



COVID-19
Mitigation & Operations Plan



ALASKA ALPINE ADVENTURES

COVID-19 MITIGATION & OPERATIONS PLAN

Alaska Alpine Adventures (AAA) Takes the health and safety of our employees and guests very seriously. With the spread of the corona virus or “COVID-19”, a respiratory disease caused by the SARS-CoV-2 virus, Alaska Alpine Adventures will remain vigilant in mitigating the outbreak. Our health and safety measures are designed to address a broad spectrum of viruses, including COVID-19 and we will be taking additional steps to protect our guests and employees. We believe operating this summer will be possible given the very nature of or trip styles, our small groups sizes, and our remote destinations.

In order to maintain operations, AAA has developed a COVID-19 Mitigation & Operations Plan to be implemented, to the extent feasible and appropriate, throughout the company at all of our travel destinations. This dynamic policy is determined by the [State of Alaska Reopen Alaska Responsibly](#), the Alaska Sports and Recreation COVID-19 Advisory Council Charter, and the Alaska Travel Industry Association. Any Alaska state mandates relating to COVID-19 can/may supersede this document

The AAA management team is monitoring the related guidance of the [U.S. Center for Disease Control and Prevention \(CDC\)](#) and [Occupational Safety and Health Administration \(OSHA\)](#) and will continue to make changes, as necessary or appropriate, to our protocols and procedures.

Guiding Principles of Operating with COVID-19

The following principles will help guide AAA decision-making during this challenging time:

- The health and safety of our staff, guests, and communities are the highest priorities and drives our decisions.
- Alaska Alpine Adventures will follow generally accepted intrastate and interstate health mandates.
- We do not plan to operate with out-of-state guests if the interstate travel quarantine period is in place. This requirement indicates serious health and safety concerns.
- Our operations are remote, adventuresome, and complicated. We need to build the necessary lead time into our decision-making process in order to prepare adequately for guests.



TABLE OF CONTENTS

I. WHAT IS COVID-19?.....	3
II. GUIDELINES FOR SPECIFIC TRIPS.....	3
Current practices & physical distancing protocols.....	3
Anchorage Departures.....	3
Fairbanks Departures.....	4
III. CAMPING & WILDERNESS PROTOCOLS.....	4
Personal camping equipment & group gear.....	4
Camping & travel protocols.....	5
IV. MULTI-SPORT PROTOCOLS.....	5
Lodging & restaurants.....	5
Activities & 3 rd party vendors.....	6
Other Multi-Sport considerations.....	6
V. TRANSPORTATION: VANS, AIR TAXI, BOAT & TRAIN.....	7
AAA vans.....	7
Air taxi.....	7
Boats.....	7
Trains.....	7
VI. FOOD HANDLING.....	7
Food preparations at AAA facilities.....	7
Food service – wilderness trips.....	8
Food service – front country.....	8
VII. BATHROOM/TOILET.....	8
Latrine protocols.....	8
Backcountry cat-hole protocols.....	9
VIII. HAND WASHING IN THE BACKCOUNTRY.....	9
Backpacking, Basecamp, Rafting & Kayaking trips.....	9
IX. GUEST SCREENING & MONITORING.....	9
Before Arrival in Alaska.....	9
Checking In.....	10
Screening while on Multi-Day trips.....	11
X. HEALTH MANAGEMENT.....	11
Patient care & management for guests/staff with positive symptoms.....	11
Health management for other travelers on a trip with positive symptoms.....	11
Health management for guides on a trip with suspected symptoms.....	12
XI. FACILITIES/CLEANING/PPE/SIGNAGE.....	12
Protocols for AAA facilities.....	13
Cleaning & disinfecting AAA facilities.....	13
XII. STAFF COMMUNICATION & TRAINING.....	14
Communication with guests.....	14
Enhanced staff training & communication.....	14
COVID-19 response & mitigation training.....	15
Partner & industry communication.....	16
Signage.....	16
XIII. EMPLOYEE SCREENING & MONITORING.....	16
In-Town employee screening.....	16
While on multi-day trips.....	18



I. What is COVID-19?

The virus that causes COVID-19, can be spread to others by infected persons who have few or no symptoms. According to the CDC, it is thought to spread mainly from person-to-person, mainly through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. Spread is more likely when people are in close contact with one another (within about 6 feet). The virus that causes COVID-19 is still circulating in our communities.

