



# **COVID-19 Mitigation & Operations Plan**

*Experience the Outdoors with Confidence*

# COVID - 19 Mitigation & Operations Plan Tour West, Inc.

Tour West Inc., takes 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 a temperature check 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.
    - When possible, have the employee examined and tested by a medical professional.
  - If an employee tests positive:
    1. Isolate the employee in a housing facility that has been established for this Purpose.
    2. Assure adequate medical care and treatment for the employee.
    3. Notify NPS public health consultant.
    4. Coordinate with local officials to conduct “contact tracing”, especially among other employees.

5. In consultation with the NPS public health consultant and medical professional, consider a quarantine of those employees of those who have been in close contact with positive employees. If possible, have other employees who have been in close contact with the positive employee tested.
6. If possible, arrange alternative duties that can be done in an isolated environment.
7. Employees with a confirmed case of Covid-19 should follow medical guidance on staying home until non-infectious.
8. The decision to allow an employee to return to work may be based on: At least 3 days (72) hours since fever has gone (without the use of fever-reducing medications) AND improvement in respiratory symptoms and at least 10 days have passed since symptoms appeared.

## **II. Screening Guests**

It is recommended that people at higher risk for severe illness from COVID-19 SHOULD NOT GO on backcountry trips. High risk individuals include, but are not limited to people with the following conditions:

- Over 65 years of age
- Chronic lung disease or moderate to severe asthma
- Severely obese
- Diabetes, chronic kidney disease, or undergoing dialysis
- Liver disease
- Other immunocompromised individuals (HIV, undergoing cancer treatment, or other underlying medical conditions)

### **Before Arrival:**

3-4 days before arrival, every guest will be required to fill out a questionnaire with the following questions:

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 have been caused by a specific activity (such as physical exercise)
  - Loss of taste or smell?
2. Have you been in contact with an individual who has been ill with flu-like symptoms in the last 14 days?
3. Have you been diagnosed with COVID-19 in the last 30 days? If “yes”, please enter the date you were notified that you were no longer contagious with COVID-19.

4. Have you been tested for COVID-19? If yes, when was the test and what were the results?

5. Have you been tested for COVID-19 antibodies? If yes, what were the results?

If a guest answers “yes” to questions 1-3, they should not be allowed on the tour and will be given a credit which will allow them and any member of their group who is currently living at the same physical address during any of the 7 days prior to the trip the use of the full paid value of trip as a credit for a future trip at a later date.

The decision to allow a formerly sick guest may be based on: At least 3 days (72) hours since fever has gone (without the use of fever-reducing medications) AND improvement in respiratory symptoms AND at least 7 days have passed since symptoms appeared.

All guests should fill out the questionnaire. If a guest does not fill out the questionnaire, they should not be allowed on the tour. The questionnaire should be signed and dated by each participant or, in the case of minors, their legal guardian.

### **Upon Arrival:**

Guests should be asked if anything has changed since filling out the questionnaire and have their temperature taken. If they have a temperature of 100.4°F/38°C or higher, they and their immediate traveling party should not be allowed on the tour.

### **Daily Screening**

- Daily temperature check of all trip participants, including guides.
- Daily review of symptom questionnaire.

## **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. Including a reminder to cough into the crease of their elbow.
5. Begin monitoring temperature, oxygen saturation with pulse oximeter, and vital signs. Document and track. Provide updates to medical control, evacuating/governing agency and Tour West.
6. Keep hydrated.
7. Use a single set of utensils for the remainder of the trip.
  - a. Isolation tent
  - b. If a patient is a high risk individual 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. 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 Manager 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.

## **Precautions to minimize transmission risk**

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. If needed to maintain social distance an additional boat or boats will be put on the trip to allow proper distance between guests.
4. Every person has an assigned lifejacket for the whole trip clearly marked and distinguishable from others. They will also be assigned a cot, pad, tent and chair for use for the duration of the trip. They will be assigned a paddle for the trip if they are on a paddle boat.
5. Spacing of guests according to current guidelines: food lines, eating meals, hiking, camping, and at orientations and interpretive stops.
6. Reduce numbers in vehicles to accommodate spreading out of guests. Groups traveling together may be seated together.
7. Each boat should have its own water cooler, which is only to be used by that boat. Guides should dispense water when refilling water bottles after washing hands in camp and when feasible while on-river after using hand sanitizer.
8. Guides will serve food to guests, guides will pour coffee for guests in the morning.
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 including kitchen items each morning before taking down.
10. We will add one additional crew member on every motorized trip whose primary responsibility will be to ensure that these guidelines are followed and implemented. One crew member on oar trips will have the same responsibility.

## **Grand Canyon Trip Exchanges**

1. All life jackets will be disinfected with a EPA approved disinfectant 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.
4. A clean sleeping bag and sheet will be issued to every new passenger.
5. All other guidelines will be followed regarding equipment and food service for the new group.

## **Vehicles**

All vehicles should be cleaned and sanitized after each trip. All surfaces should be wiped down including all handles (inside and outside), seat belts, seat belt latches, hard surfaces (windows), dash, knobs, steering wheel, etc.

Hand sanitizer should be available in vehicles.

## **Food Service**

1. Guides will serve food to guests, guides will pour coffee for guests in the morning.
2. All guides must have a current food handler certification.
3. Guests may not help prepare or serve food or congregate in the food preparation area.
4. Use of gloves and face covering is mandatory while preparing food.
5. Change gloves between tasks (for example: guide pauses to fill the water or lemonade and then returns to food preparation).
6. Wash hands frequently.
7. Clean shirts and aprons worn by guides preparing and serving food.
8. 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 dining area. (within 25', or in the most convenient and obvious location).
4. Hand washing will occur:
  - o Upon arrival in camp.
  - o After finishing the "fire line" and before moving on to the next thing.
  - o After blowing one's nose, touching face, coughing or sneezing.
  - o Before and after using the toilet.
  - o Before eating or preparing food.
  - o Before putting dishes away and/or packing up "kitchen."
  - o After contact with animals or pets.
  - o After removing gloves and before donning new gloves
  - o After contact with a person who is ill.

## **Personal Camping and Rafting Gear**

1. Tents, cots, pads 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 in the hot setting.
6. Dry bags are sanitized between trips.

## **Warehouse Protocols**

Warehouse Manager will be responsible to ensure that all protocols listed above are performed in the warehouse. One crew member will be assigned to ensure that the protocols are followed on the river.

1. All high use surfaces and door handles will be disinfected before each arriving crew and when they leave the next day. They will also be disinfected each day before work and at the end of the day.
2. All crew members will be required to wash hands before working.
3. In addition to the gear listed above, at the end of each trip, all boats, frames and boxes will be cleaned with a high pressure spray of water heated to 140 degrees. All coolers, drink coolers, food storage boxes will be treated in the same way and allowed to air dry for 72 hrs.
4. All toilet cans and seats will be cleaned and disinfected at the end of every trip.
5. Warehouse manager is responsible to take temperatures of all warehouse workers and drivers and to administer the questionnaire each day or before a driver leaves for a Trip.

## **Pre-trip Orientation**

Before each trip an orientation meeting is held to convey important information about the trip. We will take the following steps to mitigate potential exposure:

If possible, the meeting will be held outside with spacing guidelines.

If held indoors, the door will be disinfected and held open so no one has to touch it when coming in. Clients will be spaced within the room, keeping families or groups traveling together in the same area and spacing others accordingly. We will recommend masks be worn during meeting.

The Trip Leader will wear a mask during orientation, while speaking.