

COVID-19 Mitigation & Operations Plan

Experience the Outdoors with Confidence



COVID - 19 Mitigation & Operations Plan

Western River Expeditions and Moab Adventure Center

At Western River Expeditions and the Moab Adventure Center, we take standards for hygiene and cleanliness very seriously and are taking additional steps to protect our guests and employees. Our health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and include everything from handwashing hygiene and cleaning product specifications to the cleaning of vehicles, boats and the tools of our trade.

The purpose of this plan is to develop and implement a strategy to operate trips while preventing the spread and outbreak of COVID-19. We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, mandates from federal, state and local governments and health departments. We will continue to make changes, as necessary or appropriate, to our protocols and procedures.

Specific steps we are taking and areas of focus include:

I. Screening Employees

- Every day, before work, each employee must pass both a temperature and pulse oximeter screen, and then answer the following questions:

“Since your last day of work, have you had any of the following:”

- A new fever (100.4 or higher, or a sense of having a fever)?
 - A new cough that you cannot attribute to another health condition?
 - New shortness of breath that you cannot attribute to another health condition?
 - A new sore throat that you cannot attribute to another health condition?
 - New muscle aches that you cannot attribute to another health condition, or that may have been caused by a specific activity (such as physical exercise)?
- If an employee answers yes to any of the screening questions, the screener will immediately activate the emergency protocol for COVID-19 by following these steps:
 - Remove the employee from the work area and isolate the employee from others.
 - Implement the use of masks and gloves by the employee and co-workers until a status can be determined with a medical test.
 - Have the employee examined and tested by a medical professional.
 - If an employee tests positive:

- Quarantine the employee in a housing facility that has been established for this purpose.
- Assure adequate medical care and treatment for the employee
- Coordinate with local officials to conduct “contact tracing”, especially among other employees.
- Have other employees who have been in close contact with the positive employee tested.
- In consultation with medical professionals, consider a quarantine of those employees who have been in close contact with the positive employee.

II. Screening Guests

Before Arrival:

- All participants who signed any of our participation agreements prior to May 9, 2020, will be required to sign a new version of this document. This will contain some important explanations of inherent risks related to COVID-19.

Upon Check-in:

- Each participant’s temperature will be taken with a touchless infrared thermometer.
- If temperature is 100.4, or higher, we will not allow them, to travel with us and instead, will provide an “Adventure Credit” which will allow you and any members of your group who were currently living at the same physical address during any of the 7 days prior to the trip to use the full paid value of your trip as a credit for a future trip at a later date.
- Guides will verbally review a series of screening questions and guests will be asked to verbally affirm their answers to the questions.
- The Screening Questions are: Within the last 14 days have you
 - Had a new fever (100.4 or higher, or a sense of having a fever)?
 - Developed a new cough that you cannot attribute to another health condition?
 - Developed shortness of breath that you cannot attribute to another health condition?
 - Developed a new sore throat that you cannot attribute to another health condition?
 - Experienced muscle aches that you cannot attribute to another health condition, or that may have been caused by a specific activity (such as physical exercise)?
 - Been in contact with an individual who has been ill with respiratory complaints or fever, or who you know has tested positive for COVID-19?

Screening while on Multi-Day Trips

- Daily temperature check of all trip participants, including guides.
- Daily pulse oximeter check of oxygen saturation for all guests and guides.

- Daily review of screening questions.

What if someone experiences COVID-19 symptoms during a trip?

I. Patient care and management for guests or staff with positive symptoms

1. Consult with federal and health agencies to determine availability and justification for evacuation.
2. Person will immediately be physically distanced from others and required to wear a mask for the remainder of the trip, or until evacuated from the trip.
3. One liaison will be identified to interface with this person to provide care.
4. Follow EMS protocols and provide appropriate medical treatment.
5. Begin monitoring temperature, oxygen saturation with pulse oximeter, and vital signs. Document and track. Provide updates to medical control, evacuating/governing agency for each area, and regional manager coordinating care and subsequent transportation, medical, and logistical support.
6. Keep hydrated. (50:50 mix gatorade/water)
7. Quarantine.
 - a. Isolation tent
 - b. If a patient is over age 65 has previous lung or heart conditions that may compromise their immune system OR, experiences worsening conditions consider evacuation or increasing river miles and/or pace of trip to expedite advanced medical care if evacuation is not immediately available.
8. Testing is mandated at earliest opportunity. While the test is being processed, self quarantine in a local community hospital or lodging.
9. After evaluation care, notify appropriate agencies, all crew on that trip, and other travelers on that trip of results. Maintain HIPAA protection and confidentiality by using generic terms to describe a “traveler”, or “participant”, who has a confirmed (negative or positive) test.