Even if an infected person is only mildly ill, the people they spread it to may become seriously ill or even die, especially if that person is 65 years or older with pre-existing health conditions that place her/him at higher risk. Because of the hidden nature of this threat, everyone should rigorously follow the practices specified, all of which facilitate a safe and measured reopening of Alaska. We should continue to observe practices that protect everyone, including those who are most vulnerable.

The CDC recognizes the following symptoms, or combination of symptoms, in people with COVID-19: ***Cough, shortness of breath, or difficulty breathing. Fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell and/or diarrhea.***

II. GUIDELINES FOR SPECIFIC TRIPS

CURRENT PRACTICES & PHYSICAL DISTANCING PROTOCOLS

- Alaska Alpine Adventures believes small group travel is the best way to visit the wilderness. For that reason, AAA will continue to operate with a maximum group size of 10 participants, inclusive of Guide(s), on all trips except for the *Source to Sea Multi-sport*. The *Source to Sea Multi-sport* will have a max group size of 14, including Guide(s).
- Social distancing of 6 feet or greater is recommended when grouped outside.
- Social distancing of 10 feet or greater when moving outside.
- All guests will be provided a fabric masks upon arrival and masks will be worn.
 - Traveling confined in a vehicle.
 - When other physical distancing guidelines are not reasonable.
 - When otherwise indicated by flight operators, partner business, or local/community regulations.
- All participants will follow Air Taxi standards for social distancing when superseded by AAA standards.
- Family groups traveling from common households, or “trust” groups who have chosen to travel together will be permitted to share rooms &/or tents.
- Solo travelers will pay the single supplements for private rooms & tents.

Anchorage Departures

- AAA will no longer be offering guests airport shuttles upon arrival.
- On the day of departure, guests will arrange their own transportation to a predetermined meeting point - likely at our Anchorage air taxi providers.



- For the health and safety of our guests & staff, pre-trip orientation & gear checks that were previously conducted at our Anchorage warehouse, will now take place off-property.
 - Orientation & gear checks will be delivered outside, or under canopy tents if the weather is bad.
 - Hand-wash stations or hand-sanitizer will be available.
 - Any beverage or snack service will no longer be self-serve. Guide(s) or orientation leader will pour coffee/hot water and serve any snacks following AAA food handling guidelines.
 - Any guest luggage that will be stored at the AAA warehouse will be bagged in plastic, labeled, and put on a storage shelf. It will remain untouched until returned to the guest at the end of their trip.

Fairbanks Departures

- Guests and Guide(s) will meet as usual at their night 1 accommodations.
- Orientations will be conducted outdoors and observe social distancing guidelines.
- Gear checks will be done outdoors, or on a 1-on-1 basis in the participants room(s).
 - Masks are required if social distancing guidelines cannot be met.
 - Disposable gloves are recommended if touching common surfaces or touching guest's gear/clothing while in the hotel room.
 - Hand washing and hand-sanitizer will be required before moving on to the next guest gear check.
- Transportation guidelines will be followed if AAA vans are used to move guests from their accommodations to local flight operators.

III. CAMPING AND WILDERNESS PROTOCOLS

Personal Camping Equipment and Group Gear

- Rental Items such as: Sleeping Bags, Sleeping Pads, Camp Chairs, or waders will be assigned for the duration of a trip.
 - Rental items will be cleaned and sanitized between trips and if possible, cycled out of use for 72 hours between trips.
 - Sleeping bags are washed and dried in the dryer on a hot setting after each trip.
- Tents will be issued to individuals or assigned by Guide(s).
 - No sharing of tents except among non-household members.
 - Tents will be sanitized between trips and if possible, will be cycled out of use for 72 hours.
 - Basecamp tents that remain in the field between uses will be sanitized and disinfected between groups
- Dry Bags used for Basecamp or Kayak/River trips will be issued to individuals and labeled with a name tag.
 - Dry bags will be sanitized between trips.
- Trekking poles will be issued to individuals for the duration of a trip



