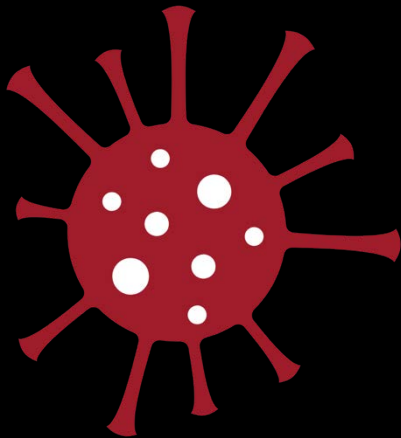




THE **ALLIANCE**

**COVID-19 REOPENING & OPERATION
STRATEGIES FOR CHALLENGE COURSES
&
AERIAL ATTRACTIONS**



V. 1.0, 18 MAY 2020

ABOUT THE ALLIANCE COLLABORATIVE

The Alliance Collaborative is an independent non-profit collaborative, dedicated to serving its membership throughout the challenge course, zip line, and aerial adventure industry.

Our **MISSION** is to build a professional community that believes we all benefit when we strengthen one another.

By creating a bold and collaborative environment, The Alliance provides paths for professional growth to its members. Our **VISION** is to model a revolutionary approach for industry professionals to **RETHINK** the way they do business. Through advocacy, education, networking, and greater access to resources, members and associates can experience increased opportunities to strengthen and enhance their efficiency, productivity, and profitability in the marketplace.

We **VALUE**:

- Voluntary Membership
- Direct Member Input
- Group Purchase Participation
- Autonomy and Independence
- Education, Training, and Advocacy
- Cooperation with Other Groups
- Concern for Our Industry

Visit <http://www.thealliancecollaborative.com/> to learn more, or to contact us and explore how we can work together to build a stronger challenge course community.

*"FIND A GROUP OF PEOPLE
WHO CHALLENGE AND INSPIRE YOU,
SPEND A LOT OF TIME WITH THEM,
AND IT WILL CHANGE YOUR LIFE."
-AMY POEHLER*

INTRODUCTION

The COVID-19 crisis has brought a new challenge upon all of us. The founding member companies of The Alliance have been independently researching and developing their own COVID-19 protocols, as well as strategies that they can recommend to their clients, the operators.

During the process of sharing information, bouncing ideas off each other, and debating practical solutions, they realized that the work they were doing for their own companies and clients might be beneficial to the challenge course community at large. The proposal was made to The Alliance to compile and share this information in an effort to help others.

True to The Alliance's mission and culture, we created a space for Qualified Course Professionals¹ from our founding member companies to work collaboratively. A new team of over a dozen professional Designers, Installers, Inspectors, Trainer/Testers, and Operation Reviewers compiled and assessed the strategies that were being put forth and weighed that against studies and data currently available. The end result is this document, which we would like to share with you.

We would like to thank these individuals who shared their professional expertise in order to develop to this document, as well as our Founding Members for being willing to make these resources and information available to their community.

THANK YOU!

Paul Hancock	Bob Noe	Rohan Shahani
Carla Hacker	Rich Petteruti	Mandy Stewart
Keith Jacobs	Nick Redinger	Don Stock
Nat Johnson	Brenda Reed	Shawn Tresselt
Jeremiah Mayerak	Nicole Rottinghaus	Andrea Vogt

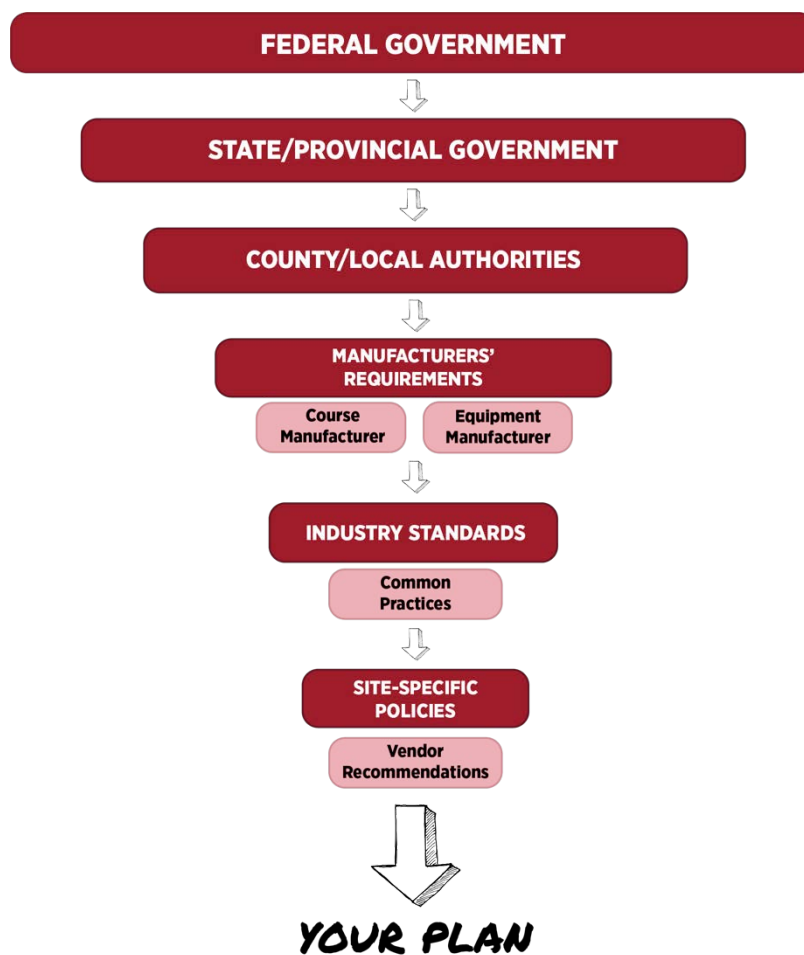


¹ Qualified Course Professional. (n.d.). Retrieved 16 May 2020 from the Association for Challenge Course Technology website, <https://www.acctinfo.org/page/QCP>

HOW TO USE THIS DOCUMENT

As we've all come to discover, applying a universal recommendation in response to COVID-19 crisis is a target that is elusive at best. The combination of different and constantly changing jurisdictional requirements, individual course practices and organizational requirements, and manufacturer's requirements from dozens of entities regarding their equipment make it virtually impossible to say, "this is how you should handle this". Also, until there are studies out that inform us about the actual risks of surface to human transmission, we are all operating with limited information.

It is important to note that this document is NOT a standard, or even guidelines. We've found that it is more beneficial to provide a framework of approach, general information based on the best data we have, and strategies that operators can apply based on their individual needs. It is critical that in the development of your plan that you 1) understand and align all of the requirements of your Authorities Having Jurisdiction (AHJs), 2) understand your manufacturers' requirements, and 3) understand any applicable industry standards (*remember, they may be either mandatory or voluntary, depending on your AHJs and your organizational priorities*). Working within those parameters, you're then ready to move forward to revise your internal policies and procedures.



Operators must ensure that a qualified person, or a team of qualified individuals, is leading your operation through your process. There is no easy answer, and the final answer that you come to will happen only after a lot of research and planning. And even then, it is likely to change as we move through the upcoming months.

We encourage operators to work with their professional vendor on an ongoing basis as we all adapt to the requirements as they evolve. Please don't ever hesitate to contact your professional vendor with questions or requests for assistance - they're a valuable member of your team.

HOW TO USE THIS DOCUMENT

In making your plan to reopen your course in a COVID-19 environment, we've identified four areas that are universal to all types of operations. While there are additional issues that will intersect with your course reopening, we are not going to address additional issues in this document that are specific to residential camping environments, commercial use attractions, etc. We encourage you to reach out to other members of these communities including industry associations and publications that have strong challenge course ties, such as the American Camp Association (www.acacamps.org) the Association for Challenge Course Technology (www.acctinfo.org), and Adventure Park Insider magazine (www.adventureparkinsider.com) to aid you in developing a plan for operations pieces that don't happen on the course, but are ancillary to your challenge course or aerial attraction.

The four pieces that we have identified as universal are the following:



In the following sections we will address each of these topics. Let's get going!

SECTION 1: QUALIFIED COURSE MANAGER



A Qualified Course Manager (QCM) is typically a certified individual who has been in the challenge course industry for some time and can meet the core, technical, and interpersonal skills required for operation of most high and low challenge course elements. Additionally, this person can demonstrate the ability to supervise others, develop site specific operations policies and procedures, conduct in-services, and implement the operations management of a facility.

