



COVID - 19 Mitigation & Operations Plan

At ROW Adventures, we take standards for hygiene and cleanliness seriously and are taking additional steps to protect our guests and employees during these unusual times. Our health and safety measures are designed to address a broad spectrum of viruses, including SARS-CoV-2 (a novel coronavirus that causes the disease COVID -19) and include everything from employee and guest use of PPE (Personal Protective Equipment), handwashing hygiene and cleaning product specifications to the cleaning of vehicles, boats and all the equipment used during our trips.

The purpose of this plan is to develop and implement a strategy to operate trips in a manner that would minimize the possibility of the spread and outbreak of COVID-19 on our trips. We are closely monitoring government policy changes, 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.

SARS CoV-2 is thought to spread mainly through close contact from person-to-person in respiratory droplets from someone who is infected. People who are infected often have symptoms of illness. Some people without symptoms may be able to spread viruses.

Spread is also possible from contact with contaminated surfaces or objects: It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes.

While we will do everything we can to minimize the risk of transmission, the world is an inherently risky place and we cannot eliminate the possibility that you could get COVID-19 while traveling, either with ROW, or before or after your ROW trip. **The decision to travel and take the risk of contracting the illness is your decision and yours alone.**

Some guests are asking us: “Where are the other people from that are going on our trip?” We imagine people ask this because of concerns that people might be traveling from a place with a high rate of infection. While we understand the reasoning behind the questions, it is important to consider that rates of infection have proven to change rapidly across the globe. In addition, there is an added variable of how guests choose to travel to the trip, specifically meaning their route and medium of transportation, potentially invalidating the question of where they are originally from.

With this perspective and, given what we currently understand about the transmission of the virus SARS-CoV-2 and the disease COVID-19; ROW will consider all employees and guests to be a person with unknown infection (PUI) and act accordingly.

In order to prevent issues from arising on trips, we have also developed a “[COVID-19 Code of Conduct](#)” that outlines our expected behavior from guests. We reserve the right to remove from a trip any guest who does not comply with these simple precautions.

For the purpose of this document, the term “Travel Party” refers to people who live together or are traveling together and won’t necessarily practice social distancing among themselves.

Specific steps we are taking and areas of focus include:

I. Screening Employees

Every day, before work, each employee must pass a temperature screen 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?
- 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 the status of this employee can be determined with a medical test.
- Have the employee examined and tested by a medical professional as soon as this is feasible. Bear in mind for operations in wilderness settings, this creates limitations.

If an employee tests positive:

- Quarantine the employee in a housing facility that has been established for this purpose. (Again, in wilderness settings this will be handled on a case-by-case basis using best-available resources.)
- Assure adequate medical care and treatment for the employee
- Coordinate with local officials to conduct “contact tracing” (if available), especially among other employees.
- Have other employees who have been in close contact with the positive employee tested.
- In consultation with medical professionals, consider a quarantine of those employees who have been in close contact with the positive employee

II. Screening Guests

Before Arrival:

- Before the departure of any tour, any participant who has not yet signed our [Participant Acknowledgement of Risk, Health Condition Responsibility, and Screening Consent Related to COVID-19](#), will be sent one and will be required to sign this electronically before

arrival to their pre-trip orientation. This will contain some important explanations of inherent risks related to COVID-19 as well as granting consent for ROW staff to take the participant's temperature at the initial trip meeting.

On arrival at our trip meeting point and/or orientation meeting, guests will also sign a form that affirms that, within the last 14 days, they have not:

- Had a new fever of 100.4 or higher, or a sense of having a fever.
- Developed a new cough that cannot be attributed to another health condition.
- Developed shortness of breath that cannot be attributed to another health condition.
- Developed a new sore throat that cannot be attributed to another health condition.
- Experienced muscle aches that cannot be attributed to another health condition or that may not have been caused by a specific activity such as physical exercise.
- Been in contact with an individual who has been ill with respiratory complaints or fever, or who I know has tested positive for COVID-19.
- Been diagnosed with COVID-19.

