



BE IN THE KNOW

BE THE REASON FOR A
HEALTHY SEASON.



2021-2022 Winter COVID Response Plan

TO INSPIRE AND ENABLE EVERY GUEST AND EMPLOYEE TO ELEVATE
THEIR ABILITY AND CONNECTION TO THE OUTDOORS

Throughout the winter season we are likely to evolve and react to circumstances. The most up to date resources may be found here: [Covid-19 Health & Safety - Jackson Hole Resort](#)

For real time information sign up for weekly COVID-19 updates through Nixle Text TC_COVID to [888777](#).



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Local Information

In accordance with JHMR’s duty to provide and maintain a workplace that is free of known hazards, we are adopting these procedures to safeguard the health of our employees and their families; our customers and visitors; and the community at large from infectious diseases, such as COVID-19, that may be reduced by vaccinations. This policy will comply with all applicable laws and is based on guidance from the Centers for Disease Control and Prevention and local health authorities, as applicable.

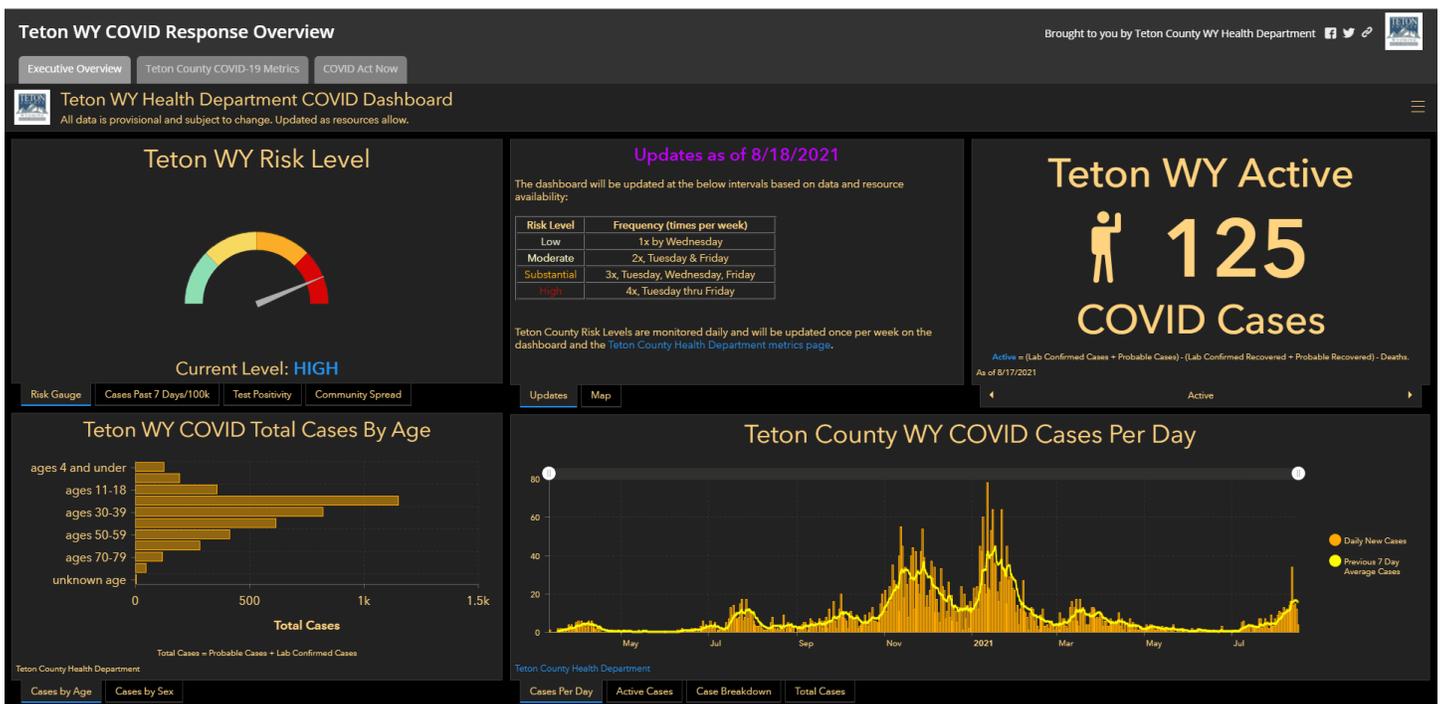
JHMR continues to proactively address the ongoing concerns regarding COVID. At this time of concern is how we act to protect the safety of our employees, our community, and our business. While we had hoped that this fall would bring some relief from the protective measures we have had to implement over the past year and a half, the reality of new COVID-19 variants coupled with the fact that vaccines are not yet available for young people, leaves us needing to once again be as diligent as possible in our approaches to prioritize the health and wellness of all that are on our mountain.

This operational plan identifies strategies to maximize the safety and reduce exposure of COVID. The intentions here are to call out mountain wide practices. Your department or place of work may have additional details that are not included here. All items that are identified are related to COVID and regular operates (i.e. not related to COVID) should also be referenced.

At any time, you have questions please consult your supervisor, Department Head or a Senior Team Member. Questions also may be referenced to JHMR Human Resources hr@jacksonhole.com.

The intention of this document is to remain as nimble as possible, and we will appropriately react should circumstances change. The ability to accommodate religious or medical needs will comply with all federal guidelines.

Details on Teton County’s risk level may be found [here](#).



The current risk level and Teton County Health Department will define our COVID response actions at any time.



SHARED RESPONSIBILITY FOR SAFETY

It is up to every individual, both ski area employee and guest, to do their part to help protect the health and safety of our skiing and snowboarding community. Following requirements to mitigate the risk of infection is part of the social contract between ski area operator and guest

You as an individual play a critical role to be good stewards of your own health but also the health and wellness of all employees and guests that you interact with.



TOUCHLESS TRANSACTIONS

Many ski areas have adopted technologies to reduce personal contact between employees and guests. These include touchless payment and access technologies, such as advance online purchase and RF (radio frequency) scanning of tickets and passes.



PHYSICAL DISTANCING

Ski areas will create operational plans that allow for appropriate spacing between parties. This includes but is not limited to the following parts of the operation: lift queues, ticket queues, ski and snowboard lessons, employee spaces, and food and beverage outlets.



CLEANING AND DISINFECTION

Ski areas will adopt cleaning and disinfection strategies for all areas of their operation, including high-touch areas such as restrooms, restaurants, dining facilities, ticket offices, and rental shops. All cleaning products used will follow CDC and EPA guidance on agents which are effective against COVID-19.



