USA Raft Adventure Resort - Nolichucky and French Broad Operating Plans

Bookings:

After typical selling of product, and basic information is taken, the reservationist needs to inform the Group Leader that we take COVID 19 seriously and have a policy in place to provide a healthy, fun and stress free environment for our guests and staff:

1. We ask that customers who have been in contact with a person who has had COVID in the last two weeks to not attend the trip or lodging prior to scheduled trip/lodging date.
2. Anyone who has exhibited a fever greater than 100.4, dry cough or loss of smell/ taste within the last two weeks before the scheduled trip/lodging date not attend.
3. The Group Leader is responsible for regularly checking their members prior to arrival at our facilities.
4. If someone becomes sick after booking but prior to trip we ask them and anyone else that has been in contact with them to not attend.
5. Group Leaders will be asked to initially come and check in at the store, we ask that their party remains at the vehicle until they can be screened.
6. We screen all guest and guides at check in for a temperature.
7. Customers will be strongly encouraged to purchase or bring a buff style face mask to wear on grounds, transport and while on the river.
8. We have included a COVID – 19 clause into our waivers.
9. Guest need to be instructed to bring their own water bottles for the trip.

Clean surfaces and PPE for staff and customers:

* All guides, drivers and staff members will be provided with cloth facemasks, and non-latex gloves.
* Housekeeping will sanitize surfaces in the bathroom and lodge every hour.
* Bathroom and changing facilities will be thoroughly cleaned and sanitized at the end of each day.
* Bathrooms will be cleaned each morning prior to arrival of first customer.
* Store and office staff will sanitize counter tops in the store during non-check in periods.
* The store and office will be thoroughly cleaned and sanitized at the end of each day.
* PFDs, Helmets, Paddles and any other gear loaned to a customer will be sanitized after every trip. After sanitization, PFD’s will be hung to dry in the boat barn aided by fans to provide circulation.
* Dip tank will contain a cup of disinfectant, Dawn Dish Soap (small amt) and water.
* Rinse tank will be a half cup of white vinegar and water.
* The dip and rinse tanks will be used for both PFDs and helmets.
* Paddles will be wiped with disinfectant cloths.
* The door handles, window knobs/latches and seats (non-cloth) in vehicles used to transport guest and staff will be sanitized after each trip.
* Before each trip spray disinfectant will be used in any vehicle being used to transport guest or staff.
* We are using a hospital grade cleaner for store, PFDs, helmets, paddles and vehicles that is environmentally safe and is EPA approved to kill Covid – 19 (Vital Oxide)

Meet up:

* Guides will check-in at the back door of the office where their temperature will be checked prior to each work-day.
* After check-in, a member of the office staff will accompany the group leader to their vehicle. A no-touch thermometer will be used to take each party member’s temperature. If the guest does not have an abnormally high body temperature, and not showing other signs of illness, they will be permitted to use the facilities on the property.
* Body temperature will be taken using a no-touch forehead thermometer and will be wiped with a disinfectant wipe after each use.
* The Office front and side door is to stay closed. Both doors will display “staff only” signs visible to guest. Guides and staff that are not working on any given day will not be permitted in the office or store. Guides and staff working will use the back door to the office.
* The store will be open to guest to sign waivers and to purchase items out of the store. The store employee will encourage all guests to go out and enjoy our large property while waiting on their trip to be called. On non-rainy days, guest will be encouraged to use their personal vehicles and not the office porch prior to their trip being called.
* The front porch is off limits to staff congregating.
* Per Tennessee state Social Distancing Guidelines, we will have an exit opened in the back of the store and a limit on the number of people allowed in the store.

Transport:

* Transportation to and from the river will require customers to fill in from the back to the front with the seat(s) closest to the driver open.
* If there are more than 2 guides on the trip, then 2 vehicles will need to be used unless using bus.
* All vehicles will have paper masks available for the customers to wear during transport.

USFS Facility Use:

* Prior to arriving at the put-in, customers will be reminded of the need to social distance and to not interact with other outfitter’s trips or people utilizing the Poplar boat ramp.
* Disinfectant wipe will be given to customers using the bathroom facilities at boat ramp.

Resource Use:

* We are providing smaller trips this rafting season.
* Each trip will consist of only 1 group.
* All 1 raft trips will be accompanied by safety boater.
* We are promoting our half day trip and reducing the ability for separate groups to intermingle.
* If a rafting group comes across another group portaging Rock Garden, the trailing group will stage for 15 mins prior to portaging.
* Commercial high water cut off will be lowered to 3.5 feet.
* The number of first year guides working in the Nolichucky Gorge will be reduced and used primarily on the lower Nolichucky and French Broad River.
* Lunch trips and overnight trips have been cancelled until Social Distancing Guidelines have been lifted.

Outfitter Facilities and Activity Adaptation:

* Guides will demonstrate how to properly put on and adjust safety equipment using a “buddy system” to tighten their PFDs. The guide will visually inspect that proper fitting occurred.
* Each Boat will have four people sitting in the front 2 compartments, with the third compartment open between the guide and customers.
* Customers will be instructed to pull members from their group back into the boat in the case of a swim.
* Swimmers can also swim to shore or be brought to the shore or boat using a throw rope and be assisted into the boat by members of their group.
* If a guide and customer make contact during a rescue, then the trip will need to stop so the guide and customer can wash with Soap.
* As always, no avoidable swims.
* There will be no mixing of groups during transport or on the river until social distancing guidelines are lifted.
* Customers will be required to sign digital waivers emailed to them at time of reservation. The store also has QR codes that customers will be able to use to sign waivers.
* We have incorporated state, local and federal guidelines into our facility and trip operation plans.
* Guides are required to wear a buff style mask while on the river.
* Emergency Medicine practices
  + Guides providing first aid or other care to a guest will wear a facemask and gloves. Gloves and facemask will be given to guest as well. Biodegradable soap will be used to wash hands, arms, face after contact between guest and guide. Hand sanitizer will also be applied after washing.
  + The person receiving care will need to wash with soap and sanitize after care is received.
  + Bag Valve Mask resuscitation devices will be provided for each trip in the event that CPR needs to be performed.
  + Proper use of gloves will be taught to guide staff.
  + Gloves and BVM devices will be placed in a plastic bag, duck taped closed, labelled and discarded at the end of each trip that first aid car was provided.
  + Cloth face masks will be placed in a plastic bag, duck taped closed and labelled. Upon returning to the facility the cloth masks will be washed in hot water and detergent.
* If the first aid kit is opened and care being given, one person will hand the guide providing first aid items needed from the first aid kit to avoid cross contamination.

Food and Drink:

* Lunch Trips have been cancelled until Social Distancing Guidelines are lifted.
* At time of reservation, people will be instructed to bring their own water bottles for the trip which will be stored in a bag on their boat.