

Alaska Travel Adventures

Ketchikan

GUIDE MANUAL

Backcountry Jeep & Canoe

Rainforest Canoe & Nature Trail

Totem Bight SP & Rainforest Canoe

Ketchikan

GUIDE MANUAL

Backcountry Jeep & Canoe

Rainforest Canoe & Nature Trail

Totem Bight SP & Rainforest Canoe

CONFIDENTIAL COPY NUMBER _____

TO COPY OR DUPLICATE ANY PORTION OF THIS MANUAL IS
A VIOLATION OF THE EMPLOYEE AGREEMENT.
THIS ENTIRE HANDBOOK MUST BE RETURNED TO
ALASKA TRAVEL ADVENTURES INTACT.



Alaska Travel Adventures, Inc.
63 Ward Lake Road
Ketchikan, AK, 99901
907-257-5295

Alaska Travel Adventures' History

Alaska Travel Adventures, (ATA) was founded in 1978 by Martin H. Behr in Palo Alto, California, for the purpose of providing Alaska visitors with a variety of Alaskan outdoor adventures. Over the past four decades, we have provided over a million clients the opportunity to experience Alaska's natural beauty and spirit of adventure in a safe and comfortable manner. We pioneered many new concepts in Alaska travel, including van safaris, active luxury cruises, active shore excursions and safari base camps. ATA has received high marks from major Alaska tour operators, cruise lines and wholesalers.

Our summer staff now numbers nearly 300 employees including management, sales, escorts, drivers, and guides. ATA has operations in Anchorage, Juneau, Ketchikan, Redmon, Sitka, and Skagway.

Our participants are not exclusively younger people, nor are they necessarily experienced in outdoor activities. All our trips feature personalized attention and provide participants with a chance to actively experience Alaska's natural world. It is our intent to continue to provide Alaskans and Alaska visitors with high quality adventures for all ages.

You are valued team members and have become part of the rich history of Alaska Travel Adventures. We're glad you are here! We're going to have a great season!

Table of Contents

Section 1 – ATA Tour Policy

Chapter 1 - Risk Management Policy.....	6
Chapter 2 – Environmental Policy.....	17
Chapter 3 – Employee Conduct Policy.....	24

Section 2 – ATA Personnel

Chapter 1 - Employee Job Descriptions.....	30
--	----

Section 3 – Tour Procedures

Chapter 1 - Pre-Tour Procedures.....	36
Chapter 2 – Tour Procedures.....	41
Chapter 3 – Post Tour Procedures.....	53

Section 4 – Narratives

Chapter 1 – Jeep Narratives.....	57
Chapter 2 – Canoe Narratives.....	64
Chapter 3 – Totem Narratives.....	71

Section 5 – Ecosystem & History

Chapter 1 - Earth Systems.....	78
Chapter 2 – Flora.....	83
Chapter 3 - Fauna.....	91
Chapter 4 – Canoe Information.....	102

Section 6 – How to Make a Tour

Chapter 1 - Hard Skills, Soft Skills & Knowledge.....	105
---	-----

Employee Acknowledgement

Acknowledgement.....	11
----------------------	----

Appendix

Appendix A - Tour Descriptions.....	112
Appendix B – Acceptable Materials Recycling.....	114
Appendix C – Sources.....	115

ATA Tour Policy



Chapter 1

Risk Management

Chapter 2

Environmental

Chapter 3

Employee Conduct



Risk Management

Learning Objectives

- ✓ Become Informed about ATA Safety Culture
- ✓ Identify High Risk Areas
- ✓ Become Aware of ATA Tour Policy
- ✓ Discuss How a Proactive Approach to Safety Mitigates Risk
- ✓ Learn How to Manage an Incident & Follow Incident Reporting Protocol

Introduction

Customer and staff safety and security is the highest priority of Alaska Travel Adventures, Inc. (ATA), and safety related policies are strictly enforced. ATA safety related policies and procedures, and an attitude-belief-values system that makes safety our Number 1 Priority, combine into realistic best practices to be carried out by field staff. We devote much effort in training our field staff to execute our tour product with a high level of professionalism. We also utilize high quality equipment which is maintained in a safe and clean condition. ATA management has over 30 years of experience operating adventure tours, marine excursions, restaurants, campgrounds, and vehicle rental operations. We communicate effectively in numerous ways to ensure that all participants are

made aware of any potential dangers. This extends to all areas of our operation including accommodation of the disabled as directed by the American Disabilities Act (ADA). *Our Full Alaska Travel Adventures, Inc. General Risk Management Plan is in the Employee Handbook, which must be read, and acknowledged by signature by every ATA employee pre-employment.*

ATA Safety Culture

The Way We Do Things Around Here. A proactive approach to safety is paramount to operating safe Backcountry Jeep & Canoe Safari, Rainforest Canoe & Nature Trail and Totem Bight SP & Rainforest

Canoe tours. Alaska Travel Adventures' approach to safety starts when customers meet our Customer Service staff on the docks and is executed with intentionality throughout the tour. ATA's senior management has developed an appreciation and understanding of the risks involved, and we manage proactively to ensure that any risks are removed or minimized.

Customers

Itineraries

Our tour itineraries are structured to ensure the safety and security of our customers and personnel. We consider any potentially hazardous activities and have an operating plan to address these for each tour. We provide information in advance on our tour data forms. We also alert the customers prior to their encounter of any known risks. Some of the common risks that might be encountered on our tours include uneven terrain, getting in and out of vehicles, rafts, kayaks, canoes, boats, navigating steps, hazards associated with navigating unmaintained roads (potholes, water crossings, stops, wildlife in the road). For this reason, tours must be delivered as structured in the itinerary with no deviation. The only allowed deviation is to avoid a safety hazard, such as incoming hazardous weather, bear on trail or to deal with a sick customer.

Safety Briefing & Liability Waiver

ATA conducts a safety briefing on all our tours and all our adventure tours have a liability waiver that the customers are required to sign. These customers acknowledge the risks, confirm that they are in generally good physical condition, and agree to not smoke, stand in any raft, canoe, or kayak, and wear seat belts at all times where provided. The liability waiver must be signed by all participants, and by all parent/guardians for minors, participating on ATA tours. If any participant is unwilling to sign the waiver, contact your supervisor, who will arrange return transport for the customer(s). All ATA tours include a safety, equipment, and site orientation prior to commencement.

Age & Weight Restrictions

The following policy has been adopted in the interest of providing a safe and enjoyable tour experience and to comply with recently issued guidelines from the National Highway Transportation Safety Administration. We designate appropriate age and weight restrictions as well as provide information on the activity level for our adventure tours to ensure the experience is safe and appropriate for the age and physical abilities of the customer. Children under 5 years of age and weighing less than 40 lbs. are not permitted to participate in our rafting, kayaking, canoe tours, or any boat tours which require a life jacket. Children under 12 years of age must be accompanied by a parent or guardian. Children ages 13 to 17 are required to have a signed parental consent form if traveling without a parent or guardian. If the child is at least 5 years old, but under the age of 8, and weighs at least 40 pounds, a booster seat is required unless the child is at least 4-feet 9-inches tall.

Health

Any person with guest contact is not permitted to participate in the tour if they are sick or symptomatic. This includes ATA personnel as well as customers. ATA personnel are required to practice good hygiene. If a customer becomes symptomatic on tour, every effort will be made to immediately provide separate return transportation for the customer. Transport vehicles will be disinfected, and hand sanitizer provided for the customers and ATA personnel.

Staff Qualifications

ATA is regarded as a leader in the Alaska Shore Tour Industry. We are vetted by all our cruise ship partners as well as independent sellers of shore tours. Staff Qualifications and Certifications ensure that all ATA field staff meet minimum industry standards and must be maintained throughout your period of employment with Alaska Travel Adventures.

Handbook & Guide Manual

All employees must read and acknowledge the ATA Employee Handbook and ATA Employee Handbook and Jeep, Canoe & Totem Guide Manual before

leading clients on adventure tours. The Employee Handbook outlines Alaska Travel Adventures policies and procedures applicable to every ATA employee. The Guide Manual outlines Alaska Travel Adventures policies and procedures specific to each tour product. Both the Handbook and the Manual must be read in their entirety and acknowledged by the employee before any hours are recorded.

Pre-Employment Paperwork

Employees will be given pre-employment paperwork to be completed prior to working as an ATA Employee. All pre-employment paperwork must be completed in its' entirety prior to employment. Pre-employment paperwork includes the Employment Contract, DOT Qualification Form & Driver Questionnaire, Payroll Information, ATA Equipment List, Health Questionnaire & HIPAA Statement, Pre-Employment Drug Test Referral and State of Alaska Information.

First Aid & CPR

ATA requires all guides, deckhands, marine operators, and drivers to be First Aid and CPR trained. First Aid and CPR certifications should be valid during the entirety of the employee's Employment Agreement dates.

Transportation

Vehicles

All vehicles utilized in the delivery of our tours are in a safe and clean condition, and are operated according to relevant federal, state, and local safety regulations and requirements. All transport vehicles contain a step stool, basic repair tools, routinely inspected fire extinguisher and first aid, road emergency, and biohazard kits. Customers and guides are required to always wear seat belts in every vehicle equipped with seat belts. While the Jeeps come standard with 4 seatbelts and a 4-person maximum and vans with 15 seatbelts and a 15-person maximum, some vehicles have been modified or have had a seat removed to carry equipment to and from various tour locations and therefore have a lower carrying capacity. All our vehicles have set capacity maximums to ensure

customer comfort and safety. ATA vehicles with capacities exceeding 15 passengers have a public-address system to ensure the customers can easily hear the safety briefing and tour narrative. All transport vehicles are inspected prior to each tour. These inspections are thorough and documented. Customer driven vehicles are additionally inspected post tour. Transport vehicles are secured when left unattended during the tour.

Drivers

ATA drivers who operate company vehicles have current required licenses to operate the vehicle according to all relevant statutory, federal, state, and local safety regulations and requirements. A CDL licensed driver is required for all our vehicles carrying over 15 passengers. Copies of all licenses are kept in the corporate office in Juneau Alaska. Drivers only carry customers, ATA personnel, or tour escorts who can be identified as such. Drivers are required to be competent, punctual, and alert at all times. Drivers can communicate via radio, satellite phone, or cell phone. Drivers are not permitted to make or accept any personal cell phone calls while in the presence of customers. Drivers are required to park vehicles with a dual brake system in place, assist passengers in and out of the vehicle, be proficient with ADA requirements and sensitivity, be CPR certified, familiarize passengers with the location of all safety equipment before departure, explain to passengers all evacuation procedures and alternative emergency escape routes before departure, be trained in response to public vomit and diarrhea incidents, to clean and disinfect the vehicle each evening. If a heightened level of public health concern exists, the drivers are required to disinfect all transport vehicles using Virox or an equivalent product between transfers with extra attention given to hand contact surfaces as often as possible with Virox.

Watercraft

US Coast Guard Regulations

ATA operates watercraft tours in accordance with all United States Coast Guard regulations as a minimum standard. Watercraft tours are equipped with watercraft repair, emergency, first aid, and

biohazard kits. Coast Guard regulated vessels have a current, approved certificate for carrying passengers (COI). This document is located on the vessel with a copy maintained in the corporate office located in Juneau, Alaska. The document stipulates the maximum number of passengers to be carried, the minimum safety equipment and crew required, and any operation restriction. ATA stores the number of life jackets indicated as maximum capacity on the vessel COI, in a location that is readily accessible and immediately available. On open watercraft tours, ATA requires all participants and personnel to always wear life jackets while on or near the water. All motorized watercraft have rescue flotation devices that can be thrown and retrieved from the boat, routinely inspected fire extinguishers appropriate for the size of the boat, the appropriate number of distress flares that are of an approved type and readily available, and first aid kits. Rafts, kayaks, and canoes are equipped with throw ropes, and first aid, and emergency kits accompany each tour. Communication is available via radio and/or cell or satellite phone. ATA boats are clean and seaworthy in all respects for the intended use. Boats are inspected prior to the departure of each tour.

Lifejackets

ATA requires its personnel and customers to wear life jackets at all times they are on or near the water in any open vessel or as required by USCG regulation. All ATA watercraft tours include a demonstration of correct donning of a life jacket. On all tours which require life jackets be worn during the tour, guides check that life jackets have been properly donned prior to assisting the customer into the craft. ATA watercraft tours embark and disembark safely. This process is supervised by a crew member. On large vessels, at least one crew member is positioned at the gangway to assist passengers on and off the vessel. On small craft tours, the captain/guide, will demonstrate proper procedures for getting in and out of the boats. ATA personnel are rescue trained to respond to a “man overboard” accident for all watercraft tours.

Inclement Weather

ATA monitors weather conditions so that additional precautions can be taken as needed up to and including canceling the tour. At some point during the season, we will encounter bad weather. How we deal with the situation will determine how the clients perceive the tour and the company.

All Guides, Lead Guides, the Field Operations Supervisor and Operations Manager should be continuously monitoring the forecast for possible hazardous conditions in advance of the tour. High winds are the primary challenge that is applicable to tours happening on Lake Harriet Hunt. If winds are in excess of 20 MPH, it may be difficult to make headway with a canoe full of clients or present a hazard. In this case, the Field Operations Supervisor or the Director may cancel the tour. Tours are not cancelled due to “Rain”.

Employees should maintain a positive attitude about the conditions. Never make negative comments about the conditions. Clients often will take on the attitude of the people they are with. If the staff treats it like an adventure, the clients will also. If the staff sees it as being a negative trip, you will inevitably get complaints. Attempt to keep clients as dry as possible. For example, the nature hike should try and stay under cover of the trees, unload the bus and pass out the raingear on the coach.

Radio Use

Radios provide valuable communication between ATA personnel and with the cruise ships. For marine operations, they are required by the USCG. It is important to treat the radios with care as they are delicate and expensive pieces of equipment.

Radios will be assigned by the Director to appropriate staff. The radio is then the responsibility of that staff member and will be returned to ATA in the condition they were assigned. Any difficulties or problems with the radios must be immediately reported to the manager. Radios used for field work must be enclosed in a weather protection device. They also must be secured to the operator at all times and will be fully charged at the end of the day.

All radio operators must abide by appropriate FCC radio regulations. Radios will be used for business purposes only and under the supervision of the trip manager. Unauthorized use of company radios will not be allowed. Radios are not private! Use discretion when relaying any information via radio. When reporting sensitive information, state so and give other staff the opportunity to either turn their radio down or excuse themselves from customers. Under no condition will profanity or abusive language be tolerated when using radios.

Operating Permits

Backcountry Jeep & Canoe, Rainforest Canoe & Nature Trail and Totem Bight SP & Rainforest Canoe tours are operated under various permits with the State of Alaska DNR, Alaska State Parks, and Cape Fox Corporation. All policies and procedures that have been established for these tours have been established to comply with the conditions of the operating permit. ATA management consistently audits its products for quality and safety and compliance with our permits. Additionally, the state may conduct a random inspection of Lake Harriet Hunt at any time to ensure that we are in compliance with conditions of our operating permit.

Dock Safety

Unloading and loading passengers from the canoes must be handled with the highest level of care. ATA provides training and written procedures for all field personnel to ensure both clients and staff remain safe while loading and unloading the canoes at the dock. Wading and swimming is not permitted at any time.

Trail Safety

Slip and Fall accidents may easily occur if preventative actions are not taken by field staff. Every stair and board on the boardwalk should have “no-slip” grip applied to the surface. If the no-slip has been damaged or is otherwise missing, report this condition to your supervisor immediately. Upon arrival, clients shall be informed by the guide during the safety briefing that they should:

- ✓ Stay on the boardwalk trail at all times during the hike.

- ✓ Mind their step and step onto the center of the boardwalk, as lower body injuries have occurred when clients have not stepped squarely on the boards.

Cook Camp Safety

Guides and Camp Attendants should be mindful of risks involving the campfires, stove and hot surfaces and take the appropriate actions to keep customers safe. Mitigating these risks involves informing clients of the presence of the campfire and hot cooking surfaces, being aware of customers' proximity and movements around the campfire and hot cooking surfaces and taking any appropriate actions to keep customers safe around these areas. ATA personnel is also responsible for making sure our operation is compliant with the condition of the operating permit, which specifies that the Camp Attendant will have a “full bucket of water nearby” at all times while a campfire is burning.


Use of Cape Fox Logging Roads

Shortly after taking the turn up Revilla Road, the Jeep Safari will detour up one of two unused logging road owned by Cape Fox Corporation. These are private roads, which Cape Fox is allowing us to use.

- ✓ The gates at the entrance should always be locked. All guides will be issued a key.
- ✓ These roads are very narrow in places. Guides should maintain safe speed (7-10 mph) and inform the clients to do the same.
- ✓ These roads provide great scenery, and the group may stop or pull off to the side for photos.
- ✓ Guides should be aware of the second Jeep group and use extreme caution so that the two groups do not meet on the road. Groups should meet at the road entrance only, where there is adequate space to pass.
- ✓ Guides are responsible for making sure the gates are closed and locked when they leave this area.

Food Service

ATA provides training and written procedures for all food service personnel to ensure compliance with all relevant national and local laws and general food and health safety. These written procedures are described in our operation manuals.



Additionally, all food service personnel are required to obtain a food handlers safety card. Any food service area is inspected by ATA personnel prior to guest arrival. ATA restaurants and outdoor cook camps are frequently inspected by multiple levels of management. Any noted issues in food and beverage safety and hygiene procedures during inspections are expected to be corrected immediately.

Risk Factors

Risk Factors that are commonly found during food bourn illness outbreaks are the focus of the management in protecting the safety of the food including, cooking food adequately to the necessary internal temperature, holding food at proper temperatures, enforcing practices to avoid cross contamination during preparation and service, proper personal hygiene. Hand sanitizer is available in numerous locations at ATA restaurants in addition to potable water and soap. ATA provides hand sanitizer at its remote food service locations where potable water is not available. ATA food service employees understand the importance of reporting illness prior to reporting to work. Additionally, any food handlers who suffer from any symptoms of diarrhea and/or vomiting are not allowed to work at the venue in any capacity until they have been free of symptoms for at least 48 hours and cleared as fit for return to work. If ATA management suspects an employee is ill or concealing illness while working, the manager/supervisor will request that the employee return home until he/she is free of symptoms and has been declared fit to return to work.

Employee Hygiene

Food handlers will demonstrate a professional level of hygiene and are required to keep clean; wear a uniform that is clean and regularly changed; refrain from smoking, eating, or drinking in the kitchen or food storage area; wear a hat to cover their hair; wash hands thoroughly with soap and water at the start of work and regularly throughout the day, prior to handling any food items, between changing tasks or replacing gloves, after using the toilet facilities, and after activities that contaminate hands (handling raw fish or chicken, refuse/rubbish, chemicals, soiled dishes, touching any parts of the body, eating, coughing or sneezing).

ATA requires food service handlers with cuts or infected wounds on their hands or arms to have the wounds properly dressed and wear disposable gloves, or they must be assigned to tasks that are not food related. ATA employees are required to report any diarrhea and/or vomiting to their supervisor and they will be excluded from working until they have been free of symptoms for at least 48 hours. Food handlers with symptoms of other communicable diseases, such as abdominal cramps, fever, excessive coughing or sneezing, will be assigned to tasks not related to food.

Food Service Procedures

ATA standard food service operating procedures dictate proper handling of food during storage, preparation, cooking, and service. These basic minimum requirements are assessed and updated to reflect the operation and ensure compliance with the governing regulations and general food safety standards. Food and supplies such as cups, napkins, and cutlery are protected from contamination by storing off the floor and are generally stored in their packaging. Food storage areas are maintained clean and with enough space to allow for rotation of food products. Surfaces and finishes of the floors, walls, ceilings, and shelving are maintained in good and clean condition. No chemicals are stored above or touching food or supplies such as cups, napkins, cutlery, etc. The food storage area is not used to store personal belongings such as personal bags, clothing, jewelry, etc. The food storage area is not used for storage of cleaning equipment (mops, brooms) or items used for cleaning, etc. Cold food storage units operate at a safe temperature range. Refrigerators below 41 degrees and Freezers below 32 degrees. Raw food items (raw chicken, and fish) is stored below ready-to-eat/cooked food, including fruits and vegetables. Dry goods are stored off the floor on a shelf/rack. Where possible, we assign utensils or equipment for specific purposes to avoid cross contamination. A properly calibrated probe food thermometer to measure food temperature is available at all times. The food thermometer is used to measure the temperature of the food to ensure temperature requirements are met during storage, cooking, and service/display. All refrigeration equipment shall be provided with a working internal thermometer to measure the air

temperature inside the unit. Food is left at room temperature during preparation for a minimal amount of time and chilled food is left in the refrigerator until ready for immediate preparation. Frozen items are thawed in advance in a refrigerator. Hot food is cooked to a core temperature of 165 degrees for at least 15 seconds and chilled food is stored at or below 41 degrees. For meals served on the premise where food is prepared, hot food is maintained at a minimum of 145 degrees and cold food is kept below 41 degrees. Food transported and served at remote locations is transported using insulated containers which are thoroughly washed and sanitized after each use and allowed to dry. ATA restaurants offer buffet service. Each food item has a separate serving utensil, and the buffet is monitored and maintained by personnel at all times. Clean cutlery, cups, bowls, plates, etc., are available for those passengers who make more than one trip through buffet lines. All displayed food is protected from contamination by the use of lids, covers and sneeze guards.

Facilities

ATA food service facilities' physical structure, surface finishes (walls, ceiling, and floor) and the equipment within the facility are well maintained and in good repair. All restaurants and outdoor cook areas are equipped with fire extinguishers, first aid kits and biohazard supplies. The facilities have a good standard of cleaning throughout the premises, including all items of equipment. Food equipment, including counters and all other surfaces that may come in contact with food are in good condition - easy to keep clean and unlikely to contaminate food from leaking water, lubricants, peeling paint, rust, etc.