- If used for supporting kitchen/group tarp shelters, they must be returned to their “owner” when being used for hiking.
- PFDs (life jackets) & paddles will likewise be assigned to an individual and will be sanitized in a dunk tank and allowed to dry, if used within a 72-hour window.
- Food bowls and eating utensils will be issued to guests during orientation and guests will be responsible for cleaning and packing their own food bowls.
 - Food bowls will be cleaned and sterilized after every meal using hot water and soap, followed by a hot-water rinse, and finally a cold-water & bleach rinse to sterilize.
 - Individuals will not pass or otherwise handle other guest’s food bowls.
 - No sharing of snacks, food bowls, cooking & eating utensils, or water bottles will be allowed among non-household members.
- Guide(s) will be responsible for all other kitchen gear.
 - All pots and cooking utensils will be washed and sterilized following the same procedure listed above.
 - Only Guide(s) will be handling communal kitchen equipment.
- Guide(s) will also be responsible for all other camping and safety equipment and will clean and disinfect any used equipment between trips.
- In addition to an Expedition First Aid Kit, all trips will depart with an “Outbreak Kit.”
 - This kit includes additional masks, gloves, and disposable thermometers to handle a participant that may become symptomatic while on a trip.

CAMPING AND TRAVEL PROTOCOLS

- Guide(s) are responsible for monitoring guests to ensure all sanitation & physical distancing protocols and mitigation plan are followed from arrival to departure.
- Appropriate social distancing will be observed during all activities.
- Mask will be worn during transportation or anytime adequate physical distance cannot be maintained.
- Emphasis will be placed on required use of hand washing at hand washing stations and/or with adequate supplies of hand sanitizer.
- AAA will manage all teams according to groups who are traveling together.
- Spacing of guests according to current guidelines will be observed including food lines, eating meals, hiking camping and at rest stops.
- Campsite selection will take into account the need to adequately space the group.
- When confined under a kitchen/group tarp shelter due to poor weather, it is recommended that masks are worn unless eating.

IV. MULIT-SPORT PROTOCOLS

Lodging & Restaurants

- We expect our Guide(s) and guests to follow the guidelines and recommendation of our partner business.
- Reservations were made with consideration for booking number/traveling companions.



- When Guide(s) are calling ahead to a lodge/hotel, they will confirm rooming list or relay necessary changes to accommodate for social distancing.
- Guide(s) to confirm with front-desk personnel how they would prefer for arrival and departure procedures.
 - *For example: Guide(s) gets keys and hands them out in van rather than the whole group waiting in the lobby; recommendations for moving luggage etc.*
- Confirm with hotel the procedures for included breakfasts and relay accurate information to guests.
- When dining out, Guide(s) should plan appropriately and assist host, if needed, by recommending seating arrangements.

Activities and Third-Party Vendors

- We expect our Guide(s) and guests to follow the guidelines and recommendation of our partner business providing tours or activities.
 - When the Guide(s) calls ahead, they will ask about and confirm any new protocols that have been put in place by the vendor and assist with operational needs where needed.
 - *For example: MICA **may** require AAA to use its own transportation to move guests to the glacier.*
 - Guide(s) may also offer guest information such as shoe-sizes, PFD/splash jacket & pant sizes etc. if they plan to meet the group anywhere other than at their base of operations.

Other Multi-sport Considerations

- In addition to Group First Aid Kit, all trips will depart with an “Outbreak Kit”
 - This kit includes additional masks, gloves, and disposable thermometers to handle a participant that may become symptomatic while on a trip.
- Multi-sport Guide(s) will follow strict cleaning guidelines to maintain a clean and sanitary van at all times
 - Disinfectant wipes, hand-sanitizer and hand-wash stations will be stocked and available for this purpose.
- Guests that use AAA trekking poles for day-hikes will not be allowed to swap or share the poles with travelers that aren’t household members or traveling partners.
 - Hiking poles will be sanitized after every trip.
- “Lunch Buffets” will only be set up by Guide(s) wearing a mask and gloves, all surfaces will be wiped down and disinfected before food preparation & serving.
 - Guests will not be allowed to touch any of the lunch fixings but can direct their Guide(s) as to how they would like their sandwich made.
 - *See Food Handling section for additional food service guidelines.*



