

**Wild Rogue Outfitters Association**

COVID-19 Operations Plan and Employee Protection Plan

Updated May 18, 2020

**Table of Contents**

Introduction 3

Section I: Operations Plan

Modification of Trips 4

Guest Screening 4

Vehicle Shuttles 5

Social Distancing 5

Sanitation Protocols 5

Food Service Protocols 6

PPE Requirements 6

Individual Isolation and Evacuation 6

Disinfection Protocols 6

Section II: Employee Protection Plan

Sources of COVID-19 and Exposure 7

Worker Risk Levels 7

Mitigating Employee Risk on Trips 8

Guest and Guide Medical Screening 9

Social Distancing 9

Sanitation Protocols 9

Food Service Protocols 10

PPE Requirements 10

First Aid Response Protocols 10

Individual Isolation and Evacuation 10

Disinfection Protocols 11

Disposal of Contaminated Material 11

Exposure Documentation 11

Section III: Employee Training

Elements of Training 12

**INTRODUCTION**

The Wild Rogue Outfitters Association is a non profit organization with members who hold special use permits on the Wild & Scenic stretch of the Rogue River. The association exists to promote the interests of its members who provide river trips, fishing and other recreational opportunities on the Wild and Scenic Rogue River, strengthen the relationships between river users and the managing agencies, and provide public information about floating the Rogue River. Overall we believe in the health and healing benefits of getting people outdoors and in nature.

As with many other industries, the COVID-19 pandemic has caused a major interruption in the outdoor travel industry. Commercially outfitted trips to the Rogue River are no exception.

Our goals are to mitigate the risks of COVID-19 to guests and staff on our trips and minimize any COVID-19 related risks to our local community. To improve our chances, we have developed the following guidelines that will be practiced by each company operating trips on the Wild and Scenic Rogue River.

This document has three main sections:

1) The *Operations Plan* outlines specific operational changes that will be implemented to develop a level of reasonable care for customers;

2) The *Employee Protection Plan*, which identifies sources of the hazard and outlines steps to reduce employee exposure and;

3) *Employee Training*, which describes elements of training and how it will be documented.

Responsibilities of Wild Rogue operators:

* Rogue outfitters are committed to complying with government mandates, local area mandates, the State’s mandates, and the CDC’s Guidelines.
* We pledge to stay updated on changing recommendations and protocols from the above-named agencies and to communicate the changes to Rogue outfitters.

Members of the Wild Rogue Outfitters Association are committing to the following protocols and each member will have a designated COVID-19 point of contact that will be responsible for implementation. This document is subject to revision as applicable laws, regulations, guidance are revised, and facts and scientific knowledge are better understood.

**SECTION I: OPERATIONS PLAN**

*The risk of exposure to or contraction of COVID-19 cannot be eliminated despite best efforts at mitigation. Participants of commercially outfitted trips must accept the inherent risk presented by the fact that it is not reasonable to expect the outfitter to effectively eliminate the virus from the environment.*

Our trips will be fundamentally modified as follows:

1. How we screen guests for trips and our recommendations for guest activities pre and post-trip
2. Daily screening for employees and office and warehouse social distancing protocols
3. Increased cleaning and sanitation on and off trips
4. How food is packed, prepared, and served
5. Increased PPE requirements for guests and guides
6. Social distancing protocols while on the trips
7. Equipment that is normally shared among participants will now be assigned individually whenever possible.
8. Modifying ground transportation protocols to increase sanitation and/or social distancing.
9. Increased emphasis on accurate trip rosters and customer contact information, to be used in the event of necessary contact tracing. *It is standard practice for outfitters to retain guest contact information and trip history. All outfitters will continue to do so during the COVID-19 pandemic.*

**GUEST SCREENING**

Guest screening has been updated and adapted to minimize participation by individuals displaying symptoms or exposed to COVID-19.