Cleaning

Food contact equipment and surfaces are the priority, but cleaning is routinely carried out below and behind equipment. Facilities include a sufficient number of restrooms for the capacity and are cleaned, restocked, and inspected continuously during food service periods. Hand wash facilities with hot and cold water are provided to allow all persons to wash their hands after using the toilet facility and before eating. Liquid hand soap (no shared bar soap) and disposable single use paper

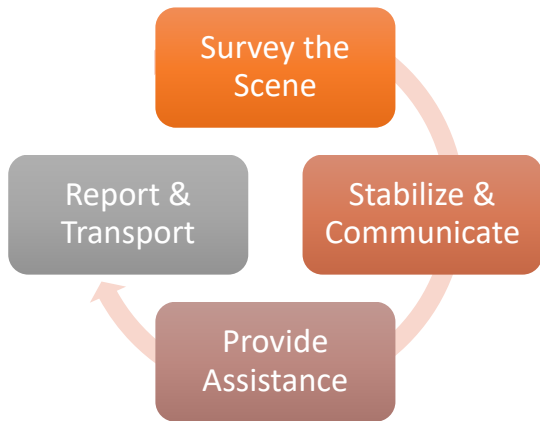
are provided. All food waste/garbage is stored in designated containers with appropriate cover to prevent attracting insects. All outside refuse storage containers will be bear proof. All water provided in the facilities is potable, safe for consumption and use. Public water is provided where available. Where Public water is not available well water, which adheres to all state requirements and testing is provided. ATA supplies bottled water where appropriate for remote food service operations. ATA facilities are as pest free as possible. Pest prevention and control procedures are in place and evaluated on a regular basis. The pest prevention program includes denying pests the ability to enter into the facility by eliminating any entry points, doors and windows are kept closed whenever possible or screens are in place, holes and gaps on walls, doors, windows, and torn screens on windows are promptly repaired, food is kept off the floors, in containers or properly wrapped, effective cleaning practices are in place.

Sanitation

All utensils, including crockery, cutlery, glasses, and all cooking equipment are washed and sanitized after use. All items washed by hand are washed with a detergent solution, rinsed with clean potable water to remove any detergent residue, sanitized in a chemical solution, and allowed to air dry. Dishwashers are regularly inspected to ensure proper working condition in accordance with the manufacturers specifications.

Incident Management

Alaska Travel Adventures makes safety and customer service our number one priority. Prioritizing safety is the key to prevent incidents from occurring during our operations. While doing everything we can to prevent any incidents, as a staff member you may be called upon to mitigate or manage an incident.



How to Manage Incidents

An incident (accident or emergency) can take place while at the Jeep Base, on a Jeep Road, at Lake Harriet Hunt or at Totem Bight. In the event of an incident where personal injury or mechanical damage has occurred, **REMAIN CALM**. The next steps apply to all situations you may encounter in the field:

Survey the Scene

Mechanism of Incident (MOI) - The Mechanism of Incident is what caused the accident or emergency. The MOI may still present a hazard and therefore needs to be evaluated. Mechanism of Incident can be related to a medical injury or environmental hazard.

Number of People - Evaluate how many people are involved with this incident, where are they located and if there is any further risk to their safety.

Safety - As a leader, your primary responsibility is to keep yourself and any unaffected clients safe. After ensuring your personal and (unaffected) clients' safety, take steps to ensure the affected client(s) safety before attending to any equipment issues.

Stabilize the Situation

If the MOI is Present. If the MOI is present, proceed with caution and handle the situation with care. If possible, move yourself and all clients from the MOI into a safe location. If not possible to move an affected client to a safe location, move unaffected clients to safety, do not put yourself and risk and communicate the incident to EMS.

If the MOI is Not Present. If there is no hazard to either the customers or yourself, proceed to Communication & Providing Assistance.

Communicate

If a situation arises where an accident or incident occurs involving a jeep, canoe, or ATA support vehicle, it is the responsibility of the guide to follow proper procedure. Report any injury which involves medical treatment beyond basic first aid, loss of life, sinking, collision, capsizing or swamping.

Incidents on the Road

Enact the following protocol for incidents that may occur while on jeep roads, Revilla Road or while transporting passengers to/from Totem Bight State Park or Lake Harriet Hunt:

- ✓ Pull over, never attempt to communicate while driving. If you need to drive to an area where you have cell communication, please do so carefully. If possible, keep the caravan together or send the tailgunner to communicate so that you can maintain group control.
- ✓ **In an emergency situation, contact EMS.** After contacting EMS, immediately enact ATA Incident Communication Protocol. The Operations Manager or Supervisors will advise you on the next steps to take with any customers or ATA personnel involved in an incident.
- ✓ **In a non-emergency situation, immediately enact ATA Incident Communication Protocol.** The Operations Manager or Supervisors will advise you on the next steps to take with any customers or ATA personnel involved in an incident.

Incidents at the Lake

Communication is challenging due to the remoteness of Lake Harriet Hunt but guides need to make every effort to follow ATA Communication protocol. There are a few locations on the lake where guides will have cell phone coverage (depending on carrier). The East Cook Camp dock is one location where there is consistent cell coverage. Guides may also need to drive down the road from the roadside dock to get coverage. ATA maintains a satellite phone in the roadside service vehicle for emergency situations. Enact the following protocol for incidents that may occur at Lake Harriet Hunt:

- ✓ If possible, move the entire group off the water and to the nearest dock. For evacuations by canoe, rely primarily on ATA staff for assistance, they are better prepared and have more experience and equipment than the Fire Department.
- ✓ For extreme injury, contact the Fire Department or the State Troopers (call 911 and ask for an ambulance). If the clients are in the lake, i.e. on a rock, swamped, etc. and cannot be readily rescued by the guide staff, and are in danger, request helicopter assistance from the Fire Department. After contacting EMS, immediately enact ATA Incident Communication Protocol. The Operations Manager or Supervisors will advise you on the next steps to take with any customers or ATA personnel involved in an incident.
- ✓ In a non-emergency situation, immediately enact ATA Incident Communication Protocol. The Operations Manager or Supervisors will advise you on the next steps to take with any customers or ATA personnel involved in an incident.

Note: Refer to the Procedures Section of this manual for Canoe Rescue Procedure.

Incidents at the Jeep Base

The Jeep Base is a “front country” setting and staff should follow standard incident management procedure.

Incident Communication Protocol:

In an emergency always contact EMS first. In case of Jeep Base, call 911. In case of canoe emergency contact the Fire Department for helicopter support. Notification for further medical attention should follow these steps:

1. CALL 911. Have available:
 - a. Your name
 - b. Injured parties name
 - c. Location you are calling from
 - d. Nature of incident
 - e. Extent of emergency
 - f. Type of assistance required
2. Maintain radio contact until you have received assistance or have been relieved by a supervisor!

In non-emergency situations, or after contacting EMS in an emergency, contact ATA personnel in the following order.

1. Operations Manager. The Director will conference with the Vice President of the company and then communicate directly with Ketchikan Operations Supervisors and Shore Excursion personnel.
2. Field Operations Supervisor - If unable to contact the Operations Manager, contact the Field Operations Supervisor who will attempt to contact the Operations Manager before contacting the Vice President of the company.

Make no statements and volunteer no information to the press. A spokesperson from the Juneau office will deal with any media attention, public and authorities.

Provide Assistance

In case of an injury to a customer, provide the Level of Care as qualified by your medical certification. Care should be continuously provided until the customer has returned to the ship and has been met by Shore Excursion personnel. In the case of a minor injury, the customer may want to continue with the tour. If participating in the remainder of the tour does not cause further harm or compromise the tour for the remainder of the participants, the customer should be allowed to continue the tour. Guides should closely monitor the client while giving the rest of the tour.

Incident Report Form

All incidents need to be documented on the ATA Incident Report Form and accompanied by photos. Incident Reports will be filed in the ATAapp’s Incident Reporting feature. If there is no internet connection, the staff member must use a paper incident report form and later enter the information into the ATAapp’s reporting feature.

An ATA Incident Report Form must be filled out for any incident, no matter the severity. Paper copies of the Incident Report Forms are located at the Jeep Base, in Jeeps and 15 passenger vans and in Box Trucks at Lake Harriet Hunt. ATA personnel must gather the needed information from the client(s) involved in the incident, as well as (non-ATA personnel) witnesses to the incident. The ATA Incident Report Form includes a section for

statements by a witness. Have witnesses write down their statement, including their name and address if possible. There are no exceptions to filling out an Incident Report Form and it is critical to write legibly and keep the form dry and safe. Incident report forms and all corresponding photos must be given to the Operations Manager who will send to Juneau. A copy of this report should be provided to the Forest Service.

Transport

It may be necessary to transport an injured customer while managing an incident. As a guide you should always Survey the Scene and Stabilize the Situation first. If communication with the Marine Operator, Operations Manager or Field Supervisor is possible, they will give you a plan for providing care and transporting an injured client. In an emergency situation, EMS or the Coast Guard may give you instructions. Always follow instructions given by any EMS provider. You should never put yourself or any other clients at risk by transporting a client. In non-emergency situations, where guides are not putting themselves or other clients at risk, guides should move clients to beach and assist in loading the client onto the Seahawk. It is important to keep any customer warm and dry while being transported on the Seahawk.

You Make the Difference

Most of the emergencies that you will face will not require outside help, but quick thinking and positive action to resolve the situation may prevent adverse effects on the business. These situations range from high water on the lake to vandalism. In these situations, we must strive to do the trip with as few changes or delays as possible. Let the manager know of the situation and what it will take to fix it. The manager will relay the information to the shore rep and then to the office in Ketchikan. It is important to be ready for the clients when they arrive, and we must show a business-as-usual front. After the situation is handled a police report, if necessary, shall be filed at the earliest possible time with the State Police. Let them know what happened, the cost of the damage and when you believe it occurred.


Other Company's Incidents

From time-to-time other companies will have emergencies that affect our business it is important that we work with these companies to solve the problem. Remember that it is not our equipment, or our people involved but we can help. Be sensitive to the situation and do not make negative comments about the other company. We will do what it takes to help without endangering our people or our equipment. If you are the first on the scene assess the situation and provide medical assistance as needed. Contact our shore rep and have them relay info to the other company until someone from the other company arrives on the scene. Pass on any information you may have concerning the situation and let them take control of the situation and offer any assistance that may be needed. When you have a moment call the Ketchikan office and apprise them of the situation. Collect any information you can about the incident. Reports, photos, and names will be needed for our records.

Client Damage Loss Recovery Policy

Damage to our Jeep fleet caused by our clients has become costly. A line for the name of the client's insurance carrier on all Jeep release form so in the case of an accident we may process a claim with their insurance company. Accident kits in the guide glove box will include a disposable camera, pencils, witness statements, a generic diagram, and a Jeep tour incident form. It is critical that the guide check driver's licenses prior to the tour departure to ensure that all drivers have a valid license, that they meet our age requirements, and that the driver's license number matches the number on the waiver and is legible.

In the event of an incident where damage has occurred to our vehicle, the guide will have the driver fill out the incident form, will take pictures of the scene and the Jeep damage, will pass out a pencil and paper to all witnesses to get statements and contact information, will contact the supervisor to inform him/her of the incident, and will forward all the documentation to the supervisor upon completion of the tour.



The Operations Manager will be responsible to make sure a claim gets submitted directly to the client's insurance carrier, for any damage caused by the client, unless the client elects to pay us directly. The Director will notify the vice president who will track the claim to ensure payment. We will attempt to collect on all damage. We will repair a vehicle that cannot be safely operated as a first priority, and

repair those that are still operational as soon as we can take them out of service and not displace any business. The Jeeps should be maintained in "like new" condition to encourage clients to drive them carefully and keep them looking new.

Environmental Policy

Learning Objectives

- ✓ Become Informed about ATA Environmental Policy, Goals & Objectives
- ✓ Identify areas in which sustainability can be implemented
- ✓ Inform Guides of Reduce, Reuse and Recycle Actions
- ✓ Educated Guides & Marine Operators on Wildlife Viewing Policies
- ✓ Guide Field Staff's Management of Climate Change Topics

Introduction – ATA's Vision

At Alaska Travel Adventures, we have a deep respect for and commitment to protecting the environment in which we live and work, and to reducing our contribution to global climate change. Our goal is to minimize our environmental footprint while delivering exceptional operational results. We are committed to the development and implementation of environmentally responsible programs, policies and practices within our organization. These include energy, water and fuel conservation, decreasing GHG emissions, waste reduction and responsible procurement practices. ATA makes every effort to minimize any adverse effects on the environment. We instruct our customers on the appropriate behavior and ensure

we are in compliance with all government regulations.

Goals & Action Plan

Environmental Goals

ATA pledges to reduce fuel consumption and GHG emissions associated with climate change by 40% between 2015 - 2025, and to eventually achieve zero emissions from vehicles as technology develops. We rely on vehicles to deliver products and services to our guests. We recognize that reducing our fuel use and emissions will have a substantial positive impact on the environment. We partner with our suppliers, maintenance providers, vehicle manufacturers, clients, and

governmental organizations to educate our employees and our clients on environmental impacts, develop ways to improve operational efficiency, and implement new technologies when feasible.

Advocate and employ energy management efforts to reduce consumption and our contribution to GHG emissions. The energy we consume is a finite natural resource and also contributes to climate change. We work to reduce our environmental footprint and advocate for renewable energy sources, which address climate change while also contributing to the environmental health of the communities in which we operate.

Recognize clean water as another finite natural resource and implement management practices that reduce water consumption and waste.

Minimize waste production, promote reduce/recycling and have an ongoing commitment to the efficient use of materials and resources.

Protect and preserve the natural environment in which we operate in by practicing “Leave No Trace” principals.

Ensure that we source, where possible, items for purchase from suppliers with a proven commitment to sustainability and the environment, including the use of “green” chemicals and non-toxic cleaning supplies.

Participate in local efforts and organizations where we can help shape the dynamics of sustainable practices. Work with our business partners and government agencies to improve sustainable practices through efficiency and cooperation with a shared vision.

Environmental Action Plan

ATA is continuously moving towards achieving the Environmental Goals established by senior management and has established the following Action Plan in order to do so. All employees should be aware of the action plan and take steps individually and collectively towards these goals. If an employee should observe or take part in actions that are contrary to our environmental goals, they should alert their supervisor immediately.

- ✓ Replace existing vehicles, with lower GHG emission vehicles, every time a vehicle is replaced. As technology advances, our goal is to eventually achieve zero emissions from vehicles.
- ✓ Emphasize the environmental benefit of reduced GHG emissions through our practice of incorporating an element of “human powered” transportation in all tour programs using canoe, rafting, kayaking and hiking components.
- ✓ Utilize appropriately sized vehicles for each group in order to minimize our carbon footprint.
- ✓ Maintain our fleet of vehicles to achieve efficient, environmentally friendly operation. Maintain a zero-tolerance policy when it comes to fluid leaks or mechanical deficiencies that adversely affect the environment.
- ✓ Ensure a Reduce/Reuse/Recycle program is available and enforced.
- ✓ Incorporate reusable food service items and snack containers, wherever practical.
- ✓ Reduce water consumption by installing adjustable spray adapters on all hoses, reusing grey water for vehicle washing and eliminating excessive soaps and car wash detergents and training employees on minimizing water use for vehicle maintenance.
- ✓ Maintain procurement policies that utilize suppliers with a proven commitment to sustainability and the environment. Purchase from local, environmentally sustainable sources whenever feasible.
- ✓ Practice “Leave No Trace” principles.
- ✓ Encourage employees to come up with innovative ideas that improve our sustainability and reward them for their efforts.
- ✓ Create less waste through paperless transactions when possible.
- ✓ Inform our guests about our commitment to the environment and educate them on the use of our recycling bins, Leave No Trace practices, and our commitment to reducing the effects of climate change.

Recycling Policy

Alaska Travel Adventures is committed to operating an environmentally responsible business. Part of our responsibility, as good corporate citizens, is to ensure that a recycling program is maintained at our offices, and other physical locations where we conduct our business. Our goal is to Reduce, Reuse and Recycle as often as possible

Recycling Plan

Alaska Travel Adventures has a recycling program that encompasses all of our physical locations. Each location must have clearly labeled recycling bins to separate food scraps, aluminum, cardboard / paper and waste.

Each employee will have a paper recycling container at their workstation in order to encourage recycling. A paper recycling bin will be located next to all copy machines and printers.

All locations will nominate a point person to educate and encourage employees to participate in the recycling program and provide any further education required.

Employees will be instructed on the proper sorting and use of the provided recycling bins.

A waste reduction training will be given for all employees to educate them on simple ways to reduce their waste production:

- ✓ Printing double sided
- ✓ Reusing paper if possible
- ✓ Utilizing electronic documentation wherever possible to avoid printing
- ✓ Using silverware, cups and plates that can be washed and reused rather than plastic or paper.
- ✓ Remove paper coffee cups, paper plates and plastic silverware from breakrooms.
- ✓ Posting signs in the break rooms to encourage reuse
- ✓ Change snack container from Styrofoam to a reusable container
- ✓ Burn all paper and cardboard waste

In addition to day-to-day recycling, the following will also be recycled with approved vendors when required:

- ✓ Toner/Ink cartridges, computers and electronic waste.
- ✓ Cooking Oil
- ✓ Motor Oil/Hazardous waste
- ✓ Batteries

In Tour Food Service Areas:

- ✓ Use Paper Cups and Bowls that are manufactured from recycled materials.
- ✓ Encourage guests to reuse paper products and only set out what is necessary for group size.
- ✓ Protect paper supplies (bowls, cups, napkins) from environmental factors including rain, wildlife and improper storage.
- ✓ Provide the means and instruction for our guests to recycle with bins and signage to educate them how to properly separate recyclables.

A list of approved recyclables is found in **Appendix C**. This list is displayed above recycling bins in the Jeep Base order to assist employees. Ketchikan maintain a weekly schedule for the recycling bins will be transported to the appropriate community recycling center and deposited.

Leave No Trace

Alaska Travel Adventures has a deep respect for the land and water on which we operate. Our company is committed to minimizing our impacts on the environment and encouraging sound environmental practices by our employees and customers. We do not own the land on which we operate the Jeep. While we are the primary users of the boardwalk trail, it is open to public use. It is important that we share it with other users in a respectful manner that preserves the enjoyment of all.

As a guide, it is your responsibility to help maintain and protect the environment in which we operate. The below principals should be followed at all times in order to preserve the land for those who follow. Every effort should be made to minimize encounters with others on land and

water. Alaska Travel Adventures is a proponent of, and strictly abides by, Leave No Trace Principles. All guides should be aware of LNT principles and guidelines, especially as relates to the Tongass National Forest and surrounding marine environment.

Plan Ahead & Prepare:

- 1) Know the regulations and special concerns for the area you'll visit.
- 2) Prepare for extreme weather, hazards, and emergencies.
- 3) Schedule your trip to avoid times of high use.
- 4) Visit in small groups when possible. Consider splitting larger groups into smaller groups.
- 5) Repackage food to minimize waste.
- 6) Use a map and compass to eliminate the use of marking paint, rock cairns or flagging.

Travel and Camp on Durable Surfaces:

- 1) Durable surfaces include established trails and campsites, rock, gravel, dry grasses or snow.
- 2) Protect riparian areas by camping at least 200 feet from lakes and streams.
- 3) Good campsites are found, not made. Altering a site is not necessary.
- 4) In popular areas:
 - a. Concentrate use on existing trails and campsites.
 - b. Walk single file in the middle of the trail, even when wet or muddy.
 - c. Keep campsites small. Focus activity in areas where vegetation is absent.
- 5) In pristine areas:
 - a. Disperse use to prevent the creation of campsites and trails.
 - b. Avoid places where impacts are just beginning.

Dispose of Waste Properly:

- 1) Pack it in, pack it out. Inspect your campsite and rest areas for trash or spilled foods. Pack out all trash, leftover food and litter.
- 2) Deposit solid human waste in cat holes dug 6 to 8 inches deep, at least 200 feet from water, camp and trails. Cover and disguise the cat hole when finished.
- 3) Pack out toilet paper and hygiene products.
- 4) To wash yourself or your dishes, carry water 200 feet away from streams or lakes and use

small amounts of biodegradable soap. Scatter strained dishwater.

Leave What You Find:

- 1) Preserve the past: examine, but do not touch cultural or historic structures and artifacts.
- 2) Leave rocks, plants and other natural objects as you find them.
- 3) Avoid introducing or transporting non-native species.
- 4) Do not build structures, furniture, or dig trenches.

Minimize Campfire Impacts:

- 1) Campfires can cause lasting impacts to the backcountry. Use a lightweight stove for cooking and enjoy a candle lantern for light.
- 2) Where fires are permitted, use established fire rings, fire pans, or mound fires.
- 3) Keep fires small. Only use sticks from the ground that can be broken by hand.
- 4) Burn all wood and coals to ash, put out campfires completely, then scatter cool ashes.

Respect Wildlife:

- 1) Observe wildlife from a distance. Do not follow or approach them.
- 2) Never feed animals. Feeding wildlife damages their health, alters natural behaviors, and exposes them to predators and other dangers.
- 3) Protect wildlife and your food by storing rations and trash securely.
- 4) Control pets at all times or leave them at home.

Be Considerate of Other Visitors:

- 1) Respect other visitors and protect the quality of their experience.
- 2) Be courteous. Yield to other users on the trail.
- 3) Step to the downhill side of the trail when encountering pack stock.
- 4) Take breaks and camp away from trails and other visitors.
- 5) Let nature's sounds prevail. Avoid loud voices and noises.
- 6) Choose paddle routes that avoid other boats on the water.
- 7) Keep your group in close control to minimize impacts on other users.

Wildlife Viewing

The wildlife of Southeast Alaska is unparalleled! Waters teem with marine mammals including Humpback Whale, Orca, Stellar Sea Lion, Harbor Seal and all five species of wild Salmon. Revillagigedo Island and its surround small islands are home to Black Bear, Alexander Archipelago Gray Wolf, and Sitka Black Tail Deer. It is a privilege to observe wildlife in their natural environment and wildlife viewing opportunities are a primary reason our customers take part in a cruise and participate in shore excursions. In return for that privilege, it's our responsibility to be respectful of both wildlife and habitats, work to protect these habitats and educate our customers on responsible wildlife viewing practices.

