



Cumberland Island Ferry Adaptive Recovery Plan

The NPS has prepared a [COVID-19 Adaptive Operations Recovery Plan](#) (Recovery Plan). In accordance with the NPS Recovery Plan, each NPS unit's decision to restore operations, including commercial services, will be through a phased process, informed by the decision of the state or local entity with designated authority from the Governor to enter into a reopening process.

This document outlines how the concession operation will be modified to provide services while applying applicable state and local entity requirements, and CDC public health guidelines such as social distancing and our ability to manage crowds, cleaning/sanitation standards, the availability of necessary personal protective equipment, staff training and awareness, etc.

A major mitigation protocol for ferry operations to resume service at 2/3 capacity (up to 100 passengers plus crew, twice per day) is the requirement of face coverings for all passengers with the exception of those under the age of 2-years or anyone who has trouble breathing, is unconscious, incapacitated or otherwise unable to remove the face covering without assistance.

Compliance for wearing face coverings will be dependent on the success of getting the word out that this is a requirement for boarding the ferry. It is expected that those who choose to ride the ferry are also agreeing to wear a face covering.

Employee Training

- Distribute Covid factsheets to all employees and ensure they have read and understand it;
- Train alternate staff on duties of deck-hands to prepare for staffing shortages due to Covid-19;
- Educate employees about steps they can take to protect themselves at work and at home;
 - Encourage employees to follow any new policies or procedures related to illness, cleaning and disinfecting, and work meetings and travel.
 - Advise employees to:
 - Stay home if they are sick, except to get medical care, and to learn [what to do if they are sick](#).

- Inform their supervisor if they have a sick family member at home with COVID-19 and to learn what to do [if someone in their home is sick](#).
- Wash their hands often with soap and water for at least 20 seconds or to use hand sanitizer with at least 60% alcohol if soap and water are not available. Inform employees that if their hands are visibly dirty, they should use soap and water over hand sanitizer. Key times for employees to clean their hands include:
 - Before and after work shifts
 - Before and after work breaks
 - After blowing their nose, coughing, or sneezing
 - After using the restroom
 - Before eating or preparing food
 - After putting on, touching, or removing cloth face coverings
 - Avoid touching their eyes, nose, and mouth with unwashed hands.
 - Cover their mouth and nose with a tissue when you cough or sneeze, or use the inside of their elbow. Throw used tissues into no-touch trash cans and immediately wash hands with soap and water for at least 20 seconds. If soap and water are not available, use hand sanitizer containing at least 60% alcohol. Learn more about [coughing and sneezing](#) etiquette on the CDC website.
 - Practice routine cleaning and disinfection of frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, and doorknobs. Dirty surfaces can be cleaned with soap and water prior to disinfection. To disinfect, use [products that meet EPA's criteria for use against SARS-CoV-2](#)external icon, the cause of COVID-19, and are appropriate for the surface.
 - Avoid using other employees' phones, desks, offices, or other work tools and equipment, when possible. Clean and disinfect them before and after use.
 - Practice social distancing by avoiding [large gatherings](#) and maintaining distance (at least 6 feet) from others when possible.
- Be aware of mitigation in place for visitors;
- Know and understand how to clean, how often, what to use, and what to clean in all aspects of the operation;
- Train crew in de-escalation techniques so visitors and employees understand messaging and desired behaviors without conflict;

Resources:

[CDC COVID-19 Guidance for Businesses and Workplaces](#)

[What you should know about Covid-19 to protect yourself and others](#)

[What maritime pilots need to know](#)

[How Covid Spreads](#)

Safe Working Environment

- **Monitoring Employee Health**
 - Call in when feel sick and stay home; follow CDC guidelines to come back to work;
 - All ferry crew and staff will be following CDC guidelines to keep themselves safe, i.e. washing hands with soap and water for at least 20 seconds, using hand sanitizer with at least 60% alcohol when soap and water is not accessible, sneezing and/or coughing into a tissue or elbow and washing hands immediately afterwards and discarding the tissue immediately in an appropriate bin; wellness checks before arriving at work to ensure they do not have a fever of 100.4 or higher or are not feeling well, if so they will stay home.
- **What to do if an Employee is Sick or is caring for someone is sick?**
 - Have employee take 'self-check' assessment on CDC website and follow self-isolation and quarantine recommendations if appropriate;(see link What to do if you are sick)
- **Staffing Plan if Critical Employee is Out**
 - If deck-hands are out sick, van tour drivers and/or administration staff can substitute with proper training; if a captain is out, there are alternative captains to operate the ferry; we will notify the park superintendent if staffing falls below a level that will call for changes in operations.
- **Resources:**
 - [What to Do if You Are Sick](#)
 - [Self-Isolation and Self-Quarantine](#)