**30+ days in advance or at time of booking:**

1. New waiver acknowledging risk of exposure
2. Warning to “at-risk” individuals
3. Notice of self-screenings prior to trip (symptomatic guests will not be allowed on trip)

**3 - 5 days in advance:**

1. Symptom check (self-assessment sent to client):

**Upon Arrival for trip:**

1. Clients are required to affirm the symptom check.

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| **CUSTOMER SYMPTOM CHECK**   1. Have you recently experienced any of the following symptoms?  * Fever (100.4°F/38°C or higher) or chills. * Cough that you cannot attribute to another health condition. * Shortness of breath or difficulty breathing that you cannot attribute to another health condition. * Sore throat that you cannot attribute to another health condition. * Muscle aches that you cannot attribute to another health condition, or that may not have been caused by a specific activity (such as physical exercise) * Loss of taste or smell.  1. Have you been in contact with an individual who has been ill with flu-like symptoms in the last 14 days? 2. Have you been diagnosed with COVID-19 in the last 30 days? 3. Have you been tested for COVID-19? 4. Have you been tested for COVID-19 antibodies?  * Guests who answer yes to #1 or #2 will not be allowed on the trip, as well as anyone in their household, or anyone who traveled with them prior to the trip. * Guests who answer yes to #3, #4 or #5 will be asked for clearance from a physician stating that they are non-contagious. |

**VEHICLE SHUTTLES**

Customers will be encouraged to hire a private shuttle for their personal vehicle. If a customer does not utilize a shuttle service, they will be transported to and from the river in a company vehicle, with all reasonable efforts made to social distance. Customers and staff will be required to wear a mask or face cover if there is more than one person in the vehicle. Vehicles will be cleaned and sanitized prior to and after each shuttle.

**SOCIAL DISTANCING**

Social distancing, where feasible, will be promoted through all aspects of a Rogue River trip including, but not limited to the pre-trip meeting, safety talk and PFD fitting, while on boats, during shuttles, at camp, during meals, and during hikes. When social distancing is not possible, PPE will be required.

**SANITATION PROTOCOLS**

Outfitters will adhere to sanitation protocols. These protocols include, but are not limited to:

* Sanitation of gear before and after each trip
* Sanitation of company vehicles before and after each shuttle
* Sanitization of company facilities and operations
* On-trip sanitization of boats and gear
* Scheduled sanitation during on-river breaks of frequently touched items and personal gear
* Sanitation of dining surfaces before, during, and after meals
* Sanitation of kitchen gear
* Sanitation of group gear

**FOOD SERVICE PROTOCOLS**

When packing, preparing, or otherwise handling food or beverages, staff will wear face masks and gloves. At camp, no congregation will be allowed in the kitchen. All prepping surfaces will be disinfected pre and post prep. There will be special attention and enhanced efforts of sanitation during the food pack, while preparing food during a trip, and while serving guests. Guests will not be allowed to serve their own food.

**PPE REQUIREMENTS**

* Everyone should wear a mask or face cover in vehicles (shuttles).
* Throughout the entire trip: Masks or face cover if not able to stay 6 feet away from anyone that participants do not reside or travel with.
* Guides wear masks or face covers when working in the kitchen.
* Customer-facing office staff will wear masks or face covers when interacting with the public.

Guests will be required to supply their own water bottles and face masks or covers.

**INDIVIDUAL ISOLATION AND EVACUATION**

If a guest or guide is sick or suspected to be exposed to COVID 19, they will be isolated and monitored.If conditions worsen, the individual will be evacuated to seek medical attention.

The symptomatic person will:

1. Be required to wear a mask for the remainder of the trip.
2. Be kept at least 6 feet from others for the remainder of the trip, if feasible.
3. Sleep in a separate isolation tent with a dedicated sleep kit for the remainder of the trip.
4. Use a single set of utensils for the remainder of the trip.
5. Be advised to cough into the elbow.
6. Be kept well hydrated.
7. Be assigned a single guide who will interact with them for the remainder of the trip.

If a high-risk individual experiences worsening conditions, recommend immediate evacuation.

Outfitter will notify local or company public health consultants and appropriate agencies.

**DISINFECTION PROTOCOLS**

If there is a suspected or confirmed case of COVID-19 exposure, vehicles, gear, and the workplace will be disinfected using current CDC guidelines. The [CDC provides guidelines](https://www.cdc.gov/coronavirus/2019-ncov/community/clean-disinfect/index.html) for disinfecting vehicles, equipment/gear, and your workplace.