ATA's Wildlife Viewing Policies

Alaska Travel Adventures follows current best practices as developed by departments governing the public's interaction with wildlife. NOAA Fisheries and NOAA's Office of National Marine Sanctuaries have developed the **Ocean Etiquette** program to promote ocean stewardship more effectively. The Alaska Department of Fish and Game publishes **Wildlife Viewing Ethics**. Anyone who visits, works, or plays in the Tongass National Forest and surrounding marine environment has an opportunity to make a difference in protecting these ecosystems.

Knowing how to interact with wildlife can help you make the right decisions when you encounter wildlife. Without paying attention to how you interact in the environment, you are running the chance of putting endangered species, federally protected species, and thousands of other species' lives at risk. Each time someone visits the wilderness environment, they have the wonderful opportunity to encounter wildlife. However, the unfortunate potential to harm our land and marine life and resources exists with every visit. We have listed below a set of general marine wildlife viewing guidelines. To learn more about the Ocean Etiquette program and more specific guidelines and regulations pertaining to activity, sanctuary or species group follow our links.

Wildlife Viewing Guidelines

Learn Before You Go. Read about the wildlife, viewing sites and local regulations to get the most from your wildlife viewing experience. Many species live only in specific habitats such as estuaries, coral reefs, sand dunes or the open ocean. Seasonal and daily cycles also influence when and where an animal may be located. Research on the internet, buy regional viewing guidebooks, talk with local residents and hire local guides to increase your chances of seeing marine wildlife.

Keep your distance. Use binoculars, spotting scopes and cameras with zoom lenses to get a closer look. Wildlife may be very sensitive to human disturbance, and if cornered, they can harm the viewer or leave the area. If wildlife approaches you, stay calm and slowly back away or place boat engines in neutral. When closer encounters occur, do not make sudden moves, or obstruct the travel path of the animals - let them have the unhindered right of way.

Hands Off. Never touch, handle, or ride wildlife. Touching wildlife, or attempting to do so, can injure the animal, put you at risk and may also be illegal for certain species. The slimy coating on fish and many marine invertebrates protects the animal from infection and is easily rubbed off with a hand, glove, or foot. Avoid using gloves when diving or snorkeling to minimize the temptation to touch. Remember, wild animals may bite, body slam, or even pull you underwater if startled or threatened.

Do not feed or attract wildlife. Feeding or attempting to attract wildlife with food, decoys, sound, or light disrupts normal feeding cycles, may cause sickness or death from unnatural or contaminated food items, and habituates animals to people. Habituated animals are vulnerable to vessel strikes or vandalism and can be dangerous to people.

Never chase or harass wildlife - Following a wild animal that is trying to escape is dangerous. Never completely surround the animal, trap an animal between a vessel and shore, block its escape route, or come between mother and young. When

viewing from a boat, operate at slow speed, move parallel to the swimming animals, and avoid approaching head-on or from behind, and separating individuals from a group. If you are operating a non-motorized vessel, emit periodic noise to make wildlife aware of your presence and avoid surprise.

Stay away from wildlife that appears abandoned or sick. Some marine animals, such as seals, leave the water or are exposed at low tide as part of their natural life cycle – there may be nothing wrong with them. Young animals that appear to be orphaned may actually be under the watchful eye of a nearby parent. An animal that is sick or injured is already vulnerable and may be more likely to bite. If you think an animal is in trouble, contact the local authorities for advice.

Wildlife and pets don't mix. Wild animals can injure and spread diseases to pets, and in turn, pets can harm and disturb wildlife. For example, wild animals recognize dogs as predators and quickly flee when they see or smell dogs. If you are traveling with a pet, always keep them on a leash and away from areas frequented by marine wildlife.

Lend a hand with trash removal. Human garbage is one of the greatest threats to marine wildlife. Carry a trash bag with you and pick up litter found along the shore and in the water. Plastic bags, floating debris and monofilament line pose the greatest risk to wildlife.

Help others to become responsible wildlife watchers and tour operators. Speak up if you notice other viewers or tour operators behaving in a way that disturbs the wildlife or other viewers or impacts sensitive habitats. Be friendly, respectful and discrete when approaching others. When operating a boat, lead by example and reduce your speed in areas frequented by marine wildlife, anchor properly and encourage others to do the same. Violations of the law should be reported to local authorities.

Bear Safety

All guides must carry a canister of pepper spray while on trail with customers. ATA provides Bear Safety training and bear spray for all guides

leading nature hikes at Lake Harriet Hunt. All guests must receive the following orientation on bear safety—as part of the Nature Trail Safety Briefing.

If you encounter a bear:

- ✓ Remain calm and avoid sudden movements.
- ✓ Give the bear plenty of room, allowing it to continue its activities undisturbed. If it changes its behavior, you're too close so back away.
- ✓ If you see a bear but the bear doesn't see you, detour quickly and quietly.
- ✓ If a bear spots you, try to get its attention while it is still farther away. You want it to know you're human so talk in a normal voice and waive your arms.
- ✓ Remember that a standing bear is not always a sign of aggression. Many times, bears will stand to get a better view.
- ✓ Throw something onto the ground (like your camera) if the bear pursues you, as it may be distracted by this and allow you to escape.
- ✓ Never feed or throw food to a bear. Remember, food is prohibited at the MGVC.

If a bear charges:

- ✓ Remember that many bears charge as a bluff. They may run, then veer off or stop abruptly. Stand your ground until the bear stops, then slowly back away.
- ✓ Never run from a bear! They will chase you and bears can run faster than 30 mph.
- ✓ Don't run towards or climb a tree. Black bears and some grizzlies can climb trees, and many bears will be provoked to chase you if they see you climbing.
- ✓ If you have pepper spray, be sure that you have trained with it before using it during an attack.

If a Black Bear attacks:

- ✓ Be loud, waive your arms, and stand your ground.
- ✓ Fight back! Be aggressive and use any object you have.
- ✓ Only if you are sure the bear attacking is a mother who is protecting its cubs, play dead.

If a Brown Bear attacks:

- ✓ Play Dead!

- ✓ Lie face down on the ground with your hands around the back of your neck.
- ✓ Stay silent and try not to move
- ✓ Keep your legs spread apart and if you can, leave your pack on to protect your back.
- ✓ Once the bear backs off, stay quiet and still for as long as you can. Bears will often watch from a distance and come back if they see movement.

Climate Change

As a guide, you will likely receive many questions about the receding glacier and climate change. Please refer to the following information to help guide your discussion:

The Alaskan Yellow Cedar has recently been dying off locally due to changing environmental conditions. In the winter, snow acts as an insulation blanket, so the more snow that lies on the ground, the bigger the blanket is for everything at or below ground level. Over the past several decades, the snowpack in the Tongass and the Ketchikan region has been decreasing and becoming more inconsistent, causing the snow blanket to be too thin to shelter the sensitive Yellow-cedar tree roots from the freezing and subfreezing temperatures of winter. These cold temperatures tend to shock and injure the roots of the Yellow-cedar. Injured or weak roots aren't able to supply the tree with adequate nutrients come summer, and the tree slowly begins to die off. While other tree species such as spruce and hemlock are affected by parasitic fungi, plants, or (though rare) insects/bugs, the Yellow-cedar is the only tree species affected by the decline in snowfall. These trees tend to stay standing for multiple decades even after the tree has largely died and lost all leaves, showing how rot-resistant and strong of a wood the Yellow-cedar is. Hence the use of the timber for canoes or more modernly, residential shingling, siding and decking.

Remember, "climate-change" and "global warming" are two different topics that can both become political and personal to guests very

quickly. Do not use this as an opportunity to express political beliefs or opinions. While the causes of a changing environment and climate are still not concretely proven, climate change is a very real thing that we see daily in Southeast Alaska. Once upon a time, the lake was under hundreds of feet of ice. The rounded hills, secession of lakes without a connecting river and extreme topography of the land around the lake are the evidence to support this claim. Obviously, great change has occurred to the location over the years, and those changes are continuing.

If you sense that the discussion is becoming heated or has the potential to generate conflict between you or your guests, quickly steer the discussion in another direction. When discussing climate change issues with guests, please keep the following guidelines mind:

- ✓ Know what you are talking about and stick to the facts.
- ✓ Cite your sources.
- ✓ Don't mix science and politics.
- ✓ Share what we do as a company to minimize our environmental impact (refer to our Environmental Sustainability Policy).

It is important that all of us consider how we can mitigate climate change in our own lives and businesses. Climate Change Mitigation refers to efforts to reduce or prevent emission of greenhouse gases. Mitigation can mean using new technologies and renewable energies, making older equipment more energy efficient, or changing management practices or consumer behavior. All of these tools are utilized by Alaska Travel Adventures in the operation of our vehicles, offices, and tours, and are summarized in our Environmental Sustainability and Climate Change Policy, which can be viewed at our website.



Employee Conduct

Learning Objectives

- ✓ Become informed about ATA Employee Conduct Policies
- ✓ Identify areas of compliance and ensure guide conduct meets standards
- ✓ Provide guidelines for the use of ATA vehicles
- ✓ Provide guidelines for accepting gratuities and complimentary tours
- ✓ Ensure cohesive and cooperative working environment

Introduction

Alaska Travel Adventures has a team of over 400 seasonal workers across our operations in Southeast Alaska and Anchorage. Employee conduct is critical to providing excellent customer and employee experiences in all ATA locations. As an employee your behaviors are crucial to providing a safe and respectful work environment in which all employees are able to thrive, and our operations are successful. The Employee Conduct policies in this manual apply to ALL seasonal workers, regardless of position or experience. *Our Full ATA Employee Conduct Policy is located in the Employee Handbook, which must be read, and acknowledged by signature by every ATA employee.*

Dress & Appearance

It is important Jeep & Canoe Staff be distinguished from clients and look professional, organized, and clean. Every effort has been made to select items of clothing that are functional, practical, appropriate, and affordable. Each employee, regardless of position, will be expected to follow this policy. The following is the **ATA Uniform & Grooming Standard:**

- ✓ **Grooming.** Hair must be kept neat and in a conservative manner. It must be pulled back if serving or preparing food.
- ✓ **Piercings.** No piercings are acceptable other than two earrings for female employees.

- ✓ **Jewelry.** Approved jewelry includes wedding rings and a watch. No other jewelry is permitted.
- ✓ **Tattoos.** All Tattoos should be covered.

Uniform

The following is a list of approved Alaska Travel Adventures uniform items, and conditions regarding these items. No Substitutions are permitted.

- ✓ **Black Pants.** Pants must be clean, unstained, without holes, and in good condition. Levi's, Carhartt., or other similar "canvas style" pants are acceptable.
- ✓ **Black Shorts with a liner.** No long pants (or long underwear) under the shorts.
- ✓ **ATA baseball cap*.** No logo caps, rain hats, stocking caps (beanies) or cowboy hats are permitted.
- ✓ **ATA Shirts*.** ATA will provide all guides with 3 free shirts. Shirts must be clean and free of wrinkles. (3 shirts are provided to Canoe guides and 2 shirts are provided to Jeep guides)
- ✓ **ATA Logo Denim Shirt** - A denim shirt will be issued to Jeep guides.
- ✓ **ATA Logo Jacket** or other red rain jacket. ATA Jackets can be attained at cost.
- ✓ **Black Rain Pants**
- ✓ **Knife.** (Guides and relevant personnel)
- ✓ **Watch.** ATA Guides should wear a watch to stay on time during tours. A cell phone should not be used as a timekeeping device and should never be used in front of clients.
- ✓ **NO SUBSTITUTE CLOTHING**

Uniform items with a (**) are issued to the employee by Alaska Travel Adventures. These items are required to be returned in good condition at the end of the season. Uniform items with a (*) are issues to the employee and do not need to be returned at the end of the season. All uniforms will be issued to the employee at the front office using the ATAapp. Employees will be charged the replacement cost of the item if they do not return items that 'Must be Returned' in good condition at the end of the season.

Note: This list is subject to change. Employee's will be informed of any changes and expected to comply.

Drug & Alcohol Policy

Alaska Travel Adventures is committed to a drug-free environment. Our full Drug & Alcohol policy is covered in the Employee Handbook. Jeep & Totem Guides are driving vehicles and Rainforest Island personnel are operating on United States Coast Guard approved vessels - Seahawk 2 & Seahawk 3. USCG and US Department of Transportation regulations are applicable to these vessels and prohibit the use, sale, distribution, manufacture, or possession of illegal drugs. They also prohibit the use of Marijuana, which is legal in the State of Alaska. To facilitate enforcement of the provisions of this policy, this company will use every legal means to deter and/or detect violations including, but not limited to, urine, breath, or blood testing of Captains, Crewmembers, Guides, and independent contractors as required by DOT and USCG under the following circumstances:

- ✓ **Pre-employment.** A condition of hiring a new employee is the passing of a pre-employment drug test.
- ✓ **Reasonable Suspicion.** In situations where the employer is aware of facts that would lead him/her to suspect the drug policy has been violated, a drug test will be conducted.
- ✓ **Post Incident.** In case of a "serious marine incident" as defined in 46 CFR Part 4, the employer must determine who should be tested.
- ✓ **Random.** Any time during an employee's work schedule, he/she is subject to an unannounced random test for the illegal use of drugs.
- ✓ **Periodic.** As required upon license renewal, usually exempt as in 46 CFR Part 16.220.
- ✓ **Return to Duty.** An employee who tests positive may be terminated by the employer, or alternatively, if directed to counseling or rehabilitation, as a condition of continued employment, must submit to unannounced drug tests for a specified period.

Our company supports the necessity for maintaining a Drug-Free Policy and pledges to abide by the provisions of this document and DOT/Coast Guard drug and alcohol testing rules. This company will take appropriate disciplinary action, including the possibility of termination of employment and/or services as well as possible suspension of United States Coast Guard license and/or merchant Mariner Document, and legal prosecution, for violations of this policy. We understand that The Maritime Consortium, Inc., is also required to notify the U.S. Coast Guard in the case of any positive tests. We further recognize that chemical dependencies are a personal concern for many individuals and accordingly encourage drug abusers to immediately seek professional help such as is available through the confidential services of an Employee Assistance Program (EAP).

Gratuities & Comp Tours

There are many benefits to working for Alaska Travel Adventures. These benefits include working with amazing people, working, and living in the one of the world's most beautiful places and fun activities we offer as a team. In addition to competitive pay, guides may earn gratuities, invitations aboard cruise ships, discounted tours, and tours we will take as a team.

Gratuities

Tips can and may be a significant supplement to your income. They are an indicator of the quality of your tour delivery. "Tip Jars" or any other soliciting for tips or other gratuities will not be condoned or tolerated. Alaska Travel Adventures does not have a company policy for dividing tips between Captains, Guides & Support Staff. Determining any system for dividing tips is between the employees working the tour. The company does not, nor is it required to, report your tips to the Internal Revenue Service. You are required by law to claim your tips as income.

Invitations Aboard Cruise Ships

If you are invited by a client, cruise ship personnel or one of the suppliers to have dinner or drinks aboard a cruise ship, you must get approval from the Operations Manager. Do not wear your work uniform. Slacks, socks, shined shoes, and a pressed shirt or a skirt and blouse are minimum requirements aboard ships.

Comp'd & Discounted Tours

If you are offered a complimentary or discounted product by a local merchant, tour operator, or transportation carrier, you must check with the Director of Opet prior to accepting. Products and services at free or discounted rates are not to be solicited, it may jeopardize the company's ability to arrange them for a larger staff outing.

Crew Tours & Rates

We often arrange with other companies for their crew to take part in ATA tours at discounted rates. Any crew tours and discounted rates for ATA tours must be approved by the Operations Manager. Do not promise any discounted rates to friends, peers, companies, or Shore Excursions staff. If a request is being made of you by another organization, please direct the request to the Operations Manager.

Vehicle Use

Alaska Travel Adventures owns and maintains over twenty vehicles for use in Ketchikan operations. The primary purpose of company vehicles is for operational purposes including use by clients for Jeep tours, transportation of clients to and from tour, and transportation of guides and support staff from the Jeep Base to the tour location. We also use company vehicles to transport ATA staff to and from ATA Employee Housing and the Jeep Base to start work. Company vehicles may also be utilized for ATA Staff Outings with permission of the Operations Manager. ATA company vehicles are not for personal use. DO NOT ASK to use a company vehicle for personal uses or daily transportation.

All drivers must be at least 21 years of age (exceptions to this are made only by the President)

and are required to have a valid driver's license. Drivers must complete a driver's eligibility questionnaire prior to driving any ATA vehicle. Drivers will obey all traffic laws and will pay their own parking and/or moving violations.

No one will drive an ATA vehicle while under the influence of alcohol or non-prescription drugs. Employees are not to ride in ATA vehicles while the driver is under such an influence. Drivers with a "driving while intoxicated" or "reckless driving" citation within the immediate three years may not operate ATA vehicles under any circumstances. Smoking is not allowed in ATA vehicles.

Drivers must perform a pre-trip inspection prior to driving a company vehicle. All vehicles will be equipped with a first aid kit, fire extinguisher and accident/incident report forms. This includes checking all fluid levels (water, oil, fuel, transmission) and adding fluid if necessary. All vehicles should carry a spare quart of oil. Drivers towing trailers are responsible for checking trailer hitch, safety chain, lights and wheel bearings before departing.

Drivers are required to refuel anytime a vehicle has less than a half tank of fuel. Note the vehicle # on the receipt and submit to supervisor.

In the event of an incident, drivers are required to fill out an incident/accident form and submit it to the manager. The form must be filled out completely at the time of the incident. If needed provide the information to the police or other driver on request. **DO NOT VOLUNTEER ADDITIONAL INFORMATION.** Any damage to company vehicles must be immediately reported to the supervisor.

Merchandise & Paperwork


No matter what your position with ATA, you will at some point be required to do paperwork. The information you provide is vital for the operation of this business. All paperwork must be completed in a timely manner and submitted to your supervisor or the main office immediately. If the paperwork is to be mailed to the Juneau or

Redmond office, ~~fax~~ scan it first. Any department handling cash must adhere to the company cash management plan with regards to cash, vouchers, and deposits. Supervisors are responsible for ensuring that paperwork is completed and submitted on time.

Purchases

All purchases must be approved by the manager. Any purchases made without prior approval and proper paperwork may result in disciplinary action. All paperwork associated with a company purchase must be submitted to the supervisor immediately. Charges must be made with an ATA Purchase Order and receipts must be kept for all purchases, especially for cash purchases. If, for any reason, an employee should purchase an item for company use, reimbursements for purchases must be approved by the supervisor and accompanied by an expense report and receipt.

- ✓ A Purchase Order (PO) is required for anything you are purchasing that will not be paid for with a credit card.
- ✓ A physical Purchase Order is not necessary for the transaction to take place, only a PO number is required. A PO number is obtained by calling the corporate office in Juneau at (907)789-0052
- ✓ When requesting a PO, you will need to provide the following information, vendor name, amount or estimated amount (not to exceed) of the purchase and project code. You will also need to indicate if the PO is recurring or for a one-time purchase. Remember that you are authorized to commit company funds only up to your approved level, beyond that level and you must have the approval of your supervisor.
- ✓ Single purchase PO - A single purchase PO will be requested for an individual purchase. An example of this would be if you were to go to the hardware store and buy nails to execute a repair.
- ✓ Recurring PO's - Recurring PO's will be used to authorize payment for an ongoing expense and will be coded appropriately. An example of a recurring PO would be power for the Ketchikan Jeep Base. In this example, you would indicate



the PO as “recurring”, and estimate the annual amount of the expense. Careful thought must be given to the estimate made. A good starting point is to request from accounting the amount of money that was spent on that specific item in the prior year and how the expense was allocated between any departments that must share in the expense. You can then apply information such as expected volume, increased/decreased product cost or any other variables that would result in an increase or decrease of the projected total expense. The PO must be coded properly to ensure that the expense is spread correctly among the appropriate departments. If you are in doubt, consult with your supervisor for additional guidance.

- ✓ In the event that a PO is accidentally not obtained for a purchase, a copy of the bill will be forwarded by accounting to the manager of the offending department. If the bill was for a single purchase, simply code the bill and return it to the accounting department for payment. If the bill is for a recurring expense, code the bill, return it to accounting for payment and prepare a recurring PO for the remainder of the anticipated expense.
- ✓ PO's serve as an authorization for our accounting department to process payment for a specific bill. Every bill that arrives for payment must have a corresponding PO number that the accounting team can reference. Remember that the amount indicated on the PO is the maximum amount authorized for that purchase. In the event that the purchase amount exceeds the amount on the existing PO, accounting will inform the responsible manager and authorization will be obtained prior to executing payment. In these instances, accounting will update the information on the PO Log, including the name of the manager authorizing the change and the new amount (up to the individual manager's limit) as well as the date requested.

ATA Personnel



Chapter 1

Job Descriptions

Roles

Responsibilities

Team Approach



Ketchikan Personnel

Learning Objectives

- ✓ Develop understanding of ATA's "All Hands On Deck" Philosophy
- ✓ Develop understanding of each staff member's role on the team
- ✓ Develop understanding and take ownership of your role and responsibility
- ✓ Discover how we can succeed as an operation.

Introduction

Working in Alaska can be a dream come true for seasonal workers and full-time employees alike. As an ATA Ketchikan staff member, you are part of a team that works together to service over 20,000 customers each season. While each member of our team has a specific role to fill, ATA is an "all hands-on deck" operation in which no task is too small for any member of our team. The job descriptions listed in this section outline the responsibilities of each position so that field staff understand their primary responsibilities as well as understand how our Ketchikan team functions.

Ketchikan Operations Manager

Under the direction of the President and Vice President, the Operations Manager assumes

overall responsibility for all facets of the Alaska Travel Adventure's operations in Ketchikan and Sitka. The Operations Manager provides the primary leadership for the success of ATA's tour products. Duties include but are not limited to the following:

Leadership. Works under ATA Leadership to drive value and exceptional experiences for our customers; cultivates a positive work culture and seasonal experience for employees by leading, inspiring and supervising, mentoring, and developing staff; and maintains a climate that attracts and retains quality personnel.

Risk Management - Provides leadership to Operations Supervisor and field staff teams to

ensure compliance of ATA policies and procedures; and develops and implements safety policies and procedures, as well as reporting, evaluation, and follow-up.

Financial Management - Ensures the financial stability of KTN and STK through strategic planning, budgeting, and fiscal controls; oversees all aspect of financial management, including the general operating budget for Ketchikan and Sitka; and provides fiscal controls by approving scheduling and timesheets, properly coding expenses, and approving reports by operations supervisors.