A Qualified Course Manager typically has attained a Level 2 Practitioner Certification from an ACCT Accredited Vendor. In addition to other qualifications, a certified course manager will have documented 500 hours experience delivering challenge course programming, as well as 30 hours of management training, 16 of which are specific to challenge course management. They also will have received a minimum of 54-110 hours of training depending on the type of course(s) they are qualified to manage².

The importance of having a QCM is to have a person knowledgeable in course operations who can adapt procedures and put policies in place that not only reduces the chances of infection but also keeps the value of the course experience for participants. This qualified person is the point of contact for organization leadership, challenge course staff, medical personnel and health authorities, your organization's risk management team, and professional vendors. They should be responsible for working with this team of people to make an action plan specific to your course.

A QCM will also understand all of the policies and procedures, and why they are in place. It is important that the QCM train employees to understand not only the "How?" but the "Why?" of your organization's new COVID-19 procedures. They should also put a policy in place that dictates what actions employees take in the event that a participant refuses to adhere to the organization's COVID-19 policies and procedures. Pushback from a participant or guest in response to the new requirements is inevitable. The QCM can support their team by setting a support system and chain of communication in place to respond effectively to such a situation.

If your organization does not currently have a Qualified Course Manager, we recommend that in the interim you contact your professional vendor for guidance on how to manage these issues and make a plan with them on how to develop or hire a qualified person to serve as your QCM.

A list of accredited Professional Vendor Members is available on the Association for Challenge Course Technology website at www.acctinfo.org.

**"LEADERSHIP IS THE
CAPACITY TO TRANSLATE
VISION INTO REALITY."
-WARREN BENNIS**

² Association for Challenge Course Technology (2016). ANSI/ACCT 03-2016 Challenge Course and Canopy/Zip Line Tours Standard, Chapter 4: Practitioner Certification Standards

SECTION 2: PASSING COURSE INSPECTION



Due to shelter-in-place and other restrictions, many courses and vendors were unable to adhere to their usual course inspection schedule. Many jurisdictions have altered jurisdictional requirements for annual permitting. It is still critical that prior to utilizing/opening their course, operations ensure that they meet standards requiring an annual course inspection by a qualified professional. Ensuring the structural integrity of your course and equipment is an important step, regardless of jurisdictional permitting changes.

The following basic information is aimed at making the current COVID-19 course inspection process easier, and limiting the time spent on site by the inspector. Less time and contact while on-site reduces the risk of infection to both your staff and our inspectors, as well as helps to protect the next site that the inspector may be visiting.

Prior to your inspection:

- Your professional vendor should supply you with a policy document outlining company procedures on limiting the spread of COVID-19 through specific management of inspector travel, PPE usage, personal hygiene, and equipment sanitation.
- Ensure that agreements relevant to your annual course inspection are thoroughly reviewed, and then signed. This includes your inspection proposal and/or liability mitigation agreement document.
- Provide your inspector with a copy of your organization's COVID-19 policies that impact their inspection or use of the course.
- Communicate with the assigned inspector to identify any specific site or jurisdictional requirements you are aware of at the time of scheduling/contracting. Vendors and inspectors do their research in order to meet all requirements, however with so much rapid change in virtually every jurisdiction, vendors appreciate you sharing your expertise on your specific jurisdictional needs.
- Ensure the inspector has clear knowledge of the site and course location. Provide course location maps and reliable contact options to help prevent any unnecessary need for the inspector to wander around the facility. This is especially important for those sites with limited cell service.
- As usual, inform the inspector of any potential issues with or concerns about the course or equipment prior to their arrival.
- All operational documentation that is usually reviewed at the site should be provided electronically to your vendor at least (5) days prior to the scheduled inspection.
- Provide a copy of your most recent inspection report if the contracted vendor did not inspect it the previous year.
- Ensure there is a private restroom and water station cleaned and ready for use by the inspector during their time on your facility. The inspector will be traveling to multiple sites, and by minimizing potential transmission to the inspector you are also helping to protect the next sites they visit.



Considerations While On-Site:

Minimizing contact/respecting social distancing with the inspector while on site.

- There should be one (1) point of contact with the inspector. Ensure no others will be present during the inspection.
- Reduce the number of touch points for the inspector. All gates, locks, or buildings should be open as needed for access to the location, course, and equipment.
- Maintain a minimum distance from the inspector at all times. This typically means at least six feet (6').
- If wearing a mask or cloth face covering is required by your jurisdiction, please do so.

Minimizing staff and participant contact with the course and equipment.

- Preferably, the course should not have been in use for **the previous seven (7) days** prior to the inspection. CDC Guidance states that the virus that causes COVID-19 has not been shown to survive on any surfaces longer than this time³. This ensures that any surface of the course or equipment that the inspector may need to come into contact with is virus-free. If a seven (7) day window is not feasible, the longer the window is the better, and courses and equipment should be completely free of contact for 72 hours/3 days at minimum (see page 18).
- Any periodic internal monitoring (internal inspections) by staff that take place within the seven (7) day window prior to the external professional inspection, should be strictly visual in nature.
- What if the course or equipment has not been used since last season/in the last several months?
 - ↳ It is preferred that the equipment is left in a long-term storage location for the inspector to access. You should not pull or lay out any equipment prior to the inspector's arrival.
 - ↳ Access ladders, if needed, should be unlocked but left on the ground or racks for the inspector to install.
- What if the course has been used in 2020 but not in the previous seven (7) days?
 - ↳ The equipment should be left in place as it is usually stored. This includes rescue bags or other items that may be left on the course during your season of operation.
 - ↳ None of the equipment should have been touched or used by staff or participants in **the previous seven (7) days**.
 - ↳ Access ladders, if needed, should be unlocked but left on the ground or racks for the inspector to install.
- What if someone has inadvertently come into contact with the course or equipment within seven (7) days?
 - ↳ Notify your vendor that this has happened. They are responsible for managing the risk of their employees and need to be aware that this has occurred.
 - ↳ Depending on how much contact was made, they may reschedule your inspection to allow for a new window, or they may simply request that anything that has had contact be appropriately cleaned prior to the inspector's arrival.

Communication with your vendor is key to helping everyone manage the risk of contamination or infection as best as possible. The above items help everyone lower their risk while accomplishing a critical step to reopening.

**"SPECTACULAR ACHIEVEMENT IS ALWAYS
PRECEDED BY UNSPECTACULAR PREPARATION."
-ROBERT SCHULLER**

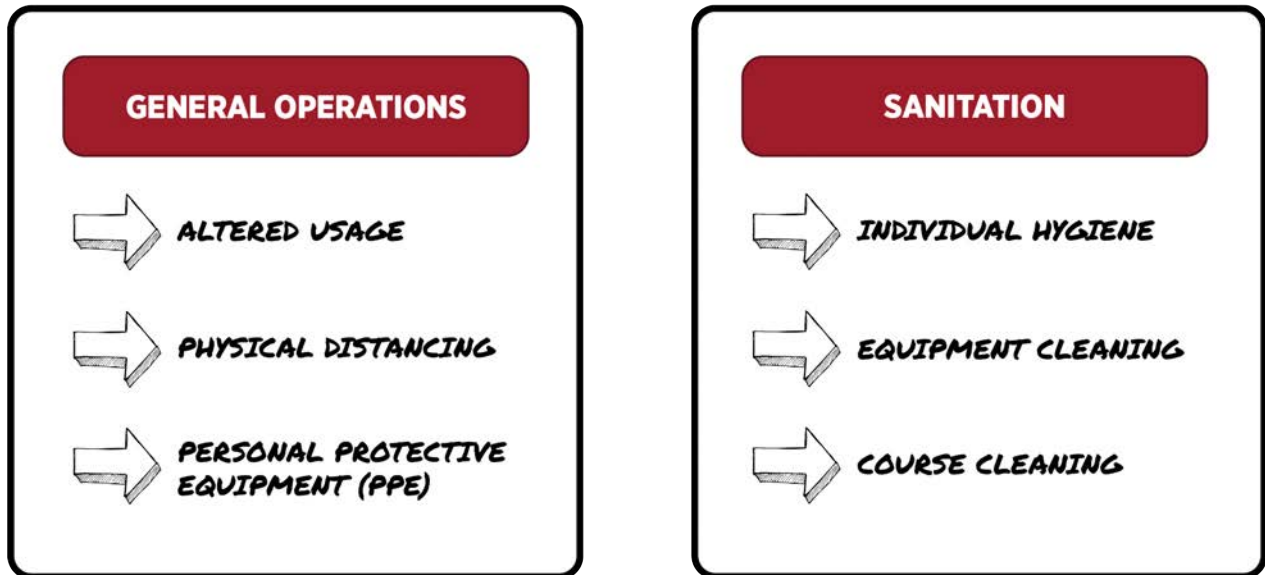
³ Centers for Disease Control & Prevention (2020) *Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Schools, and Homes* (CDC Publication CS316485C). Retrieved from Centers for Disease Control & Prevention website: https://www.cdc.gov/coronavirus/2019-ncov/community/pdf/Reopening_America_Guidance.pdf

SECTION 3: REVISED POLICIES & PROCEDURES



Developing an entire new set of procedures for your operations can be daunting to say the least! The good news is that your core policies and procedures are probably not going to change. Participant requirements, life safety system management, safety commands, and other critical components of course usage are a constant. They must not be altered without careful thought and consultation with qualified professionals who understand course design, program design, and manufacturer's requirements. For most courses this will be accomplished through collaboration of in-house staff (including the qualified Qualified Course Manager) and your professional vendor who is familiar with your course.