V. TRANSPORTATION: VANS, AIR TAXIS, BOATS and TRAINS

AAA Vans

- To limit the use of vehicles, airport shuttles will not be offered to guests.
- All vehicles will be cleaned and sanitized each time they are used.
- Frequently touched surfaces will be wiped down with approved CDC disinfectant regularly when in use.
- Van transportation will be limited to a maximum of 2 guests per row or a total of 10-total passengers in a 15-passenger van.
 - If the group size warrants 2 vans, family groups or traveling companions will be grouped together rather than divided, if possible.
- All passengers must wear a mask while traveling in vans.
- Only drivers will open or close van doors.
- Van windows will remain cracked open to provide adequate fresh air flow.
- Hand sanitizer will be dispensed into each person's hands by the driver as they both load and unload passengers from vehicles.

Air Taxi

- All participants will follow Air Taxi standards for social distancing when superseded by AAA standards.
- Reservations have been made based on booking number/listed traveling companions. Guide(s) will assist flight operators, to the best of their ability, if they need help breaking up groups or splitting loads.

Boats

- All participants will follow the standards of the ferry or water taxi for social distancing when superseded by AAA standards.

Trains

- All participants will follow the standards of the Alaska Railroad or Wilderness Express for social distancing when superseded by AAA Standards.

VI. FOOD HANDLING

Food Preparations at AAA Facilities

- All meals will be packed by an Adventure Appetites employee(s) and set aside in a secure location for Guide(s).
- All Guide(s) and kitchen staff are current, certified food handlers and adhere to strict guidelines for food preparation and cleanup.
- Guide(s) must wear masks and nitrile gloves when preparing food or are in the kitchen packing-out their trip.
- Wash hands frequently, and change gloves between tasks.
- Food preparation and service surfaces thoroughly sanitized prior to use, between tasks, and after tasks.



Food Service – Wilderness

- Before dishing up food, or pouring beverages, Guide(s) will be required to do the following:
 - Wash their hands with soap and water.
 - Sanitize hands with 70% alcohol sanitizer.
 - Wear food service gloves.
 - Wear a face mask.
- Before eating, guests will be required to do the following:
 - Wash their hands with soap and water.
 - Sanitize hands with 70% alcohol sanitizer.
- A single food bowl and utensil will be issued to each participant for the duration of the trip.
- Guests may not help prepare or serve food or congregate in the food preparation area.
 - If weather forces a group under the tarp shelter, Guide(s) should limit group size under the tarp or have a plan to invite people under the tarp only to eat only after the meal is prepared.
- After each meal, all food bowls, utensils, and kitchen kit will be washed with soap and sanitized with a bleach solution by the guest. The solution provided by the Guide(s).
- Food preparation service surfaces will be thoroughly sanitized prior to use, between tasks, and after tasks.

Food Service – Front Country

- Before dishing up food, or pouring beverages, Guide(s) will be required to do the following:
 - Wash their hands with soap and water.
 - Sanitize hands with 70% alcohol sanitizer.
 - Wear food service gloves.
 - Wear a face mask.
- Before eating, guests will be required to do the following:
 - Wash their hands with soap and water.
 - Sanitize hands with 70% alcohol sanitizer.
- Guests may not help prepare or serve food or congregate in the food preparation area.
- After each meal, all food bowls, utensils, and kitchen kit will be washed with soap and sanitized with a bleach solution by the guest. The solution provided by the Guide(s).
- Food preparation service surfaces will be thoroughly sanitized prior to use, between tasks, and after tasks.

VII. BATHROOM/TOILET

Latrine Protocols

- Guide(s) wear gloves when setting up and taking down facilities.
- All surfaces disinfected upon setup.
- Guests instructed to spray surfaces they have touched with disinfectant both pre and post-use.
- Users wash hands before and after using the facilities.



Backcountry Cat-hole Protocols

- On river trips, Guide(s) will use a larger shovel to dig a trench following Leave No Trace guidelines.
 - There should be no need for guests to touch the shovel to fill in their section of the trench.
 - Wash and sanitize hands before and after use to limit transmission to shared hygiene products.
- On backpacking trips, users will be required to wash & sanitize hands before and after using shared group “poo-kits.” Poo-kits include a spade, toilet paper, lighter and hand sanitizer.