OPERATING PLANS

Ski areas will review and amend both their overall and individual departmental operating plans to: comply with local regulations; maintain physical distancing requirements; and adhere to cleaning and disinfection best practices



INDOOR SPACES: Ski areas will comply with local regulations regarding the management of indoor spaces.
OUTDOOR SPACES: Ski areas will create detailed, scalable operating plans for the management of outdoor spaces including base areas, lifts and ski terrain

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For real time information sign up for weekly COVID-19 updates through Nixle Text TC_COVID to 888777.

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JACKSON HOLE BEST PRACTICES

The following are best practices to reduce the spread of COVID:



TRAM WALL MURAL (2 SIDES)



GROUND STICKER



SANITIZE STATIONS/BATHROOM MIRRORS

Covid Mitigation Strategies:



Daily Screenings

consider conducting daily in-person or virtual health checks (e.g., symptom and temperature screening) of employees before they enter the facility, in accordance with state and local public health authorities and, if available, state occupational health services.

[paper-version.pdf \(cdc.gov\)](#)



Stay 6 feet away from others

Inside your home: Avoid close contact with people who are sick.

- If possible, maintain 6 feet between the person who is sick and other household members.

Outside your home: Put 6 feet of distance between yourself and people who don't live in your household.

- Remember that some people without symptoms may be able to spread virus.
- [Stay at least 6 feet \(about 2 arm lengths\) from other people.](#)
- **Keeping distance from others is especially important for [people who are at higher risk of getting very sick.](#)**



Wear a Mask

- If you are not fully vaccinated and aged 2 or older, you should wear a mask in indoor public places.
- In general, you do not need to wear a mask in outdoor settings.
 - In areas with [high numbers of COVID-19 cases](#), consider wearing a mask in crowded outdoor settings and for activities with [close contact](#) with others who are not fully vaccinated.
- People who have a condition or are taking medications that weaken their immune system may not be fully protected even if they are fully vaccinated. They should continue to take all [precautions recommended for unvaccinated people, including wearing a well-fitted mask](#), until advised otherwise by their healthcare provider.
- If you are fully vaccinated, to maximize protection from the Delta variant and prevent possibly spreading it to others, wear a mask indoors in public if you are in an area [of substantial or high transmission](#).
- If you are fully vaccinated, see [When You've Been Fully Vaccinated](#).
- [Wearing a mask over your nose and mouth is required](#) on planes, buses, trains, and other forms of public transportation traveling into, within, or out of the United States and while indoors at U.S. transportation hubs such as airports and stations. Travelers are not required to wear a mask in outdoor areas of a conveyance (like on open deck areas of a ferry or the uncovered top deck of a bus).



Get Vaccinated

Authorized COVID-19 vaccines can help protect you from COVID-19.

- You should get a [COVID-19 vaccine as soon as you can](#).
- [Once you are fully vaccinated](#), you may be able to start doing some things that you had stopped doing because of the pandemic.

[For more information refer to the CDC guidelines on How to Protect Yourself & Others](#)



The items below are as at October 1st 2021. For up-to-date information please visit [COVID-19 Current Health Orders and Guidance | Teton County, WY \(tetoncountywy.gov\)](#)

Statewide Health Orders:

Statewide Health Orders are issued by the Wyoming State Health Officer and are in effect for the entire state. They are issued by a medical professional rather than an elected official.

There are no Statewide Health Orders at this time.

Teton County Health Orders:

Teton County Health Orders are issued by the Teton District Health Office with authorization and approval from the Wyoming State Health Officer. These orders are issued by medical professionals, not elected officials. They are in effect for all of Teton County, Wyoming, including the City of Jackson.

Public Health Order #21-5 requiring individuals within Teton County, Wyoming to wear face coverings in certain places, with exceptions is currently in effect and has been extended through December 31, 2021. Masks will be required when the County risk level is Red (high) or Orange (moderate). If the risk level decreases to Yellow (low) or Green (new normal), masks will not be required. The community will be notified when the County's risk level moves. To view the signed Health Order that applies within Jackson City limits, [click here](#). To view the signed Health Order that applies in the unincorporated area of Teton County, [click here](#).

Recommendations from the Teton District Health Officer:

Recommendations from the Teton District Health Officer are issued solely as guidance. Recommendations do not require approval by the Wyoming State Health Officer. Though not legally enforceable, recommendations offer health advice to best protect the community.

As of August 19, 2021, Teton County is in the high risk (red) level, which includes [these recommendations](#) for the general public.

Guidance from Teton County Health Department:

Guidance from the Teton District Health Department is not legally enforceable, however they offer health advice to best protect the community.

Teton County Variances:

Variances: The Statewide Health Orders include provisions for County Health Officers to submit requests for variances based on local conditions and health data. Countywide Variance Orders may be less restrictive or more restrictive than the measures imposed in the Statewide Health Orders. Variances must be approved by the Wyoming State Health Officer. If approved, a variance is instituted as a local (Teton District) Health Order.

There are no local variances at this time.

Other Policies:

[Resolution for Mask Order at Certain County Buildings](#) including the Teton County Health Department, the Emergency Management Center, the Rec Center, the Hansen Courthouse, the County Courthouse and the Housing/Engineering Building, which is valid through *September 7, 2021*.

Mask/Face Covering [Policy for all Wyoming State Buildings](#).

Executive Order on [Protecting the Federal Workforce and Requiring Mask-Wearing](#)

[TSA Security Directive for Airports/Airplanes](#) which is valid through September 13, 2021.

Center for Disease Control's Mask Order for Transportation. [Click here](#) to learn more.

COVID-19 Vaccine Info

The COVID vaccine clinic is being held at the Presbyterian Church of Jackson Hole.