Tour Delivery & Development - Assumes overall responsibility of day-to-day tour operations of all related activities; delivers top-quality training of guides and related field staff; development and control of tour narrative and delivery; and observes each employee's performance several times over the season and complete written audits, holding periodic performance evaluation sessions with employees.

Community & Business Development - Develops of new tour products from Concept Stage to Launch; maintains a positive relationship with Shore Excursions Managers/Teams, confirming the quality of our tour products and a high level of customer service; and actively participates and positively represents Alaska Travel Adventures in the communities of Ketchikan and Sitka.

Operations - Supervises, directly and indirectly, all operations supervisors and field staff to ensure compliance with all permit requirements, federal, state and local laws and any marine or land use requirements; maintains a positive relationship with the local Forest Service office, and ensure compliance with our special use permit; leads Operations Team to ensure facilities, vehicles and equipment are in standard working order, are clean and organized at all times and food/supplies are in the appropriate supply to perform work; works in conjunction with the Field Operations Manager, marine operations and mechanics to ensure capital equipment is properly maintained and tour ready; and communicates with Dock Operations Supervisor regarding transportation to

ensure well-coordinated bussing of passengers whilst on tour.

Administrative Tasks - Approves weekly schedule and vets timesheets; oversees and monitors daily logistics and tour staging; other duties as assigned by the President and Vice President.

Field Operations Supervisor & Senior Guide

Under the direction of the Operations Manager, the Field Operations Supervisor is responsible for customer service, tour quality, transportation coordination and the overall efficiency of tour operations. The Field Operations Supervisor is a working manager and is the Senior Guide. Duties include but are not limited to the following:

Culture - Works in conjunction with the Operations Manager and Dock Operations Supervisor to cultivate a positive working environment and amazing seasonal experience; leads Ketchikan staff by developing a maintaining core values; works in conjunction with the Operations Manager and Dock Operations Supervisor to plan and deliver employee experiences; and work in conjunction with the Operations Manager and lead guides to ensure compliance of ATA policies and procedures by field staff, including the proper reporting of Employee Misconduct and possible termination.

Customer Service - Works in conjunction with the Operations Manager and Dock Operations Supervisor to ensure delivery of excellent tours and customer service; maintains a high level of appreciation for guest satisfaction and assist in the day-to-day management of service recovery processes; assists in resolving Lost and Found and Guest Incidents and responding to various forms of customer feedback (Comment Cards, TripAdvisor, Princess Tour Ratings, etc.); and timely communication to Director of all passenger related issues. Work with Director and Dock Operations Supervisor to communicate passenger related issues to Shore Excursion staff.

Tour Delivery - Supervises all day-to-day tour operations and all related activities; works in

conjunction with the Operations Manager to deliver quality training of guides and related field staff; develops and assumes control of tour narrative and delivery; observes each employee's performance several times over the season and complete written audits; hold periodic performance evaluation sessions with employees; and works in conjunction with the Operations Manager to handle any staff issues including the proper reporting of Employee Misconduct and possible termination.

Field Operations - Works in conjunction with the Operations Manager to ensure compliance with all permit requirements, federal, state and local laws and any marine or land use requirements; works in conjunction with the Lead Guides to maintain a positive relationship with the local Forest Service office, and ensure compliance with our special use permits; works in conjunction with the Lead Jeep and Lead Hiking Guides to ensure that Jeep Base is kept in standard working order and work area is clean and organized at all times; works in conjunction with the Lead Jeep/Canoe Guide to ensure Jeep Trails, Lake Harriet Hunt Docks and Cook Camp are in standard working order and area is clean and organized at all times; and schedules trail and road maintenance & repair, and maintenance, repair and servicing of equipment; works in conjunction with the Lead Hiking Guide to ensure the Betton Island Camp and Knudson Cove Staging Areas are in standard working order and area is clean and organized at all times; oversees weekly inventory of food and supplies and propose order to ensure all food and supplies are in stock in appropriate quantities for field staff to complete its' tasks; communicates with Dock Operations Supervisor regarding transportation to ensure well-coordinated bussing of passengers whilst on tour; and works in conjunction with the Mechanic and Lead Jeep/Canoe Guide to ensure the fleet of Jeeps and Vans are properly maintained and tour ready.

Administrative Tasks - Prepares weekly schedule for guides and support staff; check and approve timesheets; prepares, adjusts and monitors daily logistics and tour staging; and other duties as assigned by the Operations Manager.

Ancillary Sales - Works with staff to display and actively sell ancillary products including t-shirts and stickers; and works in conjunction with the Operations Manager to ensure compliance and timely reporting of the merchandise sales plan.

Lead Jeep & Canoe Guide

Under the direction of the Field Operations Supervisor, the Lead Jeep-Canoe Guide is responsible for tour quality and the overall efficiency of Jeep/Canoe/Totem operations. The Lead Jeep-Canoe Guide is a working guide who has leadership responsibilities.

Culture - Works as part of the leadership team to cultivate a positive working environment and amazing seasonal experience for Ketchikan employees; assists the Field Operations Supervisor and Director in planning and delivering employee experiences; leads jeep-canoe guide staff by maintaining core values; works as part of the leadership team to ensure compliance of ATA policies and procedures by field staff.

Customer Service - Works as part of the leadership team to ensure delivery of excellent tours and customer service; maintain a high level of appreciation for guest satisfaction and assist in the day-to-day management of service recovery processes; assist in resolving Lost and Found and Guest Incidents and responding to various forms of customer feedback (Comment Cards, TripAdvisor, Princess Tour Ratings, etc.). Communicates in a timely manner to Field Operations Supervisor and Dock Operations Supervisor of all passenger related issues; and complies with the company dress and appearance policy (this includes wearing and maintaining in a clean and neat condition the required uniform and equipment.)

Tour Delivery - Serves as an example to other Jeep and Canoe Guides in delivering tour products at a high level; works in conjunction with the Operations Manager and Field Operations Supervisor to deliver quality training of guides and related field staff; assist Field Operations Supervisor in auditing guides' tour narrative and presentation and participate in employee

evaluation sessions; evaluates all field staff for compliance and or meritorious service; monitors and adjust tour logistics and staging; and monitors program safety and informs the Field Operations Supervisor of any unsafe or potentially unsafe conditions or procedures

Field Operations - Assists Field Operations Supervisor to maintain a positive relationship with the local Forest Service and State Park office, and ensure compliance with our special use permit; assists Field Operations Supervisor to ensure compliance with all permit requirements, federal, state and local laws, and any marine or land use requirements; assists Field Operations Supervisor and Lead Marine Operator to ensure and maintain a positive relationship with Totem Bight State Park; assists the Field Operations Supervisor in ensuring Jeep Base is kept in standard working order and work area is clean and organized at all times; assists the Field Operations Supervisor in ensuring trails, Lake Harriet Hunt Docks and Cook Camp are in standard working order and area is clean and organized at all times; performs trail maintenance & repair; performs maintenance, repair and servicing of equipment; ensures that equipment and supplies are available in sufficient quantities for the field staff to perform its designated tasks; ensure a high level of sanitary practices and general hygiene; and works in conjunction with Field Operations Supervisor and Mechanic to ensure fleet of Jeeps and Vans are properly maintained and tour ready

Administrative - Assists Field Operations Supervisor in staff scheduling and vetting of timesheets.

Ancillary Sales - Works with staff to display and actively sell ancillary products including t-shirts and stickers; assists Field Operations Supervisor to ensure compliance and timely reporting of the merchandise sales plan.

Jeep & Canoe Guides

Under the direction of the Field Operations Supervisor and Lead Jeep/Canoe Guide, Jeep and Canoe Guides are ultimately responsible for the delivery of an enjoyable tour experience for the

passengers. Duties include, but are not limited, to the following:

Culture - Maintains core values and is a positive and contributing member to organizational excellence.


Customer Service - Works as part of a team to ensure delivery of excellent tours and customer service; maintains a high level of appreciation for guest satisfaction; and communicates in a timely manner to the Lead Guide & Field Operations Supervisor of all passenger related issues, notifying them regarding any irregular activities or events occurring within the trip.

Tour Delivery - Complies with all ATA policies and procedures; participates in all relevant training exercises to be fully prepared to offer top quality tours; load and unload the necessary equipment for delivery of the tour; presents safety talk to all passengers; delivers an informed narrative covering the environment and species, flora, fauna, local history, etc.; instructs jeep, canoe and hiking activities in a safe and secure manner; serves food and beverages; assists passengers with supplied personal equipment and with loading and unloading; and delivers emergency first aid treatment as required..

Field Operations - Maintains adequate inventory of food and supplies, restocking if necessary; cleans and maintain equipment and facilities; monitors the appearance of the trail, and perform any necessary maintenance.; repairs equipment under the supervision of the Lead Guide; monitors program safety and inform the Field Operations Supervisor and/or Lead Guide of any unsafe or potentially unsafe conditions or procedures; helps maintain a positive relationship with the local Forest Service and State Park offices, and ensures compliance with our special use permit; ensures compliance with permit requirements, federal, state and local laws, and any marine or land use requirements

Ancillary Sales - Actively sell ancillary products including t-shirts and stickers.

Camp Chef



Under the direction of the Field Operations Supervisor and Lead Jeep & Canoe Guide, the Camp chef is ultimately responsible for the delivery of a fantastic experience in Cook Camp. Duties include, but are not limited, to the following.

Culture - Maintains core values and is a positive and contributing member to organizational excellence.

Customer Service - Works as part of a team to ensure delivery of excellent tours and customer service; maintains a high level of appreciation for guest satisfaction; and communicates in a timely manner to the Lead Jeep & Canoe Guide and Field Operations Supervisor of all passenger related issues, notifying them regarding any irregular activities or events occurring within the trip.

Tour Delivery - Complies with all ATA policies and procedures; participate in all relevant training exercises to be fully prepared to offer top quality tours; provides and ensures a sanitary and safe food service experience in an outdoor cooking setting; serves customers efficiently, maintaining positive customer service throughout the process; and delivers a welcoming introduction to the Cook Camp experience.

Field Operations - Maintains Cook Camp, keeping clean and neat at all times; cleans and maintains equipment and facilities; monitors the appearance of the trail, Cook Camp roofs and firewood quantities; loads and unloads the necessary equipment for preparation and cooking of Alaskan Style Snack at Cook Camp; repairs equipment under the supervision of the Lead Guide; monitors program safety and inform the Field Operations Supervisor and/or Lead Guide of any unsafe or potentially unsafe conditions or procedures; helps maintain a positive relationship with the local Forest Service office, and ensure compliance with our special use permit: and ensures compliance with permit requirements, federal, state and local laws, and any land use requirements.

Ancillary Sales - Actively sell ancillary products including t-shirts souvenir coffee mugs.

Tour Procedures



Chapter 1

Pre-Tour Procedure

Chapter 2

Tour Procedure

Chapter 3

Post-Tour Procedure



Pre-Tour Procedures

Learning Objectives

- ✓ Gain understanding of tasks which need to be completed before passengers arrive
- ✓ Take ownership in the “all hands on deck” approach of Alaska Travel Adventures
- ✓ Learn role and responsibilities in order to conduct efficient pre-tour operations
- ✓ Ensure compliance with US Forest Service & Alaska State Parks Operating Permits

Introduction

The Backcountry Jeep & Canoe Tour and the Totem Bight & Canoe Tour both contain several components and operate in two directions. On any given day, we may have three split Jeep/Canoe Tours operating in two directions, three Rainforest Canoe & Nature Trail tours and two Totem Bight & Rainforest Canoe tours operating. There will even be custom or exclusive tours which run on these very busy days. It is very important that the guides understand the logistics of the tour, how much time is to be spent on each component and how to work together as a team to make the day successful. Several tools have been developed to help the team stay on schedule and being on time is critical to the success of the tour. Providing a high-quality tour

is the goal of ATA. This can be done with the cooperation of the staff and crew. To maintain consistency in the quality of the tour, the following is a list of procedures that are to be followed before each day of tours:

Arrival Times & Timekeeping

It is crucial to arrive at the Jeep Base on time. Staff members should arrive a few minutes before the start of their shift in order to clock in and be ready to work at the time they are scheduled. It is important that all members of the team arrive on time as every member has a job to do and the team must work efficiently in order to complete all tasks on time.

Guides will be scheduled to arrive at the Jeep Base 1 hour prior to the start time of the first tour. Deckhands and captains will be scheduled to arrive at Knudson Cove 50 minutes prior to the start time of the first tour. These timings are historically accurate and give field staff ample time to be able to complete all pre-tour procedures.

All staff must record their start time using the ATA app. All employees must complete all timekeeping steps including clocking in, clocking out, completing, and approving their shift by the end of the day.

Tour Logistics / Multiple Trip Days

The Field Operations Supervisor or Lead Guide should arrive a minimum of 15 minutes before other guides arrive. Upon arrival, they should login to the Logistics & Packing Application, double check the total number of guests for the day the number of guests per group and print the logistics for morning meeting.

On most days of operation, there will be multiple Jeep/Canoe tours run back-to-back simultaneously with back-to-back Canoe Tours. Some turnarounds allow as little as 15 minutes from client departure to client arrival. Time is off the essence. When running back-to-back tours, it is critical to do the following actions:

- ✓ Every effort will be made to prepare equipment and supplies for all trips during the first setup.
- ✓ The fuel in all vehicles should be checked.
- ✓ Guides should perform a walk-around of each vehicle and visually check for any damage or problems from the prior trip.
- ✓ Guides doing turnaround trips will bring a sack lunch. It is not possible to go to town for lunch.
- ✓ Guides should make sure enough Jeeps and Canoes are ready for the incoming group.
- ✓ In the event, additional Jeeps are needed, they will be prepared (pre-tripped) in advance of the first trip.
- ✓ Jeeps will not be washed between turnaround trips (unless time allows) but will be cleaned up.
- ✓ All trash should be removed and windows cleaned and dashboards dusted.
- ✓ If a Jeep is not used on the second trip, it should be parked away from the loading area and

cleaned, fueled, and prepped with the rest of the Jeeps at the end of the day.

All Staff Pre-Tour Briefing

Upon arrival and clocking in via the ATA app, ALL guides, chefs, and supervisors involved with the Jeep/Canoe, Rainforest Canoe and Totem & Canoe tours meet together. In the event that tours start at different times, the supervisor / lead guide will conduct separate briefings. The supervisor or lead guide will hand out the daily logistics sheets and lead a discussion covering the following details of the day:

- ✓ Meeting times should be set for arriving at the lake (where the groups switch from Jeeps to canoe), and the road swap (bottom of each road).
- ✓ Details pertaining to how many jeeps are being used on each tour and the details of any jeep exchanges.
- ✓ Details pertaining to how many canoes will be pulled from the buoy and prepared for the day, and any exchanges of the canoes between groups.
- ✓ Details pertaining to how many groups will be served at Cook Camp, and their anticipated arrival times at Cook Camp.
- ✓ Details pertaining to any personnel changes that will happen due to work shifts.
- ✓ Details pertaining to guides transporting customers in ATA transportation or guides that are needed to ride bus transportation from the docks to Lake Harriet Hunt.
- ✓ All guides need to be aware of the big picture

Food & Equipment Preparation (Guides/Camp Chefs)

Jeep and Canoe Guides are on a rotational schedule for Cook Camp duty. A guide can expect to be chef once or twice a week. It is important that guides and the camp chef pack all food and equipment needed for the day of tours in accordance to the packing sheets. Forgetting any equipment can result in a poor customer experiences or inefficient return trips to the Jeep Base to retrieve forgotten equipment. The camp chef and majority of the guides working the tour should work to pack the

food and equipment into the service vehicles as efficiently as possible. The goal is to have the camp chef and guide(s) assigned to prepping the canoes on their way to the lake 10 minutes after checking in. Upon checking in at the Jeep Base, guides should complete the following procedures:

Jeep & Jeep Base Staging

The Supervisor / Lead Guide will determine how many and which Jeeps will be used to operate the entire day's tours, considering passenger counts, mileage, maintenance, etc. The Supervisor / Lead Guide is responsible to check that sufficient equipment and supplies are prepared for the entire day's business.

- ✓ Jeeps will be lined up in a manner that spreads the colors evenly throughout the group. There should never be a group of Jeeps of which all are the same color.
- ✓ All Jeeps to be used will be double-checked and prepared. This includes Guide Jeeps and a backup vehicle when possible. Guides will use the ATAapp's Jeep Inspection form for all vehicles that are being utilized on tour that day.
- ✓ Jeeps, CB radios, and headlights are to be turned on after receiving word from the dock staff that the tour has departed the downtown docks.
- ✓ Ensure that all radios are operating and volume controls are adjusted accordingly.
- ✓ Jeeps to be used on the first departure will be started and positioned in the loading area. Keys will be left in the ignition.
- ✓ Client paperwork and release forms should be prepared and placed near the bus loading area.
- ✓ The bus loading area will be policed and all items of trash removed.
- ✓ Staff will be well groomed, outfitted, and in a clean, complete uniform, including a watch.
- ✓ Excess equipment and vehicles will be removed from the bus loading/orientation area and stored in the proper place.
- ✓ Toilets must be inspected, clean, and well supplied.

Guides have plenty of time to make sure that all gear is cleaned and prepared before the arrival of guests. There is no excuse for scrambling at the

last second in the event of a malfunctioning radios or incomplete paperwork.

Jeep Outfitting & Equipment

It is the guide's responsibility to make sure that all vehicles are properly outfitted before departure. This is part of the pre-trip inspection. Guide Jeeps and Client Jeeps are to be outfitted differently. **Each Guide Jeep will be outfitted with following equipment:**

- ✓ Radio
- ✓ First Aid Kit
- ✓ Fire Extinguisher
- ✓ Blanket
- ✓ Jumper Cables
- ✓ Jack & lug wrench
- ✓ Tool kit (screwdrivers, wrenches, etc.)
- ✓ Spare Tire
- ✓ Tow Strap
- ✓ Flares
- ✓ Garbage bags
- ✓ Paperwork, including extra Release forms, accident forms, vehicle registration, insurance information, pre-trip forms, etc.
- ✓ Emergency Kit: Pencils, Paper for witness statements, Generic diagram, and incident reports

Each Client Jeep should be equipped with the following:

- ✓ Paperwork and pen (vehicle registration, copy of insurance, incident report form, map, etc.)
- ✓ Terry cloth towels to wipe windows
- ✓ Litter bag
- ✓ "Safety First" card located on the dash and back of each front seat.

Lake Harriet Hunt Staging

The Supervisor / Lead Guide will determine how many canoes will be used to operate the entire day's tours, taking into account passenger counts, tour times, etc. The Supervisor / Lead Guide is responsible to check that sufficient equipment and supplies are prepared for the entire day's business.

- ✓ Take all dry boxes, coolers, water coolers and supplies for Cook Camp down to the dock.
- ✓ Find/Unload the chef's canoe and load all supplies needed for the day into the canoe.

- ✓ After putting on a PFD, the chef and a canoe guide will paddle to the mooring buoy together. The chef will drop the guide off at the canoes and continue onward to Cook Camp and will begin following the Cook Camp procedures listed in this section of the manual. The Canoe guide will perform the following:
 - ✓ Canoes will be secured at the dock
 - ✓ Canoes will be fully bailed of all water that has accumulated over-night. All canoes must be bailed every day.
 - ✓ An appropriate number of paddles should be placed against the side of the box truck ready for customers to grab.
 - ✓ Raingear and PFD's will be prepped, double-checked to ensure cleanliness and dryness, and placed in a location where they will be easy and accessible to grab and distribute once guests arrive, but in a clean and dry area.
 - ✓ Restrooms will be checked to ensure cleanliness, that they are stocked with toilet paper, and are ready to use
 - ✓ Client paperwork and release forms should be prepared for when the bus arrives.
 - ✓ The bus loading area will be monitored and all items of trash removed.
 - ✓ Staff will be well groomed, outfitted, and in a clean, complete uniform, including a watch.
 - ✓ Excess equipment and vehicles will be removed from the bus loading/orientation area and stored near the boat launch just west of the turnaround bubble.

Guides have plenty of time to make sure that all gear is cleaned and prepared before the arrival of guests. There is no excuse for scrambling at the last second in the event of unpreparedness or incomplete paperwork.

Cook Camp & Chef's Procedures

Upon arriving at the lake, time is of the essence. The chef must be organized and work in an efficient manner in order have the food and drink prepared for the first group's arrival. The quicker the chef can get across the lake and begin preparing the day's snack, the better. Upon arrival at camp, the chef and any assistants should:

- ✓ Secure the canoe so it doesn't float away. Pulling it up onto shore beside the dock/staircase is a great way to secure the canoe
- ✓ Focus attention on starting the fire and getting the stove items going as soon as possible. Use the propane to start the fire and get your hot beverages and chowder hot.
- ✓ Carry the chef ware tote and the tote with the chowder supplies in it and the "cooking water" jug.
- ✓ While the fire grows, fill the bottom boiler pot with the appropriate amount of water and set it directly above the fire. Fill the three blue water pots and set them on the stove as well.
- ✓ Guides should always wear disposable gloves when preparing and serving food. Food for the Backcountry Jeep & Canoe Safari, Rainforest Canoe Adventure, and Totem Bight State Historical Park will be served as outlined during the staff training. It is important that all staff be extremely conscious of serving food in a clean and orderly manner and all Food Service Policies (outlined in the Tour Policy portion of this manual) must be complied with in preparation and serving of the snack.
- ✓ Begin preparing the chowder and set it on the stove as soon as possible.
- ✓ Once the fire is established and the chowder and three pots of water are heating up, carry the rest of the supply boxes, coolers, and water coolers up from the canoe.
- ✓ Stash the canoe on the side of the lake.
- ✓ Set the other water cooler(s) in place.
- ✓ Start preparing the table. A complete table has a basket with napkins, cups and bowls inside of it, two baskets or cups with spoons in them, two baskets or cups with stir sticks in them, a basket or bowl with sugar, equal, and non-dairy creamer packets, a basket or two of gold fish, a bowl or two of butter squares, a large basket with rolls, two containers of jam, two small containers of salmon dip, a bowl or two of Andes mints, two bottles of hand sanitizer, and cranberry juice.
- ✓ The table should be laid out in an organized and attractive manner that allows for customers to easily and quickly acquire their snack. (See Appendix for Photo of Ideal Cook Camp Staging)

- ✓ Final Steps:
 - 1) Once the table is set, check on the fire and the items on the stove. Stir the chowder, serve yourself a small tasting to see if it needs any additional spices or seasoning.
 - 2) Stir in the coffee and hot cocoa mix
 - 3) Move all garbage, totes, coolers, and unnecessary equipment to the woodshed and off of the Cook Camp platform
 - 4) Ensure the tidiness of Cook Camp
 - 5) Pay attention to the food. Remove from the heat if necessary, add more wood if necessary, add any finishing touches
 - 6) Set liners in the trash and recycle bins
 - 7) If ready before customers come, work on daily maintenance tasks.

