

# VISITOR HEALTH AND SAFETY PROCEDURES

Visitor health and safety are the highest priorities at Black Canyon/Willow Beach River Adventures (BCWB). The procedures in this document specifically are written to protect visitor health and safety during transport to the raft launch site at the base of the Hoover Dam and during the short walk from the vehicles to the rafts. These Visitor Health and Safety Procedures are classified by the following:

- Potential Risk Disclosure Procedures
- Visitor Injury Assessment Procedures
- Visitor Care and Reporting Procedures

## Potential Risk Disclosure Procedures

All visitors are required to sign an *Acknowledgement of Risks* notice when they check-in for the raft trip or before they board a vehicle. The following procedures are completed by Office Staff, Transportation Staff, and Security Staff or Raft Pilots:

### Office Staff

Office staff completes the following potential risk disclosure procedures:

1. Require all visitors to sign the *Acknowledgement of Risks* form.
2. Require visitors under the age of 18 to have a parent or guardian sign the *Acknowledgement of Risks* form on behalf of the minor.
3. Require all minors to have a parent or guardian accompany the minor during transportation to and from the raft trip and on the raft.
4. Show visitors, upon arrival at check in, a sign describing the walking surface of the Launch Access Road below the Lower Portal Road.
5. Reinforce, verbally, the surface condition of the Launch Access Road. This is done during the check-in process.
6. Offer special transportation down the Launch Access Road to the raft-launch site, to visitors needing special assistance. Visitors not needing special assistance to the launch site are transported by bus from check in to the top of the Launch Access Road.

## Transportation Staff

### Entering the Secured Area

Transportation staff will follow these steps when entering the Lower Portal Road through the security gate:

1. The driver will present the security ID Badge to the key pad and scan it to open the gate
2. No driver will use another driver's ID Badge, nor will they allow another person to borrow their ID Badge
3. Once the gate opens, the driver will proceed through the gate and wait on the other side until the gate closes before proceeding down Lower Portal Road
4. Make sure no other unauthorized vehicles have come through the gate before proceeding down the Lower Portal Road
  - a. Unauthorized vehicle: One that does not belong to BCW or a CUA holder under escort by BCW
5. If an unauthorized vehicle follows the BCW vehicles and those being escorted by BCW vehicles, the driver will not proceed until the driver has called 911 (Interagency dispatch) to report the unauthorized entrance. The BCW vehicles and those being escorted by BCW will only proceed at the direction of dispatch or a responding officer.

### Leaving the Secured Area

Transportation staff will follow these steps when entering the Lower Portal Road through the security gate:

1. The driver will present the security ID Badge to the key pad and scan it to open the gate
2. No driver will use another driver's ID Badge, nor will they allow another person to borrow their ID Badge
3. Once the gate opens, the driver will proceed through the gate and wait on the other side until the gate closes before leaving the area
4. All vehicles that are escorted by BCW will not be left unattended or behind the Security Gate upon leaving the area or at the launch site
5. Should any vehicle enter the area at the security gate while it is open to travel down the Lower Portal Road, the BCW driver will call 911 (Interagency Dispatch) and wait for instructions to proceed

### Transportation staff completes the following potential risk disclosure procedures:

1. Inform passengers about the following, during transport to the Launch Access Road below the Lower Portal road:
  - Resource protection
  - Security at the Dam
  - Visitor safety, which includes:
    - Walking safely, by watching their feet as they walk.
    - Stopping before they look at scenery, *Stop before they Gawk*, as the saying goes.

2. Remind passengers how to walk safely down the road, when the busses arrive at the launch site and before they step off the bus or van. This is referred to as the *Stop before they Gawk* reminder.
3. Inform passengers about the following, during transport to the Launch Access Road below the Lower Portal road:
  - Resource protection
  - Security at the Dam
  - Visitor safety, which includes:
    - Walking safely, by watching their feet as they walk.
    - Stopping before they look at scenery, *Stop before they Gawk*, as the saying goes.
4. Remind passengers how to walk safely down the road, when the busses arrive at the launch site and before they step off the bus or van. This is referred to as the *Stop before they Gawk* reminder.

### **Security Staff or Raft Pilots**

Security staff or raft pilots complete the following potential risk disclosure procedures:

1. Walk the Launch Access Road below the Lower Portal road to inspect for abnormal, uneven surfaces and loose rocks that may cause a tripping hazard, prior to each raft trip. Staff also do the following:
  - Correct deficiencies with hand tools to the best of their ability. Should there be a deficiency that cannot be corrected with hand tools, the Bureau of Reclamation will be contacted for mitigation.
  - Place orange safety cones near the deficient area in direct view of visitors until it is mitigated, should a deficiency occur that cannot immediately be corrected by BCWB staff.
2. Stand at the intersection between the Lower Portal Road to the Launch Access Road. This staff member points out the signage describing the walking surface of the road and escorts the visitors down the road.
3. Stand at the area of the Launch Access Road where vehicles do not travel to guide visitors to the flattest surface of the road for walking down to the rafts.
4. Stand near the top of the launch-site handrail to guide visitors to the South side of the handrail, leading to the rafts at the bottom of the launch site. Staff instructs visitors to use the handrail as much as possible.
5. Assist passengers onto the rafts.

### **Visitor Injury Assessment Procedures**

Should a visitor stumble or fall, BCWB staff assesses the visitor for the following:

- Sounds of distress
- Words of distress
- Limping
- Rubbing or holding of joints or body parts
- Bleeding

If it is determined, by any of the indications above, that the visitor suffered a soft tissue injury, contusion, or cut that requires first aid, the visitor is informed that Interagency Dispatch is to be contacted for medical assistance, and staff then calls dispatch at 293-8990.

## **Visitor Care and Reporting Procedures**

If it is determined, by any of the indications listed above, that the visitor suffered a soft tissue injury, contusion, or cut that requires first aid, the visitor is informed that 911, Interagency Dispatch is to be contacted for medical assistance, and staff then calls 911.

### **Visitor Care**

BCWB staff completes the following visitor care procedures:

1. Inform the visitor that the raft trip will proceed as scheduled and inform family members or friends that they may remain with the injured visitor. Family members or friends of the injured visitor may continue the raft trip as long as they are 18 years of age or older or are accompanied by a parent or guardian.
2. Remain with the visitor until the appropriate agency representative arrives.
3. Transport the visitor to the Hacienda, if the Agency's medical technician indicates that no other medical aid is needed. At the Hacienda, the visitor can make travel arrangements with their tour company. **WARNING:** Under no circumstances is the visitor to be transported before the Agency's medical technician has arrived and assessed the injury.
4. Coordinate transportation to the hospital for the visitor's family, if Agency personnel transport the injured visitor to the hospital.

### **Reporting Procedures**

BCWB staff completes the following reporting procedures:

1. Notify the BCWB office immediately.
2. Complete the appropriate incident reporting form stored in all company vehicles. Staff who witnessed the incident or heard comments made by the visitor, complete the appropriate incident form.
3. Collect witness statements from all Office Staff, Transportation Staff, and Security Staff or Raft Pilots who informed the visitor of the Health and Safety Procedures.
4. Assist all agency personnel with collecting additional information about the incident.
5. Take photos of the site conditions where the incident happened.