Here are some major areas for you to consider as you revise your policies and procedures to mitigate COVID-19 risks:



We'll provide strategies for each of these six (6) areas in the upcoming pages. Based on the specific requirements for your course that you're working within, you can use these strategies as resources to build your plan.

**"THE WORLD AS WE HAVE CREATED IT IS A PROCESS
OF OUR THINKING. IT CANNOT BE CHANGED
WITHOUT CHANGING OUR THINKING."
-ALBERT EINSTEIN**



GENERAL OPERATIONS – ALTERED USAGE

This section outlines the ways an organization may be able to modify their course usage to help stop the spread of the COVID-19 virus while still providing a challenge course experience for their clients. Your vendor may also be able to assist in the development of a programming model for altered usage.

STRATEGY: Reduced course usage to allow for cleaning

- One ½ morning and one ½ afternoon group vs. two morning and two afternoon groups; clean high touchpoints in between groups
- Pattern programming - DAY 1: One morning and one evening group, clean course in the afternoon Day 2: One afternoon group; clean in morning and evening

STRATEGY: Reduced course usage to allow for time of non-use between users

- One group per day on a high course vs 2+ groups per day
- Alternating routes used on climbing walls (EX: day one use route #1 & #3, day two use routes #2 & #4)
- Alternating sides used on multi-sided climbing towers by group or day
- Alternating sections/routes of a high ropes course or aerial adventure course that are opened daily

STRATEGY: Combine reduced individual course usage with patterned usage of the full course and cleaning (*if multiple elements are available*)

- Day 1: Climbing wall routes #1 & #3, high course route A, single zipline or zipline tour section A; clean all high touchpoints daily (EX: entry, exit, transfer stations)
- Day 2: Climbing Wall routes #2 & #4, high course route B, single zipline or zipline tour section B; clean all high touchpoints daily (EX: entry, exit, transfer stations)

All options for altered usage will require lower course capacity than is probably typical, as well as more staff time cleaning the course. Priority may need to be given to participants based on program goals, such as allowing newer campers to have a challenge course experience, allowing “graduating” participants to do their favorite activity one last time, allowing individual family or cabin groups to share an experience by limiting overall availability.





GENERAL OPERATIONS: PHYSICAL DISTANCING

STRATEGIES FOR GENERAL ISSUES:

- Develop protocols for limiting the number of people in buildings, equipment sheds, and other congregating areas. This includes considerations for instances where your participants may need to take shelter, such as in a thunderstorm or other inclement weather.
- If it is normal for your participants to arrive separately and wait until the entire group gets there before beginning, have a waiting area with clearly designated spaces for individuals or small groups to stay apart from one another, yet together as a group.
- Consider using markers (EX: sports cones or ground flags) for spacing out participants for introductory and welcome talks, demonstrations and ground schools, equipment fitting, etc.
- If your course involves waiting in a line for a turn to climb, or to enter the course, have visible markers to help eager participants maintain spacing. Marking an “on deck” area may be another strategy in lieu of a line.
- Develop low and no-touch equipment fitting and handling protocols that allow participants to fit themselves with equipment whenever possible, and for employees to visually assess fit and function rather than using a tactile check, which organizations may want to avoid whenever feasible.

STRATEGIES FOR HIGH ROPES COURSES & AERIAL ATTRACTIONS:

- Respiratory droplets are a known source of virus transmission⁴. Consideration for people standing underneath others where they are at increased risk for droplets to fall on them should be given, especially if face coverings are not being worn. Some strategies include:
 - ↳ Increasing the spacing of participants on entry areas, stairways, and ladders to ensure that there is a large radius around the aerial participant. Think cylinder from the participant to the ground/next solid surface, rather than a 6' bubble.
 - ↳ Limiting the presence of people directly underneath participants while they are participating on the course.
- Limiting individual platform and element capacity on courses is a strategy that some courses are employing. Some examples may be either a one person per element rule, or mandatory empty element between those in use. Most standard course platforms do not have enough space to allow for physical distancing, and courses may want to consider a one person per platform rule.
 - ↳ If a program is allowing family groups to be in closer proximity to each other at the course, these limits may be increased.
 - ↳ If a course is maintaining physical distancing, specific capacities may be appropriate.
- Physical distancing requirements mean that courses may need to temporarily eliminate partner participation on high courses (EX: high-V/wild woozy), or only allow participation on these elements by family groups if the course is allowing for them to be in closer proximity to each other. Individuals may still traverse these activities, and you can also speak with your vendor about installing modifications such as hand lines in the interim.

STRATEGIES FOR CLIMBING WALLS, TOWERS & OTHER VERTICAL ELEMENTS:

- On climbing walls with multiple climbing routes, allow participants to use every other route. Employees will need to monitor participants to ensure they stay on their routes.
- For climbing towers and vertical climbing elements that may accommodate more than one climber per side, limit participation to one climber per side.

⁴ Modes of transmission of virus causing COVID-19: implications for IPC precaution recommendations. (n.d.). Retrieved 16 May 2020 from World Health Organization website: <https://www.who.int/news-room/commentaries/detail/modes-of-transmission-of-virus-causing-covid-19-implications-for-ipc-precaution-recommendations>

GENERAL OPERATIONS: PHYSICAL DISTANCING (*cont'd*)

STRATEGIES FOR LOW COURSES:

- Many familiar low course activities specifically challenge participants by forcing them into close quarters or requiring participants to physically support each other. The inherent design of these “close-quarters” activities makes it impossible to enforce physical distancing with our usual methods of utilization/facilitation. Unfortunately, some activities may need to be temporarily eliminated if a course is either mandated to or is choosing to enforce physical distancing.

Alternative methods of facilitation will need to be explored and developed by the challenge course community to find new ways to utilize these structures. Some ideas to explore:

- ⇒ **On Nitro Crossing/Prouty's Landing:** rather than a platform, have participants land on a disc or spot, then move to additional discs or spots in order to make room for their group members. Add an additional challenge by allowing each spot to only have a certain amount of “touches” by the group.
 - ⇒ **On TP Shuffle:** add more space and extend the element if possible or create a “fishbowl” environment with half the group. Add a limited number of “safe zones” on the ground (marked by hula hoops, rope, or webbing loops) at intervals alongside the activity. The group will need to plan the order of their reorders to allow for there to be enough space for all as they move around and let each other transfer through safe zones. Add an additional challenge by allowing a limited number of touches per safe zone.
 - ⇒ **On Whale Watch:** create a circle around the Whale Watch and designate two points of entry, one on either side of the fulcrum. Have two participants enter, balance, move to opposite sides of the Whale Watch, and keep the whale watch balanced while a third participant enters to the center. The first participant exits while the third participant takes their side of the whale watch and balances with the second participant. One participant at a time enters and exits the whale watch, trading places as they go.
 - ⇒ **On Group Wall:** Use the wall as a wall in a more traditional sense. Divide the group in half and provide a challenge where the two halves need to complete a task in tandem out of sight from each other on opposite sides of the wall. Allow the group to designate one or two members to be stationed at the top of the wall in a coaching position. Maybe limit the number of “hints” these coaches are allowed to provide to their team. What's the task? You decide – time to get creative!
- Be sure that a qualified person familiar with your organization's policies and procedures helps to assess any alternate facilitation methods employed in order to help ensure:
 - ⇒ Appropriate physical distancing
 - ⇒ Appropriate inclusion of PPE as needed
- Portable activities are likely to see an increase in use as we consider how to adapt our traditionally built activities. Some of these activities may be easily adapted to allow for physical distancing. For example, using longer ropes on a bull ring to provide more physical distance, and/or utilizing two bull rings per group (less people per bull ring) to orchestrate a tandem challenge.
- Additionally, how we're challenging ourselves may change. For example:
 - ⇒ Exploring games that are more verbal/auditory rather than physical (rhythm games)
 - ⇒ Exploring games that require synchronicity and communication instead of physical support
 - ⇒ Exploring challenges that build a product that can be done relay fashion, or in duos where one person instructs, and one builds





