com

www.foodsafetyhelpline.com



DEEP FAT FRYER SAFETY

- ✓ Power supply must be switched off or disconnected at main before cleaning.
- ✓ When filling fryer, oil level must always be below maximum indicator.
- ✓ Food must be dried before immersion in hot oil to prevent frothing and hot oil overflow.
- ✓ Thermostat control must always be reset at zero after fryer use.
- ✓ Frying pan must always be big enough to hold contents easily.
- ✓ Spillages must be cleaned up immediately.
- ✓ Fryer must never be left unattended when operational.



NOTICE

WASTE OIL STORAGE

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