



“COVID-19 Operational Plan 2020”

The following COVID-19 Operational Plan outlines, specific policies and procedures that Puerto Rico Bio Bay Tours LLC., will have in place to operate under the updated Public Health Order issued as of May 1, 2020 as well as all guidelines and laws set by the Puerto Rico Government Executive Order, Departamento de Recursos Naturales y Ambientales and Puerto Rico Tourism Company. As this event is fluid and changing, we will be amending and updating this plan based on the above mentioned government suggestions as applicable.

Name of Business: Puerto Rico Bio Bay Tours Inc., Further referred to as (PRBBT).

Address: P.O. Box 489 Palmer, PR 00721

Owner/Manager Name: Michael S. Grasso Signature:

Phone: 787-888-2887 Email: info@puertoricobiobaytours.com

Date: 06/01/2020

1. “PPE” - Personal Protection Equipment:

PPE - Requirements - Guide Staff and Guests at Tour Sites!	Puerto Rico Bio Bay Tours, guide staff will be required to wear the following “PPE” as part of the uniform at tour sites and during tours!
Guide Staff Personal Protection Equipment at tour site/sites as part of mandatory uniforms!	Guide Staff working in an “Open Air, Outdoor Environment” will be required to wear face masks as part of uniforms at all times once in uniform and during all site setups, tour/tours underway, and closing processes.
	PRBBT will supply commercial grade gloves at tour locations for Guide Staff to use while working. We will provide hand wash sink and sanitizing stations and encourage proper washing and sanitizing as described below in section 5 - Hand Washing/Sanitizing Stations.
	PRBBT will supply Commercial Grade Eye Wear Protection Glasses for Guide Staff if said Guide choose to use during tour operations.
PPE Requirements for Guests/Clients participating in tours!	All Guests will be required to have and wear masks that they supply in order to participate! Gloves will remain optional, but available for guests if guests choose to wear them. PRBBT will supply said gloves if needed!
Wellness Check Point: Guide staff and Guests. Operations Manager/Health and Safety Officer overseeing Health & Safety Measures Daily!	Operations Manager will be responsible for checking each guide during guide check-in, this will include symptomatic questioning and temperature reading before proceeding to work, any reading higher than 100.3 will be unable to work!
	Guests will be required to complete Symptomatic Questionnaire as part of E-Waiver process as well as signing that they are showing no symptoms. Once at tour location each guests will be required to pass an infrared thermometer forehead scan, any reading higher than 100.3 will be unable to participate!

2. Social Distancing

Measures used to maintain social distancing at tour sites.	Steps taken to ensure minimal interaction of guides and guests. (2 meters separation)
Between employees	Guide Staff working in an “Open Air, Outdoor Environment” while wearing PPE will keep a minimum separation of 3’ or arms length apart when setting up or tearing down equipment. Each guide will be appointed to setup/teardown two kayaks each, this will separate guides from close proximity working, during setup and teardown of kayaks!
	Guides will be required to keep a minimum of 2 meters or 6 feet of space between themselves and other guides once all equipment is off loaded and setup or during closing, except when handing or loading equipment requires arm length or 3’ to complete the job! This will include nightly equipment sterilizing and cleaning!
	Guides will place black carpet circles cutouts on the floor 2 meters apart for couples/ family groups to lineup on or during entry into the water or during any group orientations to maintain safe social distancing.
	“In Water” - Groups and guides will maintain at least one kayak length apart which is 8’ to 12’ in a single file line this will be the normal for entering and exiting the lagoon
Between clients	Couples and family groups will be controlled during opening and closing briefings, by appointed standing spots marked by carpet circles placed 2 meters apart as to maintain Social Distancing!
	Single File lines to enter the water will follow the same process, guests standing on appointed placements, waiting to be called into the water two at a time seated by guide in PPE, once underway the next couple will repeat!
	Tours once underway will keep a minimum separation of one kayak length apart which is about 8’ to 12’, guides will enforce this throughout the tour.
	Exiting and Closing - Guests will exit the water in the same order they entered two kayaks at a time, received by two guides in PPE set 2 meters apart. Once on the shore Operations Manager will direct guests to return life vests/PFD’s to appointed Sanitization Station while using placement cutouts pre-set 2 meters apart to maintain Social Distancing.
Between employees and clients	E-Waivers and Video Based Kayak 101 Safety Briefings are new developments and will eliminate the need for community use items and large close quarters group briefings. But in the need for overviews and recaps by guides onshore standing placements 2 meters apart will mark Social Distancing.
	Botanical Insect Repellent will no longer be available to pickup and apply. An appointed Guide Staff in PPE will call up couples or family groups and offer repellent by spraying into hands, this will prevent community touching of repellent bottles!
	Closing waters, snacks will no longer be community ice chest and pickup your snacks from basket. An appointed Guide Staff in PPE will hand out pre-packaged snack and bottled water to those guests who may want them, this will eliminate community touching of ice chest and or snack baskets.
	The above process will be organized and completed with Social Distancing and limited or no community touch items throughout the tour/tours.

