



Guest COVID-19 Best Practices Q&A

As a result of the recent and current events in regards to COVID-19, we want our guests to know that we continue to pride ourselves in operating safe and rewarding trips. It is as it has always been, the safety and well-being of our guests is paramount on all of our adventures. Please find a list of commonly asked questions and answers regarding areas that we continue to focus on, improve and monitor.

Guest screening protocols: We have always screened our guests prior to arrival by having them fill out personal information on their Member Agreement to make sure that they are suited for the physical ability level and the type of trip that they are undertaking.

Q: Upon arrival what do you do to make sure a guest is healthy?

WWTrek: We have always performed a daily medical check(s) on each of our guests to make sure that they stay safe & healthy during the trip. We fill out a daily medical chart on each guest, the information & vitals that we collect; Pulse O2 saturation, body temperature, did they take any daily medications?, head ache? general body? Eating? Sleeping? Bathroom? (Normal | Fair | Poor). These questions are each asked and recorded privately in our medical chart for each guest daily as our routine medical check.

Q: What are you doing differently with your medical check(s)?

WWTrek: We will now be doing a baseline medical check upon arrival to make sure that a guest shows up healthy. The main guideline upon arrival will be guest(s) body temperature; Normal human body temp. is between 97.7° and 99.5° if a guest shows up with a temperature over 100° (Example 101°) we would deem this unsafe to continue with the trip. We will also be testing guides and all staff members daily.

Q: Do you have an isolation or evacuation plan?

WWTrek: Upon arrival if a guest showed up with a temperature >100° we would arrange private transportation to the hotel where they would check into their room while we reach out to our medical resource(s) to assess the situation and next steps to follow for the guest's safety. The guest would be assigned a single caregiver and a communication resource (radio or phone) so they can communicate with their caregiver. We would make every effort for the guest to be isolated and comfortable while we assess the situation and communicate with medial control.

Q: What if a guest falls sick during the trip?

WWTrek: We would follow a similar guideline as listed above; **Evaluation-Isolation-Communicate with Medical Command-Transportation** to higher medical care.

Q: Are there local medical facilities throughout the remote areas of your trip in Southern Utah?

WWTrek: Yes from arrival in Las Vegas until departure in Salt Lake City there are medical resources and facilities in all areas of Utah. Here are the medical facilities we have access to in each location:

Medical Centers: Utah Mighty 5 trip

1. Las Vegas has multiple medical centers and EMS services
2. St. George Utah (between Vegas and Zion): Dixie Regional Medical Center (435) 251-1000
3. St. George Utah (Between Vegas and Zion): Corner Clinic Urgent Care (435) 709-8786
4. Hurricane Utah (Between St. George and Zion) Hurricane Valley InstaCare (435) 688-6388
5. Springdale (Zion Entrance) Zion Medical Center (435) 772-3226
6. Garfield Memorial Hospital (Bryce) (435) 676-8811
7. Bryce Valley Family Clinic (Bryce) (435) 679-8545
8. Wayne Community Health Center Torrey Utah (Capitol Reef) (435) 425-3744
9. Moab Regional Hospital (Arches, Canyonlands, Moab Area) (435) 425-3744
10. Price Utah: (halfway between Moab and SLC) Castle View Hospital (435) 637-4800
11. Salt Lake City has multiple Level I medical centers: University of Utah

EMS & Helicopter Air Ambulance services:

12. AirMed (University of Utah Medical Center): (801) 581-2500
13. Life Flight (IMC Intermountain Health Center): (801) 321-3330
14. Gold Cross Ambulance Service: (801) 972-3600

Q: What would your response be for a guest getting sick?

WWTrek: We would follow a simple but direct process for patient care: EIMCT

- **Evaluation:** We determine a guest is showing “symptoms of concern” and we feel it necessary for them to be checked out by a higher level medical resource.
- **Isolation:** We will separate the guest from others. We will check the guest into a hotel room where they are safe and can be distanced from others in a comfortable setting while we evaluate the situation (guest now becomes a patient).
- **Medical Command:** We will reach out to a higher medical resource and consult with them on the patients signs and symptoms, situation, and next steps for us to follow.
- **Transportation:** Arrange transportation with the local EMS services to transport the patient for a hand off to higher medical care.

During the trip:

Q: What are you doing during your trip to help guests remain socially distant from other groups?

WWTrek: The nature of our trips is to be outdoors in open spaces throughout the trip. We are hiking and exploring outdoor areas so it is easier to be distant among ourselves and the general public.

Q: How do you plan on distributing water during the day to guests if one time use plastic bottles are not allowed or preferred?

WWTrek: We use large BPA free water jugs for cold water and electrolytes during the day. Guides will be refilling water bottles for guests and wearing powder-free vinyl food handler's gloves while they are filling water.

Vehicles:

What are your safety and cleaning protocols for the transportation services?

WWTrek: In Utah we own our van(s) and support trailers. Our vehicle safety remains the same as always in regards to transportation. Our vehicles are cleaned daily with cleaners and disinfectants to assure our vehicles are clean and disinfected for our guests each day.