VIII. HAND WASHING IN THE BACKCOUNTRY

Backpacking, Basecamp, Rafting, and Kayaking Trips

- A soap and water hand-wash station will be set-up when arriving in camp and for lunch breaks. It will remain set-up for the duration of the stop.
- Ample supplies of hand sanitizer will also be available during meal service and/or when hand-wash stations aren't practical or available.
- On certain trips, hand washing with biodegradable soap will be acceptable in fast moving creeks or glacial lakes.
- Hand-wash stations will be set-up within 25-feet of the kitchen, or the most practical location.
- Hand-washing/sanitizing will occur:
 - Prior to unloading boats or gear in camp.
 - After finishing the unloading process.
 - Before and after every new activity (*i.e. before eating, tent set-up, bathroom, etc.*)
 - After blowing one's nose, coughing, or sneezing.
 - Before or after using the toilet.
 - Before eating or preparing food.
 - After removing gloves.
 - After contact with a person who is ill.
- Each individual should carry a personal supply of hand-sanitizer for quick access in the absence of a hand-wash station.

IX. GUEST SCREENING and MONITORING

Before Arrival

Prior to any departure, all participants receive email communication from the AAA office with pertinent trip information and a preview of the **Participant Release Addendum**. It will contain important explanations of inherent risks related to COVID-19.



- This document, in addition to the guest's **Participant Acknowledgement of Risks and Release of Liability** agreement, is required for participation.
- If the guest chooses not to sign the addendum, they will not be allowed to participate.
- Participants should consider not participating in their planned trip if they:
 - Are exhibiting the current CDC recognized symptoms consistent with COVID-19.
 - Have knowingly been in contact with a suspected or positive case of COVID-19 within the past 14 days.
 - Are within 72 hours of exhibiting significant COVID-19 symptoms or a fever.
 - When recovering from a case of COVID-19, are less than 14 days from onset or less than 72 hours since the end of significant symptoms or fever.
 - Have not been in the state for 14 days symptom free as long as Health Mandate 10.1 – International and Interstate Travel – Order for Self-Quarantine is in effect.
- If a guest is unable to sign the Addendum due to concerns over their own health or the risks as described in the Addendum, we will not allow them to travel with us and instead, will provide an “Adventure Credit” which will allow them and any members of their group who were currently living at the same physical address during any of the 7 days prior to the trip to use the full paid value of the trip as a credit for a future trip at a later date.
- The Addendum must be signed and dated by each participant or, in the case of minors, by their legal guardian. This may be done electronically via AAA’s “Waiver Sign” platform.
- Participants must agree to inform someone from AAA if they do become sick within seven days of participation so that others group members can be informed that a fellow participant became sick, and they should monitor for symptoms and practice recommended social distancing measures.

Upon Check-in

- Guide(s) will verbally review a series of screening questions and guests will be asked to verbally affirm their answers to the questions.
- The Screening Questions are:

Within the last 14 days have you...

1. Had a new fever (100.4 or higher or a sense of having a fever)?
2. Developed a new cough that you cannot attribute to another health condition?
3. Developed shortness of breath that you cannot be attributed to another health condition?
4. Developed a new sore throat that you cannot attribute to another health condition?
5. Experienced muscle aches that you cannot attribute to another health condition?
6. Been in contact with an individual who has been ill with respiratory complaints or fever, or who you know has tested positive for COVID-19?
7. Traveled in an area that has been identified as a “hot spot?”
8. Been diagnosed with COVID-19?



Screening while on Multi-Day Trips

- Guide(s) will watch for signs and symptoms and take notes in the “Medical” section of the Daily Trip Log.
- Daily review of screening questions. Responses are documented in Trip Log.