Social Distancing and other mitigation

Social Distancing will be maintained through signage and barriers which remind guests to keep a minimum of 6-feet from others to prevent gathering in large numbers while checking in for the ferry at the NPS Visitor Center, while waiting to board the ferry at the City of St. Marys dock to go to the island, and at the Sea Camp Ranger Station waiting to board the ferry to come back to the mainland.

Ferry Check-in at NPS Visitor Center (VC)-ferry check-in occurs from the mainland NPS visitor center (VC) where we have worked collaboratively to ensure social distancing by using floor stickers indicating 6-foot distance between visitors, implemented a reduced capacity number in the VC during check-in, created a guided walk with stanchions to further separate crowds, display posters with CDC guidelines with mitigation protocols throughout the check-in line;

reservations are near cash-less and plans are in place to wipe the credit card machine between transactions; one-time use face coverings will be available for purchase in the VC at concession register;

Onboarding at City's Gateway Dock- signs regarding social distancing and the use of required face coverings as well as stickers for the sidewalk and dock will be utilized; boarding will be implemented in stages to prevent crowding on deck and two-way traffic flow;

Onboarding at Sea Camp Ranger Station- working collaboratively with the NPS, we will use social distancing messaging techniques, we will encourage social distancing with stenciled footprints on the dock and tree cookies in front of the ranger station to control crowding. A box of face coverings will be available at the ranger station for those who may have lost their face coverings on the island during their visit; boarding will be implemented in stages to prevent crowding on deck and two-way traffic flow;

Sailing

We are committed to providing a safe and sanitary working environment for all our passengers and staff by:

- Crew will wear protective masks when in close proximity to passengers
- All passengers, crew, and NPS staff and/or volunteers or guests will be required to wear face coverings while on the vessel for the 45-minute duration of the trip to and from Cumberland Island National Seashore;
- Social distancing established where practical on board the vessel;
- Guest will handle their own gear on board the vessel and will be directed by a deckhand as to where to place their gear;
- Soap and Hand Sanitizer will be readily available on vessels;
- Orientation will take place on the boat over the intercom to decrease the amount of time passengers gather and wait to embark; it will include information about mitigation protocols.

We are committed to increasing the vessel sanitation procedures by:

- Good personal hygiene- proper and frequent handwashing;
- Proper pre-boarding cleaning with disinfectant spray with EPA recommended cleaners;
- Snack Bar sanitization with EPA recommended cleaners;
- Cleaning of restrooms with EPA recommended cleaners;
- Cleaning and sanitizing all high touch area's (including; handrails, doorknobs, tables, seats, etc.) with EPA recommended cleaners;
- We will leave all doors open going into the cabin area for more air flow.

Disembarking- We will disembark passengers in stages to prevent crowding; maintain social distance while disembarking; passengers will handle their own gear getting off the boat.

Resources:

[Protect yourselves and others](#)

Cleaning and Sanitizing- What, When, With What

All high touch areas of the ferry will be cleaned with EPA recommended cleaners for Covid-19 after each one-way trip (i.e. wiping down of all railings, tables and benches, and restrooms will be thoroughly cleaned; carts used to haul gear and rental bikes will be cleaned after every use);

Date	9:00am	10:15am	11:45am	2:45pm	3:30pm	4:45pm
Initials						
Ferry						
Doorknobs, Door and Window Handles						
Gangway Railings						
All seating						
Tabletops						
Vessel Railings						
Snack Area						
Date	9:00am	10:15am	11:45am	2:45pm	3:30pm	4:45pm
Restrooms #1 and #2						
Initials						