GENERAL OPERATIONS: PERSONAL PROTECTIVE EQUIPMENT (PPE)

While utilizing your course, it is important to follow the guidelines/mandates from your Authority Having Jurisdiction (AHJ) in the use of pandemic-specific PPE while operating, while not increasing the inherent risk to your participants. Here are some suggestions for utilization of this PPE while employees or participants are utilizing your course. Please remember to check with your vendor/course manufacturer to discuss any changes in operational procedures or additional equipment.

Any PPE used to protect against COVID-19 has the potential to be contaminated with the virus during the course of use. All items should be treated as though they are contaminated, and a higher grade of PPE (and caution) should be used when handling reusable gloves or face coverings that have been used.

Be sure to develop a written employee protocol and training for washing reusable gloves or cloth face coverings, as well as for the removal and disposal of non-reusable items. When cleaning any items that have been used, employees should wear disposable gloves that are discarded after use.

STRATEGY: Washable/reusable gloves for participants & employees.

- It is notable that the CDC states that wearing disposable gloves “outside of cleaning and caring for someone who is sick “will not necessarily protect you from getting COVID-19 and may still lead to the spread of germs”⁵. Gloves may give a false sense of security, and lack of changing gloves between contact with surfaces or touching the face while wearing gloves may lead to transfer of the virus.
- If a course chooses to utilize gloves as a personal protection against the virus, it should **only be in addition to handwashing/sanitizing**, and gloves should not be allowed to be utilized between distinctly different areas.
- Suggested participant glove protocol includes:
 - ↳ Thorough handwashing/sanitizing before gloves are handled by any person, and before being put on by participants.
 - ↳ Requiring participants to remove gloves immediately following the conclusion of their climb or at the conclusion of their participation in a group belay.
 - ↳ Having a designated glove collection bin immediately adjacent to the participant exit to the course and/or belay stations. Consider using a container filled with water and detergent to collect reusable gloves.
 - ↳ Requiring a participant to thoroughly wash/sanitize their hands immediately after removing their gloves.
 - ↳ Requiring participants **and staff** to use new gloves when climbing a different route or utilizing or working on a distinctly different section of the course.
 - ↳ Creating a protocol for glove changing in the event of face-touching, sneezing into hands, etc. Courses may consider having employees carry spare gloves, bags for quarantine, and hand sanitizer, especially in high environments.
- Any fabric or leather gloves required by your course vendor or manufacturer to protect from physical hazards of participation **must still be utilized** unless you get written permission to alter your policies and procedures from an authorized representative of the company who has placed the requirement. Leather gloves can be effectively cleaned with soap and water between uses⁶.
- Any gloves worn must fit properly and not adversely affect the participant or employee’s use of the course specific equipment (EX: getting caught in connectors, pulleys, or element apparatus).
- Any essential task that needs to be completed in gloves should be practiced in gloves and any revision to policy should be documented.

⁵ When to Wear Gloves (n.d.). Retrieved 15 May 2020 from Centers for Disease Control & Prevention website: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/gloves.html>.

⁶FRC Safety During COVID-19: Disinfecting Leather Gloves (2020, April 1). Retrieved 15 May 2020 from Tyndale USA website: <https://tyndaleusa.com/blog/2020/04/01/frc-safety-during-covid-19-disinfecting-leather-gloves/>.

GENERAL OPERATIONS: PERSONAL PROTECTIVE EQUIPMENT (*cont'd*)

STRATEGY: Cloth face coverings (or masks)

- CDC recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain⁷.
 - ↳ ADDITIONAL SAFETY NOTE: Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the cloth face covering without assistance.
- Depending on jurisdictional requirements, organizational policies, location of activity, and expected proximity, the requirements on who must wear face coverings and when may change. The following situations and recommendations were presented by a representative from the Association for Camp Nurses⁸
 - ↳ Participants and employees should wear face coverings when interacting indoors.
 - ↳ A group of participants that interact with each other on an extended basis, specifically youth in camp settings, may forego face coverings when in their group, however it is recommended that employees wear face coverings when interacting with these groups.
 - ↳ Employees that are able to maintain social distance from participants should have a face covering immediately available to them in the event that they need to come in closer proximity to a participant (EX: clipping a participant in or out of a course, performing a rescue).
- Some courses are planning to allow their employees to wear bandanas or neck gaiters that can be kept around the neck when employees are able to be socially distanced, but that can be pulled up when employees need to be in closer proximity to another person. In this instance, it is recommended that employees be trained to manipulate the face covering from the areas below the ears, rather than touch the front/mouth area of the face covering.
- Assuming that cloth face coverings haven't been exposed to contact (including coughs and sneezes) by others, the cloth face cover may be washed on a daily basis before reuse, as opposed to more frequently⁹.
- Protocols should be developed for removal and replacement of a face covering in situations where a face covering is contaminated by another person while in use.
- It is important to ensure that face coverings do not increase risk:
 - ↳ Cloth face coverings or masks shouldn't limit vision
 - ↳ It should be considered whether face coverings should be worn in situations where there is a high level of physical activity, and a face covering might obstruct breathing. Consult with your risk management and management professionals within your organization to decide your organization's position.
 - ↳ Consider situations where cloth face coverings or masks that attach via ear loops may be preferable for participants, vs masks that go around full head or neck (ex: gaiters). Consult with your risk management and management professionals within your organization to decide your organization's position
 - ↳ Cloth face coverings should not be worn in water. Yes, it needs to be said.

⁷ Centers for Disease Control & Prevention (2020) *Use of Cloth Face Coverings to Help Slow the Spread of COVID-19* (CDC Publication CS316353B). Retrieved 15 May 2020 from Centers for Disease Control & Prevention website: <https://www.cdc.gov/coronavirus/2019-ncov/downloads/DIY-cloth-face-covering-instructions.pdf>.

⁸ The Alliance Collaborative, *Returning to Normalcy: Preparing to Open Roundtable Discussion* (2020, 12 May) Retrieved 15 May 2020 from The Alliance Collaborative website: https://us02web.zoom.us/rec/play/6cApc--rpjg3T4GStgSDAfN-W9W9f6-s1nAe_EFyUvkV3AHYFWhZbsRMLC11MQBtjlihzQT3lUr6kpi?autoplay=true.

⁹ *Tips on how to wear and care for your cloth mask* (n.d.). Retrieved 15 May 2020 from Mayo Clinic website: <https://newsnetwork.mayoclinic.org/discussion/tips-on-how-to-wear-and-care-for-your-cloth-mask/>.

**GENERAL OPERATIONS: PERSONAL PROTECTIVE EQUIPMENT (cont'd)****STRATEGY: Face shields (clear plastic shield that protects the wearer's entire face)**

- Face shields provide protection, especially eye protection, in situations where it is necessary to be in close proximity to another person (within 6 feet / 2 meters).
- Courses may want to consider employing face shields specifically in the following situations:
 - ⇒ During equipment fitting or checks
 - ⇒ During situations where employees are required to perform safety system transfers for others
 - ⇒ During retrievals, emergency rescues, or otherwise assisting participants in close proximity
- Face shields should be sanitized often, at minimum between groups, as the virus is not only spread through sneezing or coughing. COVID-19 may be spread by droplets dispersed by talking¹⁰.
- Employees must avoid touching the outside of a face shield when removing or adjusting it.

STRATEGY: Ready to deploy PPE for employees

- Consider having PPE that is specific to staff rescue bags if gloves/masks/face shields are not otherwise in use, or if your site-specific requirements dictate that employees must use medical/higher grade PPE when in close contact with others. Be sure to include sets of any additional PPE for the participant (i.e. face covering, gloves) if they are not already required to wear it, and an isolation bag for any used PPE.