Lake Harriet Hunt Staging

The Totem Bight & Canoe guide should arrive at the Jeep Base one hour prior to the start of the tour. The guide on this tour works mostly by themselves, but there may be some custom tours in which multiple guides are utilized. The guides on this tour should complete the following pre-tour procedures:

- ✓ Ensure that the van used on tour is fueled and cleaned, as it should have been the day prior.
- ✓ Once the van is customer-ready, spend a few minutes seeing if any employee at the Jeep Base, like the chef or other guides, needs a hand with anything before you take off for downtown.
- ✓ Ensure you have a Canoe tour waiver
- ✓ Depart for downtown no later than 40 minutes prior to the tour start time
- ✓ Meet with the Dock Reps to get your specific sign. Make sure your role is clearly communicated with them to confirm both sides know what is going on. They may be asking you to help with another tour departure in addition to your own tour.
- ✓ Meet your group as they come up to you from the cruise ship. Direct them to the van they will be taking if it is rainy or invite them to hang out with you on the docks as the rest of the people continue to show up. Be sure to introduce yourself, double check their ticket for accuracy,

and give them a brief overview of what is about to happen. “We’re waiting on two more people at this point. When they get here we will all hop into that green van right there and head to Totem Bight State Historical Park”.

- ✓ When all customers are present, safely get everyone in the vehicle and begin to drive towards Totem Bight.



Tour Procedures

Learning Objectives

- ✓ Gain understanding of all tasks to be completed during the tour.
- ✓ Take ownership in the “all-hands-on-deck” approach of Alaska Travel Adventures.
- ✓ Learn roles and responsibilities in order to conduct efficient tour operations.
- ✓ Develop customer service centered approach to delivering tours.
- ✓ Engrain a safety-first mindset which is in alignment with ATA Safety Culture
- ✓ Ensure compliance with US Forest Service operating permit.

Introduction

The tour experience starts as passengers disembark from their ship and are met by an ATA Customer Service Representative (Dock Reps). Guides working the Totem & Canoe tour, and guides on the Jeep & Canoe and Rainforest Canoe tours may also be called on to check-in customers and therefore should be familiar with this procedure. The passenger(s) should feel welcomed and understand our tour will be a high-quality experience from the moment they are engaged by ATA personnel. ATA staff members should present themselves as friendly, knowledgeable, and organized. The following procedures will be followed by all personnel greeting customers and directing them onto the proper transportation.

Ratios & Group Spacing

We may have as many 80 clients per Jeep tour, 60 clients per canoe tour and 28 clients per Totem Bight tour. Depending on numbers the clients may be split at the docks, at the Jeep Base, or at the lake. The large canoes hold up to 20 people each and the small canoes hold up to 14 people each, so split groups can get split yet again at the lake. This can potentially cause up to 6-7 canoes being on the lake at any one time, for up to three different tours. It is important that the guides stagger the groups so that the quality of the experience is not diminished. Guides should make every effort to create distance between themselves and the other groups.

Under no circumstances should group size exceed 20 clients in the large canoes / 14 clients in the small canoes, and groups should be divided as equally as

possible. In the event of multiple canoes arriving to cook camp at one time, one guide should immediately start hiking, while the other guide stays at camp and enjoys their snack. The hiking portion and the eating portion should be roughly the same duration, so the two groups will essentially switch spots when they are done. Following guides should pace their group so that the space between groups becomes acceptable. Under no circumstances should 2 groups be “back-to-back” on the trail.

Greeting Tours on the Docks

It is the responsibility of the Operations Supervisors and Dock Staff to greet, organize and split tours. Guides can expect to greet a tour as the passengers disembark their cruise ship, at the Jeep Base, or at the lake, so understanding which greeting to use in addition to when and where is extremely important to ensure clarity, continuity, and consistency amongst our guide staff. Specific guide roles will be assigned and clarified well in advance of the tour.

- ✓ Greet customers as they come off the ship. Introduce yourself and make it clear that they are on the tour they registered for. You will be greeting passengers who are coming off the ships in several stages. Ensure the passengers are registered for our tour by checking their tickets.
- ✓ If there is a place you would like passengers to wait while you gather the rest of the tour group, communicate both the waiting location and time you will meet them clearly.
- ✓ Let the passengers know the length of the ride and that they can use the bathroom on the docks (If there is time) or their destination (Jeep Base or Lake Harriet Hunt).
- ✓ Direct customers to the correct bus or ATA vehicle. If the weather is nice, you can keep group with you and walk over to the bus all together.
- ✓ Customers should keep tickets/vouchers and give them to the bus driver for the Jeep/Canoe and Rainforest Canoe Tours. Totem & Canoe tour guides should collect tickets and ensure they hand the tickets to an ATA Dock Rep before departing. Totem & Canoe Tour Guides should

read “**Narration 4.2.1**” (Rainforest Canoe Waiver) and have all participants sign before departing the docks.

- ✓ Ensure that you have collected all the tickets from the Bus Driver once customers have finished loading the bus.

Guide Greeting at Jeep Base (Backcountry Jeep & Canoe)

When the bus arrives at the base camp one of the Guides will board and give a brief welcome and introduction - **Narration 4.1.1a or 4.1.1b** (found in the Narration section of this manual). When clients arrive, it is imperative that you are prepared to give them 100% of your attention. Narration #4.1.1 should be read to ensure consistency.

- ✓ **Be ready and awaiting the arrival of the group.** The guide should be waiting at the door of the bus, ready enter the bus when the driver guide acknowledges them.
- ✓ **Enter the bus and deliver the narration.** Once the door opens and the guides enters the bus, the guide will deliver **Narrative 4.1.1a or 4.1.1b**. These narrative welcomes passengers to the Jeep Base and provides the guide the opportunity to split the group if it does not arrive pre-split on the docks.
- ✓ After greeting the passengers, ask the jeep/canoe group to get off bus and meet with their guide inside the Jeep Base, where they will fill out their paperwork. Welcome the group and deliver **Narrative 4.1.2 - Jeep & Canoe Waiver**.
- ✓ If there is a canoe/jeep group that is departing for the lake, let them know how much further they have to travel and wish them a great tour! The Canoe/Jeep group remains on bus and will fill out paperwork with a guide on the bus or upon arriving at the lake - **Narrative 4.1.2 - Jeep & Canoe Waiver**. They will canoe first and then jeep on the second half of their tour, ending at the Jeep Base. Be sure to remember all appropriate paperwork and if possible, complete the waiver en route.

Guide Greeting in Transit to Lake or at the Lake (Rainforest Canoe & “Canoe First” Jeep & Canoe Tour

For the Rainforest Canoe Tour, and the “canoe-first” Jeep/Canoe group, the guides will meet their group upon the buses arrival at Lake Harriet Hunt’s roadside dock. When clients arrive, it is imperative that you are prepared to give them 100% of your attention. The key to this portion of the tour is to move the clients to the orientation and outfitting processes as quickly as possible without making them feel rushed. The outfitting area can get busy as you may have more than one group at a time there, therefore it is critical that this process be well organized.

- ✓ **Be ready and awaiting the arrival of the group.** The guide should be waiting at the door of the bus, ready enter the bus when the driver guide acknowledges them.
- ✓ **Jeep/Canoe Tour - Enter the bus and deliver the narration.** Once the door opens and the guides enters the bus, the guide will deliver “**Narrative - 4.1.1c**”. This welcomes passengers to the lake, directs them to the bathroom facilities and to the outfitting tent. Ensure that you have collected the completely signed waiver or give **Narrative 4.1.2**.
- ✓ **Rainforest Canoe & Nature Walk - Enter the bus and deliver the narration.** Once the door opens and the guides enters the bus, the guide will deliver “**Narrative - 4.1.1c**”. This welcomes passengers to the lake, directs them to the bathroom facilities and to the outfitting tent. Ensure that you have collected the completely signed waiver or give **Narrative 4.2.1**.
- ✓ After greeting the customers and reading the waiver, allow customers who have signed the waiver to unload the bus use the restroom. As the guests unload, walk over to the tent to begin outfitting customers. Collect the waiver when all guests have unloaded the bus.

Merchandise Sales

It is important the ATA personnel are proactive in selling t-shirts and other merchandise to clients who come on tour. ATA merchandise provides an

opportunity for guests to acquire a unique souvenir from a company or excursion that they actually participated in, rather than a generic shirt that says “Ketchikan, AK” on it. ATA Employees also receive 5% commission on all products sold, allowing guides to generate some additional income. Merchandise should be prominently displayed in the Jeep Base and at the outfitting tent at Lake Harriet Hunt. Merchandise sales should be promoted both while outfitting the passengers before the tour and while assisting passengers after the tour. Use **Narrative 4.1.4** as a reference on how to sell souvenir shirts and coffee mugs. All merchandise sales should be properly recorded, with all corresponding paperwork and payments turned into a Lead Guide or Manager in a prompt manner.

Jeep Tour Procedures

Jeep Orientation

After unloading the bus at the Jeep Base, the Jeep guide should instruct the group to gather inside the Jeep Base near the tables. The guide will then give a short introduction (**Narrative 4.1.2**) consisting of a general sentence or two about the jeep portion and the lake portion, of the opportunities to switch drivers, availability of equipment and restrooms, and how the tour will conclude. The waiver should be read after the brief introduction. The Backcountry Jeep & Canoe Safari participants are then divided into groups of 4 per Jeep and will sign the appropriate waiver (**Narrative 4.1.3**). Jeeps are assigned via the corresponding waiver, with the four signature spots on the waiver representing the four available seats in each vehicle. After this is done everyone must sign the Client Release Form, (aka the waiver). It is important that all passengers understand this Release, so it should be read aloud to ensure consistency and completeness. Any participant who will be driving a Jeep at any point in time during the tour is required to provide their Driver’s License number, State/Province/Country, and the name of their auto insurance or travelers insurance provider. Guides should check customer information to ensure legality, accuracy, and ability. After the waiver has been read and signed by all participants, introduce/sell merchandise

(Narrative 4.1.4) and offer them the opportunity to use the restroom. If they are ready to load the vehicle, allow them to do so.

It is important that we perform this orientation and paperwork process in a timely manner. It is to be completed quickly, but do not rush or hurry the passengers. When everyone has loaded into their vehicle, go through **Narration #4.1.5 - Jeep Familiarization & Safety Speech** about the vehicles and the trip. Include the following:

- ✓ Any child under 4 years of age must be in a child seat. (Remember, children must be at least 40 lbs. to go on the canoe portion. If this situation is encountered, please make the adults aware, if they wish they may return to the ship, the child will not be allowed on the canoe for safety reasons.)
- ✓ All clients must wear a seat belt at all times while in the Jeep. State law requires that seat belts are worn by all occupants.
- ✓ All Jeeps have automatic transmissions, make sure they can drive an automatic.
- ✓ All Jeeps should have their headlights on at all times. Ensure the drivers know where to locate the wiper knob and how to use it.
- ✓ Vehicles will stay in a group, but should not “tailgate.”
- ✓ Ask all Jeeps to monitor the Jeep in back of them. If they lose sight for a significant amount of time, ask them to notify the guide on the radio.
- ✓ Review radio procedure, and basic information on how to use it.
- ✓ **No smoking in the Jeeps**
- ✓ Remind them to please keep heads and hands inside the Jeep while traveling and to not throw anything from the vehicles. Remind them that this is a USFS/CFC road and that littering is unlawful and violates our permit!.
- ✓ Make sure all drivers know the location of the lights, wipers, fire extinguisher, radio and emergency brake and how to use each of them.
- ✓ Make sure driver knows location of temperature and oil pressure gauge and remind them to keep an eye on them while driving.
- ✓ Instruct clients on proper usage of 4WD lever, when and where to use it.

- ✓ Instruct the drivers to minimize the spinning of tires on the dirt roads, since it will throw rocks and could damage vehicles behind them.
- ✓ Make sure the “tail gunner” is aware of their specific duties. The tail gunner is the last jeep in the convoy and is helpful at various points throughout the tour. The Tail Gunner can communicate via radio when all vehicles have completed the turn, are getting too spread out, or are all heading down the jeep trail together.
- ✓ Ensure that everyone is comfortable and ready to go!
- ✓ Ask all Jeeps to review the “SAFETY FIRST” card located on the dash of the vehicle.
- ✓ Remind customers to use their radios to any questions, comments, or concerns that they may have at any point during the tour.

It is very important that clients from the same ship (bus) load together and are in the same group of Jeeps.

Delivering a High-Quality Jeep Tour

It is our purpose to provide our clients a safe and enjoyable experience, but we must never compromise safety for the sake of enjoyment.

Important: Guides will follow the predetermined route on each trip without deviation - Side trips, and changes to the route are not permitted. Deviations are not allowed under our permit, backtracking on the tour is also not allowed as it unnecessarily endangers the clients. Violation of this policy will result in disciplinary action or termination.

- ✓ Upon departure the guide should continually monitor, and if necessary, reinforce what was covered in the orientation and safety speech. Items include seat belts, no smoking, headlights, convoy spacing, keeping body parts inside the jeep and use of 4WD.
- ✓ Give each Jeep an opportunity to transmit on the radio to ensure that they are able to operate it (ask each Jeep a question). Make sure that everyone knows that should they require assistance for any reason to radio the guide immediately so that the caravan can pull over and address the situation.

- ✓ It is important for the guide to be conscious of the time so that they can plan on arriving at the lake on schedule.

- ✓ This is a narrated tour; the guide will use the radio to point out various points of interest.

Narrative Information 4.1.6 - 4.1.9

- ✓ The guide controls the speed of the group. Speed should be moderate since this is a sightseeing trip, not a race. On the narrower portions of the road the guide should make sure that the group is traveling at a slow and safe speed.

- ✓ Guides should warn clients of obstacles in the road, tight turns, narrow sections, soft shoulders, pedestrians, bikers and oncoming traffic.

- ✓ If a guide sees wildlife on tour, they should be very careful about when to show their group. Nothing is more disappointing to these folks than hearing that there is a bear or a deer in front of the convoy. Chances are, with the tight, single-track roads that we drive on, only you (in the front Jeep) will see the animal. However, if an animal is seen on an open section of road or at the lake where a large percentage of customers can see the animal, definitely point it out.

- ✓ Client Jeeps should not pull over or stop during the trip unless it is as part of the group and is done with the guide's direction.

- ✓ While company property is the responsibility of all staff, neither clients nor staff will be put in jeopardy for the sake of equipment.

- ✓ The turnaround point is a predetermined location, chosen both for its scenic qualities and for the ability to safely maneuver the Jeeps. It is also the logical place to switch drivers if someone else wants to drive during the tour.

- ✓ Extreme caution should be used by the guide while driving on the narrow, steep portions of the Cape Fox roads. Attention to safe speed is very important.

- ✓ The Jeep guides need to coordinate their logistics so that they do not meet on the logging roads. This needs to be done prior to departing the base camp (or lake parking lot) and is the responsibility of both guides.

Rescue - DISABLED VEHICLE

There is the possibility of mechanical failure during this tour. Should a Jeep become disabled the following steps should be followed:

- ✓ Instruct all Jeeps to pull over and the problem can be addressed. Ensure that all Jeeps are safely off the road and do not present a hazard to other traffic.

- ✓ Instruct clients to stay near the vehicles and not to wander off. Instruct them stay off the road and watch out for other traffic.

- ✓ Notify the Operations Manager, Operations Supervisors, and Lead Guides to report the situation. Request assistance if necessary.

- ✓ Do not leave clients unattended.

- ✓ A flat tire should not disable a vehicle. In such an event the guide should change the tire as quickly as possible and continue with the trip. All necessary tools to change a flat tire will be carried on every trip.

- ✓ If it becomes necessary to reposition clients due to a mechanical problem, empty seats in other client Jeeps should be utilized first. If not enough seats are available, the guide Jeep can be used. In this instance, the guide shall allow clients to drive if they desire but will provide instruction on the duties of the lead Jeep (speed, etc.).

- ✓ If a vehicle is disabled and is in an unsafe spot on the road the guide should reposition it by coasting downhill or utilizing the tow strap. This should be done only to move the vehicle to a safe location and the guide should use extreme caution.

Jeeps Arriving @ Lake Harriet Hunt

Upon arrival at the lake the guide should supervise the parking of the Jeeps. Ensure they are parked in a manner that does not cause the motor coaches difficulty entering or leaving the parking lot.

- ✓ Under no circumstances should a vehicle be parked directly behind a motor coach.

- ✓ Guide Jeeps should be parked so that all passengers can unload safely and easily.

- ✓ Jeeps should be parked to facilitate the orientation and loading of the second group.

- ✓ Clients should be instructed to remove all personal items (cameras, coats, bags, etc.) from the Jeeps, as they will be returning to town on the bus.
- ✓ Jeeps should be left on and running with the headlights on, CB radio on, and in a prepared manner for the next group to use. If the tour is not split, the guide will personally turn off all radios, lights, and engines after the customers have unloaded the vehicles. Keys are to remain in the vehicle at all times during tour hours.
- ✓ While clients are outfitting, the guide should perform a visual inspection of the Jeeps to ensure that no damage occurred during the trip to the lake. The guide should note any damages to the vehicle and report both the extent of the damage and the specific vehicle damaged to the Operations Manager, Operation Supervisors, or their Lead Guide immediately.
- ✓ Any damage must be documented and dealt with accordingly.

At this point, the guide should make a visual check on the status of the second group. If they are not presently in the parking lot, they should be arriving very soon. In such case, they will be on the lake paddling toward the dock.

Proceed to the cube van and begin your canoe orientation and outfitting. (**Narrative 4.2.2**)

Reverse Itinerary

The Backcountry Jeep Safari also operates in the reverse itinerary in which the clients ride the bus from base camp to the lake and canoe before driving the Jeeps down the mountain. The procedures for this itinerary are very similar to those detailed previously with a few exceptions.

- ✓ The guide for the canoe first, jeep second itinerary may ride the bus from the docks or Jeep Base, OR, meet the bus at the lake. If riding the bus with the clients, the focus will be on completing the necessary paperwork such as the Release Form.
- ✓ If paperwork is completed prior to arrival at lake, the ATA guide will provide narrative.

- ✓ Paperwork done on the bus will be kept by the guide and turned in after the trip at the base camp.
- ✓ After completing the canoeing portion, the guide must make sure that their group drives all Jeeps back from the lake. Do not leave any vehicles at the lake unless directed by the Field Operations Supervisor or Lead Guide.
- ✓ Jeep orientation and briefing - **Narrative 4.1.3** - will be delivered at the parking lot at Harriet Hunt.
- ✓ The guide will perform a brief visual inspection of the Jeeps prior to departure. Any damage will be documented.

Arrival Back at Base Camp

All clients should arrive back at the base camp at approximately the same time. One group may have to wait a few minutes in which case the guide should stay with them.

- ✓ If necessary, the guide should radio the other group and get an ETA.
- ✓ Groups should wait inside the Jeep Base client area. Do not let clients wander around the base camp area.
- ✓ When unloading Jeeps, the guide will inquire about the operation of the vehicle and make note of any comment regarding necessary maintenance or repair.
- ✓ When both groups arrive, they should depart for town as soon as possible.
- ✓ After the Jeeps have been properly parked, those clients will board the bus for the return to the ship.
- ✓ Guides should remind people to make sure they have all personal belongings.
- ✓ Prior to the bus leaving, the guides should step on board and thank everyone for going on the Jeep Safari with us.

Canoeing Procedures

Lake Harriet Hunt

Lake Harriet Hunt is used for canoeing by ATA for the Backcountry Jeep & Canoe Safari, Rainforest Canoe & Nature Trail Tour and the Totem Bight SP

& Canoe Tour All three tours will be sharing equipment and facilities (canoes, cook camp parking lot, outfitter). Expect other tours to be in progress when you arrive at the Lake. Work with the other guides and assist them if possible. It is very important that all excursions operate together in a smooth manner.

Outfitting

After unloading the bus, the guide should ensure the waiver is completed or read **Narration 4.2.1 for Jeep/Canoe Tour** or **4.2.1 for Rainforest Canoe & Nature Walk Tours**. Instruct the group to utilize the facilities (because out on the lake there are only “facili-TREES” - ha-ha) and meet them at the outfitting tent. The outfitting tent can become very busy, especially when multiple tours launch at the same time (8am Jeep tour and an 8am Canoe tour and a 7:45am Totem tour can all be at the lake right away any given morning), so it is important that the following procedures are done efficiently and accurately. Time is of the essence!

- ✓ Rain gear and life jackets will be stored in the gear van. It is the responsibility of the guide to make sure that all clients are properly outfitted prior to loading the canoe.
- ✓ Lifejackets are always worn outside the raingear. Lifejackets should be adjusted snugly.
- ✓ Clients will be assisted with their life jacket and rain gear.
- ✓ If time is available, guides should offer to assist clients with photos.
- ✓ Prior to walking the clients to the dock, the area including toilet facilities will be checked for stray clients and any personal articles that may have been inadvertently left. Remaining ATA equipment must be stowed in the gear van and the vehicle locked.
- ✓ Guides will lead their clients to the dock as soon as they have been outfitted.

Loading / Unloading the Canoe

Attention: Loading & Unloading the Canoe is the biggest risk to mitigate on all canoe tours!!!!