Faucet and Toilet Handles						
Sink						
Mirrors						
Toilets						
Floor						
Door Handle						
Garbage Containers						
Light Switches						
Other Fixtures						
Date	9:00am	10:15am	11:45am	2:45pm	3:30pm	4:45pm
Bikes and Carts						
Initials						
Handles						
Bike seats						
Date	9:30am					4:15pm
Vans #1-4						
Initials						
Door handles						
All seats						
Windows						
Side walls						
Steering wheel						
PA system						
Directional controls						
Headlight controls						
Volume controls						
Other						

Resources:

[EPA recommended cleaning materials](#)

[How to clean and disinfect](#)

Customer Education and Messaging – All about the Signs

- We will use CDC print resources to educate the public about Covid-19, the symptoms and how to prevent the spread using mitigation protocols like social distancing, hand washing, use of hand sanitizer, covering coughing and sneezing, the required use of face coverings, etc. These posters and factsheets will be posted on the concession website, ticketing site, NPS Visitor Center, City Gateway Dock, ferry, and Sea Camp Ranger Station.
- Messaging to the passengers will be the same as for staff and crew through a variety of means- emails, website, ticketing system, orientation, signage. In addition to the face coverings, passengers will be asked to bring personal hand sanitizer as they would bring bug spray or sunscreen for their trip to the island.
- Ways that we will be protecting our employees and guests will be available on a “Covid-19” page on our website.
- The ferry will announce as part of its safety orientation ways to encourage social distancing and ways to stop the spread of Covid-19 with good hygiene and cleaning protocols.

Resources:

[Social Media Toolkit](#)

[Print Resources](#)

Print Resources being used on ferry, in restrooms, and on website. These will also be used as staff training resources:

Please wear a cloth face covering.



**Maintain a distance of 6 feet
whenever possible.**



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cdc.gov/coronavirus

What you should know about COVID-19 to protect yourself and others



Know about COVID-19

- Coronavirus (COVID-19) is an illness caused by a virus that can spread from person to person.
- The virus that causes COVID-19 is a new coronavirus that has spread throughout the world.
- COVID-19 symptoms can range from mild (or no symptoms) to severe illness.



Know how COVID-19 is spread

- You can become infected by coming into close contact (about 6 feet or two arm lengths) with a person who has COVID-19. COVID-19 is primarily spread from person to person.
- You can become infected from respiratory droplets when an infected person coughs, sneezes, or talks.
- You may also be able to get it by touching a surface or object that has the virus on it, and then by touching your mouth, nose, or eyes.



Protect yourself and others from COVID-19

- There is currently no vaccine to protect against COVID-19. The best way to protect yourself is to avoid being exposed to the virus that causes COVID-19.
- Stay home as much as possible and avoid close contact with others.
- Wear a cloth face covering that covers your nose and mouth in public settings.
- Clean and disinfect frequently touched surfaces.
- Wash your hands often with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer that contains at least 60% alcohol.



Practice social distancing

- Buy groceries and medicine, go to the doctor, and complete banking activities online when possible.
- If you must go in person, stay at least 6 feet away from others and disinfect items you must touch.
- Get deliveries and takeout, and limit in-person contact as much as possible.



Prevent the spread of COVID-19 if you are sick

- Stay home if you are sick, except to get medical care.
- Avoid public transportation, ride-sharing, or taxis.
- Separate yourself from other people and pets in your home.
- There is no specific treatment for COVID-19, but you can seek medical care to help relieve your symptoms.
- If you need medical attention, call ahead.



Know your risk for severe illness

- Everyone is at risk of getting COVID-19.
- Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more severe illness.



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cdc.gov/coronavirus

Share facts about COVID-19

Know the facts about coronavirus (COVID-19) and help stop the spread of rumors.

**FACT
1**

Diseases can make anyone sick regardless of their race or ethnicity.

Fear and anxiety about COVID-19 can cause people to avoid or reject others even though they are not at risk for spreading the virus.

**FACT
2**

For most people, the immediate risk of becoming seriously ill from the virus that causes COVID-19 is thought to be low.

Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more serious complications from COVID-19.

**FACT
3**

Someone who has completed quarantine or has been released from isolation does not pose a risk of infection to other people.