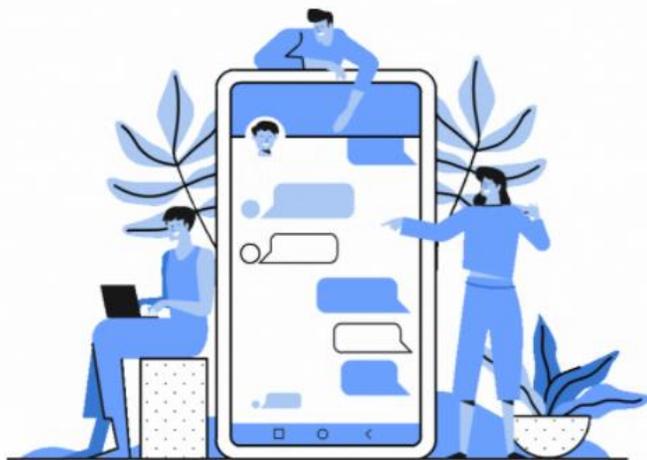
- Walk-ins are currently **not accepted** so that we can most efficiently serve the increased demand for vaccines: [please make an appointment online](#).
 - Wednesdays 8:30am-12pm; 1-5pm
 - Thursdays 10am-1:30pm; 2:30pm-7pm
 - Fridays 8:30am-12pm; 1-4pm
 - Saturdays 8:30am-12pm; 1-4pm
- Individuals who are immunocompromised and received their 1st and 2nd dose of either the Pfizer COVID19 vaccine or the Moderna COVID-19 vaccine are eligible to receive an additional dose (3rd full dose) of the same vaccine type, at least 28 days after their second dose, based on the FDA authorization and CDC recommendation made on August 13, 2021.
- For ongoing and general clinic information, visit www.tetoncountywy.gov/covidvax for frequent updates. Call our COVID hotline at 307-732-8628 between 9AM-4PM Monday-Friday to get assistance or you can email covidvax@tetoncountywy.gov if you have questions.
- Print and post these COVID Vaccine flyers in your breakroom - [English](#) and [Spanish](#).
- Community members can also book vaccine appointments at [Albertsons](#) and [Smith's](#) Pharmacies.
 - Both Pharmacies have the Moderna Vaccine and can accommodate both 1st and 2nd doses
 - Smith's sometimes has J&J vaccine – check online or give them a call to confirm if you are interested.

Fully vaccinated people can:

- Participate in many of the activities that they did before the pandemic; for some of these activities, they may choose to wear a mask.
- Resume domestic travel and refrain from testing before or after travel and from self-quarantine after travel.
- Refrain from testing before leaving the United States for international travel (unless required by the destination) and refrain from self-quarantine after arriving back in the United States.
- Refrain from routine screening testing if feasible.

- Infections happen in only a small proportion of people who are fully vaccinated, even with the Delta variant. However, preliminary evidence suggests that fully vaccinated people who do become infected with the Delta variant can spread the virus to others. To reduce their risk of becoming infected with the Delta variant and potentially spreading it to others: CDC recommends that fully vaccinated people:
- Wear a mask in public indoor settings if they are in an area of [substantial or high transmission](#).
 - Fully vaccinated people might choose to mask regardless of the level of transmission, particularly if they or someone in their household is immunocompromised or at [increased risk for severe disease](#), or if someone in their household is unvaccinated. People who are at increased risk for severe disease include older adults and those who have certain medical conditions, such as diabetes, overweight or obesity, and heart conditions.
- Get tested if experiencing [COVID-19 symptoms](#).
- If you came into [close contact](#) with someone with COVID-19, CDC now recommends fully vaccinated people get tested 5-7 days after close contact with a person with suspected or confirmed COVID-19 (instead of 3-5 days). and wear a mask in public indoor settings for 14 days after exposure or until a negative test result.
- Isolate if they have tested positive for COVID-19 in the prior 10 days or are experiencing [COVID-19 symptoms](#).
- Follow any applicable federal, state, local, tribal, or territorial laws, rules, and regulations.

Further details may be found here: [When You've Been Fully Vaccinated](#)