X. HEALTH MANAGEMENT

Patient Care and Management for Guests/Staff with Positive Symptoms

- It will be assumed that the Guest/Guide(s) has COVID-19 until they are evaluated and tested by a medical professional.
- All reasonable measures to isolate from the group will be taken including:
 - Physical distancing from others for the remainder of the trip or until evacuated from the trip.
 - Immediately required to wear a face mask and will continue constant hand-sanitizing and hygiene.
 - One liaison will be identified to interface with symptomatic Guide(s) to provide care. Follow Wilderness First Responder protocols and provide appropriate medical treatment.
 - Begin monitoring temperature, and vital signs. Document and track.
 - Keep Hydrated and fed.
 - Consult with AAA management staff, federal, and health agencies to determine availability and justification for possible evacuation.
 - 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.
- Testing is mandated at earliest opportunity. While testing is being processed, self-quarantine in a local community hospital or lodging is required.
- After evaluation care, notify appropriate agencies, all crew on the trip, and other travelers 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.

Health Management for Other Travelers on a Trip with Suspected Positive Case

- Physically distance those family members or friends who were traveling with the person who displayed positive symptoms. Place the person in a separate tent/raft/kayak, or specific, universally recognized and identified section of the raft/kayak, conveyance, or equipment.
- Require face coverings for those traveling with this person while on the raft/kayak, or in close proximity in camp. Increase temperature testing frequency to twice daily.
- Communication is imperative:
 - Communicate with all travelers frequently. Monitor other travelers carefully.



- Check in twice daily via satellite phone or In-Reach with AAA Manager to communicate test results, and to receive results from the person evacuated.
- AAA Managers will communicate with all transportation providers to prepare for protected transport.
- During the end of trip, the Lead Guide(s) 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. AAA Managers 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 practice.

HEALTH MANAGEMENT: GUIDES ON A TRIP WITH A SUSPECTED POSITIVE CASE

- Guide(s) will immediately be required to wear a face mask and will continue constant hand sanitizing and hygiene.
- Initiate twice daily monitoring of temperature and document.
- Hand and surface washing combined with distancing and face coverings are critical to containment.
- AAA Managers will collect information regarding potential exposure, including length of time, proximity, and any physical contact.
- If it is determined that an employee is potentially infected, testing is warranted. In lieu of testing, self-quarantine at home, or in an isolated residence for 14 days is an acceptable alternative.
- Guide(s) will avoid public buildings or housing until determined negative through time or testing.

XI. FACILITIES/CLEANING/PPE/SIGNAGE

The Alaska Alpine Adventure's facilities include the Anchorage warehouse location and guide-camp accommodations in Port Alsworth. To minimize transfer of coronavirus at any AAA property, cleaning and disinfecting methods can be employed to reduce risk to guests and staff. Cleaning methods follow the CDC guidelines and recommendations outlined by [the State of Alaska recommendations for Phase III & IV - Reopen Alaska Responsibly](#).



Protocols for AAA Facilities:

- Entryway signage notifying the public of the AAA COVID-19 Mitigation Plan and clearly stating that any person with symptoms consistent with COVID-19 may not enter the premises.
- All employees will be provided cloth face masks and will be strongly encouraged they are worn when on premises or during activities when maintaining physical distancing is not feasible due to area limitations.
- Access to hand-washing stations and Hand-sanitizer will be available to anyone on site. Appropriate signage will be posted to encourage proper hygiene.
- Number of employees will be limited at the office & warehouse to maintain social distancing requirements and maintain a clean warehouse.
- AAA shop/warehouse will be completely closed to all AAA guests & customers.
- Visitors are required to make an appointment; walk-ins are only permitted if a visitor log is kept that has sufficient information to be able to contact a visitor should the need arise. A health survey will be completed before permission to enter the facility will be granted.
- Any and all guest luggage stored within the Anchorage warehouse will be bagged in plastic & tagged with the guest's name prior to arrival. Guest luggage will be handled by one staff member as it moves from orientation location to its designated storage spot.
- Any and all Guide luggage will also be stored in plastic and remain untouched.