STRATEGY: Mitigating potential issues caused by shoes – a crossover issue

- Because respiratory droplets fall to the ground, and we walk on the ground, there is evidence that shoes may be a mode of transportation for the virus in hospital settings⁴. It is worth noting, however, there are no studies currently available regarding the transportation of the virus on shoes in an environment typical to an outdoor course. There is potential for risk here, but the level of risk is currently unknown. For those operations concerned about the transmission of the virus by shoes, we offer the following strategies:
 - ⇒ On courses accessed by ladders, participants may be required to sanitize their hands after climbing a ladder, and wash or sanitize their hands immediately after descending a ladder.
 - ⇒ For courses who are planning on providing their participants with gloves, it may be desirable for the gloves to be provided to the participants after they have ascended to the course and sanitized their hands, but before participating on the first element of the course.
 - ⇒ For courses that have elements where hands and feet are regularly in contact with the same surfaces, the course may want to consider a procedure to sanitize the soles of climbers shoes immediately before ascending, or eliminating these elements for the time being until there is data available on ground to shoe transmission in an outdoor environment.

¹⁰ Centers for Disease Control & Prevention (2020) *What you should know about COVID-19 to protect yourself and others* (CDC Publication CS314937A). Retrieved 15 May 2020 from Centers for Disease Control & Prevention website: <https://www.cdc.gov/coronavirus/2019-ncov/downloads/2019-ncov-factsheet.pdf>.



SANITATION: INDIVIDUAL HYGIENE

Individual hygiene, especially good handwashing, is critical to limiting the spread of the virus¹¹. This will mean both employees and participants participation in regimented hygiene protocols.

- Ensure that all employees have been trained on the benefits of handwashing, and on how to properly wash their hands. This may seem like an unnecessary step, however a 2018 study by the USDA found that American attempts at handwashing resulted in a whopping 97% failure rate¹²!
 - ↳ [The Benefits of Handwashing](#), Government of Canada
 - ↳ [When and How to Wash Your Hands](#), Centers for Disease Control & Prevention
- If you are utilizing hand sanitizer, ensure that it contains greater than 60% ethanol or 70% isopropanol¹³, and that all employees have been trained to understand the proper way to utilize hand sanitizer (yes, you can use it incorrectly):
 - ↳ [When and How to Use Hand Sanitizer in a Community Setting](#), Centers for Disease Control & Prevention
- Consider posting signs reinforcing good handwashing habits, as well as instructing participants on any requirements for handwashing/individual hygiene while they are at your facility. The Centers for Disease Control & Prevention has [many posters, ready for you to download and print](#).
- Ensure there are adequate supplies and facilities available for both employees and participants.
 - ↳ Aim to have handwashing or hand sanitization stations no more than 100' away from your course(s).
 - ↳ Consider your expected volume and provide enough stations to accommodate that, spaced at least 10' apart from each other to allow space for traffic as people come and go from the stations.
- Remind participants about important hygiene related issues:
 - ↳ Reinforce the need for handwashing, specifying exactly when it is expected.
 - ↳ For youth, remind them about proper hand washing/hand sanitization techniques.
 - ↳ Remind participants about coughing and sneezing into elbows, avoiding touching their face, proper disposal or containment of hand towels, gloves, and other sanitation or PPE items that have come into contact with the hands.
- Ensure that your facility care is not compounding the issue. People need clean facilities to get clean hands, and it is critical that restroom facilities and water stations be kept clean and are attended to regularly. It's not pleasant to talk about, but viral shedding via fecal matter is present in people infected with the virus – and that includes people who are asymptomatic¹⁴. You do not want your restrooms or water stations to be the epicenter of virus spreading. Make a plan to clean your restroom facilities and any water stations on an accelerated schedule, with EPA cleansers approved for coronavirus.
 - ↳ [Cleaning and Disinfecting Your Facility](#), Centers for Disease Control and Prevention.
- Everyone should be washing or sanitizing their hands well **every time** before and after coming into contact with the course or equipment, including immediately prior to putting on gloves.
- Strictly monitor to ensure that everyone is participating in hand washing/hand sanitization prior to touching any piece of equipment or part of the course.

¹¹ *Show Me the Science - How to Wash Your Hands*. (n.d.). Retrieved 16 May 2020 from Centers for Disease Control and Prevention website: <https://www.cdc.gov/handwashing/show-me-the-science-handwashing.html>

¹² *Millions of Americans With Dirty Hands Are Spreading Dangerous Bacteria*. (n.d.). Retrieved 16 May 2020 from the United States Department of Agriculture website: <https://www.usda.gov/media/blog/2018/06/28/millions-americans-dirty-hands-are-spreading-dangerous-bacteria>

¹³ *Hand Hygiene recommendations*. (n.d.). Retrieved 16 May 2020 from Centers for Disease Control and Prevention website: <https://www.cdc.gov/coronavirus/2019-ncov/hcp/hand-hygiene.html>

¹⁴ Yifei C., Liangjun C., Qiaoling D., Guqin Z., Kaisong W., Lan N., ...Zhenshun C. (2020) The presence of SARS-CoV-2 RNA in the feces of COVID-19 patients. *Journal of Medical Virology*. Retrieved from: <https://onlinelibrary.wiley.com/doi/full/10.1002/jmv.25825>



SANITATION – EQUIPMENT CLEANING

The primary method of cleaning any piece of equipment, whether it be metal, textile, or a combination of both, can be found in the specified equipment manufacturers product instructions. If you do not have a copy of your manufacturer's information for a piece of equipment, please visit the manufacturer's website for the most up to date product instructions. If the information is not available on their website, contact your professional vendor or the manufacturer. [This living document](#) that compiles current information from various manufacturers can be consulted. A list of contacts for major manufacturers is also included in the appendices of this document.

The manufacturer's requirements for cleaning your equipment must always be followed. If a manufacturer is providing you with alternate cleaning methods that differ from the methods distributed with their product or on their website, be sure to get the recommendations in writing, and file it with other information about your equipment.

GENERAL EQUIPMENT CLEANING INSTRUCTIONS

- First, remove all contaminants and build-up (dirt, grease, etc.) from the piece of equipment, then fully clean the entire product with a solution of plain water and mild soap. "Mild soap" is defined as soap that is pH neutral (6.5 – 7.5) and is recommended because such solutions generally provide the best material compatibility profile and good soil removal¹⁵. Because liquid dish soaps are formulated to be used by hand, mild dish soap is a common choice.
- When washing, do not use any abrasive cleaning tools.
- ***You must never use any chemical other than mild soaps (including bleach, rubbing alcohol, hydrogen peroxide, Lysol/Clorox wipes, or other disinfecting products) that are not expressly authorized in writing by the equipment manufacturer.***
- The use of warm water is permitted. The general recommended temperature for equipment cleaning is 30°C/86°F, but in the special circumstances of COVID-19, temperatures up to 60°C/140°F are allowable and reduce the strength of the equipment by approximately 2%¹⁶.
- Handwashing or the use of a bladeless load agitated washing machine is allowable, however the machine must be free of other detergents before use, containing the equipment in a mesh bag is recommended, and the maximum temperature cited above must not be exceeded.
- Allow equipment to dry outside or in a well-ventilated area. Avoid prolonged time in direct sunlight unless it is allowable by the equipment manufacturer. Do not machine dry equipment under any circumstances.



Additional methods of cleaning equipment have been considered and, while effective, some may have a negative effect on the longevity or structural integrity of the equipment. Some methods may only be used a limited amount of times and are not practical in a high-use environment such as a challenge course or aerial attraction. Other methods seem to have promise but are as of yet untested and are not yet approved by manufacturers (for example, steam disinfection). These methods therefore are not our currently recommended practice.

When possible, do not share fall protection equipment amongst staff or participants. If sharing equipment is unavoidable, clean equipment using the guidelines above before transferring equipment to another user. Plan accordingly for the necessary time for equipment to air dry before re-distributing equipment for use.

¹⁵ What Are Neutral Cleaners? (n.d.). Retrieved 16 May 2020 from Environmentally Sensitive Solutions website:

https://www.neutralcleaner.com/website/?page_id=156

¹⁶ Acevedo Rivera L. (2020, April) Recommended Disinfection Methods for Personal Protective Equipment (PPE) for Adventure Courses, Provided by Dr. Luis D. Acevedo Rivera. Available at <https://www.thealliancecollaborative.com/covid19-resources>



SANITATION – EQUIPMENT CLEANING (cont'd)

When cleaning your challenge course fall protection equipment as discussed previously is not possible, equipment may be able to be isolated, and then used on a rotational basis after 48 to 72 hours without contact.