COVID-19 HOTLINE



(307) 732-8628



Messages will be returned
within 48 hours



covidvax@tetoncountywy.gov

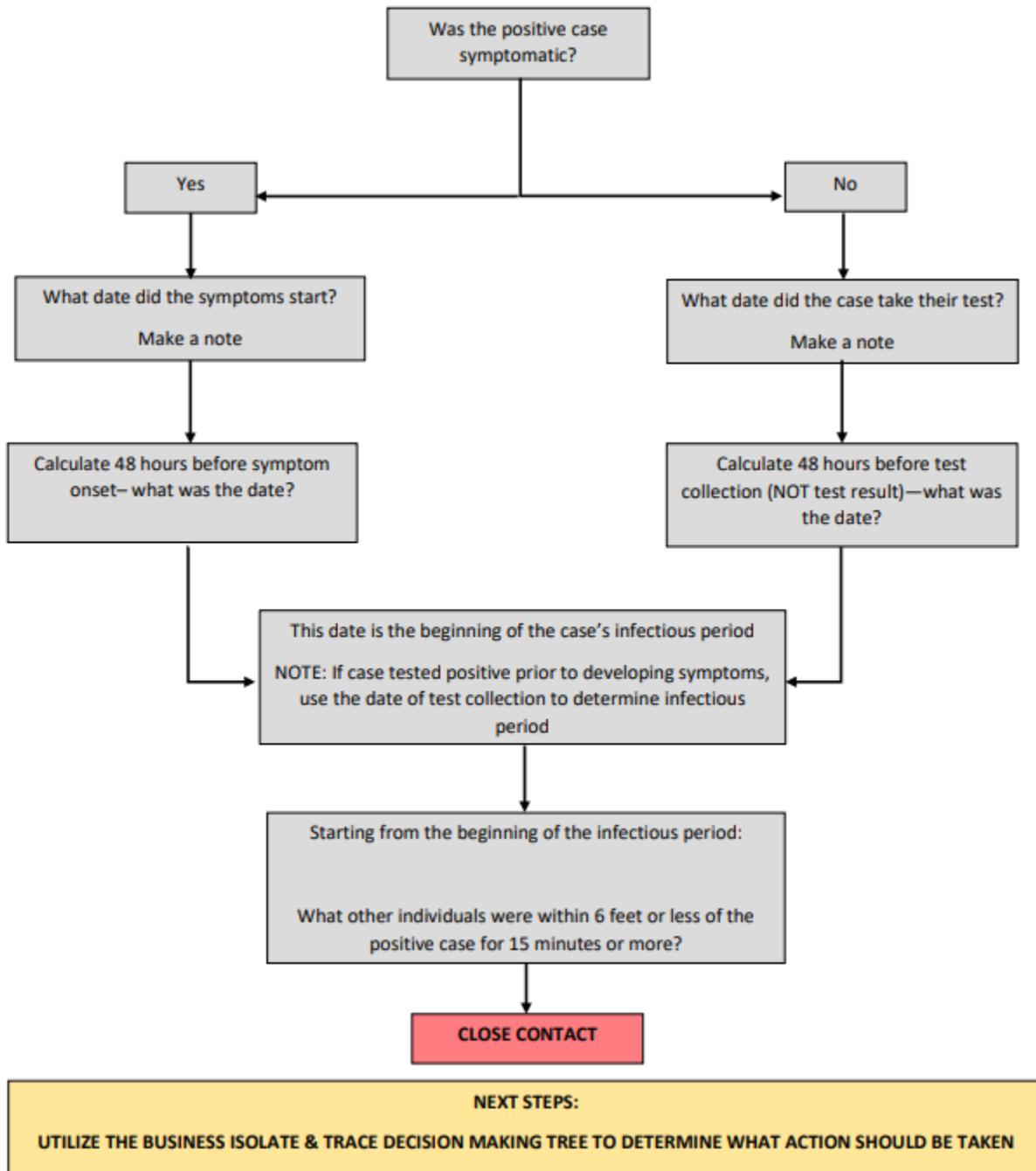
Testing Options

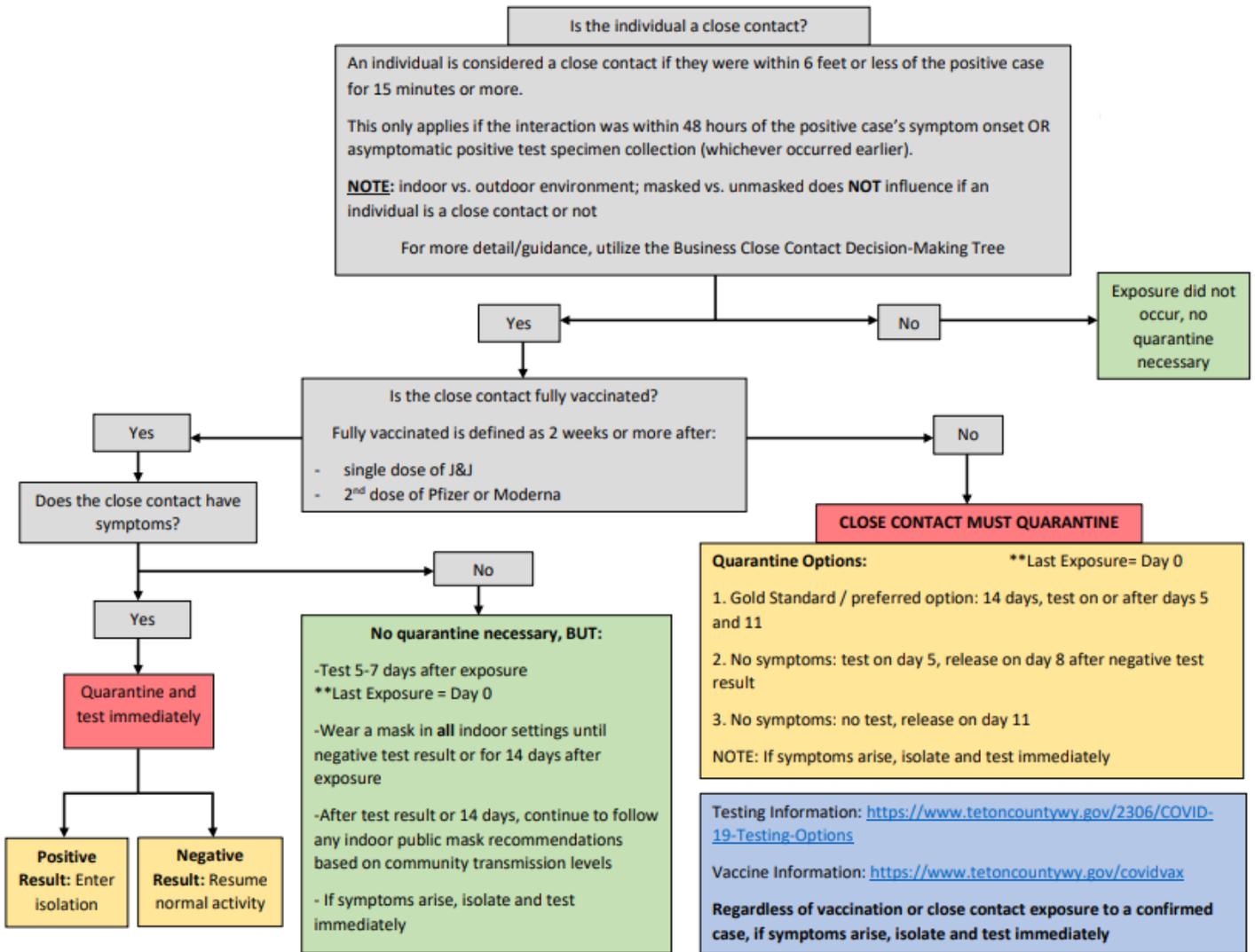
- [When to Test for COVID-19](#)
- [COVID-19 Testing Options](#)
- [Business Surveillance Testing](#)
- [Vault Business Surveillance Testing](#)
- [Vault COVID Testing](#)
- [Curative COVID Testing](#)
- [Wyoming Public Health Lab](#)
- [COVID Testing for Travel](#)

Close Contact Decision-Making Tree | For Businesses, Organizations, and Individuals

Updated 8/13/21

**Use this as a guide so you can assist your workforce, but please know that cases and contacts still need to talk to the health department team. TCHD may ask individuals take alternative action after working through the nuances of each situation.





Close Contact Definition

Close contact to a positive case is defined as 6 feet or less for 15 minutes or more, whether you are unmasked/masked and or inside/outside. (Exception is in K-12 schools where both students are masked). BUT by wearing a mask you are protecting yourself and neighbors from getting sick from COVID and reducing COVID-related hospitalizations and overburdening our healthcare system.

Resources for employees out of work due to COVID

Individuals who are out of work due to COVID can apply for unemployment by calling the Jackson Workforce Center (307) 733-4091. Please don't have them go in-person if they are currently on quarantine or isolation. Each unemployment application is evaluated as to whether they are eligible based on UI requirements.

If someone contracts COVID-19 while at work, they can file a Workers Compensation Claim. They would need to go to the Department of Workforce Services Website and click on the Wyoming Report of Injury form and complete that.

They cannot file for both unemployment and Workers Compensation.

Everyday COVID-19 Preventative Measures

Regardless of Teton County's Risk Level, follow these everyday preventative measures to prevent the spread of COVID-19.

Stay home and test

Stay home and test when symptomatic, regardless of vaccination status.

Visit www.curative.com for testing options.



Wear a mask

Wear a mask over your nose and mouth in public indoor spaces, regardless of vaccination status.



Get vaccinated

Protect yourself, family, friends, and neighbors by getting vaccinated.

Visit www.tetoncountywy.gov/CovidVax for more information.