Cleaning and Disinfecting AAA Facilities:

- Cleaning and disinfecting must be conducted daily in compliance with CDC protocols or between uses as necessary.
- Frequently touched surfaces such as tables, door handles, railings, washer/dryer, etc. in shared spaces will be cleaned daily.
- Toilets/restroom will be cleaned daily and showers (if used will be cleaned and disinfected between users.
- In lieu of performing the CDC cleaning and disinfecting, the AAA facility may shut down for a period of at least 72 consecutive hours to allow for natural deactivation of the virus, followed by site personnel performing a comprehensive disinfection of all common surfaces.
- When an active employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting must be performed as soon after the confirmation of a positive test as practical.
- Approved cleaning supplies and Personal Protective Equipment (including disposable gloves and masks) will be available for cleaning in-line with CDC recommendations: [CDC-Cleaning and Disinfecting your Facility](#)
- CDC protocols can be found online at: [CDC-Community Guidance-Business Response](#)



XII. STAFF COMMUNICATION and TRAINING

Good communication and proper training of staff and guests is essential to mitigation efforts that limit the spread of COVID-19.

Communication with Guests

Communication is important to reassure guests, relay important information prior-to arrival and advise any preventative measures Guests can take to protect themselves and trip companions. These conversations have already begun with Guests and will continue with their “Final Bulletin” and subsequent COVID-19 related emails. Pre-trip materials & information will be delivered electronically.

Prior to Departure (communications with the AAA office)

- Prepare and distribute documentation containing rules and guidelines for guests to follow while participating on their AAA trip.
- Be familiar with answers to [Frequently Asked Questions](#) and common misconceptions related to the COVID-19 Pandemic.
- Identify which guests are at higher risk for complications related to COVID-19 and encourage and support them in taking additional precautionary measures, including pre-trip consultation with their healthcare provider.
- Provide information on any communication platforms, such as websites, automated emails, and telephone numbers, that distribute COVID-19 related information.

During A Trip (communications with AAA Guides)

- During the Guest orientation, include group training and demonstrations on behaviors and precautions the team should abide by to prevent the spread of COVID-19, including:
 - How and when to effectively wash and sanitize hands.
 - How to practice physical distancing in various settings (vans, aircraft, around camp etc.)
 - How to wear & maintain a clean mask.
 - Which symptoms to look out for, when to report them, and to whom.
 - When to stay in your tent/hotel room.
 - Coughing & sneezing etiquette.
 - Other camp-specific policies or guidelines.

Enhanced Staff Training and Communication

Internal communication with Staff has been on-going and has included email, phone calls and online group discussions. New COVID-19 mitigation and operations plans will be presented to Guide-staff during their pre-season orientations. Guide-staff are front-line employees responsible for educating guests on new protocols, enforcing guidelines & safety recommendations amongst their group, and for relaying pertinent health information to the AAA office. Guide briefings/debriefings may also be conducted via Zoom, Facetime, or will otherwise be held in a physically distant manner.



A summary of outcomes and discussion topics during Guide training are included below:

COVID-19 Response and Mitigation Training

OUTCOMES: After completing AAA COVID-19 training, employees will be able to:

- Explain basic facts about COVID-19.
- Assess the risk of workplace exposure to COVID-19.
- Define key steps in worker protection and infection control.
- Identify methods to prevent and respond to COVID-19 exposure in the workplace and while on a trip.

TOPICS INCLUDE:

- What is COVID-19?
 - How is COVID-19 spread?
 - Symptoms of COVID-19
- Impacts on AAA work environment
- Prevention & Response
 - Limiting Exposure
 - Personal Protective Equipment and Alternate Work Practice Controls
 - Cleaning/Disinfecting Work areas and Other Protective Measures
 - Employer Responsibilities
 - Safe Workplace: Facilities, Vehicles, Equipment
 - Open Communication
 - Signage & Messaging for guests
 - Employees Regulatory Rights and Responsibilities
 - Sick Policy
 - Pay/absenteeism
 - Employees' Responsibilities
 - Good Hygiene & Physical Separation
 - On/off duty expectations
 - Ask Questions
 - Reporting Health Symptoms: self, guests, Co-Guide(s)
 - Field Practices & Procedures
 - Employee Acknowledgement
 - COVID-19 Prevention and Work Practice Controls:
 - Customer Service & Operations
 - Potential challenges & Scenarios
- Other questions or conversations may arise during the course of a trip. Be calm and reassuring and be careful what you say and how you say it.
 - Listen for underlying fears, or concerns and provide only honest and accurate information.
 - Have follow-up conversations with Guests who have asked questions or expressed concerns.