Clients will be loaded in the canoe, by their guide, in a safe and orderly manner. As soon as the canoe is loaded the guide will briefly describe the paddle

strokes to be used, hand out the paddles and move the canoe out from the dock. Use **Narration 4.2.2 - Canoe Orientation / Safety Talk** to ensure coverage of the following procedures:

- ✓ Advise clients to never reach out and grab the dock and to always keep their hands and limbs inside the canoe.
- ✓ Canoes will be loaded as to provide maximum safety. Attention will be paid to balance, proper utilization of space, placing the young, or infirm, or very heavy clients as close to the center and forward of the guide as possible. Very large clients should be placed on one or two person seats only.
- ✓ In windy conditions, it is advisable to load the front of the canoe heavier than the back. It makes it slower but provides easier steering.
- ✓ All clients and the guide are required to wear a lifejacket while canoeing.
- ✓ Offer assistance to all customers. The easiest way to load customers is to get down on one knee, hold the canoe in place with one hand, and extend a hand to the client. Suggest that the client grab your hand, arm, shoulder, head - whatever they need - to help themselves into the canoe. Guests should step from the dock onto the seat they will be sitting on, as close to the center as possible. Once both feet are on the bench, they can step down and take a seat. For some, advising them to sit on the dock and spin in/out of the canoe, is the easiest option.
- ✓ Prior to leaving the dock, the guide must perform and give the paddling demonstration and safety talk. This demonstration is explained in detail under the narrative section of this manual.
- ✓ Upon leaving the dock, the guide reinforces the safety items which were mentioned earlier, coach clients on paddling techniques, and outline what is to take place.
- ✓ Remind clients to keep all limbs inside the canoe and to not grab the dock. Pinched fingers seem to be the most common injury on ATA tours.
- ✓ When unloading the canoe, remind everyone to keep their hands inside the boat. Instruct them to put their paddles inside the canoe on the side opposite the dock and to leave their paddle in the canoe. Lifejackets must remain on until the

client is away from the dock and under the Cook Camp structure.

- ✓ Maneuver the canoe so you are close to the dock. Get out, secure the canoe with the rope, then assist the passengers by kneeling down beside the specific person/row you want to unload. Hold the canoe close to the dock with one hand and offer the other hand/arm/shoulder/etc. to the guest. Do this with every client, row by row, until the canoe is empty.
- ✓ Fully secure the canoe in an area where it will not be in the way of other incoming canoes.

Canoe Routes

There are two different canoe routes used by ATA Guides. **Canoe Route #1** is used by the Backcountry Jeep & Canoe and the Totem Bight State Park & Canoe tours. Route #1 paddles directly from the dock to the cook camp, stops at cook camp for the snack and nature hike, and returns directly to the roadside Dock. The trip across the lake should take 10-15 minutes. **Canoe Route #2** is used on the Rainforest Canoe & Nature Hike. **Canoe Route #2**, also known as the “full” canoe route, departs from the roadside dock and canoes are paddled easterly to the south side of the lake, rounding Blueberry Island. Canoes make a stop on the backside of Blueberry Island to view Sundew, then head back north toward Cook Camp, performing an echo with guests when half-way between the island and the dock. Be sure not to go into the cove on the west side of the lake. Guides using Canoe Route #1 should include **Narration 4.2.3 - Lake Harriet Hunt, Narration 4.2.4 - Native Canoe & Paddle Information & Narration 4.2.5 - Echo Spots.** Guides using Canoe Route #2 should include all narratives from Canoe Route 1 and **Narration - 4.2.6 - Stunted Growth, Waterfall & Blueberry Island.**

Canoeing

Guides should follow the following canoe procedures:

Allow Sufficient Space. Should there be other active canoes in the area the guide will allow sufficient space between his or her canoe and the other canoe to allow them to either stop or pass

safely. The amount of space required will depend upon the wind and safety conditions.

Be very careful near the docks! There is a high likelihood of damage to the boat and injury to clients/guides if the canoe is moving too quickly. Boat speed must be reduced as you approach the dock and guides should utilize the brake-stroke.

Dock Bumpers must be deployed any time the canoe is docked or is approaching the docks. Guides should instruct passengers seated near the dock to put out or pull in the bumpers.

Stabilize the Canoe. If it becomes necessary to reposition clients within the canoe, to adjust for imbalance or release the canoe from a stuck position, the canoe will be stabilized to the extent possible, and clients will be moved one at a time with the guide providing supervision and assistance.

Clients will never leave the canoe until the guide has additional assistance or has disembarked, stabilized his canoe, and is providing assistance while unloading.

If an obstacle cannot be missed, the guide will warn the clients, try to hit it with the bow or stern of the canoe, and as head-on as possible. This will in most cases minimize the potential for a swamped or broached canoe.

No object will be thrown from canoes. Water fights will not be allowed.

The only disembarkation area for the snack stop will be the one approved by the Vice President or President. No more than four canoes will be at the snack stop at any one time.

Make sure clients are aware of what to do in case the guide falls in. This is most likely during the race if the guide's paddle breaks. Clients should stop/slow the canoe and wait for the guide to swim to them. They should not try to turn around.

Canoe Rescue Procedures

In the event of a situation while canoeing, the following rescue procedures should be followed:

- ✓ If any canoe is in danger, or trouble of any kind, all canoes will lend assistance at the first opportunity.
- ✓ Guides will always wear their life jacket when going to the scene of an accident or providing assistance to another canoe.
- ✓ The guide will always know the number of clients in his canoe. If the clients need be evacuated for any reason, the number of clients evacuated will be known by each guide.
- ✓ Only in extreme circumstances will a client be removed from the canoe other than onto the dock. In those circumstances, two guides will be present and if possible, the client will transfer into another canoe rather than onto a log, stationary object, or into the water.
- ✓ **PERSON IN WATER** - If a passenger or guide goes in the water:
 1. Get swimmer out of the water as soon as possible.
 2. Alert other canoes by shouting or signaling.
 3. Never jump in after the victim unless they are injured.
 4. Pull victim in canoe from the bow or stern only.
 5. Use your throw ring to get the victim higher in the water and closer.
 6. Keep your canoe close to the victim if possible.
 7. Once in the canoe, check the victim for hypothermia.
- ✓ **FLIPPED CANOE - In Case of a Flipped Canoe**
 1. Keep clients close to the canoe.
 2. Count your passengers to see if any are missing.
 3. If anyone is missing, look first under the canoe. Get them out immediately even if there is sufficient air underneath.
 4. Get clients out of the water if close to the bank or dock.
 5. Get clients on top of the canoe if possible or as high out of the water as you can.
 6. Other canoes should tow the canoe to shore.
 7. Other canoes should pick up flotsam.
 8. Other canoes should unload first if their boat is heavily loaded.

Alaskan Style Snack – Cook Camp

Two small “gathering areas” have been developed on the north side of the lake. ATA uses these areas to serve the Alaska Style Snack and give our customers a warm, dry, and welcoming respite during their tour. Cook Camp is a unique experience that only ATA provides to adventurers in SE Alaska! It is the Chef and guides’ responsibility to keep this area clean and free of trash. Under no circumstances will we put up any type of permanent improvement in this area as it goes against our DNR permit. Therefore, the roof will only be replaced as needed, and no other additions will/can be made. Do not cut trees or put nails in any trees in the gathering area. We do not have exclusive use of this area. Guides should be courteous to all other users.

Preparation of the Cook Camps and Alaskan Style Snack is already covered in the preceding “Pre-Tour Procedures” Chapter. Once the tours have started, Cook Camp is a very busy location and staff must be prepared to deliver an exceptional experience. Chances are good that other clients may already be at the cook camp when you arrive. The cook will have the cook camp operating and the food prepared.

Greeting the Group. Pay attention to where canoes and groups are on the lake. The arrival times of canoes are listed on the daily logistics sheet every employee has, and an echo from oncoming canoes usually doubles as a few minutes warning.

Welcome the Group to Cook Camp. Be reading in camp to welcome the passengers - be cheerful and energetic! Invite them to take off their PFD and raingear if they would like. If clients are cold, leaving the PFD on can help preserve core temps. When all customers are unloaded from the canoe and de-gearing at the structure, introduce yourself and welcome the guest.

The Snack Consists of: The food for tours for Lake Harriet Hunt tours will include smoked salmon, rolls, jam, goldfish crackers, Andes mints, cranberry juice, water, coffee, hot chocolate and clam chowder. All items must be served, there are no exceptions!

Introduce the Snack. Introduce the food that you have for them both on the table and on the stove. Invite them to form a line on both sides of the table and give a brief description of what has been prepared. Inform them that you will be over by the campfire serving ATA's special recipe clam chowder which has been cooked over the fire.

Introduce the Drinks Available. Let passengers know the location of drinks including water, cranberry juice, Cowboy Coffee, hot chocolate, and Mountain Mocha!

Serve the customers. Let the guide maintain control of the group but do be very clear and direct with the guide if there is a potential problem or an oncoming group. Often times there are multiple groups and guides at the cook camp area(s) and the nature trail. Be sure to coordinate your nature walk, snack and canoe loading with the other guides at the camp so the shelter, dock and trail are as uncongested as possible.

Reset the Food. After serving the group, reset the food for the next group and perform daily maintenance tasks when time allows. Be sure to wear gloves when handling food, and to separate the salmon knife and cutting board from the other knives and cutting boards. Use hand sanitizer before and after resetting the food.

Notes Regarding the Campfire: A campfire will be burning every day for cooking (All hot items are heated via campfire) and to provide warmth and atmosphere for clients. Proper fire safety and etiquette will be observed at all times. The following procedures will be observed regarding the campfire:

- ✓ The fire will be contained to the fire pit at all times.
- ✓ A bucket of water and fire extinguisher will be kept nearby at all times. Guides should fill the bucket of water with lake water as part of setting up the island. Additional water coolers are available around the camp (cook water, client water, etc.)
- ✓ Wood for the fire will be hauled to the site from the Jeep Base and stored in the designated woodshed. Under no circumstances will wood

from the beach or forest be collected for use in the fire.

- ✓ It is the responsibility of the guides to ensure that the fire is covered with the fire pan lid whenever the area is left unattended.
- ✓ Prior to departing Cook Camp at the end of the day the chef will ensure that the fire is completely extinguished.

Maintain Awareness: Keep food and supplies stocked and maintain awareness of the quantity of food consumed and available. The last group of customers should have the exact same amount of food available to them on a per person basis as the first group of customers.

Guide Etiquette in Camp: Should the cook be busy with other clients, assist if necessary in providing snack to your group. Do not put all the food out at once, but rather put out enough so that everyone can enjoy some. (Remember, there will be other groups arriving soon and we want there to be enough for everyone

- ✓ Allow the group to mingle while they have something to eat.
- ✓ Mingle with your passengers. Do not ignore them and talk to the cook. This is a great opportunity to get to know your group.
- ✓ Presentation is important here. Assist the cook in keeping the snack presentation at a high level.
- ✓ Assist in keeping the camp area clean. Pick up any trash and dispose of it properly.
- ✓ Professionalism: Cleanliness and professionalism is needed. Cook camp is essentially an outdoor restaurant.

Nature Hike / Trail Use

When the customer group has been served and is enjoying the snack, the guide can introduce specific plants and trees before the nature walk. Sitka Spruce, Western Redcedar, and Western Hemlocks are all visible from the Cook Camp area. Highbush cranberry, Red Elderberry, and Salmonberry are also easy to see around the deck. Some of the smaller-scale, recurring fauna around the Cook Camp includes the poisonous False Indian Hellebore, False Lily of the Valley, various Twisted Stalks, Spirea and Foam Flower. Once the guide

concludes a quick overview of some of the trees and plants found in the forests, they should gather the group for a 15-minute nature walk. Narrations 5-10 detail the specific stops of the nature walk.

The trail near/behind the Cook Camp area is designated for public use and ATA field staff should be courteous to all trail users. Keep the group on the trail as much as possible. The logs that mark the edges of the trails become very slippery when wet, so encourage guests to get mud on their shoes. It's a free souvenir - who doesn't love that? Explain that muskegs and forest fauna are very fragile and easily damaged and that this is an old growth forest dating back hundreds and hundreds of years. While on the trail, periodically check with the clients to make sure that everyone is doing ok. Keep up a good pace but do not rush the clients, if you are short on time cut out a stop or two.

Do not pick the plants or cut any vegetation and advise clients they should not eat any berries, plants, or fungus. Remind clients that they should not remove any natural item(s) from the forest or shoreline area. This includes bones, feathers and the Phyllite-rich rocks that line the creek (Phyllite = fool's-fool's gold). Guides are also not allowed to remove these items. Keep a respectful distance from animals.

Make note of repairs needed on trail and report to manager. Report any accidents that happen even if just a splinter. All items should be removed from the trail and gathering area at the end of the day. This includes, tarps, supplies, etc. Certain items, such as the metal fire grating, (clean and empty) trash can, ax/maul, etc., are to be left at the Cook Camp area and must be properly stored overnight, with no open food or trash of any kind being left behind.

Docking the Canoe – End of Tour

Make sure all clients keep their hands inside the canoe until it is secured. Guides should assist clients out of the canoe one at a time using the methods described earlier in this section. Clients should be unloaded one at a time with the guide assisting each client. Tell them to watch their footing on the dock and trail and explain what they should do with their gear. Paddles should lean against the side of the box

truck like they were when the guests arrived, and Lifejackets and Raingear should be put in the according area. This is the first year we will have the “two box trucks and a tent” set-up at the lake, so there's no clear and/or specific spot as of yet. Maybe one box truck for dry, ready to go gear and one box truck for wet equipment (to be hung/dried at the guides earliest ability)?

The guide should then join his clients in the parking lot once the canoe has been unloaded and secured. Assistance should be provided to clients who may need it.

Upon reaching the parking lot, the guides should inform or restate to the clients with directions on how and where to place raingear, and lifejacket. If any client chooses not to assist in this effort, the guides should do it for them willingly.

Handle Equipment with Care:

- ✓ Lifejackets should not be thrown or placed on any dirty surface.
- ✓ Raingear should be hung up in the gear van.
- ✓ Any equipment found to be damaged, will be set aside for repair. The Manager will be informed.

Allow clients the opportunity to use the restroom. All clients should be reminded to collect their personal belongings.

Merchandise & Comment Cards

This is an opportunity for you to sell merchandise (**Narrative 4.2.14**) Pass out the (optional but highly encouraged) customer Comment Cards and pens. After the guests fill out the comment cards, collect the pens and completed scorecards from the guests while also giving them the souvenir push-pin. Thank them for taking the time out of their vacation to come on tour with ATA and yourself. (This is the moment when customers will tip you, if at all. If a customer gives you a gratuity, quietly accept it, say a general “thank you” if you haven't already, and wish them well on the rest of their travels.)

The bus to take the group back to the base camp should be waiting. The guide will gather their group, assist in loading and prepare for their next assignment according to the logistics of the day.

Totem Bight Procedures

Driving to Totem Bight

The drive to Totem Bight is often a very talkative drive and is part of the tour experience. Small group sizes and an intimate setting (12-14 passenger van) offer a safe setting for conversations to take place. Many times, customers will have a lot of questions about the town itself, causing the conversation to flow nicely. If a customer asks a question, you don't know the answer to, never make something up. Instead, show your interest in their question with a reply such as - "I'm not sure about the answer to that, but I will do some research when I am done with tours today".

The route ATA takes to get from downtown to Totem Bight State Park are as follows. Do not deviate from the route unless a hazard is present. Any deviations due to construction should be approved by the Director or Operations / Supervisors.

- ✓ Depart the docks and turn onto Front Street. The road naturally curves left between berth 1 and berth 2 and turns into Mill Street.
- ✓ Turn left onto Bawden.
- ✓ Follow Bawden a few blocks. Where the road forks, take a right onto Park Avenue.
- ✓ After crossing the bridge, make a left onto the Schoenbar Bypass.
- ✓ Follow the Schoenbar bypass to the top of Schoenbar hill where it turns into the 3rd Avenue bypass and continue forward (In front of the library).
- ✓ Turn right onto the Tongass Highway and head out of town. You will pass by Ward Cove, Snug Harbor and Refuge Beach on your way to the park.
- ✓ Take a left into Totem Bight State Historical Park

The route is set as such because many different aspects of the town are highlight and displayed. Easy talking points occur near the baseball field in Bear Valley (in use since the 1920's after the diamond was moved from the mud flat that was eventually dredged and turned into Thomas Basin in 1933), the rec center, the library, on the 3rd Avenue bypass when the "newtown" district is visible, when

passing by the AHML ferries, the shipyard, the airport ferry, the Don King stoplight, and when traveling around Ward Cove. Information about some of the prominent buildings or areas seen on the drive to the park is present in Section 5, Chapter 3.1 - Drive to Totem Narratives.

Arrival at Totem Bight

Upon arrival at Totem Bight, give customers an opportunity to use the restroom. Before allowing them to wander off, inform them that once the group is ready, the walk through the park will begin. Assist customers with getting out of the van. Placing a stool on the ground is helpful for many customers.

You will start your Narrative (**Section 4, Chapter 3.2 - Totem Bight SP Narratives**) as soon as the passengers have reassembled from restroom use. After passing Poles 1 & 2, you will need to check with the ranger to let them know how many clients you have in the group. Reporting to the ranger station is mandatory as it is required by our State Park operating permit.

Transitioning to Lake Harriet Hunt

Offer guests another opportunity to use the restrooms and inform them that there will be port-o-potties at the lake, which is a 15-20-minute drive away. Assist passengers with loading the van. Open the door and position the stool before customers try to hop in. Turn right, onto Tongass Highway until you come to Revilla Road. Make a left on Revilla Road and go to Lake Harriet Hunt.

Post-Tour Procedures

Learning Objectives

- ✓ Gain understanding of tasks which need to be completed to ensure equipment is properly cared for and maintained
- ✓ Identify High Risk Areas
- ✓ Become Aware of ATA Tour Policy
- ✓ Engrain a Proactive Approach to Safety

Introduction

It is important to follow procedure in order to comply with our operating permit, manage company resources and preserve company equipment. Following post tour procedures will aid in preparing properly for the next day's tours. When a guide has completed their specific tasks and has aided other guides and employees, they can check-in with a Lead Guide or Supervisor about clocking out for the day.

Jeep Maintenance - Jeep Guide

At least one jeep guide will always finish their last tour at the Jeep Base. Sometimes they are the only guide for the entire tour, sometimes there is a guide(s) riding the customer bus back to the Jeep

Base, and sometimes the other jeep guide(s) stays out at the lake and acts as a canoe guide. Whether solo or with other employees, the jeep guide(s) is responsible for:

- ✓ Filing all completed paperwork
- ✓ Restocking the Jeep Base of paperwork, pens, pins, etc. for the next day
- ✓ Fueling all Jeeps used for the day, not just the most recent tour.
- ✓ Removing all trash from the vehicles
- ✓ Vacuuming each Jeep
- ✓ A quick visual inspection of the vehicles. Tire pressure (eye test. is it flat? Y/N), headlights/taillights, bumpers, windshields,

windows, and radio equipment should be checked to ensure no damage has occurred.

Lake Harriet Hunt - Cook Camp

Cook Camp functions properly when the chef (of the day) works diligently both in lulls between tour groups and after service is complete. While some specific stretches of time may seem busy at cook camp, there are periods of down time between tours or groups. While these breaks occur, work to keep cook camp in great condition:

- ✓ Reset/refill the food on the table, the beverages, and check on the trash/recycle bins. Ensure camp is tidy and prepared for every group that visits.
- ✓ Chop any firewood and maintain an adequate kindling stash. Make sure there is more than enough dry kindling and material for tomorrow's chef to start a fire right away in the morning.

It is important for the chef to **ACTIVELY MANAGE** food and supplies both during food service and while cleaning up at the end of service. Preparing sufficient quantities of food and setting out only what is needed for the next group, in addition to using care while storing supplies at the end of the day, is critical. After all tours have departed, the chef camp will follow the following procedures:

Firepit: The chef should be managing the fire so that it is sufficient for cook camp needs but does not leave excess wood burning by the end of the tour. The fire should basically be smoldering ashes by the time the cook has completed clean-up tasks. Douse the remaining hot embers and any burning firewood with water.

Repack for Reuse: Goldfish, Andes mints, rolls, jam and all the paper products can be repacked and reused.

Perishable Items: The chowder and salmon should be thrown away into the trash bag.

Liquids: The container of hot chocolate can be emptied out, while the container with the coffee grounds is useful when poured into the chowder pot along with the third kettle of hot water. The acidity in the coffee helps loosen the gunk that builds up on the side of the chowder pot.

Supplies: Pack everything away. Baskets and extra paper products can be stored under the table but ensure all paper and food products are secured inside of a tote to protect them from forest critters. Everything else, excluding the empty trash bins, should be packed up and placed in the canoe

Wipe Down the Table - Leave the table clean and sanitary for the next day's operations.

Trash Management - All paper products should be sorted and packed out to be burned at the Jeep Base at the end of the day. Non-burnable trash should be packed out as well and thrown into the dumpster at the Jeep Base.

When clean-up is complete in camp, paddle back to the lake side. Look toward the floating anchor to see if a guide is waiting for a ride back to the dock.

- ✓ Unload the canoe and put the supply totes and coolers in the van.
- ✓ See how far along the guide is with their end of day tasks and help if they need help. Take the red canoes over to the floating anchor with the guide and paddle back in the small canoe if the red canoes are not already at the anchor.
- ✓ Put the canoe on the van, secure it, and check to ensure everything is loaded into the van(s) for the day.
- ✓ Head to the Jeep Base

Parking Area & Box Trucks

After completion of the last tour, the canoe guide will be responsible for putting away all paddles, ensuring wet and dry Raingear is in the appropriate location, that all canoes are anchored to the mooring buoy and bailed, and that all extra equipment, trash, etc. is picked up. The docks and parking area should be clean and clear of all items except for the port-o-potties every afternoon. This can include shoveling ash, nails, and debris from a random person's fire the night before. It is important to leave the Cook Camps at Lake Harriet Hunt in pristine condition after each day's tours. DNR personnel and other members of the public may visit the lake at any time and the condition of the parking area, shoreline, docks and cook camps should reflect positively on ATA.

The canoe guide will assist the Chef when they arrive at the roadside dock with loading all of the extra food, dishes, coolers and equipment that they have brought back from Cook Camp into the box truck(s).