Keep your hands and surfaces clean

Wash your hands with soap and water for at least 20 seconds and use hand sanitizer when soap and water are not available. Routinely disinfect high touch surfaces.



Teton County's COVID-19 Risk Levels

What does each risk level mean and what can you do? Use this color-coded, public health action-oriented guidance to decrease the spread of COVID-19.

LOW	MODERATE	SUBSTANTIAL	HIGH
Follow travel guidance from the CDC and check destination requirements.	Travel with caution	Limit Travel If you must travel limit contact with others in public spaces.	Avoid Travel Travel for essential purposes only.

Travel



Fully vaccinated individuals:

- Fully vaccinated travelers do not need to get tested before or after travel unless their destination requires it.
- Fully vaccinated travelers do not need to self-quarantine upon return.

Unvaccinated individuals:

- Get tested with a viral test 1-3 days before your trip.
- Get tested 3-5 days after travel AND stay home and self quarantine for a full 7 days after travel.

Avoid traveling to areas with high transmission. Follow any state and local recommendations or requirements.

Gathering



Choose safe activities

Outdoor visits and activities are safer than indoor activities.

Gather safely

During family dinners and small social gatherings, continue to practice everyday preventive actions. Wear masks when less than 6 feet apart from people or indoors, and host your gatherings outside when possible.

Avoid large gatherings

Limit group size and host small gatherings outside when possible. Be aware of the vaccination status of others before gathering.

Gather with household members only

Avoid other social, recreational, and extracurricular gatherings with members outside of your household.

Socializing



Limit contact with high risk individuals

Take extra precautions when visiting high risk individuals, especially those who are immunocompromised.

Avoid crowded spaces

High risk individuals should avoid indoor activities with others outside of their household. Mask use is encouraged in public indoor and crowded outdoor spaces, no matter vaccination status.

Avoid the "3 C's"

Spaces that are Crowded, have high potential for Close contact, or are Confined and enclosed with poor ventilation.

Socialize virtually

Do not participate in or host in-person social activities.

Protect vulnerable populations

Follow hospital, nursing home and other residential care facility policies before visiting and take extra precautions.

Errands



Take extra precautions when running errands

Choose alternative times or days to avoid crowded establishments.

Decrease shopping and errand frequency

Minimize trips to get food and limit other personal errands

Only send one person per household.

Contactless, curbside, delivery, takeout, and virtual services are strongly encouraged.

Work



Stay safe at your workplace and wear a mask

Follow the guidelines set by your employer and take everyday COVID-19 Preventative Measures to keep yourself, and others healthy.

Space out at work and wear a mask

Implement staggered schedules and sanitize spaces and objects daily. Phone and video chats are encouraged in place of in-person meetings. Consider teleworking.



**JACKSON
HOLE**

LIFT OPERATIONS

Lift Operations Guidelines

Tram

Cabins will be loaded to 100% capacity
Masks will be required when entering tram cabin
Protective plexiglass enclosure around the operator station to remain in place

Gondolas

Cabins will be loaded to 100% capacity when necessary
Singles line will be available
Mask wearing up to individual discretion
Group requests for private cabins will be up to the discretion of operator and business levels
Sweetwater gondola will open at 8:30 am

Lifts

Mazes for all lifts will have ghost spacing lanes removed
Singles lane will be available
Mask wearing up to individual discretion
Teewinot and apre vous chairlifts will open at 8:30 am

All above guidelines and protocols will be subject to modifications based on current recommendations from the Teton County Health Department.



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SKI PATROL

Ski patrol operations

Resuming pre-COVID staffing levels and deployment distribution.

Planning to continue 8:30am opening for Teewinot and Apres Vous when conditions allow.

Teton Village Clinic will not be available as a COVID testing site for the general public. The nearest site will be at Stilson.

With the tram resuming at full capacity, there will no longer be a boot pack maintained in Rendezvous Bowl. Uphill hiking will only be allowed in previously designated areas (Pepi's Bench and White Spider Headwall hikes).



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RETAIL

Retail

Masks required to enter
Boot fitting zones spread out with scheduling app for appointments
Cash Wraps/Dressing Rooms/Tables disinfected hourly
Interior social distancing
Sanitation Stations
Goggle try- on disinfection with UV

Rental

Masks required to enter
Greeter at entrance with waitlist app to manage store capacity and wait times
Sanitation Stations
Encouraging pre-booking online
Disinfect POS, self registration, and tech benches hourly



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MSS

Lessons/Program

Masks indoors
removing capacity limits on class lesson products, daily inventory will be based on staffing
Reservations required for MSS products
vaccine mandate for all employees working with population that cannot be vaccinated (children 4 & Under)
Waiting on guidance for federal mandate for all other employees

Locker rooms

Similar to last season
In and out quickly, will allow full change into/out of uniform
Mask up
No eating
No family/friends
Working on comms for employees and guests regarding vaccine requests

Sales locations

Maintain social distancing with line spacing
Mask up
Points of Sale 6ft apart
We are planning to deliver jcards and register guest outdoors at KR and Solitude



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FOOD AND BEVERAGE

All Food and Beverage

Masks will be required indoors, until the individuals have been seated. Once seated masks may be removed to eat and drink.

Casper/ Rendezvous

Self-checkout will be implemented. These are stations where customers can complete their own transaction from a retailer without needing a traditional staffed checkout.

Due to capacity issues the employee discount is not eligible at Rendezvous Cafeteria between 12 pm-2 pm.

RPK3

Online ordering will continue as per last year. QR codes will be available upon entering the restaurant.

Employee discounts will be as follows:

40% discount at Casper Restaurant and Café 6311.

20% discount at RPK3, General Store, Corbet's Cabin and Rendezvous Lodge restaurants.

10% off alcohol only at the General Store.

Discount applies to employee's food only. Due to capacity issues the employee discount is not eligible at Rendezvous Cafeteria between 12 pm-2 pm.

20% off at Piste Restaurant for employees for up to a table of four people (alcohol and gratuity not included).



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PARKING

Teton Village Parking Information

Teton Village Association was created in part to help reduce traffic to and from Teton Village, and paid parking is one tool we use to do that. We incentivize carpooling by offering free parking for vehicles with three or more people in the Ranch parking lot, partner with START Bus to provide affordable transportation from Jackson to Teton Village, and provide the free Stilson Express Shuttle from the free Stilson parking lot at the intersection of highways 22 and 390 to Teton Village.