If a participant is not able, or refuses, to answer the above questions to the affirmative, they will not be able to travel with us. Any participant that shared their physical address for the past 7 days, or anyone who has traveled with them in the past 7 days will also not be able to participate on the trip.

If a guest's temperature is 100.4, or higher, we will not let them, or any participant that shared their physical address for the past 7 days, or anyone who has traveled with them in the past 7 days to participate on the trip. In the event of this circumstance, we offer the choice of a full credit of the actual trip fees paid to ROW, or a 50% refund of fees paid. (You can protect your full trip investment by purchasing travel insurance prior to your trip.)

III. Managing suspicion of COVID-19

In the event that there are positive symptoms for any person on the trip, we will:

1. Consult with federal and health agencies to determine availability and justification for evacuation. (Understanding that in some wilderness settings communication can be difficult or impossible.)
2. Physically distance the patient from others and require them to wear a mask for the remainder of the trip, or until evacuated from the trip.
3. Identify one liaison/caregiver to interface with the patient.
4. Follow EMS protocols and provide appropriate medical treatment.
5. Begin monitoring, document and trend temperature, oxygen saturation with a pulse oximeter (if available), and vital signs. Provide updates to medical control, evacuating/governing agency or each area, and regional manager coordinating care and subsequent transportation, medical, and logistical support.
6. Keep hydrated. (50:50 mix electrolyte sports drink/water)
7. Quarantine.
8. Provide an isolation tent
9. If a patient is over age 65 has previous lung or heart conditions that may compromise their immune system 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.

10. Testing is mandated at the earliest opportunity. While the test is being processed, self-quarantine in a local community hospital or lodging.
11. 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 testing frequency to twice daily and, if available, 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 (as conditions allow) with appropriate ROW Staff to communicate test results, and to receive results from the person evacuated.
4. ROW Staff will communicate with all transportation providers to prepare for protected transport at takeout.
5. During the end of trip orientation, the Team 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. All guides will immediately be required to wear a face mask and will continue constant hand sanitizing and hygiene. Guests will be given the option to wear a face mask.
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.

E. Cleaning procedures

Vehicles

- All vehicles will be cleaned and sanitized each time they are used to carry passengers.
- Sprayers with sanitizing agents will be used in all buses, vans and on all other equipment after each use.
- Frequently touched surfaces wiped down with an approved solution (½ cup bleach per gallon, CDC approved disinfectant, or 70% alcohol)

Toilet Facilities

- Guides wear gloves when setting up and taking down facilities.
- All surfaces disinfected upon set-up.
- Guests are instructed to spray the lid, and seating area before and after use with a supplied disinfectant spray.
- Guests instructed to spray any other surface they have touched both pre and post-use.
- Users wash hands before and after using the facilities.

Hand Washing on the River

- 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. In camp 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).
- In addition, hand sanitizer will be placed at the head of serving tables and used as a supplementary step.
- Hand washing will occur:
 - a. Prior to unloading boats in camp.
 - b. After finishing the boat unloading process.
 - c. Before and after every new activity. (ie. Before eating, tent set-up, bathroom, etc)
 - d. Each boat will be equipped with hand soap and/or hand sanitizer.
 - e. After blowing one's nose, coughing, or sneezing.
 - f. Before and after using the toilet.
 - g. Before eating or preparing food.
 - h. After removing gloves and/or after contact with a person who is ill.

Personal Camping and Rafting Gear

1. Tents will be assigned for the duration of the trip.
2. Tents will be kept in a personal dry bag, or the tent bag sprayed with sanitizer before returning to a tent bag.
3. Tents will be sanitized and, if possible, be cycled out of use for 48 hours between trips.
4. Sleeping bags and pillows are washed between trips and dried in the dryer on a hot setting.
5. Dry bags are sanitized between trips.