The canoe guide is also responsible for ensuring the Box Trucks are cleaned and prepped on a daily basis, and that all completed paperwork is filed in the appropriate location upon arrival at the Jeep Base. New waivers, comment cards, pens and souvenir buttons should be checked daily to ensure there are more than enough for tours the next day.

Jeep Base

Transport from Lake Harriet Hunt to the Jeep Base will take 15-20 minutes depending on variable pacing and weather. Upon arrival at the Jeep Base, guides will work independently or with another person to complete their specific tasks for the day.

The Canoe Guide is responsible for:

- ✓ Assisting the chef with unloading the totes, coolers, and various equipment from the box trucks. Dry Lifejackets, rain gear and all paddles can stay in the trucks.
- ✓ Filing all completed paperwork from the box truck
- ✓ Restocking paperwork, pens, and souvenir buttons for the next day
- ✓ Hanging all wet rain gear and lifejackets to dry.
- ✓ Cleaning out the box trucks/preparing and fueling them for the next day
- ✓ Assisting the chef and/or jeep guides with their responsibilities

The Chef's responsibilities include:

- ✓ Wash all dirty dishes

- ✓ Check to ensure there is no damage to any equipment or remaining food and supplies.
- ✓ Print a packing list for tomorrow's tours
- ✓ Pack all food, supplies and equipment listed on the packing list, with cold items being packed in the cooler and left open in the walk-in refrigerator.

The Jeep Guide's responsibilities are listed above, as they finish their last tour at the Jeep Base with the vehicles while the chef and canoe guide are still at the lake/driving back. If a Jeep guide finishes their responsibilities before the rest of the crew is done, they will offer assistance.

Tour Reports

Guides will fill out Tour Report for each departure. Tour reports will be completed in the ATAapp.

Clock Out

All hourly wage employees shall clock out each day. Employees shall clock out at the time they are scheduled as the schedule allows ample time to perform post-tour tasks. The ATAapp's "Clock Out" process involves three steps:

1. Clock Out of your shift and declare any breaks.
2. Complete Your Shift
3. Approve Your Shift.

It is the employee's responsibility to consistently clock in and clock out on time, complete, and approve their shift each day. Managers can make corrections, but consistent errors will not be tolerated and will be considered for the employee's bonus evaluation.

Narratives



Chapter 1

Jeep Narrative

Chapter 2

Canoe & Lake
Narrative

Chapter 3

Totem Bight SP
Narrative



Jeep Narratives

Learning Objectives

- ✓ Gain a general understanding of information to be presented on tour.
- ✓ Give sample narratives which can be expanded as knowledge expands.
- ✓ Ensure consistency in guide staff's tour narrative and delivery.

Introduction

Narration is an important part of the Jeep experience. Passengers disembarking from cruise ships have a 10,000 foot view of Alaska. Our tours give them the opportunity to experience Alaska “up close” and you as a guide bring that experience alive! Narration is a very important part of the Orca Beach Hike. A good narrative will include many different topics including Alaska, native history, flora & fauna, and facts about Ketchikan. It will also include frequent safety/instructional reviews. Developing a quality narrative presentation is an ongoing process, and the following outline will assist you in getting started.

It is not intended that guides memorize a canned presentation, but we do expect a standard narrative

from each guide. This ensures our product is consistent, and if for any reason a guide is unable to finish their tour, another guide can step in and continue the tour relatively seamlessly. We want you to know enough information to answer questions intelligently and provide enough dialogue to create an atmosphere of camaraderie within the group. Conversation should be casual and free flowing. Do not burden the passengers with a lecture but respond to questions and lulls in the conversation. If the clients are talking among themselves, let them. Don't be afraid to ask questions of the clients; get them talking about themselves. Find out why they are in AK, what they did at the last port or will be doing at the next port. Have fun with the clients!

This outline details the way we want to break up the narrative information during the jeep portion of the

tour and gives the important information for you to deliver. It focuses on discussing certain topics at specific places along the route and each stop needs to be included. Please follow it exactly. It touches on all the important topics we want covered on every trip. In addition, the information necessary for you to expound on these topics is provided in the Ecosystem & History section of this manual. procedures manual or in the narrative manual. Use the sample narrations as a baseline and add more depth to your narrations with information provided in the Ecosystem Section as you gain familiarity with the content. You can also do research on your own but any information that you intend to add to the narrative (beyond what is provided in this manual) should be submitted for approval by the Field Operations Supervisor and Operations Manager.

Jeep: Base to Logging Road

Narration 4.1.1: Greeting Customers

(Jeep Guide @ Jeep Base)

The first narration will be given by the Jeep Guide who greets passengers at the Jeep Base (4.1.1a, 4.1.1b) or given by the Jeep Guide who greets canoe first passengers at the lake (4.1.1c):

4.1.1a (Single Direction Tour) If the passengers on the bus are staying together on a single direction tour or have already been split at the docks, the guide greeting is as follows:

“Welcome to the Backcountry Jeep & Canoe Safari, my name is _____ and I will be one of your guides today. We will be doing the Jeep portion of the tour first, followed by the canoeing portion of the tour. Before we begin there is some information I would like to share as well as some paperwork that we need to fill out.”

4.1.1b (Split Tour/Jeep First) If the passengers on the arriving bus are being split into two groups at the Jeep Base, the guide ENTERS THE BUS and gives the following greeting:

“Welcome to the Backcountry Jeep & Canoe Safari, my name is _____ and I will be

one of your guides today. Before we get started I have a few important items to go over”. “Some of you will be driving the Jeeps and then canoeing, while the others will be canoeing first and then driving the Jeeps. Then we will all meet back here before returning to the ship. We also have some paperwork that must be completed. Right now, I need to divide you into those two groups.”

4.1.1c (Split tour/Canoe First) For Jeep/Canoe passengers that arrive at the lake to start the tour, the guide ENTERS THE BUS and gives the following greeting:

“Welcome to the Backcountry Jeep & Canoe Safari, my name is _____ and I will be one of your guides today. Before we get started I have a few important items to go over”. “We are here for at Lake Harriet Hunt for the fantastic canoeing portion of the tour. We will be canoeing on amazing Lake Harriet Hunt and upon our return to this landing, the jeeps will be ready for our backroads adventure. First, we have some paperwork that must be completed.”

Narration 4.1.2:

Overview & Jeep/Canoe Waiver

(Jeep Guide @ Jeep Base)

“Hello again, guys. My name is X, and like I mentioned, I will be your guide today. Now that we’re off the bus, we’re going to read and sign this waiver, load into the Jeeps that are ready to go behind you guys and start the Jeep portion of the tour. The Jeep portion is about 75 minutes in duration and will take us along a network of old logging roads that were active in the 1970’s and ‘80’s. The logging roads are about half-way between where we are right now, and Lake Harriet Hunt, which is the lake we will be canoeing on for the second half of the tour. We do have restrooms, rain gear and Personal Floatation Devices for you out at the lake once we get there. But first, my favorite part of the tour, the waiver! Each waiver has 4 signature spots on it representing the 4 seat belts and seats in the Jeeps, and there is one waiver per vehicle. Start forming your groups now so when I finish reading the waiver, we’re more or less in our groups and waiting to be assigned a Jeep. Passengers just need

to sign, and parents can sign for kids, but drivers do need to fill out all three lines: Signature, drivers' license number and State/Country, and the name of your auto insurance provider. No policy number needed, and if you're from outside of the US or Canada, your traveler's insurance works as well". Then clearly read the waiver word for word:

WAIVER - "All personal articles are taken at the participants own risk. No articles of value should be brought on the trip as they may get wet or damaged. I understand that I will be riding or driving a 4-wheel drive Jeep® along backcountry mountain roads and acknowledge that the Jeeps accommodate four people. I understand I may be riding in a Jeep with other participants and will be a passenger while they drive the vehicle. I agree to follow all traffic laws, to wear a seat belt at all times while in the Jeep® and to follow the instructions of the guide. I also understand that during the canoeing portion of this excursion I will be paddling a canoe guided by an experienced guide through both flat and turbulent waters. I recognize that there is a possibility of getting wet. I confirm that my general health is good. In signing this form, I understand the safety precautions regarding no smoking in the Jeep® or canoe, no standing in the canoe, and that lifejackets and seat belts must be worn at all times. I further understand that this excursion has certain inherent risks associated with it, and I assume full responsibility for injury to myself and (if applicable) family. By signing this form, I acknowledge these risks for myself and minor children under my care, and release Alaska Travel Adventures, any agent and any ticket seller from the same. I recognize that this trip may be photographed for marketing purposes and acknowledge my consent.

Should I participate as a Jeep® driver, I recognize that I will be driving on roads that may have limited and soft shoulders and confirm that I will operate the Jeep® with appropriate care and caution. I confirm that I am at least 25 years of age and possess both a valid driver's license and appropriate automobile insurance. I also warrant that I am physically able to operate this vehicle without any impairment including the consumption of alcohol. I understand that I am responsible for any damage to the vehicle due to my negligent, willful, or reckless actions."

Narration 4.1.3 - Signing Waivers, Licenses & Assigning Jeeps

(Jeep Guide @ Jeep Base)

"Alright! Again, groups of 4 people maximum. If you have your group and are ready for a waiver, I'll start passing them out. Once you and your group are completely done with the waiver, bring them up to me along with your drivers' license so I can take a quick glance at those, as well. At that point, I'll assign your group a vehicle. You can load into your vehicles and use the restrooms after handing me your waiver. I do recommend using the restrooms here because once we leave and are out on the Jeep portion of the tour, there are no longer bathroom facilities, but there will be facile-trees for emergencies"

Narration 4.1.4 - Merchandise Sales

(Jeep Guide @ Jeep Base)

It is important that ATA staff members put effort into selling merchandise. Merchandise sales benefit the company and also the staff member who sells the items as 5% of the sale goes directly into their paycheck. At the beginning, and end, of the tour, guides should present a narrative such as the following to sell Backcountry Jeep & Canoe Shirts!

"Is everyone looking forward to a great time today?! That's awesome, I am too!!! (OR) Did everyone have a great time on the Safari today?! That's awesome, I/we did too!!"

If you would like to remember this amazing experience in Ketchikan, we have this unique (shirt, mug, etc.) for you to remember your tour! Check these out, they are only \$20 and we have them ready for you to purchase. We can take both cash and credit card here at the shop!"

Narration 4.1.5 - Safety Speech & Jeep Familiarization

(Jeep Guide @ Jeep Base)

"You guys getting all settled? Seat feels comfortable? Adjustment levers for the seats are down below your hip there. I'm just checking to make sure everyone is ready to go and giving a small safety speech as well. Your headlights are currently on so no need to mess

with them, but they can be controlled with the knob at the end of the lever on the left side of the steering wheel. On the opposite side of the steering wheel we have the windshield wipers. The knob at the end of the lever controls the wiper speed – the higher you turn that knob, the faster the wipers will go. On the same lever, moving closer to the steering wheel, we have the rear windshield wiper adjustment. Off, half-speed, and full speed are the only options for the rear wiper. Directing your attention to the center of the dashboard, you'll see your CB radio. The knob closest to the driver is the volume knob, so feel free to adjust that one at will, but please don't touch the other knobs. They are tuning and channel knobs and all radios are tuned to channel 13. Attached to your radio you will see a walky-talky. If you have any comments, questions or concerns at any point during the tour, please speak up. Press and hold the button on the side while talking into the mouthpiece and let go when you're done. Your voice will be heard on all radios in all vehicles, so please be respectful. One thing to note is that when your button is held down, you won't be able to hear anyone else who is speaking. Inversely, if you try to radio me while I'm talking, I won't be able to hear you. I'll call out driving directions, safety hazards, points of interests and good information along our way. While we're driving, please follow all traffic safety laws, keep your seatbelts on at all times, and stay in the center of any and all dirt roads due to potentially soft and weak shoulders. Final thing – please maintain an appropriate amount distance between you and the Jeep in front of you. Roughly 2-3 car lengths. Any other questions before we get going?"

Narration 4.1.6 - Driving from Jeep Base to Logging Roads

This narrative gets the convoy moving and onto the Revilla Road. It is critical to enforce and reinforce driving and traffic safety while on this stretch of road.

Pulling Out: "Awesome, guys, looks like everyone is ready to roll. I'm over here in this X colored Jeep (the lead Jeep is generally Red) on your left. I'm going to lead the convoy by pulling out first. Once I pass by this X colored Jeep directly to my right, they will

follow me out. Once they pass by the 3rd jeep in line, the 3rd jeep will follow, so on and so forth until our last jeep makes its way out of the parking lot. As I start pulling out, can you give me a thumbs-up when I pass by your vehicle to ensure that you all can hear me?" Start driving past the convoy, checking for a thumb in every windshield.

Exiting the Jeep Base: "Great! When we get to the end of our Jeep Base lot here, we're going to make a right and turn and re-group at the stop sign ahead. Please double check for any oncoming traffic as we make this turn." Drive to stop sign and wait for convoy.

Old Ward Laker Road/N. Tongass Highway intersection: "Perfect. We're about to turn onto the busiest road on the entire island, so I'm going to wait a moment, find a large gap in traffic, and make a Right hand turn onto The Tongass Highway. If our gap in traffic disappears, or if you feel unsafe, please do not make the turn. We'll wait for everyone if need be." Initiate right hand turn.

On N. Tongass Highway / Pulp Mill: "You act like you've driven a car before – nice! First thing that I do want to point out to you guys is everything to our left as we cross over this bridge. The body of water is Ward Cove, and that big brick building on the North side of the cove is an abandoned pulp mill that was active from 1954-1997. I want to point out both the cove and the pulp mill because we will be talking about both features at different points throughout the tour. After crossing over the bridge, we will be making a Right Hand turn onto Revilla Road"

While Turning onto Revilla Road: "As we make this turn, I'm just going to go nice and slow allow everyone to catch up again..." "Now that we have everyone, lets increase the speed of the convoy to 35-40mph and let's maintain our spacing – close enough together for a visual and for radio communication, but far enough apart to remain safe."

Along Revilla Road / Tongass National Forest: Shortly after turning onto Revilla road, a sign welcoming you to the Tongass appears: "Welcome to the Tongass National Forest, everybody. It is the largest temperate rainforest in the world at over 17 million acres in size. It stretches along the entire

Southeastern Alaska coast and surrounds cities such as Haines, Skagway, Juneau, Sitka, Petersburg, Wrangell and Ketchikan. The main differences between a temperate rainforest like the Tongass and a tropical rainforest like the Amazon are the temperature and the amount of biodiversity. Tropical rainforests have a higher average temperature and a larger amount of biodiversity (number of unique species), whereas temperate rainforests have a higher bio-density, meaning more living things.

We are currently travelling on Revilla road which is the only road on the island that takes you more than a mile away from the coast. This road was originally built to access logging sites and, as a result, most of this valley has been logged at one point in time. The Jeep trails that we will be going on today, as I mentioned earlier, are former logging roads that are currently in their re-growth stage. New growth or re-growth areas have some specific tree, flower and bush species that are not found in old growth sections of forest. As we get further and further away from the coast, the more sections of old growth forest will be seen, and by the time we arrive out at the lake we'll be surrounded by an old growth or primary growth forest. While canoeing, we'll talk about some of the unique aspects of the forest around the lake and how they differ than what is around us right now."

Alder Corner: "This elongated s-curve area is a great spot to showcase the two types of forest we will be surrounded by throughout the tour. The upper half of the hillside visible in front of the convoy is composed of coniferous trees like cedar, spruce and hemlock. These tree species are associated with old growth sections of forest. We can infer that those areas have not been logged. The lower half of the hillside is full of Red Alders (*Alnus Rubra*), a deciduous tree found only in new growth areas. We can conclude that the areas with alders have recently been logged. Red Alders are an important tree species to our ecosystem because they are the first species to grow into an area after it has been disturbed in some way (avalanche, mudslide, large scale blow down, sparse meadows, logging, and others). The tree helps fertilize poor soils by reintroducing nitrogen back into the system via the process of nitrogen fixation. They have a reddish-green trunk when they sprout, but as they

age they develop white lichen on their exterior, often making them look like an aspen or birch. The "Red" portion of their name comes from the color of the interior wood. The Cambrian layer of the tree often turns a bright red color after being oxygenated (exposed to air).

Other "pioneer species" of disturbed forests include fireweed, which can be easily seen along the roadside. Fireweed is another plant that puts nitrogen back into poor soils found along roads, walking trails, or, as the name implies, after a fire. The plant is common in the Rocky Mountain regions and has a wide habitat range. Young fireweed shoots are edible, and the flowers can be made into jams, lotions, soaps, perfumes, dyes, teas and much more.

Jeep: Logging Roads

Narration 4.1.7 – Low & High Road

Going Into 4WD: "We are approaching our first jeep trail. I'm going to get out and unlock the gate. While I do so you can put your Jeep into 4wd High. You do that by taking the lever by your right knee back one click until the orange 4wd light appears on the dash. After I unlock the gate, I will come by your vehicle and make sure you are ready to go".

We'll start heading on down (300 road) or up (400 road) the road now, traveling between 5-10 mph with a "golden zone" of 7mph. For the most part, the puddles/potholes are safe to drive through at these speeds. However, I will warn you about any hazardous potholes that we may come across. Remember to pay attention for the vehicle in front of you and use the radios to communicate.

Along Low Road: As I mentioned earlier, this is an old logging road that was logged by the Cape Fox Corporation as early as the mid-1950's. The wood went primarily to the Ward Cove Pulp mill I pointed out at the start of the tour. The pulp produced from the factory went on to become various paper products. Before technological advances in the logging profession in the early to mid-1900's, Hand logging and Springboard Logging were the two main types of logging that occurred in the area. Rather

than cutting large swaths of land, hand loggers and would select on specific tree to cut down. During the hand logging era, Sitka Spruce, Western Redcedar and Alaskan Yellow-cedar were the choice trees because of their strength and graining. After the construction of the pulp mill (which largely coincided with the technological revolution of the logging industry), Western Hemlocks became the choice wood because of their abundance and overall lack of desirability (Nobody brags about having Hemlock flooring or Hemlock cabinets like they do Cedar and Spruce. They make for a fantastically average 2"x4" though).

Low Road Turn Arounds: Low road has two turnaround points, and either can be used depending on timing and pacing. The first turn around point is the rock quarry.

"This rock quarry is where the loggers came in a blasted out the hillside with dynamite to get all the rock and gravel for the logging road. The depth of the pond in the rock quarry is rumored to be roughly 60-70 feet deep. The cost of logging roads back in the 1940's and 50's similar to the 300/400 roads is equivalent to \$1million per mile." Alder, Fireweed, Salmonberry and other plant species are easy to find at this location, so if time allows, feel free to highlight these plants.

The second turn around point is at the very top of the 300 road. From this point, Lake Connell can be seen. If visibility is clear enough and there isn't a ton of vegetation in the way; *"large, dead trees (Western Redcedar and Sitka Spruce) can be seen sticking up out of the water. Again, this is the only man-made lake on the island and was dammed in the late 1930's/early 1940's and before this area was turned into a lake, it was full of large, healthy stands of Redcedar and Spruce. There is a dam on the far side of the lake that channels and funnels water through a 2 mile long wooden tube to the Ward Cove Pulp Mill"*.

On the opposite side of the turn-around bubble, a large springboard tree can be seen. As mentioned throughout this manual and the RIA manual, *"Springboard logging was the most common type of logging until the end of the WWII era. Loggers would chisel a notch into the trunk of the tree, roughly 5-6*

feet above the ground, and insert a large "springboard" in which they could stand on. Loggers would then work together or individually to fall the tree. Starting the cut a few feet above the ground greatly reduces the amount of tree the loggers need to saw through and allows the roots to remain in the ground and stabilize the soil".

Along High Road: *"Have I mentioned that we're in a rainforest? Fun fact for you: The city of Seattle, largely known for their rainy weather, receives 39.2 inches of rain per year. Here in Ketchikan, we receive, we receive over 141 inches of rain annually. That's well over 3.5x as much rain as Seattle gets! What do we do with all that water? Well, most of the electricity generated on this island is hydroelectric with the main hydroelectric generators being in the Silvas Lakes on the southern end of the Tongass National Highway. Also, most of the homes and businesses here have independent water systems, known as cistern systems, that collect and filter rainwater. What's cool about that is unless you run out of water and have to buy more, there's no water bill! Take that, Orange County! It also means that as a homeowner, you can replace your water filtration system as often as you'd prefer, and with whatever method of filtration you'd like: UV, charcoal, heat, fine filters, etc."*

Rainfall can be very exciting to guests, and the implications that it has on daily life in Ketchikan can be an area of interest to many people. Things like playing baseball and football on gravel fields (because grass is too slippery and dangerous) and the prevailing "doesn't matter if it's raining or not" attitude portrayed by locals astonishes some. The high road is also a great place to talk about wildlife. A general rundown of the birds, marine life, and mammals on the island (and not on the island - i.e. Moose, Polar Bears) is always enjoyed by guests.

Top of High Road: *"From the top of this trail we can see three separate mountains: Dude, Diana and Brown. Lake Connell, the only man-made lake on the island (created to supply the Ward Cove pulp mill with a continuous supply of freshwater - the wooden pipeline from Lake Connell to Ward Cove can be seen in the trees alongside the road) is barely visible at the base of Brown Mountain. Ward Lake is more*

easily seen and is home to the Ward Lake recreation area. Ward Lake Trails, and the 3 C's campground, all created in the 1930's as part of the Civilian Conservation Corps projects. Ward Lake continues to be one of the most popular outdoors spots for locals on the island. Also visible is Ward Cove, the body of water that was seen at the very start of the Jeep portion of the tour when crossing the bridge. It is home to the Ward Cove Pulp Mill. Also seen is the island of Gravina, where the Ketchikan airport is. Sarah Palin's infamous "road to nowhere" was supposed to connect our Island to Gravina Island. The last big-picture thing I want to share about this vantage point is the valley itself. Everything we see here is relatively round in formation. The valley is U-shaped rather than V shaped, and the mountains themselves are relatively smooth, unlike the triangular and pointy peaks we see in the Tetons, Rockies, other mountain ranges. These rounded features are all evidence of glaciation and glacial retreat. As the rivers of ice receded, they smoothed and rounded out a lot of the physical features that were originally formed by plate tectonics".