This winter, drivers arriving in Teton Village parking lots will pull a ticket before entering the lot and pay when leaving, reducing entry times so skiers and riders can get to the slopes faster. Carpools will then stop at the parking booth so an attendant can validate their ticket before entering the Ranch parking lot. We recommend visitors to Teton Village download the [JH Insider](#) app to view real-time parking space availability, check the parking lot website cameras and stay informed of weather, lift and trail status.

Drivers can pay for parking at walk-up kiosks near the Ranch lot restrooms and on the bus island at the base of the Tram, via the [ParkWhiz](#) app, or at the exit lane kiosks when leaving the lot. Credit cards are accepted at all walk-up kiosks and exit lane kiosks. Cash is only accepted at the walk-up kiosk near the Ranch lot restrooms. The ParkWhiz app accepts Apple

Pay, Google Pay and credit cards. Upon exiting the lots, drivers will scan the barcode on the parking ticket at the exit lane kiosk. If the ticket was validated for carpool, paid at a walk-up kiosk, or paid via the ParkWhiz app, the gate will raise once the kiosk verifies payment. Otherwise, the exit kiosk will display the parking fee due and drivers will swipe their credit card for payment. A 24/7 customer support service will respond via live video to drivers who need help at the entry or exit gates.

Winter daily parking rates have not changed – it costs \$30 to park in the close-in parking lots and \$15 for the Ranch lot, where carpools with three or more passengers park free with validation. Parking is free at Stilson. Peak parking pricing is in place to further reduce traffic from December 26 to January 2, 2022, and weekends thereafter until March 13. Peak parking rates are \$40 for the close-in parking lots and \$20 for the Ranch parking lot. The money collected from paid parking in Teton Village supports efforts to reduce cars on our roads, including parking management, the Stilson transit center, data monitoring, and free shuttles to, from and within Teton Village.

START Bus provides frequent public transit service from the Town of Jackson to Teton Village, with stops at Stilson, from 5:15am to 11:15pm – find their schedule at startbus.com. And the free Stilson Express Shuttle runs between Stilson and Teton Village from 6:45am to 10am and 3pm to 5:30pm, the full schedule is available at tetonvillagewy.org.

START Bus and Teton Village Association are working with local health organizations and will continue adhering to all county, state, and federal COVID-19 health requirements, including those pertaining to facemasks. Some COVID-19 measures we are taking include daily enhanced cleaning and disinfecting and providing hand sanitizer dispenser and facemasks for passenger use. Riders are asked to practice social distancing when possible and stay home when sick.



Cleaning Products and Protocols

Our janitorial staff uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.



Contact Center

Biggest change is upgraded phone system 'Navis' to help with high call volumes
System has been installed and is fully operational
Hoping to alleviate stress on other departments like MSS Sales, Rentals
Staffing will be crucial to success – now have 2 remote Contact Center Specialists on board!
Doubled down effort on pre-fulfillment and mailing in advance
All Season Passes, and day tickets through holidays, have been mailed out

Tickets & Guest Service Center

Going from 7 POS to 15 this winter – Full capacity
Mask up, sanitize & sneeze guards remain
3 Bridger Windows ready to operate

Mountain Access

No mask enforcement in lift lines will make huge improvement to employee morale
Will continue with 'point' and 'info' positions to help with crowds and changes in operations i.e. Solitude Station
Installing all new gates, with new functionality, will improve guest experience. Passes will scan better if worn on the left side!



JHRL – Winter Operations

New:

JHRL front office will be open to public this winter, masks required in accordance with mandates.
Will no longer require guests to vacate the property to offer maintenance or housekeeping service.

Continued COVID operations:

Continue with contactless check-in.

Continue to clean high touch surfaces and use all white bedding for ease of cleaning.

Continue to update staff on mountain operations to disseminate information.

Magazines and paper advertisements have been removed from properties.



Accounting

Cashier coverage 7/days a week 9am – 2pm

Ask to email cashier@jacksonhole.com in advance for change orders to minimize face to face time with cashier

Still required to mask up when doing change orders

Accounting/RTP team still work from home on a limited basis, but not as much as last year when we were trying to space people out in the office.

IT, same protocol as last year but down a couple of employees so spread a little thinner than last year

COVID-19: Guidance for Childcare Providers from the Wyoming Department of Health November 2, 2021

Background This document provides recommendations from the Wyoming Department of Health (WDH) for childcare providers to prevent COVID-19 transmission among staff and students, as well as guidance for how to respond in the event a student or staff member is diagnosed with COVID-19. These recommendations are based on guidance from the Centers for Disease Control and Prevention (CDC) which can be found here: <https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/child-care-guidance.html>

WDH measures levels of transmission of COVID-19 on a county level. While the recommendations in this document are meant for all levels of community transmission, the prevention strategies are especially important in areas experiencing moderate or high levels of transmission. Childcare facilities not implementing these strategies at all times should consider adding additional prevention measures when their counties are experiencing moderate or high levels of transmission.

The WDH metrics are posted weekly and can be found on this page: <https://health.wyo.gov/publichealth/infectious-disease-epidemiology-unit/disease/novel-coronavirus/covid-19-orders-and-guidance/>

This guidance from WDH is in addition to any rules and regulations from the Wyoming Department of Family Services. Prevention Strategies Vaccination against COVID-19 is the most effective strategy for preventing COVID-19 illness and spread. However, childcare facilities largely serve students who are not yet eligible for COVID-19 vaccines based on age.

WDH recommends a layered prevention strategy to prevent COVID-19 transmission in childcare facilities including vaccination of eligible individuals, physical distancing and cohorting, consistent and correct mask use, staying home when sick and getting tested, contact tracing in combination with staying home for close contacts, ventilation, handwashing and respiratory etiquette, and cleaning and disinfecting. WDH recommends that childcare providers implement the following strategies to prevent COVID-19 transmission and exposure. Recommendations for ill individuals and the response to a case of COVID-19 in the facility are covered in the next section.

Full details on Childcare facilities may be found here: [COVID-19: Guidance for Childcare Providers from the](#)



Mental Health and Wellness

Your wellness is important at JHMR. Part of being able to live work and play in the mountains is supporting your own personal mental health and watching for your colleague's mental wellbeing.

EAP

Your Employee Assistance Program

Anytime, any day, you have free, confidential access to professional consultants and online resources to help you be your best. To access these services, call or log on to get started.

TOLL-FREE:
1.800.999.1077

WEBSITE:
EAPHelplink.com

CODE:
EAPNOW

Transportation

Southern Teton Area Rapid Transit (START) is a public bus service provided by Town of Jackson and Teton County.