II. Health management for other travelers on a trip with a suspected positive case

1. Physically distance those family members or friends who were traveling with the person who displayed positive symptoms. Place the person on a separate raft, or specific, universally recognized and identified section of the raft, conveyance, or equipment.
2. Require face coverings for those traveling with this person while on the raft, or in close proximity in camp. Increase temperature and pulse oximeter testing frequency to twice daily.
3. Communication is imperative:

- a. Communicate with all travelers frequently. Monitor other travelers carefully.
 - b. Check in twice daily via satellite phone or In-Reach with Area Manager to communicate test results, and to receive results from the person evacuated.
4. Area Managers will communicate with all transportation providers to prepare for protected transport at takeout.
5. During the end of trip orientation, the Trip Leader will make the recommendation that all trip participants with potential exposures self-monitor and consider self-quarantine. As we know, any time we are in the public domain, it is impossible to avoid potential exposures to a host of infectious germs, viruses and diseases. Potential exposure does not necessarily mean someone is infectious to others unless the proximity and duration guidelines from the CDC are met or exceeded. Area Manager will refer to those current standards and provide all trip participants current guidance on how to best use appropriate precautions and self-monitor. Similar to traveling through an airport, grocery store, or other public space, always use good hygiene and practices.

III. Management of guides who have been on a trip with a suspected positive case

1. Guides will immediately be required to wear a face mask and will continue constant hand sanitizing and hygiene.
2. Initiate twice daily monitoring of temperature and oxygen saturation with pulse oximeter and document. Hand and surface washing combined with distancing and face coverings are critical to containment.
3. The Area Manager will collect information regarding potential exposure, including length of time, proximity, and any physical contact.
4. If it is determined that an employee is potentially infected, testing is warranted. In lieu of testing, self-quarantine at home, or in a company isolation tent or trailer for 7 days is an acceptable alternative.
5. Guides will avoid public buildings or housing until determined negative through time or testing.

Guidelines for Specific Trips

Multi-Day Motorized Trips (Grand Canyon, Cataract Canyon)

1. Manage boat loads according to groups who are traveling together.
2. Separate family groups traveling from common households, or who have traveled inside the same vehicle into the same area or section of rafts, shuttle vehicles, planes, helicopters, busses, and jetboats to comply with 6' social distancing recommendation.

3. Every person has an assigned lifejacket for the whole trip clearly marked and distinguishable from others.
4. Spacing of guests according to current guidelines: food lines, eating meals, hiking, camping, and at orientations and interpretive stops.
5. Reduce numbers in vehicles to accommodate spreading out of guests. Groups traveling together may be seated together. Masks will be required in vehicles (guests are encouraged to bring their own).
6. Each boat has its own water cooler, which is only to be used by that boat. Guide dispenses water when refilling water bottles.
7. Guides will serve food to guests, guides will pour coffee for guests in the morning.
8. Single set of utensils and plate to be used by individual participants for the duration of the trip.
9. Use 1-2 gallon weed sprayer tanks and towels soaked in bleach solution ($\frac{1}{3}$ cup per gallon) to spray and wipe treat boats daily. Spray high contact surfaces and touch points. Include kitchen items each morning before taking down.

Grand Canyon Trip Exchanges

1. All life jackets will be washed with a EPA approved disinfectant in a dedicated and empty container and laid out to dry before being reassigned.
2. All drybags will be wiped with a $\frac{1}{3}$ cup per gallon bleach solution, or other EPA approved disinfectant, paying particular attention to the seals and buckles.
3. All day bags will be fully wiped inside and out with a EPA approved disinfectant.

