



## Whitewater Rafting Health and Sanitation Program

Our mission is to ensure the safety of our guests, homeowners and staff.

*In preparing to open, we are closely monitoring and working with our local and state government officials on required mandates. We will continue to make changes as necessary or as appropriate.*

# Health and Sanitation Guidelines

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## 1 Employee and Guest Health

The health and safety of our employees, guests and homeowners is our No. 1 priority.

**Physical Distancing.** Guides and guests will be advised to practice physical distancing by standing at least 6 feet away from other groups of people not traveling with them while standing in lines or moving around the property.

The rafting check-in area, Sports Dome and rafting safety orientation will be arranged to ensure physical distancing. Raft guides will be reminded not to touch their faces and to practice physical distancing by standing at least 6 feet away from guests and other employees whenever possible.

**Hand Sanitizer.** Hand sanitizer dispenser stations will be placed at key guest and employee entrances.

**Rafting Orientation Area.** Health and hygiene reminders, including how to properly wash hands and the frequency required, and occupancy restrictions will be posted. Signage reminding employees of the proper way to wear, handle and dispose of masks and gloves will also be posted.

**Raft Guide, Driver and Guest Health Concerns.** Our employees have been given clear instructions on how to respond swiftly to and report all presumed cases of COVID-19. Staff will be instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a co-worker or guest with a cough, shortness of breath or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property will be instructed to immediately notify their manager (employees) or patrol (guests).

**Case Notification.** If we are alerted to a presumptive case of COVID-19, we will immediately notify patrol for guidance on the best way to assist.

- a) **Privacy Laws (HIPAA).** All employees will ensure that the protection of our guests' and other staff's privacy by not disclosing specific personal information about the individual or the treatment — such as specific tests, test results or details of a patient's illness — to the media, public or other non-involved parties.

## 2 Employee Responsibilities

Tamarack employees are vital to maintaining an effective sanitation and health program.

**Hand-washing.** Proper hygiene and frequent hand-washing with soap are essential to combat the spread of COVID-19. All employees have been instructed to wash their hands, or use sanitizer when a sink is not available, for 20 seconds every 60 minutes and after any of the following activities: using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving,

going on break and before or after starting a shift.

**COVID-19 Training.** All raft guides and drivers will receive training on COVID-19 safety and sanitation protocols. Employees will receive and sign a pledge adhering to safety measures that protect them and their families prior to returning to work.

**Personal Protective Equipment (PPE).** Raft guides and drivers will be provided with masks and gloves. Training on how to properly use and dispose of PPE will be mandatory.

**Daily Pre-Shift and Timekeeping.** Employee pre-shift meetings will be conducted in areas that allow for appropriate physical distancing between employees. Raft guides are paid on a daily rate and not required to use the time clock. Drivers will be asked to clock in and out through the Paylocity app installed on their mobile device. In the event staff members do not have access to a mobile device, we will ask that they sanitize the timeclock machine before and after each use. Employees will be required to sanitize their hands after clocking in and out. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

**Tools and Equipment.** Shared tools and equipment will be sanitized before, during and after each shift or at the time the equipment is transferred to a new employee. This includes tablets, computers, phones, radios, vehicles and rafting equipment.

**Company vehicles** will be sanitized at the end of each tour. Wearing masks is highly recommended while driving company vehicles.

### **3 The Raft Trip**

#### **Guest Arrival**

Upon arrival, each guest will be informed on how to fill out an Assumption of Risk and Liability Agreement form on their mobile device, if possible. During this time, guests will be assessed and screened for signs and symptoms of COVID-19 and informed of our COVID-19 procedures (social distancing, hand sanitizing and mask protocols).

#### **Rafting Guest Safety Briefing**

In addition to Tamarack Rafting's standard safety briefing, guests will be questioned specifically about signs and symptoms of COVID-19 and informed on our social distancing, hand sanitizing and mask protocols on the rafting trip.

#### **Rafting COVID-19 Modifications**

#### **Transportation**

**Private Groups.** Requests will be honored where groups of seven or more will not be mixed with other groups during transportation or on the rafts.

**Transit to and from the River.** Guides, drivers and guests will be strongly encouraged to wear masks while in company vehicles.

**Potential COVID-19-Infected Guide.** When an employee's daily temperature check reads above 99.6 degrees Fahrenheit, they will be asked to go home per OSHA and NSAA guidelines.

**COVID-19-Infected Guide.** In the event that a guide has come in contact with a guest who has tested positive for COVID-19, that guide will be required to self-quarantine for 14 days to prevent the disease from spreading.

**Lunch Preparation.** Buffet-style lunches will be discontinued until further noticed. Lunches will be individually packed prior to the trip by licensed guides. Hand sanitation techniques along with gloves will be used to distribute lunches at the river lunch area.

**Public Spaces and Communal Areas.** The frequency of cleaning and sanitizing will be increased in all public spaces with an emphasis on frequent contact surfaces, including but not limited to door handles, public bathrooms, room keys and locks, ATMs, stair handrails, dining surfaces and seating areas.

#### **4 Cleaning Products and Protocols**

Tamarack Resort will be using cleaning products and protocols that meet EPA guidelines and that are approved for effective use against viruses, bacteria and bloodborne pathogens. We will be working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

In addition to our daily disinfectants and cleaners, we will also be using **PreventX 24/7™**, a product that specifically kills superbugs and acts as a long-lasting defense against germs, odors, mold and mildew. The unique barrier technology has an EPA-approved bacteriostatic (EPA Reg #83129-1) as it kills without poison and will not leach off treated surfaces or create superbugs. When used on surfaces, they will stay protected from microbes, including COVID-19.

- 24/7 surface protection
- One application protects a surface for 30 to 90 days.
- Depending on friction or ultraviolet exposure, one application can last a year or more.
- Lasts up to 20-plus washes after treatment on fabrics
- Approved for use on:

- Hard surfaces and fabrics
- Air filters
- Awnings
- Building materials and components
- Blankets
- Bedlinen
- Granite
- Stone
- Siding
- Bathroom
- Carpets
- Curtains
- Countertops
- Fabrics
- Walls
- Ceiling tile
- Concrete
- Flooring
- Footwear
- Ceramic
- Stainless
- Vinyl
- Porcelain
- Marble
- Aluminum
- Leather
- Mats
- Fire-resistant coatings
- Plumbing fixtures
- Pillows
- Roofing materials
- Sandbags
- Tents
- Tarps
- Shoe insoles
- Socks
- Shower curtains
- Toweling
- Umbrella
- Upholstery
- Vacuum bags
- Clothing
- Underwear
- Face masks
- PPE