VIALBLE LIFESPAN OF SARS-COV-2 (COVID-19) ON VARIOUS MATERIALS¹⁷



While there are preliminary studies and reports that show exposure to sunlight shortens the lifespan of the new coronavirus^{18 19}, no conclusive, peer reviewed studies have yet been released. Until there is conclusive evidence that sunlight has a negative effect on the lifespan of the virus on surfaces, as well as what the exact effect to the SARS-COV-2 lifespan actually is, we recommend utilizing proven methods to ensure your equipment is sanitary.

¹⁷Woodward, A., Gal, S., (2020, April 7) *One chart shows how long the coronavirus lives on surfaces like cardboard, plastic, wood, and steel.* Retrieved 16 May 2020 from Business Insider website: <https://www.businessinsider.com/coronavirus-lifespan-on-surfaces-graphic-2020-3>

¹⁸Merow, C., Urban, M., (2020, April 16) *Seasonality and uncertainty in COVID-19 growth rates.* Retrieved 16 May 2020 from MedRxiv website: <https://www.medrxiv.org/content/10.1101/2020.04.19.20071951v1.full.pdf+html>

¹⁹ *Sunlight and humidity kill coronavirus the fastest: US scientists* (2020, April). Retrieved 16 May 2020 from Al Jazeera website: <https://www.aljazeera.com/news/2020/04/sunlight-humidity-kill-coronavirus-fastest-scientists-200424065853466.html>



SANITATION – COURSE CLEANING

Cleaning your course has the potential to be a big job. Depending on how much contact or close proximity participants have with the actual course structures, your organization may choose to clean a substantial portion of your course or only clean high traffic zones and common touchpoints. Some high traffic/high touch areas to consider include:

- | | |
|--|--|
| ⇒ <i>Ladders - the entire surface</i> | ⇒ <i>Rock holds</i> |
| ⇒ <i>Stair/entry railings</i> | ⇒ <i>Giant swing bars</i> |
| ⇒ <i>Surfaces at entry/exit points or other areas where people pause</i> | ⇒ <i>Handhold ropes and "grab" objects on high and low elements</i> |
| ⇒ <i>Transfer stations for continuous belay systems</i> | ⇒ <i>Terminations of cables that are likely to be grabbed during transfer or while waiting</i> |
| ⇒ <i>Guy or element cables that may be grabbed due to encroachment into a path</i> | ⇒ <i>Ropes used on entries or during a change of levels</i> |

Additionally, your storage room(s) and areas accessed only by employees, and other items specific to employees might also appear on your cleaning list:

- | | |
|---|--|
| • <i>Door handles</i> | • <i>Locks and chains/cables</i> |
| • <i>Exteriors and handles of storage boxes</i> | • <i>Pens, clipboards, and filing containers</i> |
- Never use sanitizing liquids, gels, or other substances on your course. These include, but are not limited to bleach, rubbing alcohol, hydrogen peroxide, Lysol/Clorox wipes, or other products with sanitizing or disinfecting claims. The effect of each of these substances on the life sustaining components of your challenge course has not been evaluated. Importantly, many of these chemicals will compromise material integrity and **knowingly corrode the galvanizing** (zinc coatings) on the metal components. They are used to support critical loads including human life support systems, and not only is it possible for them to be damaged, in many instances will violate manufacturers safety warnings.
 - Until the effects of sunlight and the outdoors on the lifespan of the coronavirus is known, **high traffic/high touch areas of your course should be cleaned periodically, at a frequency dictated by your AHJ and your overall organizational policies for high touch areas.** Depending on other measures that your course has in place, such as glove usage, face coverings, and handwashing policies, cleaning after every group that uses the course, after a specified short period of use, or after a specified number of users may be acceptable.
 - You may want to develop a protocol and portable cleaning kits for isolated instances of contamination, such as someone sneezing or coughing on the face of a rock wall, or other course surface that is in close proximity to their face.



SANITATION – COURSE CLEANING (*cont'd*)

Always consult with your course manufacturer and/or professional vendor before you embark on your new cleaning protocol to make sure that you're not doing anything that will harm course components. They may also have specific advice or products that can help you do the job.

GENERAL COURSE CLEANING INSTRUCTIONS

- First, remove all contaminants and build-up (dirt, grease, etc.) from the area/component of the course that you're cleaning, then fully clean the entire product with a solution of plain water and mild soap. "Mild soap" is defined as soap that is pH neutral (6.5 – 7.5) and is recommended because such solutions generally provide the best material compatibility profile and good soil removal. Because liquid dish soaps are formulated to be used by hand, mild dish soap is a common choice.
- Use soft items to lightly scrub any high traffic zones and common touchpoints. Mitts, such as those typically used to wash a car, will be easier to manage at height and avoid drop.
- Areas cleaned with soap should be rinsed/sprayed with plain water after cleaning to avoid buildup and attraction of contaminants.
- Let the course component air dry. Application of heat or fans should be unnecessary.
- **ADDITIONAL SAFETY NOTE:** If you are taking buckets or other items up onto the course that are not normally present, be sure to secure them well and/or avoid having people walk underneath you. Not only will they avoid having an item potentially drop on them, they'll also avoid getting wet from a drippy course. Also, a lot of bucket handles aren't as strong as you think – fair warning!

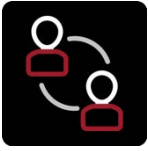
If cleaning your challenge course elements or structures as described above is not possible, challenge course structures may be able to be used on a rotational basis following 48 to 72 hours of non-use.

- No studies have been released regarding the lifespan of SARS-COV-2 on zinc galvanized surfaces. Previous studies examining the lifespan of other viruses have shown that zinc surfaces may have mild antiviral activity, although notably less antiviral activity than copper²⁰.
- Do NOT use sanitizers or other disinfectants on galvanized and zinc-plated metals.

Course managers should contact their local health department for regional requirements and recommendations for COVID-19 specific cleaning, and use of playgrounds and attractions.

²⁰ Warnes, S., Little, Z., Keevil, C., (2015, November) Human coronavirus 229E Remains Infectious on Common Touch Surface Materials. Retrieved 16 May 2020 from National Center for Biotechnology Information website: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4659470/>

SECTION 4: STAFF TRAINING



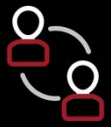
Due to shelter-in-place and other restrictions, many courses and vendors were unable to adhere to their usual staff training schedule. It remains critical that prior to utilizing/opening their course, operations ensure that they meet industry standards. Providing an annual training by a qualified person to those employees who have not received an annual training is a critical step to making sure that your staff are ready to take care of your participants on the course.

The following basic information is aimed at making the current COVID-19 training process easier, and limiting the time spent on site by the trainer. Less time and contact while on-site reduces the risk of infection to both your staff and our trainers, as well as helps to protect the next site that the inspector may be visiting.

Prior to your training:

- Your professional vendor should supply you with a policy document outlining company procedures on limiting the spread of COVID-19 through specific management of trainer travel, PPE usage, personal hygiene, and equipment sanitation.
- Ensure that agreements relevant to your training are thoroughly reviewed, and then signed. This includes your inspection proposal and/or liability mitigation agreement document.
- At least two (2) weeks before the training, provide your trainer with operational documentation regarding your site-specific policies and procedures. Be sure to also provide a copy of your organization's COVID-19 policies that impact the use of the course, as those will naturally affect the contents of the training.
- Communicate with the assigned trainer to identify any specific site or jurisdictional requirements you are aware of at the time of scheduling/contracting. Vendors and trainers do their research in order to meet all requirements, however with so much rapid change in virtually every jurisdiction, vendors appreciate you sharing your expertise on your specific jurisdictional needs.
- Ensure the trainer has clear knowledge of the site and course location, as well as their lodging and provided amenities if they are staying on-site. Provide course location maps and reliable contact options to help prevent any unnecessary need for the trainer to wander around the facility. This is especially important for those sites with limited cell service.
- As usual, inform the trainer about the participating trainees, including any potential needs, prior to the trainer's arrival.
- Ensure there is a private restroom and water station cleaned and ready for use by the trainer during their time on your facility.
- Ensure that any additional PPE, sanitation supplies, etc. that the trainer is expecting to be present are on-site and ready for use well before your trainer arrives. ***If the trainer is mandated by law to adhere to certain requirements, or it is against their company policy to work in certain conditions, they may not be able to continue your training.***
- Prepare and provide a few outdoors, open-air classroom environments, including one appropriate to use in the rain. In the event that the training needs to be taken inside, depending on the vendor's company policies, everyone may be required to wear a face covering as preliminary studies have shown that risk of transmission significantly increases in an indoor environment²¹.