- [Reduce Stigma](#), especially against Asian descent and those who have traveled recently.
- Have a plan for combative, or aggressive guests with differing viewpoints that can affect group dynamics or lead to finger pointing or scapegoating amongst group members. Be prepared to intervene.

Partner and Industry Communication

Third-party vendors and supporting business partners have been included in AAA's mitigation planning process. Conversations with partners and industry associates will continue throughout the season and aid in the flow of information and help with providing consistency across the Alaska travel industry.

Signage

Relevant posters and signage from the Centers for Disease Control and Prevention (CDC), World Health Organization (WHO) and/or any other health-based organizations will be displayed in appropriate activity areas to encourage behaviors that mitigate the spread of disease:

- [COVID-19 Fact Sheet](#)
- [CDC Handwash Posters](#)
- [CDC-Stop the Spread](#)
- [CDC-COVID-19 Symptoms](#)
- [CDC-Cover your Cough](#)

XIII. EMPLOYEE SCREENING and MONITORING

To protect our employees and the public, Alaska Alpine Adventures has initiated the following policies.

In-town Employee Screening

- All employees have been told not to come to work if sick.
- Symptom screenings are conducted before employees enter any AAA facility and prior to any trip departures.
- The Screening Questions are:

Within the last 14 days have you...

1. Had a new fever (100.4 or higher or a sense of having a fever)?
2. Developed a new cough that you cannot attribute to another health condition?
3. Developed shortness of breath that you cannot be attributed to another health condition?
4. Developed a new sore throat that you cannot attribute to another health condition?
5. Experienced muscle aches that you cannot attribute to another health condition?
6. Been in contact with an individual who has been ill with respiratory complaints or fever, or who you know has tested positive for COVID-19?
7. Traveled in an area that has been identified as a "hot spot?"
8. Been diagnosed with COVID-19?



- Any employee who has any of the following new or worsening signs or symptoms of possible COVID-19 are sent home and asked to contact a healthcare provider.
 - Cough, shortness of breath or difficulty breathing, chill, repeated shaking with chills, muscle pain, headaches, sore throat, new loss of taste or smell, feeling feverish or a measured temperature greater than or equal to 100.4 degrees Fahrenheit, or known close contact with a person who is lab-confirmed to have COVID-19.
- 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 coworkers until a status can be determined with a medical test.
 - Have the employee examined and tested by a medical professional.
- If an employee tests positive:
 - Quarantine the employee in a housing facility that has been established for this purpose.
 - Assure adequate medical care and treatment for the employee.
 - Coordinate with local officials to conduct “contact tracing”, especially among other employees or previous guests.
 - Have other employees/guests who have been in close contact with the positive employee tested.
 - In consultation with medical professionals, consider a quarantine of those employees/guests who have been in close contact with the positive employee.
 - An employee with confirmed COVID-19 may return to work when the following 3 conditions are met:
 - At least 3 days (72 hours) have passed since recovery (resolution of fever without the use of fever-reducing medications)
 - Improvement in respiratory symptoms (e.g., cough, shortness of breath)
 - **AND** at least 7 days have passed since symptoms first appeared.
- To return to work, an employee with suspected COVID-19 symptoms that does not get evaluated by a medical professional or tested for COVID-19, the individual is assumed to have COVID-19 and the individual should not return to work until:
 - They have completed the same three-step criteria listed above.
 - **OR** if the employee has symptoms that could be COVID-19 and wants to return to work before completing the above self-isolation period, the individual should obtain a medical professional’s note clearing them to return based on an alternative diagnosis.
 - Otherwise, the employee must be free of all symptoms before returning.
- Any employee with known close contact to a person who is lab-confirmed to have COVID-19 will not be allowed to return to work until the end of the 14-day self-quarantine period from the last date of exposure.
- Symptom screenings are logged, confidentially filed, and retained for at least 30 days (2 years is recommended)



Employee Screening while on Multi-Day Trips

- Guide(s) in the field will have daily check-ins with each other and report any symptoms in the “Medical” section of the Daily Trip Log and make contact with a AAA Manager if symptoms are present.