3. Policy for Exclusion of Employees Requiring Self-Isolation

Health and Safety Officer oversees that each guide arriving to Wellness Check Point, Prior to beginning work each day, every employee must sign and date the designated form with the following statement:

"I declare by signing this sheet/form that I have not been outside of PR within the last 14 days and am not required to self-isolate."

To reduce the community touch of pens and clipboards, conserve paper, better organize file these forms will be done on a iPad and cleaned/sanitized wiped between the use of each guide staff!

4. Illness/Exclusion Policy

Health and Safety Officer, Management will clearly communicate to all Guide staff the exclusion policy in place for any guide displaying symptoms of COVID-19.

- All staff must self-monitor for symptoms and report to their supervisor if they have concerns about possible COVID exposure or possible symptoms.
- Any staff member developing symptoms of COVID-19 at work must immediately perform hand hygiene, report to health and safety officer, manager, avoid contact with staff and leave as soon as it is safe to do so. Please call 811 to arrange testing.
- Symptomatic staff will be required to self-isolate until tested for COVID-19 and the results are confirmed.
- If the test results are negative for COVID-19 but the staff member remains ill and/or symptomatic, they should remain on sick leave.

Symptoms of COVID-19 include:

- cough (new or exacerbated chronic)
- headache
- fever/chills
- sore throat
- marked fatigue
- sneezing
- congestion
- body aches
- runny nose

4. Enhanced Cleaning and Disinfection of Shared Areas and Surfaces

PRBBT will be using Cleaning products that remove visible soil and/or dirt from surfaces. Disinfecting products that destroy bacteria and viruses, for the daily/nightly cleaning and disinfection of the following equipment and shared areas and surfaces!

Cleaning product	Sanitizing Stations will be refilled with Forto Heal antiseptic hand sanitizer GEL, this product contains 70% concentration of ethyl alcohol. Shared Areas and Surfaces will be cleaned with Disinfectant OdoBan which kills 99.99% of germs and bacteria. Equipment Sanitizing and Cleaning with Dawn Soap and OdoBan mix wiped and rinsed.
Mixing instructions	5 Ounces to each gallon of water - Sanitizer refill is no mixing ready from manufacture. Dawn/OdoBan - 1 cap Dawn - 5 ounces per-gallon of water.
Disinfecting product	OdoBan - Ethyl Alcohol 70% by volume - Dawn Disinfecting soap
Biodegradable, Environmentally Friendly!	All above products are environmentally friendly and biodegradable.