Are you doing anything else in regards to vehicles for guests?

WWTrek: Yes. We are using multiple vans instead of a large coach buses to transport guests. This allows us to fall within the guidelines of smaller group size in the confined space of a vehicle.

Vehicle safety: Each vehicle is equipped with a portable hand washing station. This is a soap and water station where guests can wash their hands before entering our vehicles at any time during the day.

Vehicle safety: On-board each of our vehicles, guest(s) have access to a cleaning caddy. This container includes: Hand sanitizer, hand wipes, biodegradable hand soap, foaming hand soap, Clorox wipes, tissues, bleach wash spray, simple green spray, sunblock, insect repellent and vinyl gloves. Guests can access the cleaning caddy for personal use anytime.

Guest Personal Hygiene Kit: At the start of each trip, guests are given a "TP Kit" which includes: handy wipes, personal sized tissues, hand sanitizer, set of vinyl gloves, and a disposable face mask. This personal kit is concealed in a zip-lock bag that each guest will get to carry in their day pack.

Hotels:

Q: What is the procedure for guest rooms being cleaned?

WWTrek: We partner with the finest properties in each national park area. These properties have protocols listed for cleaning and servicing rooms.

WWTrek: Hotel check-out is at 11:00 am. We typically check-in to our hotels 5:00 pm (or late). This gives Housekeeping Services the necessary time to adequately clean and sanitize rooms prior to our arrival.

WWTrek: Prior to guest arrival our WWTrek Trip Manager calls the hotel to confirm our reservation and group (ETA) arrival time with reception.

WWTrek: Upon arrival our WWTrek guides organize our groups check-in at reception. Guests rooms are checked to make sure they are clean and ready when the guests arrive. When guests arrive, they are given their room key and can report directly to their room.

WWTrek: We recommend that on multi-night stays at lodges, our guests do not use Housekeeping Services to clean their room. Fresh towels and supplies will be available. If a guest prefers to have their room cleaned during their stay, Housekeeping Services are available.

Q: How will guests handle registration at the hotel?

WWTrek: Our guides will be checking into all hotels for our guests. Guests will not need to navigate the lobby or reception. We send a guide early to each hotel to check in for the group and make sure the rooms are ready and clean. Upon arrival the group will be briefed outside when they step out of the vehicle. Guest's can then proceed directly to their room with no need to go into the common areas of the hotel.

Q: How will the guest stay out of the lobby if they are going to their room?

WWTrek: The properties that we use in Southern Utah have individual outdoor entrances. Guests do not proceed down a long indoor hallway to their rooms, each room has a private outdoor entrance. This is a very common way that properties in Southern Utah are designed to allow the guest(s) to enjoy the outdoor and scenic beauty of the area.

Q: Are hotel employees required to wear masks and gloves?

WWTrek: All employees are all wearing masks and gloves required by their local property managers at the hotels. All food service employees are also wearing gloves and masks.

Group meeting space:

Q: For the daily briefing, where will you meet with the groups?

WWTrek: The nature of all of our trips is to be outdoors, we will be conducting our group meetings in open outdoor spaces.

Group meals:

Q: What will you be doing for group meals?

WWTrek: Breakfasts will be a combination of restaurants and self-contained meals. Restaurants are required to abide by the safe social distancing guidelines limiting the amount of occupants in any space at any given time.

Lunches: We provide self-packed picnic lunches for our guest(s). This is standard on active trips so guests can eat when they need to throughout the day depending on how they are personally burning calories and their personal preference. We are always outside in the open spaces during lunchtime along with an amazing view!

Dinners: We will be eating dinners in restaurants and also do private group picnic dinners. Our picnics are self-contained in outdoor beautiful settings. The restaurants we choose are of the highest quality and abide by limited capacity and social distancing guidelines.

- No buffet style meals are served.
- Room service is also available for guests.
- We can also arrange for guests to be seated at smaller table seating's rather than sitting in one big group to abide by restaurant guidelines.

Insuring your Trip:

Q: How can I comfortably sign onto my trip not knowing about the future?

WWTrek: We are currently accepting member agreements with no upfront deposit. We will collect a 10% deposit 60 days prior to departure. Full payment will be due 30 days prior to departure.

Q: Is there insurance I can buy to protect my trip?

WWTrek: We recommend purchasing Ripcord Rescue Travel Insurance, CFAR (Cancel For Any Reason) coverage. Ripcord CFAR insurance will cover all expenses if for any reason your trip needs to be canceled, including flights, trip expenses, trip disruption, or evacuation services. Your Trip Manager can introduce you to a Ripcord representative that can assist you with all your insurance needs.

Thank you, for reviewing our Guest COVID-19 Best Practices Q&A in light of the situation with the COVID-19. We will continue to focus on operating our trips as we always have, with the safety and well-being of our guests at the forefront of all of our adventures. Please feel free to contact me directly at anytime if you have questions on what we are doing, what we can do better or anything regarding your trip.

All the best!



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