



MASSACHUSETTS EXECUTIVE OFFICE OF ENERGY AND ENVIRONMENTAL AFFAIRS

WORKPLACE SAFETY and REOPENING STANDARDS FOR BUSINESSES PROVIDING WHITE WATER RAFTING ACTIVITIES – Phase III, Step 1 July 3, 2020

INTRODUCTION

In accordance with the authority granted to the Secretary of the Executive Office of Energy and Environmental Affairs (EEA) pursuant to [COVID-19 Order No. 43](#) to issue workplace safety standards for operators of and participants in outdoor recreational activities, the following guidelines apply to Businesses Providing White Water Rafting Activities as part of Phase III, Step 1 of the Commonwealth's reopening. Authorized Phase III, Step 1 activities may not begin until Phase III is initiated by Order of the Governor.

In Phase III, Step 1, Businesses Providing White Water Rafting Activities are permitted to operate subject to the limitations set forth below.

This document provides guidance for how to implement general workplace safety standards and other public health guidance ("COVID-19 measures") in the context of outdoor recreational operations in Phase III of the Commonwealth's reopening. Operators who fail to implement applicable COVID-19 measures may be sanctioned in accordance with COVID-19 Order No. 43. Operators are further reminded that in addition to implementing COVID-19 measures in Phase III, they must still comply with all federal, state and local laws.

The public health data and guidance on which this document is based can and does change frequently. The most recent version of this document can be found on the Commonwealth's website, <http://www.mass.gov/>

LIMITATIONS ON OUTDOOR RECREATIONAL ACTIVITIES AND FACILITIES

Businesses providing white water rafting may continue to operate in Phase III, Step 1 provided that the occupants of a raft or kayak be limited to a single reservation group of up to 12 people, including a guide, if applicable.

Operators must implement the following safety measures detailed below.

IMPLEMENTING SAFETY MEASURES FOR YOUR OPERATION

COVID-19 Order No. 33 organizes safety measures into four distinct categories, social distancing, hygiene protocols, staffing and operations, and cleaning and disinfecting. White water rafting operators must ensure that the following COVID-19 Measures to protect consumers and employees.



Social Distancing	<ul style="list-style-type: none"> • All persons, including employees, customers, and vendors should remain at least six feet apart to the greatest extent possible, both inside and outside workplaces • Establish protocols to ensure that employees can practice adequate social distancing • Provide signage for safe social distancing • Require face coverings or masks for all employees and customers
Hygiene Protocols	<ul style="list-style-type: none"> • Provide hand-washing capabilities throughout the workplace • Ensure frequent hand washing by employees and adequate supplies to do so • Provide regular sanitization of high touch areas, such as workstations, equipment, screens, doorknobs, restrooms throughout work site
Staffing and Operations	<ul style="list-style-type: none"> • Provide training for employees regarding the social distancing and hygiene protocols • Employees who are displaying COVID-19-like symptoms do not report to work • Establish a plan for employees getting ill from COVID-19 at work, and a return-to-work plan
Cleaning and Disinfecting	<ul style="list-style-type: none"> • Establish and maintain cleaning protocols specific to the business • When an active employee is diagnosed with COVID-19, cleaning and disinfecting must be performed • Disinfection of all common surfaces must take place at intervals appropriate to said workplace

The application of these measures for businesses providing outdoor recreational experiences and education is detailed below.

I. Social Distancing

- ❖ Outfitters are encouraged to use online registration and online waivers. If online registration is not possible, social distancing guidelines must be followed.
- ❖ Businesses shall establish pedestrian traffic flows to maintain space for social distancing, including delineated 6-foot minimum markings in queues.
- ❖ Stagger lunch and break times for staff, regulating maximum number of people in one place and ensuring at least 6 feet of physical distancing during any meeting.
- ❖ Face coverings are required for all workers and customers in accordance with COVID-19 Order 31: [*Order Requiring Face Coverings in Public Places Where Social Distancing is Not Possible*](#) to prevent against the transmission of COVID-19.
- ❖ Minimize the use of confined spaces (e.g., check-in offices, vehicles) by more than one individual at a time; all employees in such spaces at the same time are required to wear face coverings.

