

May 4, 2020

DRAFT

River Outfitter Reopening Plans – Guidelines for River Outfitters

Employees Exposed or Sick

- Employees who know they have been exposed to someone who has tested positive for COVID-19 will be instructed to stay at home. They will be reminded to self-isolate and to seek and follow medical advice.
- Employees who are sick are not to report to work. Those exposed to the employee will be directed to self-isolate.
- Those showing a temperature, cough, muscle pain, loss of taste or smell, will be directed to stay at home, self-isolate and to seek and follow medical advice.
- Employees may return to work when approved by a medical professional.

Employee Testing

- Upon arriving at work, each Employee's temperature will be taken. Those with high temperature will be sent home, directed to self-isolate, and seek and follow medical advice. Forms for screening employees available at <https://covid19.colorado.gov/schools-workplaces-community> will be forwarded to outfitters.

Employee Workplace

- Employees should adhere to social distancing requirements by staying 6 feet away from other employees and customers.
- Employees should be reminded via posted signs to avoid touching their eyes and other parts of their face.
- Employees should be reminded of the latest practice for sneezing and coughing.
- Employees should wear masks while performing their duties and maintain social distancing protocols.
- Employees should be provided adequate supplies of hand sanitizer, masks, and gloves.

Employee Training

- Employees should be trained and retrained in the cleaning of equipment, vehicles, and counters. Emphasis should be placed on thoroughly cleaning points of contacts like doorknobs and entryways.
- For guidance use <https://covid19.colorado.gov/cleaning-guidance>.
- Employees should be trained to assist and advise customers regarding the protocols in place for their rafting trip.

Transportation of Customers

- Passenger buses and vans should be limited to 50% capacity.
- The seat row directly behind the driver should be taped and identified so customers do not occupy the seats.
- Social distancing protocols should be followed when entering and exiting the vehicle.
- Customers should be reminded via posted signs to avoid touching their eyes and other parts of their face.
- Vehicle Cleaning
 - All surfaces and handles commonly touched by the driver and customers should be cleaned and disinfected. The surfaces should include vehicle seats, handles, knobs, steering wheel, seat belt buckles, keys and payment cards.
 - Vehicles should be cleaned and disinfected after each shift and between trips.
 - Customers and employees should be instructed to use hand sanitizer entering and exiting the vehicle.
 - For guidance use <https://covid19.colorado.gov/cleaning-guidance>.

Rafting Equipment Cleaning

- Customer rafting equipment should be cleaned and disinfected after each use. This should include PFD's, helmets, wetsuits and paddle handles and shafts.
- Raft surfaces should be cleaned and disinfected between trips.
- For guidance use <https://covid19.colorado.gov/cleaning-guidance>.

Reservation Booking and Confirmation Process

- Customers should be alerted to the protocols that will be in place during their rafting outing. This should be communicated through an outfitter's website and in the reservation confirmation.
- Communications should inform them to bring and wear a facial covering, of current social distancing protocols, and that they are not to appear for their trip if they have exposure to or signs of COVID-19.

Customer Check-In Process

- When practical, customer check-in should occur outside.
- Families, households and groups travelling together should be distanced from other families and groups during the check-in process.
- Social Distancing should be practiced by employees and customers.
- Signage reminding customers of wearing facial coverings and social distancing protocols should be posted for customers to see.
- Hand Sanitizer or hand washing should be available during the check-in process.
- For the exchange of money and payment cards, employees should use gloves for protection.

River Travel

- Rafts traveling the river are naturally distanced and will continue to be distanced. The customary practice of gathering all rafts in the same eddy during river travel should be avoided.
- It is understood that many rafts travel with 7 to 8 passengers. Rafting capacity should not exceed a group size of 10 in a raft.
- Families size that exceeds 10 people should be placed in separate rafts.
- Groups, families or households traveling together that exceed 10 people should be divided so as not to exceed 10 in a raft.
- Rafterers should be placed in rafts with other rafterers with whom they are comfortable. Marketing materials should encourage families, households and groups traveling together to book with enough people to power their boat
- Rafterers and guides should wear sun buffs (e.g., <https://buffusa.com/>) or similar facial coverings during river travel. Facial coverings that might be washed away by a wave or might move and impair a rafter's vision should be avoided.
- At put-ins and take-outs and during safety presentations, raft occupants should distance from other rafting participants. Companies should communicate and when possible separate their rafterers from each other using the available beach space to prevent comingling.