Multi-Day Rowing & Paddle Boat Trips (Desolation Canyon, Southwest Sampler & Cataract Canyon)

1. More diligently manage boat loads according to groups who are traveling together.
2. Separate family groups traveling from common households (who have traveled inside the same vehicle) into the same area or section of rafts, shuttle vehicles, planes, busses, and jetboats to comply with current social distancing recommendations.
3. Unless a group is traveling together, limit group sizes to 6 per paddle boat (3 per side).
4. Every guest will have an assigned lifejacket for the whole trip clearly marked and distinguishable from others.
5. Assigned paddles for the trip. Paddles will be numbered and used by a single person.
6. Spacing of guests according to current guidelines: food lines, eating meals, hiking, camping, and at orientations and interpretive stops.
7. Spacing in vehicles to accommodate currently recommended social distancing of guests. Groups traveling together may be seated together. Masks will be required in vehicles (guests are encouraged to bring their own).
8. Each boat has its own water cooler, which is only to be used by that boat. Guide will dispense water when refilling water bottles.
9. Each guest will have their own drybag.

10. Guides will serve food to guests. Guides will pour coffee for guests in the morning.
11. A single set of utensils and plate will be provided to each individual guest and used by that guest for the duration of the trip. Each guest will be responsible for washing their own plate with provided soap and water as well as a disinfecting bleach solution.

Idaho & Oregon Trips (Main Salmon, Middle Fork of the Salmon, Lower Salmon, Snake River Hells Canyon)*Note: these trips are operated by our trip partners, ROW Adventures and Action Whitewater Adventures.

1. More diligently manage boat loads according to groups who are traveling together.
2. Separate family groups traveling from common households (who have traveled inside the same vehicle) into the same area or section of rafts, shuttle vehicles, planes, busses, and jetboats to comply with current social distancing recommendations.
3. Unless a group is traveling together, limit group sizes according to size of paddle boat.
4. Every guest will have an assigned lifejacket for the whole trip clearly marked and distinguishable from others.
5. Spacing of guests according to current guidelines: food lines, eating meals, hiking, camping, and at orientations and interpretive stops.
6. Spacing in vehicles to accommodate currently recommended social distancing of guests. Groups traveling together may be seated together. Masks will be required in vehicles (guests are encouraged to bring their own).
- 7.
8. Each boat has its own water cooler, which is only to be used by that boat. Guide will dispense water when refilling water bottles.
9. Each guest will have their own drybag.
10. Guides will serve food to guests. Guides will pour coffee for guests in the morning.

One-Day River Trips (Colorado River Half-Day, Mid-Day & Full Day, Westwater, Stand-Up Paddle Board, Jetboat Tours)

Moab Daily

1. Guests will be offered inflatable kayaks as much as possible.
2. Boat loads will be managed according to groups who are traveling together
3. Unless a group is traveling together, limit group sizes to 6 per paddle boat (3 per side).
4. Every person has an assigned lifejacket for the whole trip clearly marked and distinguishable from others.
5. Assigned and numbered paddles for the day
6. Staggered lunch times to reduce long lines at lunch
7. Spacing in vehicles to accommodate appropriate social distancing of guests. Groups traveling together may be seated together. Masks will be required in vehicles (guests are encouraged to bring their own).
8. Each boat has its own water cooler, which is only to be used by that boat. Guide dispenses water when refilling water bottles

9. Each guest or family unit has their own drybag.
10. Food will be served to guests.

Land-Based Activities (Hummer Tours, Arches National Park Tours, Canyoneering, Climbing, Jeep Rentals, Horseback Riding, Mountain Biking, Zip Lining, Ropes Course, Air Tours)

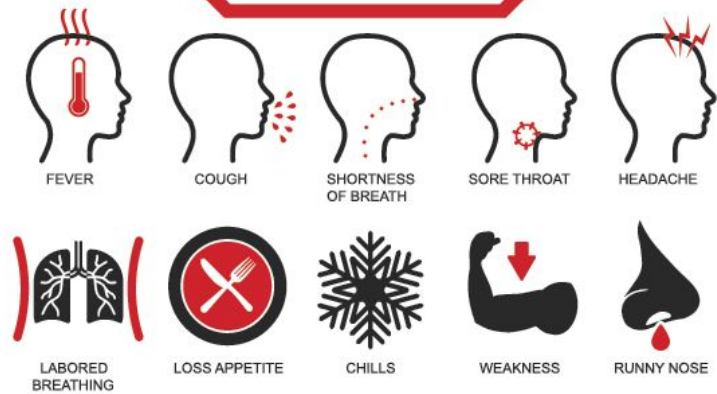
1. Personal equipment such as climbing harnesses, gloves, bikes, etc. will be sanitized between every use.
2. Personal equipment assigned to the same person for the duration of the activity.
3. In vehicles and on the tour, groups who are traveling together will be allowed to stay together. Masks will be required in vehicles (guests are encouraged to bring their own).
4. Appropriate social distancing will be observed during all activities on the tour.