The START system is funded partially by the Town of Jackson, Teton County, and the federal government. It has been in operation since 1987, and was first implemented to be the skier's transportation from the town to Teton Village.

Today the START bus serves visitors and locals in Jackson who enjoy comfortable, reliable public transportation year-round.

START also provides commuter service Monday through Friday from Star Valley, Wyoming and Teton Valley, Idaho to Jackson. The commuter service is a convenient, affordable and safe way for employees who live outside of Jackson to get to work.

[Schedules | Jackson, WY \(jacksonwy.gov\)](https://www.jacksonwy.gov/transportation/schedules)

[Fares | Jackson, WY \(jacksonwy.gov\)](https://www.jacksonwy.gov/transportation/fares)

Testing

Know the symptoms of COVID-19, which can include the following:



When to test:

I Am Fully Vaccinated (2 weeks from last dose):

- If you have symptoms of COVID-19, please test and stay home until you receive a negative result.
- If you have been exposed to a known positive case, please test 5-7 days after exposure if you have no symptoms. Please test immediately and stay home if you have symptoms.

Please visit the [CDC website](#) for the most up-to-date guidance for vaccinated individuals [that includes recommendations on precautionary measures such as masking](#).

I Am NOT Fully Vaccinated:

- If you have symptoms of COVID-19, please test and stay home until you receive a negative result.
- If you have been exposed to a known positive case **and have no symptoms**, please test 5 days after exposure and quarantine for at least 7 full days.
- **If you have been exposed and have symptoms, please test immediately and stay home.**
- If you develop symptoms after a negative test result, please test again and stay home.

If you have tested positive in the past 90 days, please consult with our team about testing for COVID-19

If you have immediate questions please call our COVID hotline at 307-732-8628 and one of our nurses will return your call.

Testing Options:

	Curative	Vault	Wyoming Public Health Lab
PCR	✓	✓	✓
Rapid PCR	✓ <i>Located at 520 S. Highway 89 in Suites I&J</i>	✗	✗
Nasopharyngeal	✗	✗	✓
Shallow nasal swab	✓	✗	✗
Saliva	✗	✓	✗
At-Home	✗	✓	✗
Rapid (< 24 hours)	✓	✗	✗
Insurance Required	✗	✗	✗
Free	✓	✓	✓

Curative Testing

Beginning Monday, November 8, 2021, no-cost, [rapid PCR testing for COVID-19](#) will be available in Teton County, WY. The testing will be run by Curative in partnership with Teton County Health Department and the Wyoming Department of Health. ***The rapid PCR testing location is located at 520 S. Highway 89 in Suites I&J, in the Target/Kmart Plaza next to Subway.*** Curative will be offering a self-administered, shallow nasal, rapid PCR test for COVID-19 at this location. **This type of COVID-19 test is approved for ages 5 and up.** The other 2 current kiosks can accommodate those that are younger than 5. **We are encouraging community members to utilize this rapid test if they are symptomatic or a close contact to someone who tested positive to COVID-19 and are in the correct window for testing. Please try to refrain from using rapid tests solely for surveillance testing or travel so we can ensure those who need a result that day can receive one.**

To see locations in Teton County and schedule your FREE test, please click [HERE](#). Enter in 83001 to search to see Teton County locations.

Vault Testing

Vault - PCR

Vault COVID-19 tests are a saliva based at home PCR test kit. This test is appropriate for children old enough to participate in the saliva collection and follow directions (Typically over age three). You are responsible for bringing your sample to a UPS drop off. Every kit contains a prepaid UPS label for return shipping to the lab ([Click here for UPS Drop off locations](#)). If you drop your sample the same day as you collect it, you will typically receive results by email in 2-4 days.

Vault tests ordered online are **FREE** when a Wyoming shipping address is entered in checkout. The test kit can be shipped to your home or hotel. To order your test, please click [HERE](#).

Vault tests can also be picked up outside the Teton County Health Department located at 460 E. Pearl Ave, Jackson, WY.

Wyoming Public Health Lab

Wyoming Public Health Lab – PCR

The Wyoming Public Health Lab's Nasopharyngeal PCR test is **FREE**. This test is appropriate for all ages. Results will populate in your Saint John's patient portal in 2-5 days after your lab is collected. This test can be scheduled by calling the Teton County Health Department at 307-732-8628

Basics

What is COVID-19?

COVID-19 is a disease caused by a virus called SARS-CoV-2. Most people with COVID-19 have mild [symptoms](#), but some people can become severely ill. Although most people with COVID-19 get better within weeks of illness, some people experience post-COVID conditions. **Post-COVID conditions** are a wide range of new, returning, or ongoing health problems people can experience **more than four weeks** after first being infected with the virus that causes COVID-19. Older people and those who have [certain underlying medical conditions](#) are more likely to get severely ill from COVID-19. [Vaccines](#) against COVID-19 are safe and effective.

Spread

How does the virus spread?

COVID-19 spreads when an infected person breathes out droplets and very small particles that contain the virus. These droplets and particles can be breathed in by other people or land on their eyes, noses, or mouth. In some circumstances, they may contaminate surfaces they touch. People who are closer than 6 feet from the infected person are most likely to get infected.

COVID-19 is spread in three main ways:

- Breathing in air when close to an infected person who is exhaling small droplets and particles that contain the virus.
- Having these small droplets and particles that contain virus land on the eyes, nose, or mouth, especially through splashes and sprays like a cough or sneeze.
- Touching eyes, nose, or mouth with hands that have the virus on them.

For more information about how COVID-19 spreads, visit the [How COVID-19 Spreads](#) page to learn how COVID-19 spreads and how to protect yourself.

What is community spread?

Community spread means people have been infected with the virus in an area, including some who are not sure how or where they became infected. Each health department determines community spread differently based on local conditions. For information on community spread in your area, please visit your [local health department's website](#).

Prevention

How can I protect myself?

Visit the [How to Protect Yourself & Others](#) page to learn about how to protect yourself from respiratory illnesses, like COVID-19.

Should I use soap and water or hand sanitizer to protect against COVID-19?

[Handwashing](#) is one of the best ways to protect yourself and your family from getting sick. Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food. If soap and water are not readily available, [use an alcohol-based hand sanitizer with at least 60% alcohol](#).

If You or Someone You Know is Sick or Had Contact with Someone who Has COVID-19

What should I do if I get sick or someone in my house gets sick?