II. Hygiene Protocols

- ❖ Hand hygiene, either handwashing or alcohol-based hand sanitizers must be used at the beginning and end of all activities.



- ❖ Ensure access to handwashing facilities on site, including soap and running water, and allow sufficient break time for employees to wash hands to frequently; alcohol-based hand sanitizers with at least 60% alcohol may be used as an alternative.
- ❖ Supply employees at workplace location with adequate cleaning products (e.g., sanitizer, disinfecting wipes).
- ❖ Post visible signage throughout the site to remind employees of the hygiene and safety protocols.

III. Staffing and Operations

- ❖ Rafts and kayaks are limited to a single reservation group of up to 12 people, including a guide, if applicable.
- ❖ Operators shall stagger start and guest arrival times to ensure each trip has left the check-in location before next trip arrives for registration.
- ❖ Operators must ensure that on-site guest and staff density is maintained to allow for social distancing.
- ❖ Informational Trip Talk video/speech shall be delivered to small custom trips according to social distancing and group size guidelines.
- ❖ Businesses shall establish traffic patterns and limit capacity to maintain social distancing for restrooms and facilities.
- ❖ Outfitting area shall have established traffic flow ensuring one group unit at a time.
- ❖ Staff member(s) shall explain and demonstrate how guests should fit their own PFD and helmet (if required) and explain how to assist a family member in helping one another.
- ❖ If a guest needs a staff member to assist with gear, the staff member will physically assist while wearing a mask and optional eye protection.
- ❖ Transportation should be limited to reservation groups (1 reservation) plus a driver. For larger vehicles, transportation can be utilized by more than one reservation group provided that capacity is limited to no more than 50% of vehicle capacity, distance is maintained between groups such as leaving an unoccupied row/seats between groups and customers, drivers and staff must wear face coverings at all times while in the vehicle. Windows should be opened when feasible to increase ventilation.
- ❖ To ensure adequate spacing between groups, operators should stagger the departure and arrival times of reservation group.
- ❖ Guests are encouraged to “arrive, paddle and leave” - no congregating or loitering before or after the activity.
- ❖ Provide training to workers on up-to-date safety information and precautions including hygiene and other measures aimed at reducing disease transmission.
- ❖ Limit visitors and service providers on site; shipping and deliveries should be completed in designated areas, outside the facility, if possible.
- ❖ Log everyone (name and phone number or name and email address) who comes in contact with site to enable contact tracing, including customers. It is recommended that at least one member per household/car is logged to assist with contact tracing.
- ❖ Employees must stay home if feeling ill.



- ❖ Encourage workers who test positive for COVID-19 to disclose to the workplace employer for purposes of cleaning / disinfecting and contact tracing. If the employer is notified of a positive case at the workplace, the employer shall notify the local Board of Health (LBOH) in the city or town where the workplace is located and assist the LBOH as reasonably requested to advise likely contacts to isolate and self-quarantine. Testing of other workers may be recommended consistent with guidance and / or at the request of the LBOH.
- ❖ Employees who are particularly vulnerable to COVID-19 according to the Centers for Disease Control (e.g., due to age or underlying conditions) are encouraged to stay home.
- ❖ Post notice to employees, workers, and customers of important health information and relevant safety measures as outlined in government guidelines.
- ❖ Employers should take measures to ensure employees comply with all State-issued rules concerning out of state travel for any employer-paid or employer-reimbursed travel.

IV. Cleaning and Disinfecting

- ❖ Require regular and not less than daily cleaning and sanitation of all high-touch areas such as workstations, door handles, and restrooms.
- ❖ Conduct regular and not less than daily cleaning and sanitation of all high-touch areas such as workstations, handrails, door handles, and restrooms. Restrooms should be cleaned and sanitized following the [*EEA COVID-19 Outdoor Recreation Facility Restroom Cleaning Best Practices*](#)
- ❖ All shared equipment and gear (Personal Flotation Devices, helmets, etc.), including vehicles as well as rafts, kayaks, SUP's and paddles must be cleaned and disinfected between trips.
- ❖ Keep cleaning logs that include date, time, and scope of cleaning.
- ❖ In event of a positive case, shut down site for a deep cleaning and disinfecting of the workplace in accordance with current guidance.