²¹ Quian, H., Miao, T., Liu, L., Zheng, X., Luo, D., Li, Y., (2020, April) *Indoor Transmission of SARS-Cov-2*. Retrieved 16 May 2020 from MedRxiv website: <https://www.medrxiv.org/content/10.1101/2020.04.04.20053058v1>



Considerations While On-Site:

Minimizing contact/respecting social distancing with the trainer while on site.

- There should be one (1) main point of contact with the trainer. While the trainer will be interacting with multiple people throughout the course of the training, minimizing contact wherever possible is beneficial to everyone.
- If the trainer is staying on-site, ensure that there is private lodging, including a clean private restroom facility and water station that is kept solely for the trainer's use throughout the length of their stay.
- Reduce the number of touch points for the trainer. Have the main contact or a designated person within the training group be responsible for locking and unlocking all gates, locks, or buildings as needed.
- Maintain a minimum distance from the trainer at all times, unless **they dictate** that the training situation requires closer proximity. This typically means at least six feet (6').
- If wearing a mask or cloth face covering is required by your jurisdiction, please do so.

Minimizing previous contact with the course and equipment.

- Preferably, the course should not have been in use for **the previous seven (7) days** prior to the training. CDC Guidance states that the virus that causes COVID-19 has not been shown to survive on any surfaces longer than this time²². This ensures that any surface of the course or equipment that the trainer may need to come into contact with is virus-free upon first contact. If a seven (7) day window is not feasible, provide the longest window that IS feasible. In any event, the courses and equipment should be completely free of contact for 72 hours/3 days at minimum (see page 18).
- Any periodic internal monitoring (internal inspections) by staff that take place within the seven (7) day window prior to the training, should be strictly visual in nature.
- What if someone has inadvertently come into contact with the course or equipment within seven (7) days?
 - ↳ Notify your vendor that this has happened. They are responsible for managing the risk of their employees and need to be aware that this has occurred.
 - ↳ Depending on how much contact was made, they may reschedule your training to allow for a new window, or they may simply request that anything that has had contact be appropriately cleaned prior to the trainer's arrival.

Communication with your vendor is key to helping everyone manage the risk of contamination or infection as best as possible. The above items help everyone lower their risk while accomplishing one of the last critical steps for reopening.

**"FOR THE THINGS WE HAVE TO LEARN
BEFORE WE CAN DO THEM,
WE LEARN BY DOING THEM."
-ARISTOTLE**

²² Centers for Disease Control & Prevention (2020) *Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Schools, and Homes* (CDC Publication CS316485C). Retrieved from Centers for Disease Control & Prevention website: https://www.cdc.gov/coronavirus/2019-ncov/community/pdf/Reopening_America_Guidance.pdf

APPENDIX A: EQUIPMENT MANUFACTURER CONTACT INFORMATION

Arcteryx

<https://www.arcteryx.com/>
1-866-458-2473

AustriAlpin, Inc.

<https://austrialpin.net/>
info@austrialpin.net

Beal

<https://www.beal-planet.com/>

Black Diamond Equipment

www.blackdiamondequipment.com/
1-800-775-5552
bdmo@bdel.com

Blue Water Ropes

<https://www.bluewaterropes.com/>
1-770-834-7515
info@bluewaterropes.com

CAMP

<https://www.camp-usa.com/>
1-303 465-9429
CLIMBING@CAMP-USA.COM

Climbing Technology

<https://www.climbingtechnology.com/>
+39 035 78 35 95
vendite@aludesign.it

ClimbTech

<https://climbtech.com/>
1-512-308-6440
info@climbtech.com

CMI Gear

<https://cmigearusa.com/>
1-800-247-5901

Cypher

<https://cypherclimbing.com/>
1-801-307-9306
info@cypherclimbing.com

DMM

<https://dmmclimbing.com/>
+44 (0) 1286 872 222
post@dmmwales.com

Edelrid

<https://www.edelrid.de/>
1-844 594-0201
customerservice@edelrid.com

Edelweiss

<http://www.edelweiss-ropes.com/en/>
+33(0)474784474

Fixe

<https://www.fixeclimbing.com/>
+52 222 214 1200
info@fixeclimbing.com

Fusion

<https://www.fusionclimb.com/>
1-909-393-9450
order@fusionclimb.com

Headrush

<https://headrushtech.com/>
1-720-565-6885
sales@headrushtech.com

Headwall Harnesses

<http://headwallharnesses.com/>
1-520-312-6217
headwallharnesses@gmail.com

ISC

<https://www.iscwales.com/>
+44 (0) 1248 363 125
sales@iscwales.com

Koala Equipment

<http://koala-equipment.com/>
+33-0-4-50-97-5019
info@koala-equipment.com

Kong

<https://www.kong.it/>
+39 0341 630506
info@kong.it

APPENDIX A: EQUIPMENT MANUFACTURER CONTACT INFORMATION (cont'd)

Liberty Mountain

<https://www.libertymountain.com/>

1-800.366.2666

sales@libertymountain.com

Maxim Ropes

<https://www.maximropes.com/home/>

1-508-678-8200

Maximropes@teufelberger.com

Misty Mountain

<https://mistymountain.com/>

1-828-963-6688

info@mistymountain.com

New England Ropes

<https://www.neropes.com/>

1-508-678-8200

neropes@teufelberger.com

Perfect Descent

<https://www.perfectdescent.com/>

1-303-953-0874

service@perfectdescent.com

Petzl

<https://www.petzl.com/US/en/>

1-801-926-1500

info@petzl.com

PMI

<https://pmirope.com/>

1-706-764-1437

custserv@pmirope.com

Robertson Harness

<https://robertsonharness.com/>

1-970.682.4470

sales@robertsonharness.com

Rock Exotica

<https://www.rockexotica.com/>

1-801 728-0630

info@rockexotica.com

Singing Rock

<https://www.singingrock.com/>

+ 420 481 585 007

info@singingrock.cz

Skylotec

<https://www.skylotec.com/>

1-303-544-2120

coho@skylotec.de

SMC

<https://smcgear.com/>

1-800- 426-6251

customerservice@smcgear.com

Sterling Ropes

<https://sterlingrope.com/>

1-207-282-2550

shop@sterlingrope.com

Stubai

<https://www.stubai-sports.com/>

+43 5225 6960 0

office@stubai.com

Trango

<https://trango.com/>

1-303-530-3035!

info@trango.com

Wichard

<https://www.wichardamerica.com/>

1-401-683-5055

sales@wichardamerica.com

Wild Country

<https://www.wildcountry.com/>

1-303-444-446

Yates Gear

<http://www.yatesgear.com/>

1-530.222.4606

info@YatesGear.com

Yoke

www.yoke.net

+886-4-2350-8088

albee_chang@mail.yoke.net

APPENDIX B: LIST OF POTENTIAL POLICIES & PROCEDURES

The following is a list of Policies and Procedures that you may want to consider developing for your course. This list is not exhaustive, nor is it mandatory – just sparking ideas for systems that might work for you and your organization.

EMPLOYEE DAILY SELF CHECK POLICY & PROCEDURES

- A policy that addresses the expectation for employees to monitor their own health, and report that this monitoring has taken place. Each organization will need to decide what recordkeeping is appropriate for them. **Please consult with your risk management team** on whether this policy is appropriate for your organization, and how to handle employee health information. Organizations wishing to do an employee health check should consider whether it is better for employees to report health information regularly, or simply that the check was completed and ensure that any appropriate follow up happens.

PARTICIPANT PRE-USE SELF CHECK POLICY & PROCEDURES

- A policy that addresses the expectation for participants to monitor their own health, and report that this monitoring has taken place prior to participating in the program. Each organization will need to decide what recordkeeping is appropriate for them. **Please consult with your risk management team** on whether this policy is appropriate for your organization, and on how to handle participant health information. Organizations wishing to do a participant health check should consider whether it is better for participants to report health information, or simply that the check was completed and ensure that any appropriate follow up happens.