People who have been in close contact with someone who has COVID-19—excluding people who have had COVID-19 within the past 3 months or who are fully vaccinated

- People who have tested positive for COVID-19 within the past 3 months and recovered do not have to quarantine or get tested again as long as they do not develop new symptoms.
- People who develop symptoms again within 3 months of their first bout of COVID-19 may need to be tested again if there is no other cause identified for their symptoms.
- People who have been in close contact with someone who has COVID-19 are not required to quarantine if they have been [fully vaccinated](#) against the disease and show no symptoms.

For more information, see [COVID-19: When to Quarantine](#) and [What to Do If You Are Sick](#).

What are the recommendations for someone who has symptoms of COVID-19?

If you are sick with COVID-19 or think you might have COVID-19, follow the steps below to care for yourself and to help protect other people in your home and community.

- Stay at home (except to get medical care).
- Separate yourself from others.
- Monitor your symptoms.
- Wear a mask over your nose and mouth when around others.
- Cover your coughs and sneezes.
- Wash your hands often.
- Clean high-touch surfaces every day.
- Avoid sharing personal household items.

For more information, see [What to Do If You Are Sick](#).

Symptoms & Emergency Warning Signs

What are the symptoms and complications that COVID-19 can cause?

People with COVID-19 have reported a wide range of symptoms – from mild symptoms to severe illness. Symptoms may appear **2-14 days after exposure to the virus**. If you have fever, cough, or other [symptoms](#), you might have COVID-19.

When should I seek emergency care if I have COVID-19?

Look for [emergency warning signs](#)* for COVID-19. If someone is showing any of these signs, **seek emergency medical care immediately**

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Pale, gray, or blue-colored skin, lips, or nail beds, depending on skin tone

*This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.

Testing

Is at-home specimen collection or testing available?

Yes. At-home testing and collection allow you to collect a specimen at home and either send it to a testing facility or perform the test at home.

You and your healthcare provider might consider either an at-home collection kit or an at-home test if you have signs and symptoms of COVID-19 or if you can't get testing at a local healthcare facility.

For more information, see [At-Home Testing](#).

Should I be tested for a current infection?

The following people should get tested for current COVID-19 infection:

- People who have [symptoms of COVID-19](#). People who have had a known exposure to someone with suspected or confirmed COVID-19. People who have come into [close contact](#) with someone with COVID-19 should be tested to check for infection:
 - Fully vaccinated people [should be tested](#) 5–7 days after their last exposure.
 - People who are not fully vaccinated [should get tested](#) immediately when they find out they are a close contact. If their test result is negative, they should get tested again 5–7 days after their last exposure or immediately if symptoms develop.
- People not fully vaccinated with COVID-19 vaccine who are prioritized for expanded [community screening](#) for COVID-19.
- People not fully vaccinated with COVID-19 vaccine who have been asked or referred to get testing by their school, workplace, healthcare provider, [state](#), [tribal](#), [local](#) [external icon](#), or [territorial health department](#).”

For more information on testing, see

- [Testing for COVID-19](#)
- [Self-Testing](#)
- [Test for Current Infection](#)
- [Test for Past Infection](#)

Can someone test negative and later test positive on a viral test for COVID-19?

Yes, it is possible. You may test negative if the sample was collected early in your infection and test positive later during this illness. You could also be exposed to COVID-19 after the test and get infected then. Even if you test negative, you still should take steps to [protect yourself and others](#). See [Testing for Current Infection](#) for more information.

Contact Tracing

What is contact tracing?

Contact tracing has been used for decades by state and local health departments to slow or stop the spread of infectious diseases.

Contact tracing slows the spread of COVID-19 by

- Letting people know they may have been exposed to COVID-19 and should monitor their health for signs and [symptoms of COVID-19](#)
- Helping people who may have been exposed to COVID-19 get tested
- Asking people to [self-isolate](#) if they have COVID-19 or [self-quarantine](#) if they are a [close contact](#) of someone with COVID-19

During contact tracing, the health department staff **will not** ask you for

- Money
- Social Security number
- Bank account information
- Salary information
- Credit card numbers

What will happen with my personal information during contact tracing?

Discussions with health department staff are confidential. This means that your personal and medical information will be kept private and only shared with those who may need to know, like your health care provider.

If you have been diagnosed with COVID-19, your name will not be shared with those you came in contact with. The health department will only notify people you were in [close contact](#) with that they might have been exposed to COVID-19. Each state and jurisdiction use their own method for collecting and protecting health information. To learn more, contact your state or local health department.

Who is considered a close contact of someone with COVID-19?

For COVID-19, a [close contact](#) is anyone who was within 6 feet of an infected person for a total of 15 minutes or more over a 24-hour period (for example, *three individual 5-minute exposures for a total of 15 minutes*). An infected person can spread COVID-19 starting from 2 days before they have any symptoms (or, if they are asymptomatic, 2 days before their specimen that tested positive was collected), until they meet the criteria for [discontinuing home isolation](#).

I have COVID-19. How do I tell the people I was around?

If you have COVID-19, [tell your close contacts pdf icon](#)[93 KB, 2 Pages] you have COVID-19 so that they can quarantine at home and get tested. By letting your [close contacts](#) know they may have been exposed to COVID-19, you are helping to protect them and others within your community.

You can call, text, or email your contacts. If you would like to stay anonymous, there is also an online tool that allows you to tell your contacts by sending out emails or text notifications anonymously ([www.tellyourcontacts.orgexternal icon](#)).

Does mask use help determine if someone is considered a close contact?

A person is still considered a [close contact](#) even if one or both people wore a mask when they were together.

If I am a close contact, will I be tested for COVID-19?

If you have been in [close contact](#) with someone who has COVID-19, you should be tested, even if you do not have symptoms of COVID-19. The health department may be able to provide resources for testing in your area.

For more information, see [COVID-19 Contact Tracing](#).

Watch for or monitor your [symptoms of COVID-19](#). If your symptoms worsen or become severe, you should seek medical care.

Community Mitigation

What is community mitigation?

Community mitigation is a set of actions that people and communities can take to slow the spread of infectious diseases like COVID-19. The goal of community mitigation in areas with local COVID-19 transmission is to slow its spread and to protect all individuals, especially those at [increased risk for severe illness](#), while minimizing the negative impacts of these strategies. For more information, see [Community Mitigation Framework](#).



Local Information

[JHCOVID Webpage](#)

[JHMR Health & Safety Page](#)

[St. John's Hospital \(Jackson, WY\) COVID Information](#)

Teton County Health Department

[Teton County Health Department COVID Information](#)

[Teton County Contact Tracing Information](#)

[Teton County Statistical Dashboard](#)

START Bus

[START Bus COVID Info](#)

[START COVID FAQs](#)

[NEW Transportation Guidance](#)