



VISITOR HEALTH AND SAFETY PROCEDURES

Visitor health, safety and security are the highest priorities at Hoover Dam Rafting Adventures (HDRA). The procedures in this document specifically are written to protect visitor health, safety and dam security during escort and transport down the Lower Portal Road to 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

The area of the Lower Portal Road and the launch site below Hoover Dam are within a sensitive security zone administered by the U.S. Bureau of Reclamation (BOR). Access to this area is permitted only to BOR employees and their contractors.

The access road to the launch site is known as the Lower Portal Road and is within a security zone adjacent to Hoover Dam. All equipment, craft, and personal items are subject to search prior to entering this area. This is a condition of the permit. After entering the security gate, all vehicles must wait in the travel lane behind the escort vehicle until the gate closes at which time the escort will direct continued travel. All vehicles must proceed at a slow safe speed, less than twenty-five (25) miles per hour.

Potential Risk Disclosure Procedures

Appropriate steps will be taken by HDRA staff to inform and enforce the regulations contained in *Title 43, Part 421 - Rules of Conduct at Hoover Dam*. These rules include, but are not limited to, the prohibition of alcohol. Other rules and regulations to be followed include the Lake Mead National Recreation Area Superintendent's Compendium specifically prohibiting glass and Styrofoam.

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 that accompanies the minor during transportation to and from the raft trip and on the raft.
4. Reinforce, verbally, the surface condition of the Launch Access Road. This is done during the check-in process.
5. 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 the Hoover Dam Lodge North Parking lot to the top of the Launch Access Road.

Transportation Staff

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 up/down the middle of the road, 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 middle of 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 HDRA 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 making every effort to avoid traversing rocky terrain unless absolutely necessary.

NOTE: Visitors will be advised that they will be walking down a concrete path most of the way; however, depending on the water level, the passengers may need to traverse a rocky terrain that has loose rocks so passengers should consciously walk with a flat foot, take small steps, and proceed very slowly. Advise passengers there is a handrail to be used as they get closer to the river. Before they can board the rafts, their guide will talk about safety on the rafts and then will help them aboard. Make sure passengers take all belongings with them, as they may not see that same bus again. If the water is low, strong warnings about slippery rocks should also be covered.

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, HDRA 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 (702) 293-8990 AND HDRA Logistics at (702) 278-3517.

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 Interagency Dispatch is to be contacted for medical assistance, and staff then calls dispatch at 293-8990 AND HDRA Logistics at (702) 278-3517.

Visitor Care

HDRA 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 Hoover Dam Lodge, if the Agency's medical technician indicates that no other medical aid is needed. At the Hoover Dam Lodge, 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

HDRA staff completes the following reporting procedures:

1. Notify HDRA Logistics immediately at (702) 278-3517.
2. Complete HDRA Incident Report form stored in all company vehicles and request guest's review and signature even if guest declines medical attention.
3. Staff who witnessed the incident or heard comments made by the visitor, complete the appropriate incident form.
4. 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.
5. Assist all agency personnel with collecting additional information about the incident.
6. Take photos of the site conditions where the incident happened

Global Pandemic Protocols

In the event of a Global Pandemic or Health Event, when raft trips are still authorized to take place, Hoover Dam Rafting Adventures will strictly follow the guidelines and restrictions issued by the Centers of Disease Control, Bureau of Reclamation, National Park Service, as well as State and Federal Government. HDRA will also follow stated GSI, Inc protocols and include clear signage for all protocols on all vehicles and at all check-in locations.

These protocols may include, but are not limited to:

1. Social distancing.
2. Required wearing of face mask by all passengers and drivers.
3. Daily Temperature check of all employees and guests. Employee temperatures will be recorded in the appropriate log books at the Raft Office or at Willow Beach
4. Sanitation stations at check-in, in all vehicles and on all rafts, including applicable SDS in vehicle log books and at Willow Beach.
5. Sanitation and sterilization of all equipment used within the scope of the raft trip (vehicle(s) and raft(s)). This would include, but is not limited to, all surfaces touched by employees and guests.

Vans/Busses

All passengers and the driver will wear a mask at all times while in the vehicle. Each vehicle, whether a van or bus, will have signage stating that policy. The front Passenger seat next to the driver in each van used will remain unoccupied and a sign showing that policy will be clearly placed.

A sanitation station will be provided in each vehicle used which will include extra masks, sanitation wipes and/or gel pump and a clean trash receptacle. The trash receptacle will be emptied after each trip during the sanitation process. When using a registered bus the front two rows behind the driver will remain unoccupied and a sign showing that designation will be clearly placed.

Rafts

Masks shall be worn while a passenger is on the raft unless with household members or when a social distance of 6 ft can be maintained. Masks are optional at beach stops if a social distance of 6 ft can be maintained. HDRA provides a lunch to each visitor and recommends drinking plenty of water during the trip. Visitors may remove a mask when eating, snacking, and drinking water while maintaining a social distance of 6 ft from persons who are not members of the same household or residence.

All of the above protocols will be shared with each passenger during a vehicle passenger safety and the raft passenger safety briefing.