PROCEDURES FOR PARTICIPANT REFUSAL

- An action plan on how your organization will address a participant who refuses to follow policies or procedures. This should be a realistic plan that every employee is trained on, so that everyone in your organization is on the same page and acting in sync with their response. This could also include guidance to employees on how to discreetly notify supervisors that there is an issue and their presence is needed.

COVID-19 OPERATIONS POLICIES & PROCEDURES

- Any adjusted operations practices need to be recorded in written form in order to facilitate understanding and accountability. Operations may want to consider the formulation of a COVID-19 specific addendum to their LOPs, rather than rewriting their standard LOPs in their entirety.

COVID-19 EQUIPMENT CLEANING POLICIES AND PROCEDURES

- A document that specifies organizational policies regarding equipment cleaning. This could be broken down by type of equipment and provide clear instructions on the process of cleaning and drying equipment, as well as when it is considered fit for re-use.

COVID-19 COURSE CLEANING POLICIES AND PROCEDURES

- A document that specifies organizational policies regarding course cleaning. This could be broken down by type of surface, identify high traffic and high touch zones, and provide clear instructions on the process of cleaning, as well as when the course is considered fit for re-use.

CLEANING LOG

- A document to track what equipment and courses were cleaned according to policy, when, and by whom.

APPENDIX C: SAMPLE COURSE PROCEDURES ADDENDUM FOR COVID-19

[NAME OF COURSE] – CLIMBING WALL COVID-19 Procedures Addendum

These procedures are in addition to the standard Local Operating Procedures (LOPs) as outlined in the [NAME OF COURSE] challenge course manuals. These procedures include items that are specific to course operation during the COVID-19 pandemic.

GENERAL

MINIMUM STAFF: X

COURSE RATIOS: X staff to X participants

COURSE MAX CAPACITY: X participants

PHYSICAL DISTANCING PLAN

GROUND: Participants shall remain a minimum of X feet apart. Cones will mark where they circle up upon arrival. They will remain in that position through the duration of the introduction and equipment fitting. At demonstration time they will transition to a set of cones set up at least X' apart near the climbing wall. Following the demonstration, they will be shown the marker that indicates an open route on the wall, and they will be told to line up next to a ground flag behind that marker, spaced at least X' apart until it is their time to climb. After climbing, participants will go back to the demo cones in order to continue to coach and encourage fellow climbers. After all climbs have concluded, participants will return to cones at the intro circle, be instructed how to remove their harness if they have not already removed it, and counselors will help debrief the activity.

ON COURSE: Every other route will be opened for each group and will rotate between odd and even number routes. First group will climb routes #1 & #3, next group will climb routes #2 & #4.

NEW PPE & HYGIENE PROTOCOL ADDITIONS

HAND CLEANING: Participants and employees will wash their hands immediately prior to the program. Participants will have their hands sanitized prior to putting on gloves. Following final equipment check and prior to getting tied in to climb, staff will provide two pumps of hand sanitizer to participant and ensure they disinfect their hands well. Following taking off gloves and placing them in designated container, participants will immediately go to the portable sink to wash their hands.

GLOVES: Once the sanitizer is dried, staff will provide the participant with reusable gloves to wear while climbing. After climbing, participant will remove gloves and place into the designated bucket filled with water and detergent.

FACE COVERINGS: Employees will wear cloth face coverings or masks for the duration of the program. Employees speaking to the large group may remove their mask to talk, provided that they are a minimum of X' away from any other person.

PROTOCOLS FOR STANDARD PPE

PARTICIPANT PPE FITTING: Each participant will have their own set of PPE, which will not be shared. Employees will verbally coach participants on how to fit gear on themselves. If participants need assistance, they will be helped by their counselor. Final checks will be visual and performed by the employees, requiring a pull-down check for the harness and head-shake test for the helmet.

PARTICIPANT PPE CLEANING: Following conclusion of their climb, participants will drop their harnesses into one designated bin, and their helmets into another. After the end of the program, the employees will don medical or cleaning gloves, fill the glove, helmet, and harness containers with water and X tablespoons of mild dish soap. They will wash, rinse, and dry each piece of gear according to the [NAME OF COURSE] COVID-19 Equipment Cleaning Policies & Procedures.

APPENDIX C: SAMPLE COURSE PROCEDURES ADDENDUM FOR COVID-19 (cont'd)

EMPLOYEE PPE: All employees will utilize one set of PPE per program (helmet, harness, belay gloves) and will not transfer equipment to another employee. Employee harnesses and helmets will be washed, rinsed, and dried according to [NAME OF COURSE] COVID-19 Equipment Cleaning Policies & Procedures prior to re-use by any person. If an employee prefers, rather than washing/sanitizing their hands multiple times, they may wear nitrile (non-latex) gloves underneath their belay gloves to reduce likelihood of viral transmission to themselves. All gloves must either be disposed of or washed at the conclusion of each program, including belay gloves.

SANITATION FOR ADDITIONAL EQUIPMENT

ROPES: All ropes are to be washed, rinsed, and dried according to the [NAME OF COURSE] COVID-19 Equipment Cleaning Policies & Procedures before being used with another group.

BELAY DEVICES: All belay devices are to be washed, rinsed, and dried according to the [NAME OF COURSE] COVID-19 Equipment Cleaning Policies & Procedures before being used with another group.

SANITATION FOR THE COURSE

Prior to another group utilizing the Climbing Wall, either:

- 1) All handholds on routes used during the course of the program will be washed according to [NAME OF COURSE] COVID-19 Equipment Cleaning Policies & Procedures

OR

- 2) A 72 hour / 3-day period of non-use must occur for the routes used.



APPENDIX E: SAMPLE EMPLOYEE DAILY SELF CHECK POLICY & PROCEDURES

[NAME OF COURSE] EMPLOYEE DAILY SELF-CHECK POLICY & PROCEDURES

Each day prior to commencing work, each employee on the course shall:

1. Have their temperature checked or check their own temperature with a no contact thermometer provided at the course
 - a. Acceptable temperatures are BELOW 100.3 degrees
2. Do a daily self-screening for symptoms of COVID-19
 - a. Symptoms include fever, cough, shortness of breath, sore throat, runny nose, body aches, loss of or reduced sense of smell, nausea, vomiting, chills or fatigue.

Performing a self-check at home is also acceptable, as long as the employee reports that the check has been completed. A reference sheet and log for checks shall be present at the course.

If the employee has no symptoms, they will log that they have completed their self-check.

In the event that there are one or more symptoms present, the employee shall immediately report their symptoms to a supervisor, who will work with the employee and other qualified parties to determine whether the employee should remain at work that day.

In recognition that the symptoms of COVID-19 are many and varied, the presence of one or two minor symptoms may not result in an employee being removed from work (*EX: runny nose could be seasonal allergies*).

In the event that any one of the following symptoms is present, the employee shall not work that day:

- Fever
- Repetitive cough
- Shortness of breath
- Vomiting
- Chills
- Fatigue

If the employee is presenting multiple symptoms suddenly, or if symptoms persist beyond one day, the employee [shall/may] get tested for COVID-19. If any employee gets tested, results shall be received prior to the employee returning to work. In the event that testing is not available, or if the employee prefers not to be tested, the employee [shall/may] participate in a period of isolation for 14 days prior to returning to work.

NOTE: Per the FFCRA Act, employees who are waiting for results of a test or who are quarantining as described above shall be provided with paid sick leave. Please refer to the USDOL FFCRA Act poster distributed 1 April 2020 via email, and also posted in the main office.

APPENDIX F: SAMPLE EMPLOYEE SELF-CHECK DAILY LOG

[NAME OF COURSE]
EMPLOYEE DAILY SELF-CHECK LOG

It is the policy of [NAME OF COURSE] that employees perform a self-check for symptoms of COVID-19 prior to commencing their duties for the day.

Please do a self-assessment of the following symptoms:

- ⇒ Temperature above 100.3°F
- ⇒ Cough
- ⇒ Shortness of breath
- ⇒ Nausea
- ⇒ Vomiting
- ⇒ Chills
- ⇒ Achy body/muscle pain
- ⇒ Fatigue
- ⇒ Loss of smell
- ⇒ Sore throat

Once your daily self-check has been completed, please indicate so in the log below:

Name	SUN 7 Jun	MON 8 Jun	TUE 9 Jun	WED 10 Jun	THU 11 Jun	FRI 12 Jun	SAT 13 Jun

Please notify your supervisor privately if you are displaying any symptoms or have any concerns.