For up-to-date information, visit CDC's coronavirus disease 2019 web page.



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**FACT
4**

There are simple things you can do to help keep yourself and others healthy.

- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- When in public, wear a cloth face covering that covers your mouth and nose.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

**FACT
5**

You can help stop COVID-19 by knowing the signs and symptoms, which can include:

- Fever
- Cough
- Shortness of breath

Seek medical attention immediately if you or someone you love has emergency warning signs, including:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or not able to be woken
- Bluish lips or face

This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.

[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

How to Protect Yourself and Others

Print Resources Web Page: <https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html>

Know how it spreads



- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
- **The best way to prevent illness is to avoid being exposed to this virus.**
- The virus is thought to spread mainly from person-to-person.
 - » Between people who are in close contact with one another (within about 6 feet).
 - » Through respiratory droplets produced when an infected person coughs, sneezes or talks.
 - » These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
 - » Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.

Everyone should

Clean your hands often



- **Wash your hands** often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol.** Cover all surfaces of your hands and rub them together until they feel dry.
- **Avoid touching your eyes, nose, and mouth** with unwashed hands.

Avoid close contact



- **Avoid close contact** with people who are sick.
- **Stay at home as much as possible.**
- **Put distance between yourself and other people.**
 - » Remember that some people without symptoms may be able to spread virus.
 - » This is especially important for **people who are at higher risk of getting very sick.** www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html

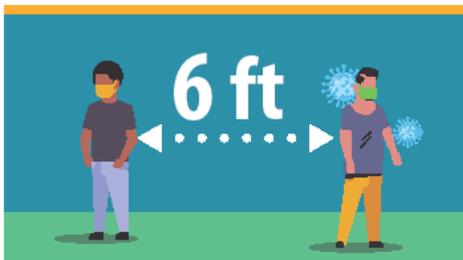


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[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

Stop the Spread of Germs

Help prevent the spread of respiratory diseases like COVID-19.



Stay at least 6 feet (about 2 arms' length) from other people.



Cover your cough or sneeze with a tissue, then throw the tissue in the trash and wash your hands.



When in public, wear a cloth face covering over your nose and mouth.



Do not touch your eyes, nose, and mouth.



Clean and disinfect frequently touched objects and surfaces.



Stay home when you are sick, except to get medical care.



Wash your hands often with soap and water for at least 20 seconds.

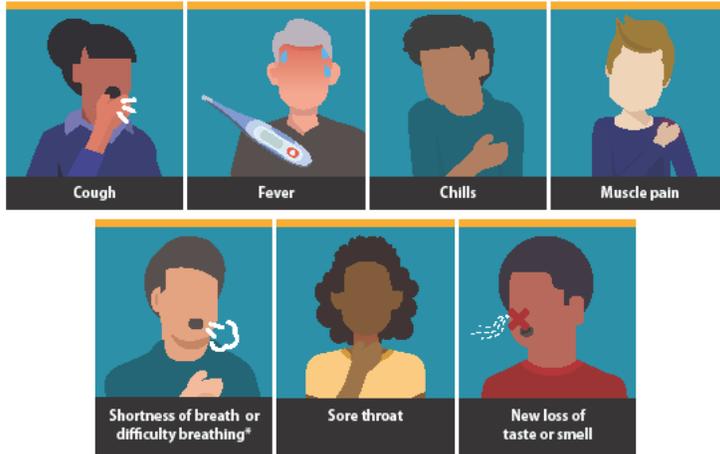


[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

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Symptoms of Coronavirus (COVID-19)

Know the symptoms of COVID-19, which can include the following:



Symptoms can range from mild to severe illness, and appear 2-14 days after you are exposed to the virus that causes COVID-19.

***Seek medical care immediately if someone has emergency warning signs of COVID-19.**

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

This list is not all possible symptoms. Please call your medical provider for any other symptoms that are severe or concerning to you.



[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

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1 Wet



2 Get Soap



Hands that look clean can still have icky germs!

Wash YOUR HANDS!



3 Scrub



4 Rinse



5 Dry



U.S. Department of Health and Human Services
Centers for Disease Control and Prevention

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