Cleaning – Location - Equipment	Frequency	Disinfecting - Location	Frequency
Table Tops and Signage.	Once every 60 min or as needed.	Table Tops and Signage.	Once every 60 min or as needed.
Paddles and Backrests.	Pre-each use and during nightly closing before storing.	Paddles and Backrests.	Pre-each use and during nightly closing before storing.
Life Jackets/PFD's and Whistles.	Pre-each use and during nightly closing before storing.	Life Jackets/PFD's and Whistles.	Pre-each use and during nightly closing before storing.
Kayaks entry and exit points or touch areas.	Pre-each use during nightly closing before storing.	Kayaks entry and exit points or touch areas.	Pre-each use during nightly closing before storing.
Navigation Lighting System.	Pre-each use during nightly closing before storing.	Navigation Lighting System.	Pre-each use during nightly closing before storing.
Guide Uniforms & PPE.	Pre-each work day/night all uniforms & PPE will be washed, sterilized.	Guide Uniforms & PPE.	Pre-each work day/night all uniforms & PPE will be washed, sterilized.

iPad/pads for checkin and completion of Wellness Check Point process.	Pre-each use during nightly closing before storing and charging.	iPad/pads for checkin and completion of Wellness Check Point process.	Pre-each use during nightly closing before storing and charging.
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5. Hand Washing /Sanitizer Stations

We all have to do our part to prevent the spread of illness. We know that practicing good hygiene is an essential part of preventing the spread of COVID-19. To protect our guides and guests/clients from getting sick, PRBBT will take the following precautions:

- Guides will wash or sanitizing hands often (in addition to routine times such as after using the washroom, before eating, when handing out pre-packaged snacks and bottled waters or kayak equipment for the public),
- cough/sneeze into your elbow or tissue and throw away, then wash or sanitize hands.
- avoid touching your eyes, nose and mouth with your hands,
- use alcohol-based hand sanitizer if soap and water are not readily available.

Hand Washing Stations	Location
Staff	Hand washing sink and soap dispenser located on kayak trailer.
Public	Hand washing sink and soap dispenser located on kayak trailer.
Hand Sanitizer Stations	Location
Staff	Guide equipment closet located on trailer, and at tailgate on haul truck.
Public	Two Table top stations - located under greeting tent!

6. Additional directives/guidance

Cleaning and Disinfecting process of PFD's and Whistles:

Our kayak trailer is equipped with a 40 gallon water tank for use of cleaning kayaks and equipment. Our haul truck is equipped with an aluminum racking system that holds 52 PFD's of assorted sizes allowing for PFD's to hang and dry by sizes.

In normal operations each of our two groups has use of clean off the rack PFD's and sterilized whistles, so no group wears a PFD off another guest.

As group returns from tour/tours, PFD's will be dropped off at sanitizing station or cleaning area, a guide in full PPE will receive PFD's and begin the sterilization/cleaning process. Two large buckets will be prepared, one with soap and water and disinfectant solution and one with a freshwater for rinsing.

Each PFD will be dunked completely into the sanitizing bucket and then through the rinse bucket, each PFD will see two dunks in each bucket then zipped up, buckled and sized to be hung to dry on haul truck racking system!

Cleaning and Disinfecting process of Paddles and Backrests:

Paddles and backrests are stored in kayak trailer equipment closet. Each have a racking or hanging system for transport and storage.

Paddles will be wiped down with an Ethyl Alcohol soaked rag, passing it over all hand grip areas pre-each use and during closing and cleaning and storage nightly. As paddles go from kayak to racking system they will be wiped down and racked or stored clean and ready for the next tour.

In the case of a second tour, paddles and backrests will be sterilized and wiped down before second group is ever in contact or seated to kayaks. This will include paddles, seated backrests, entry and exit points on kayaks or commonly touched areas.

Backrests will be removed from kayaks and dunked into bucket system of sanitizing solution, rinsed and then hung to dry. They will be clean and ready for next tour, in the case of a second tour all seats will be wiped down with a Ethyl Alcohol soaked rag, passing it over all hand and or seated contact areas, before any guests are seated to use.

Truck and Trailer are cleaned and maintained daily before each tour operation, this will include the guide staff uniforms, refilling of hand sanitizing gels, disinfecting soap at hand washing sink as well as a full truck and trailer cleaning.

Our operations will be diligent and focused on making sure that guide staff and guests receive an organized, safe and healthy experience during any of our tours.

Thank you for your consideration and overview of our COVID 19 Operation Plan.

Puerto Rico Bio Bay Tours LLC.

Owner/Operator

Michael S. Grasso