Cleaning procedures

Moab Adventure Center

- Only the front parking lot entrance will be available.
- Signage will be displayed as you enter, asking that if you have any COVID symptoms, to please not enter.

YOU MAY NOT ENTER!



CORONAVIRUS – COVID-19 – 2019-NCOV

RAFT WITH CONFIDENCE



ASSIGNED
PADDLES



PERSONAL
FACE MASK



ROUTINE
TEMPERATURE
CHECKS



ASSIGNED
LIFEJACKETS



DON'T TOUCH
FACE



ALL SURFACES
DISINFECTED



PERSONAL
GLOVES



AVOIDING
CROWDS

- Table set up with hand sanitizer as you walk in
- Limit how many people are in the building at one time
- Lines marking spacing between customers at counter
- Outside check-in table for larger groups
- Counters, credit card machines, ipads, waiver sign computers all cleaned in between customers.
- No cash transactions
- Hand sanitizer available at front counter
- Staff required to wear masks and gloves

- Bathrooms cleaned frequently during busy times of the day. Cleaning schedule posted on bathroom door

Vehicles

- All vehicles will be cleaned and sanitized each time they are used to carry passengers.
- Sprayers with sanitizing agents will be used in all buses, vans and on all other equipment after each use.
- Frequently touched surfaces wiped down with an approved solution (1/3 cup bleach per gallon, CDC approved disinfectant, or 70% alcohol)
- Assuming it will be available, hand sanitizer dispensed into each person's hands by the driver as we both load and unload passengers from vehicles.

Food Service

1. Before dishing up food or pouring beverages, guests will be required to:
 - a. Wash their hands with soap and water
 - b. Sanitize their hands with 70% alcohol sanitizer
 - c. Wear food service gloves
 - d. Wear a face mask
2. A single set of utensils and plate to be issued to each participant for the duration of the trip.
3. All guides must have a current food handler certification.
4. Guests may not help prepare or serve food or congregate in the food preparation area.
5. Use of gloves and face covering is mandatory while preparing food.
6. Change gloves between tasks (for example: guide pauses to fill the water or lemonade and then returns to food preparation).
7. Wash hands frequently.
8. Clean shirts and aprons worn by guides preparing and serving food.
9. Food preparation and service surfaces thoroughly sanitized prior to use, between tasks, and after tasks.

Toilet Facilities

1. Guides wear gloves when setting up and taking down facilities.
2. All surfaces disinfected upon set-up.
3. Guests instructed to spray surfaces they have touched both pre and post-use.
4. Users wash hands before and after using the facilities.

Hand Washing on the River

1. The soap and water hand wash system will be set-up first when arriving in camp or at any other stopping point. It will remain set-up for the duration of the stop.
2. In addition, hand sanitizer will be placed at the head of serving tables and used as a supplementary step.

3. Handwashing stations will be set up at the entrance to toilet facilities and near the dinin area. (within 25', or in the most convenient and obvious location).
4. Hand washing will occur:
 - a. Prior to unloading boats in camp.
 - b. After finishing the boat unloading process.
 - c. Before and after every new activity. (ie. Before eating, tent set-up, bathroom, etc)
 - d. Each boat will be equipped with hand soap and/or hand sanitizer.
 - e. After blowing one's nose, coughing or sneezing.
 - f. Before and after using the toilet.
 - g. Before eating or preparing food.
 - h. After removing gloves and after contact with a person who is ill.

Personal Camping and Rafting Gear

1. Tents, cots, and chairs will be assigned for the duration of the trip.
2. Spray tent bag with sanitizer and let dry in direct sunlight before returning to tent bag.
3. Spray cot bags with sanitizer before loading on boats
4. Tents & Cots will be sanitized and, if possible, be cycled out of use for 72 hours between trips.
 - a. Tents will be laundered and dried on a hot setting if used before a 72 hour window.
 - b. Cots will be sanitized in a dunk tank if used before a 72 hour window.
5. Sleeping bags are washed between trips and dried in the dryer on a hot setting.
6. Dry bags are sanitized between trips.