F. Food Service Protocols

- No buffet-style food service will be allowed. Appetizer service will be modified.
- Guides will serve food to guests; guides will pour coffee for guests in the morning.
- All guides must have a current food handler certification.

- Guests may not help prepare or serve food or congregate in the food preparation area.
- The use of face-covering is mandatory while preparing food.
- Wash hands frequently.
- Clean shirts and aprons worn by guides preparing and serving food.
- Food preparation and service surfaces thoroughly sanitized prior to use, between tasks, and after tasks.

G. PPE Requirements

- Everyone will be required to wear a mask or face cover in vehicles (vans, buses, planes).
- 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 cover when working in the kitchen.
- Guest-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.

H. Social Distancing

Social distancing, where feasible, will be promoted through all aspects of a ROW Adventures trip including, but not limited to the pre-trip meeting, safety talk, PFD fitting, while on boats, during shuttles, at camp, during meals, and during hikes. When social distancing is not possible, PPE will be required. The specifics of how our distancing protocols are outlined throughout this document.

Avoiding Physical Contact: Everyone will be reminded to avoid physical contact. High-fives, handshakes and hugs will be distanced and virtual.

Guidelines for Specific Trips

Multi-Day Rowing & Paddle Boat Trips (Middle Fork Salmon, Snake River, Salmon River Canyons, Rogue, Deschutes, Missouri)

1. Manage boatloads according to groups who are a Travel Party.
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, busses, and jet boats in order to comply with current CDC social distancing recommendations.
3. Equipment such as PFD's and helmets will be clearly marked and used by the same person all week and/or sanitized if changing hands.
4. The spacing of guests according to current guidelines: food lines, eating meals, hiking, camping, and at orientations and interpretive stops.
5. Spacing in vehicles to accommodate appropriate social distancing of guests. Groups traveling together may be seated together. Masks or face covering in vehicles may be required.
6. Each boat has its own water storage system, which is only to be used by that boat. Guide dispenses water when refilling water bottles.

Thoughts Particular to our Family Magic Trips

Our Family Magic trips are designed for families with children ages 5 and up. In addition to our regular staff, these trips are normally staffed with a dedicated River Jester™ who is primarily responsible for leading children in nature-based activities during the trip. This summer we anticipate having more guides on our trips than we normally would. For this reason we will not have a dedicated River Jester™ for the duration of the trip, but rather, 1-2 guides will fill the role of the River Jester™ each day.

Children and Social Distancing - As with everyone on our trips, we will be emphasizing a minimum 6' of social distancing between all traveling parties. While we will still be able to conduct most of our normal activities, we will plan and adapt games and activities to be distanced. Arts & Crafts will be spread out as needed. On walks we will stay further apart. For other activities we may divide up into smaller groups in order to maintain distance.

Bicycle and Multisport Trips

The applicable protocols listed above for river trips apply. In addition, any specialized gear will be assigned to participants for their exclusive use during the trip and/or sanitized as needed.

One-Day River Trips (St. Joe, Spokane, Clark Fork, Deschutes, Lower Selway & Clearwater rivers)

1. Boatloads will be managed according to groups who are traveling together, aka a Travel Party.
2. Some trips provide the opportunity for the use of inflatable kayaks.
3. Personal equipment such as helmets, PFD's (Personal Flotation Devices), paddles etc. will be sanitized between every use.
4. Every person has an assigned PFD for the whole trip clearly marked and distinguishable from others.
5. Assigned and numbered paddles for the day.
6. Spacing in vehicles to accommodate current CDC social distancing guidelines for passenger vehicles. Groups traveling together may be seated together. Masks or face covering in vehicles may be required.
7. Each boat has its own water cooler, which is only to be used by that boat. Guide dispenses water when refilling water bottles.
8. Each guest or family unit has their own drybag.
9. Food will be served to guests, no buffet service.

This document is a living document subject to change as we learn more.