**SECTION II: EMPLOYEE PROTECTION PLAN**

The risk to employees of exposure to or contraction of COVID-19 cannot be completely eliminated. The Wild Rogue Outfitters Association has taken steps to identify the sources of the hazard and to reduce member employee exposure to the hazard to the extent feasible.

**SOURCES OF COVID-19 AND EXPOSURE**

The virus is thought to spread mainly from person-to-person.

* Between people who are in close contact with one another (within about 6 feet).
* Through respiratory droplets produced when an infected person coughs, sneezes or talks.
* These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
* Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.
* Other possible methods of exposure include commonly touched surfaces such as: tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
* On-river possible methods of exposure may include: paddles, chairs, sleeping bags, sleeping pads, tents, PFDs, guest’s gear, and water bottles.

**WORKER RISK LEVELS**

Whitewater rafting companies may have different employment positions that offer varying levels of person-to-person interaction with other employees and/or customers. These various positions have different risk levels of exposure to COVID-19.

**Identification of Worker Risk Levels**

|  |  |
| --- | --- |
| **Positions** | **Risk Level** |
| Office Staff | Low |
| Driver Staff | Medium |
| Guide Staff (during normal operations) | Medium |
| Guide Staff (during first aid or emergency scenarios) | Medium |

Risk of infection to **office staff** has been reduced through the following efforts:

* Promoting work from home when possible
* Dedicated cleaning and sanitation time of work place
* Provided masks/face covering
* Reducing interactions with guests and guides
* Signage will be displayed directing guests to the proper area and guest expectations (required masks, social distancing, etc.)

Risk of infection to **driver staff** has been reduced through the following efforts:

* Minimize the number of people driving the same vehicle in a single day
* Dedicated cleaning and sanitation time for vehicles
* Provide hand sanitizer to guests and staff before entering vehicles and during transport
* Sanitation protocols for shuttles of guest vehicles
* Reducing the number of passengers in each vehicle
* Providing masks/face coverings
* Reduction of amount of “at risk” or “vulnerable” population used in driving staff

Risk of infection to **guide staff** during normal operations has been reduced through the following efforts:

* Dedicated cleaning and sanitation time for gear
* Provided masks/face coverings
* Require face coverings if guests are within six feet.
* When Possible - Promote frequent testing (pre and post trip)
* Frequent hand washing in camp
* Social distancing in camp
* Reduced travel for guides between areas of operation
* Reduced interaction between guides and local community
* Managed boat loads according to travel groups
* Guide house sanitation protocols
* Warehouse sanitation protocols

Risk of infection to **guide staff** during first aid or emergency scenarios has been reduced through the following efforts:

* Provided PPE
* Dedicated guide to any suspected COVID-19 cases
  + Guest Isolation
  + Guide Isolation
* Minimized number of guides needed per scenario

**MITIGATING EMPLOYEE RISK ON TRIPS**

Risk of Infection to guide staff has been mitigated during trips through the following enhanced practices:

1. Guide and Guest Medical Screening
2. Social Distancing
3. Sanitation Protocols
4. Food Handling Protocols
5. PPE Requirements
6. First Aid Response Protocols

*GUEST AND GUIDE MEDICAL SCREENING*

Staff medical screening has been updated and adapted in the following manner:

**Pre-Season**

1. Training on symptom recognition
2. 14-day pre-first-trip-of-the-season self-monitoring of temperature and symptoms

**Pre-Trip Departure**

1. Temperature check within 24 hours before every trip
2. Screening of symptoms within 24 hours before every trip
3. Symptom check:

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| **GUIDE SYMPTOM CHECK**  *Since your last day of work, have you had any of the following symptoms:*   * Fever (100.4°F/38°C or higher) or chills? * Cough that you cannot attribute to another health condition? * Shortness of breath or difficulty breathing that you cannot attribute to another health condition? * Sore throat that you cannot attribute to another health condition? * Muscle aches that you cannot attribute to another health condition, or that may have been caused by a specific activity (such as physical exercise)? * Loss of taste or smell?   Answering **yes** to any of these questions will result in removal from the trip. |

**On-River and in the Field**

1. Daily temperature check during multi-day trips
2. Daily screening of symptoms (symptom check, above)

Guest medical screening has been updated and adapted as outlined on page 4.

*SOCIAL DISTANCING*

Staff will be educated on updated operating procedures, including social distancing. Social distancing protocols will be followed as discussed on page 5.

*SANITATION PROTOCOLS*

In addition to the protocols discussed on page 5, employees will be diligent about guests not sharing any equipment by assigning each item to a specific guest.

The following procedures will be followed regarding toilet facilities:

1. Guides wear gloves and masks 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.
5. Urinate in the river when appropriate to eliminate trips to porta potty.

*FOOD SERVICE PROTOCOLS*

Staff will be educated on updated operating procedures, including new food service protocols. Food service protocols will be followed as discussed on page 5.

*PPE REQUIREMENTS*

PPE protocols will be followed as discussed on page 6, with the addition of the following guidelines. For employees treating someone on the trip who is symptomatic, guides will wear:

* Gown - either a painters suit or splash pants paired with a splash top
* Goggles/face shield
* Mask
* Gloves

*FIRST AID RESPONSE PROTOCOLS*

When appropriate, first responders should evaluate if they can provide reasonable care at recommended distances. If yes, treat the patient appropriately through oral instructions, visual demonstrations, and provision of resources to effectively manage the injury and illness themselves or with the help of a member of their household.

If distancing is not possible, the patient should be treated as a person with infection to COVID-19 and the responder must take reasonable measures to protect themselves. The following precautions will be taken:

* Gloves, masks, face shields and gowns will be worn by guides providing direct contact care with any patient.
* As part of all treatment, patients will be asked additional screening questions and submitted to available diagnostics (thermometer, pulse oximeter) to evaluate for possible COVID-19 like symptoms.
* First responders will be trained to remove PPE per recommended guidelines.
* PPE will be contained, isolated, and disposed of per recommended guidelines.
* The first responder will have access to a shower (this may be a solar shower, bucket shower, or another method to allow for a full soap and rinse after direct patient contact) if any risk of exposure through PPE is suspected.

**INDIVIDUAL ISOLATION AND EVACUATION**

Staff will be educated on isolation and evacuation protocols of individuals potentially exposed to COVID-19 as discussed on page 6.

**DISINFECTION PROTOCOLS**

Staff will be educated on updated operating procedures, including disinfection protocols. Staff will follow guidelines for disinfection as discussed on page 6.

**DISPOSAL OF CONTAMINATED MATERIAL**

Any contaminated material will be disposed of in accordance with the [State of Oregon guidelines](https://www.oregon.gov/deq/FilterDocs/COVID19MedicalWasteFS.pdf).

**EXPOSURE DOCUMENTATION**

Incidents of suspected exposure to COVID-19 will be documented. Documentation will include the time and place of exposure, from whom the exposure originated from, the event (shuttle, on a boat, at camp, etc.) in which the exposure took place, and the names of other individuals or parties who may have also been exposed. If other parties are involved, they will be notified of the potential exposure.

Immediate action steps are as follows:

1. The person whom the exposure originated should be tested for COVID-19 immediately. If the test is negative, no further action is required.
2. If the test is positive or if the test results are not made available in a timely fashion, the employee(s) who were exposed should be tested for COVID-19 and contact tracing should be initiated.
3. If the employee(s) test positive, further contact tracing should be initiated and isolation of other employees with contact should begin until they too can be tested.

**SECTION III: EMPLOYEE TRAINING**

Employee training regarding workplace safety, PPE and COVID-19 will be documented and will include the following:

* PPE definition, manner and time of use, and fit
* Updated operations procedures – why and how
  + Hygiene procedures
    - Social distancing
    - Sanitation
    - Food service
* Expectations around increased employee medical screening
* What to do in case of a possible exposure
* Evacuation of a sick guest or guide – procedures and protocols
* Decontamination procedures
* Disposal of contaminated materials
* Exposure investigation procedures and documentation