Narration 4.1.8 (Arrival at Lake Harriet Hunt)

“As we make this S-curve here, we will be getting our first glimpse of Lake Harriet Hunt. Just like at the top of our Jeep trails, we will circle around in this turn around in this turn around bubble. We'll be parking our Jeeps on the side of the road just beyond the turn-around bubble to ensure they're out of the way. Please leave your vehicle on and running but be sure to put it in park. Once your Jeep is parked, feel free to gather your belongings, use the restrooms, then meet me by the two box trucks to grab a rain jacket (if you'd like one) and a PFD (required). Once everyone is ready, we will load the canoes as a group and begin our paddle across the lake. Again, please do leave your vehicle on and running. No Jeeps keys can go swimming if they aren't taken out of the ignition”.

Canoeing Narratives

Learning Objectives

- ✓ Gain a general understanding information to be presented while canoeing.
- ✓ Differentiate information presented on Rainforest Canoe vs. Jeep and Totem tours.
- ✓ Give sample narratives which can be expanded as knowledge is gained.
- ✓ Ensure consistency in guiding staff's tour narrative and delivery.

Introduction

Narration is an important part of the canoeing experience at Lake Harriet Hunt. Passengers disembarking from cruise ships have a 10,000 foot view of Alaska. Our tours give them the opportunity to *experience* Alaska “up close” and you as a guide bring that experience alive. A good narrative will include many different topics including Alaska, Lake Harriet Hunt, flora, fauna and Native Canoe & Paddle building/use. It will also include frequent safety/instructional reviews. Developing a quality narrative presentation is an ongoing process, and the following outline will assist you in getting started.

It is not intended that guides memorize a canned presentation, but we do expect a standard narrative from each canoe guide. We want you to know

enough information to answer questions intelligently and provide enough dialogue to create an atmosphere of camaraderie within the group. Conversation should be casual and free flowing. Do not burden the passengers with a lecture but respond to questions and lulls in the conversation. If the clients are talking among themselves, let them. Don't be afraid to ask questions of the clients; get them talking about themselves. Have Fun with the group!

This outline details the way we want to break up the canoeing / lake narrative information and gives the important information for you to deliver. It focuses on discussing certain topics at specific places along the route and each stop needs to be included. In addition, the information necessary for you to expound on these topics is provided in the

Ecosystem section of this manual. Use the sample narrations as a baseline and add more depth to your narrations with information provided in the Ecosystem Section as you gain familiarity with the content. You can also do research on your own but any information that you intend to add to the narrative (beyond what is provided in this manual) should be submitted for approval by the Field Operations Supervisor and Operations Manager.

Narration 4.2.1 – Canoe Waiver

(Rainforest Canoe Tour & Totem Tour Only)

Narration 4.2.1 is to be read by the Rainforest Canoe & Nature Walk Guide and the Totem Bight & Canoe Guide upon greeting the passengers:

“All personal articles are taken at the participants own risk. No articles of value should be brought on the trip. I understand that I will be paddling a canoe guided by an experienced guide through both flat and slightly turbulent waters. I recognize that there is a possibility of getting wet. I confirm that my general health is good. In signing this form, I understand the safety precautions regarding no smoking, no standing in the canoe, and that Personal Flootation Devices must be worn at all times. I understand that canoeing does involve some risks and that the possibility of an overturned or swamped canoe is present, though not likely. I understand that I will be walking on uneven and natural terrain and that the possibility of tripping or falling is present, though not likely. By signing this form, I acknowledge these inherent risks for myself and any minor children under my care, and release Alaska travel Adventures, any agent and ticket seller from the same. I understand that this trip may be photographed for marketing purposes and acknowledge my consent.”

Narration 4.2.2

Canoe Orientation/Safety Talk

(All Tours)

NOTE: We do not want to scare our clients with this talk, only inform them. Remind them that these things, other than bumping obstacles and lost paddles, have never happened, but it is better to know how to respond if an emergency does occur. We have an excellent safety record.

Pre-loading Customers in the Canoe: *“Now that we are all geared up and ready to go canoeing, let’s all grab a paddle and head down to the docks. Once we’re there, I’ll show us how to safely load the canoe one at a time. As we load into the canoe one at a time and with my assistance, I just want to inform you guys not to reach out and grab the dock at any time. As you can see, this 37’ fiberglass and wood replica of a Tlingit war canoe has a curved shape to it. If you’re not paying attention and holding onto the dock, the massive canoe can trap your fingers between itself and the wooden dock that is secured with concrete. As you can imagine, your fingers will be much happier inside the canoe.*

As we load, we’re going to go one at a time. This is so I can offer assistance to all customers, and to ensure the most stability to the person getting in. If we all jump in at once, this canoe will rock and bounce in all sorts of crazy directions. I will secure the canoe against the dock and offer my hand to you for assistance. Feel free to grab my hand, arm, shoulder, head, whatever you need, to comfortably get into the canoe. You’ll want to step directly onto the seat in front of you and as center on the seat as possible, then when you’re in the canoe you can go ahead and sit down. The seat I load you onto is the seat you will be sitting on, so please don’t walk around in the canoe. If there is another method of loading the canoe you think would be best for you personally, just let me know when it is your turn and we can perform the safest option. This just seems to work well with the majority of people.”

Post Loading Customers in the Canoe: *“So who here has gone paddling before? Awesome, can you teach me? Just kidding. There are a few things I want to cover before we get going. First and foremost, I’m going to teach us all how to do a few different paddle strokes that propel us forwards, backwards, laterally, and the brake stroke that slows us down. But first, let me show you how to properly hold the paddle.”* (Verbally and visually demonstrate the T-grip and the 5 paddle strokes: forward, backward, pry, draw, and brake strokes.)

“As we paddle, we’ll be keeping a casual pace, and we’ll be following the lead of the person in front of us. We want to paddle in unison to help us move more

efficiently and to eliminate paddle splashing. Please remain seated at all times while in the canoe, and do not touch the dock at any time. When we get to the far dock we will be unloading one at a time under my lead. Any questions before we untie and start paddling?”

Narration 4.2.3 – L. Harriet Hunt

(All Tours)

The following narrative is given by the guide as he/she pulls away from the dock and has started to canoe across the lake:

“Like I said earlier, guys, welcome to Lake Harriet Hunt. It was named after a prominent figure in Ketchikan history – Harriet Hunt. Harriet started the Women’s Chamber of Commerce here in Ketchikan, the Ladies Library Association (who started the first library on the island) and became the first Republican Party committee-woman for the Alaskan Territory. Her husband was elected as the first head of the school board when Ketchikan became a municipality in 1900. He would later serve as mayor of Ketchikan and was even the President of the Senate for the Alaskan Territory for one term. Harriet and her daughter Bertha were both avid photographers, whose photos depicted life in Ketchikan and the surrounding areas for both western settlers and native populations. The Hunt Family used to own a pair of stores downtown, with the main store located where Eagle Park currently sits downtown next to the tunnel. The Hunt family store was considered to be one of the first curios/souvenir stores in town after they began selling Harriet’s and Bertha’s (Harriet and Forest’s eldest daughter) photography to steamship passengers.

The lake and the mountain directly behind us, were officially named in her honor when the road out here was completed in the early 1980’s.”

Narration 4.2.4

Native Canoe & Paddle Information

(All Tours)

We currently have 8 customer canoes. 6 are Fiberglass and wood replicas of Tlingit war canoes and two are replicas of a more travel-oriented or sea-bearing canoe. Since the war canoes are the

majority, this narration is tailored to that style.

“The canoe we are in, as I mentioned while we were standing on the docks, is a fiberglass and wood replication of a Tlingit war canoe. To construct a canoe, natives would select a tree (preferably close to a beach or shoreline, and most commonly a Redcedar or Yellow-cedar) and build a fire around the base of the tree. As the flames burned at the base of the tree, natives would chip away at the charring trunk. Eventually the tree would fall over, where a fire would be built on the top of the canoe and the burning/chiseling process would be repeated until the general shape of the canoe was established. Once established, the fire would be extinguished and adzes would be used to carve the finer details of the canoe.

Different types of canoes were created and used for different activities. Sea-bearing canoes were used for traveling between islands for various purposes including hunting, gathering, fishing, or visiting a neighboring clan for a potlatch. Sea-bearing canoes have a rise in the bow and stern to help with stability and tend to be wider than war style canoes. The white canoe at the lake (commonly used for Totem tours) is an example of a sea-bearing canoe. War-style canoes are less complex in detail because of potential damage in battle and have a lower profile in comparison to the sea-bearing canoes. This allows the canoe to move quietly through the water while making the canoe harder to see on the horizon. They tend to be longer and narrower, allowing for a large number of occupants who are close to the side of the canoe and ready for combat.

Different types of paddles were used for the various canoes. Large, triangular paddles were used most commonly with the sea-bearing canoe because of their ability to move a lot of water quickly. War paddle often have a thick shaft with a long, slender blade. The blade can also move a decent amount of water, but the shape allows for a quieter paddle through the water, which is useful when sneaking up on an enemy village. While canoes were generally carved out of cedar, paddles were often carved out of Sitka Spruce because of its incredible strength to weight ratio. Paddles were often carved and painted with clan animals, crests, etc. to show family history or lineage.”

Narration 4.2.5 – Echo Spots

(All Tours)

For Jeep and Totem tours, the echo occurs halfway between the roadside dock and the Cook Camp dock. For the extended canoe tour, the echo is performed after circumnavigating the island and when the Cook Camp dock is in view.

“Let’s go ahead and stop paddling here, guys. This is the most unfortunate part of the tour and one that I don’t really look forward to often. It’s time to make the weakest paddler walk the plank.... Just kidding. If you look around, we’re pretty far out into the lake at this point and the lake itself is surrounded by some pretty steep, pretty tall mountains. We’re basically sitting in the center of a giant natural amphitheater. Check this out. OOO-oooOO!!!! (wait for echo to come back). Pretty sweet, eh? Let’s all try an echo together. Let’s see how loud we can make it. Instead of making a monkey noise, though, let’s keep it relatively simple and yell the word ‘hey’ in unison on the count of three. Ready? One, two, three... ‘HEY’. Want to know a secret? There’s not actually an echo. We just pay people to sit up in that hillside with binoculars and megaphones... It’s always awkward when we say ‘hey’ and they say ‘hi’.. just kidding. Let’s try it again! One, two, three! ‘HEY!’ Yeah, guys! Let’s head on over to cook camp and meet our chef who has been out here all morning preparing an Alaskan style snack for us to enjoy.”

Narration 4.2.6 – Muskeg, Waterfall & Blueberry Island

(Rainforest Canoe & Nature Trail Only)

Shore Pine: *“As we begin approaching Blueberry Island, there is a small stand of Shore Pine on the right hand side of the canoe. This is the only time on the tour in which we will see the Shore Pine (*Pinus contorta*, aka Lodgepole Pine). Pines are relatively uncommon on the island, however they do exist, so I just want to point this specific stand out.*

Muskeg: *As we pass by these pines, the channel in front of us goes around Blueberry Island, seen on our*

left. If you’ll notice, this island has a lot shorter of vegetation than the rest of the forest around us. This is due to a type of soil that occurs throughout the Pacific Northwest known as Muskeg. Muskeg is characterized by soils that have become extremely saturated due to the rainfall that we receive. The wet soil conditions make it difficult for any organic material, such as the leaves that fall from the berry bushes each autumn, to rot decompose. Instead, it slowly rots away, producing an acidic byproduct known as tannic acid. Tannic acid is a naturally occurring coloring agent in things like coffee, tea, wine, and if you look over the edge of the canoe, Lake Harriet Hunt as well. The increased acidity in the Muskeg soil, paired with the lack of nutrients, causes any tree or plant species that grows in the Muskeg to be naturally Bonsaied. Bonsai is a word used to describe anything that is naturally stunted or delayed in its growth.

Waterfall: *“Lake Harriet Hunt is fed from numerous rain run-off and snowmelt creeks. While there are many inlets, there is only one outlet to the lake. That outlet goes down and out of the lake, leading into the White River before falling into the George Inlet and Pacific Ocean a few miles south of town. Also, that outlet is on the right hand side of the canoe. Since we’re essentially on top of a waterfall right now, we’re going to get a bit closer to the island and avoid creating a white-water canoeing excursion. Check it out though, the grassy spot right there is the outlet.*

Sundew: *As we approach the backside of the island here, we are going to make a pit stop. We’ll get the canoe close to the edge of the island as possible. I’ll hop out and find amazing plant that I think you guys will find interesting. It’s one of the only carnivorous plants in the state. Yes, I said carnivorous, meaning that the plant eats bugs.” (Find sundew. use a pocket knife to cut around the base of the plant and pass it around the canoe). As I pass this around, please don’t touch the dew droplets or the red hairs on the plant. The dew droplets attract small insects to the plant. Once an insect like a gnat or a mosquito starts to eat the dew, the red hairs on the plant act as fingers and trap the insect against the leaf of the plant. From there, the stalk will slowly start to curl inward on itself, squeezing the nutrients out of the bug. The nutrients are digested with the help of a special*

enzyme secreted by the plant. Once the Sundew is done with its meal, the plant will unravel and expose the now-pollen coated carcass to the wind, where it can blow away with the first passing breeze. Sundew eats insects in order to obtain nutrients like nitrogen and phosphorus, which are not abundantly available in the Muskeg soils that sundew is so commonly found in.”

Narration 4.2.7 – Nature Trail & Bear Safety

(All Tours)

Let the guest know that the hike will take approximately 15 minutes, that there will be multiple stops along the way and the hike will conclude back in cook camp. Give a quick bear safety speech, remind guests of Leave No Trace principles (like staying on the boardwalk), and to not eat any of the surrounding flora.

“We will be walking through the Tongass National Forest and we’d like to respect that by following Leave No Trace practices. Please stay on the boardwalk, don’t pick at or pull plants, and, for goodness’ sake, please don’t eat any berries along the trail. I’m sure you, your family, and myself don’t want to learn about any new food allergies today.

We will be travelling through Black Bear country today on our hike and while they are generally more skittish than brown bears, we still need to be aware of what we do when or if we encounter one. First and foremost, remain calm. Second, give the bear as much distance as it wants and slowly back away from the animal. Finally, form a protective circle around your guide... Just kidding. Use that zoom feature on your camera and maintain your safety.

We will be stopping a few times along the trail, and at each stop we will feature an informative dialogue as well as a chance for questions and, of course, a moment to look around. Let’s begin by walking into the woods and toward our first pit stop!”

Narration 4.2.8 – Nursery Log

(Given on All Tours)

This narrative is for Stop #1 on the Nature Trail and is delivered by the Guide.

“We just took a few steps deeper into the Tongass National (Rain)forest. Right away, we notice a few different things, among them, I assume, are the amount of moss that is growing around us and how large some of these trees are. As I’ve been saying throughout tour, we are now surrounded by an Old Growth forest, meaning this forest has not had any human alterations to it. While there are many examples of Old Growth forests throughout the United States and the world, one unique thing about this forest is that its species are able to cycle through various stages of life almost independently, whereas other forests in the world are relatively uniform. Think of the American Southwest, where fires are a necessary part of the forests life-cycle. Here in the Tongass National Rainforest, we don’t get wildfires that can clear large swaths of land for forests to regenerate on. The trees have to recycle themselves, so to speak.

When a tree falls over in a windstorm, it becomes what is known as a “nursery log”. Over time, typically within a few decades, the log will become covered in various mosses. Some of the mosses in the Tongass can hold up to 60x their weight in water and are very rich in nitrogen and phosphorous, which are two nutrients plants need to grow. Seeds from the surrounding canopy will fall into the mosses that encompass the nursery log and eventually sprout. Fast forward the process even more, and the roots from the tree sapling will begin to grow down and around the nursery log before doing their best to anchor into the soil and earth. The two Western Hemlocks behind me are great examples of nursery logs at their various stages: The one furthest from me is covered in moss and has Western Hemlock saplings growing on it, while the log closest to me does not have nearly as much moss and fell more recently.”

Narration 4.2.9 Stilted Root System

(All Tours)

“If we take the nursery log process that we just talked about and fast forward it a few hundred years, this is the result. The tree that we’re looking at right now was once a little sapling growing on a nursery log that was lying down right here. The sapling grew larger and larger, and its roots formed around the nursery log. As the new tree grew, the nursery log continues to decompose until there was nothing left at all, except for the opening in the “saplings” roots that formed long ago. If you’ll notice, this root system looks like a great spot to hide in if we were playing hide and seek. Or if you were a bear...”

Narration 4.2.10 - Skunk Cabbage

(All Tours)

“Does anybody recognize this plant?” (Someone usually does) “That’s right, it’s skunk cabbage. I like to point it out because it has a lot of unique uses. As you saw at cook camp, we serve our salmon on it. Why? Because the plant actually serves as a bear laxative in the spring as we tour guides love a good laugh when customers eat it... Just kidding. Well kind of. While bears do eat the roots of the plant right away in the spring to get their digestive tract going, we serve our salmon on these leaves because it was used by native cultures a lot like the way we use tin foil or wax paper. These large, oval-shaped leaves were used to line berry baskets or to wrap an entire salmon filet in before smoking it over a fire of red alder. The leaf would help prevent the filet from burning or charring over the fire. Natives wouldn’t eat the plant, except for times of extreme famine. It is one of the first plants to bloom in the spring, so it would commonly be consumed during especially long winters when many of the leafy plants and berry bushes were late to bloom”

Narration 4.2.11 - 5* Bear Hotel

(All Tours)

“Here we have another stilted root system, much like the one we saw earlier, that looks like it can make for a cozy little cottage. It can easily fit two 150/160 lbs. tour guides, or a 300 lbs. black bear. The reason why I keep bringing up bears when we’re by these stilted

root systems is because there are no naturally occurring caves on our island of any kind. The glaciers retreated too recently for enough erosion to have occurred to create caves, so all of the beautiful black bears that are on our island do need to curl up in a root system much like this one right here. Thankfully for the black bears, this is our 5-Star Bear Hotel, complete with everything a bear needs to live a luxurious life. First and foremost, star number 1 is representative of the shelter component to the tree. Again, with no caves on the island, a bear is going to need a roof over its head a cozy spot to stay warm in during the winter. The second star represents the lake itself, providing both a source of freshwater for the animal and those little trout hors-d’oeuvres. The third star is for the skunk cabbage, which, as I mentioned earlier, is consumed by the bear as a laxative to get their systems going right away in the springtime. The fourth star is represented by all the berry bushes that we have around us (berries should have been brought up a few times already, most notably on the jeep trails and at cook camp before the walk began). I’ve touched upon a few of the berries already, but we do have various blueberry bushes, huckleberries, salmonberries, thimbleberries, brambleberries, watermelon berries, bunchberry – so many berries. To say that we have a berry fruitful forest would be an understatement (awkwardly accept petty chuckles). The fifth and final star, since there are no salmon in the lake, is going to be the large source of protein ATA supplies the bears with the continuous stream of tourist groups in the summertime... just kidding. Every ritzy hotel has fancy artwork, eh? This one is no different. Adorned on the tree above the master’s suite are a few different shelf-fungi. This is called Artists Conk, a fungus that grows primarily on dead and dying trees. What I think is really cool about this guy is that just like a tree, these rings on the top of the fungus show periods of activity and dormancy, or the age of the fungus. Some of these can be a few decades old and multiple feet wide. They got their name because natives would carve symbols into fungi to warn or inform other people or villagers of a safe source of

fresh water, an enemy village in proximity, of an active bears den, and various other things. Totem carvers would also take the fungi from the tree and carve a rough draft onto the fleshy part of the fungus.”

Narration #4.2.12

(All Tours)

“Now, if we direct our attention away from the root system that composes our 5 Star Bear Hotel and focus on the actual trees themselves, we’ll notice that there are a lot of little holes neatly drilled in this hemlock I’m hanging onto. This is what I call the Bird Buffet because these are from some of the woodpeckers that we have in our forest, most commonly the Red Breasted Sap Sucker. The Red Breasted Sap Sucker is a gorgeous bird that has a white belly, black back and wings and a gorgeous red head and breast (males and females vary slightly in coloration and pattern, but generally speaking, that description fits both genders). Woodpeckers target Western Hemlocks more so than any other tree in the forest because of the sweet sap that the tree produces. After drilling out a few holes, the bird will fly away and allow the sap to run in an attempt to plug the holes, or “cover the wound”. The sweet sap attracts a lot of small insects like gnats and flies, who inevitably get stuck in the sticky fluid. After a few days of running sap and collecting insects, the woodpeckers will come back to the tree and drink up the sugary sap that is now very protein rich because of the insects.

Now, I don’t know about you, but after a large feast like Thanksgiving dinner, do you want to travel a long distance back to your house and bed for a nap? No! I would always lay under the table, even if everyone was still sitting there. The Sap Suckers are pretty similar – if you look at that tree behind you, you’ll notice it’s full of golf-ball sized holes all up and down the trunk. I like to call that tree Woodpecker Heights because those are the little openings to various bird condos or nests. While this tree has not had an active nest in it for a few years now, this does show you exactly what the birds are looking for in a nesting site. Tall, safe, secure, close to food, close to water, close to insects. So, with the 5-star bear hotel,

the bird buffet and woodpecker height condominium unit, we need to talk about the real reason why you guys are out on tour today... the opportunity for times shares! Can’t let you back in the canoe without a significant cash deposit ;) (accept the cheesy petty laughs as your segway to keep moving) Let’s keep going guys!”

Narration #4.2.13 - Sitka Spruce

(All Tours)

Before arriving at stop 5: “As we round this corner here, stop for a moment and look straight up. Like wayyyy up. Find the tallest tree, and then begin to follow its trunk down to the forest floor. That massive tree directly in front of us is also one of the tallest trees, so I just want to show you the size and scale of this behemoth before we talk about it.”

After arriving at stop 5: “This Sitka Spruce right here is our version of General Sherman. It is the largest and tallest tree that we’ll see during our tour today and is estimated to be roughly 650 years old, which is near the upper echelon of the Spruces lifespan. The Sitka Spruce is the state tree of Alaska and some uses include WWII aircraft, ship masts, high end musical instruments, and the vitamin c rich new-growth tips are featured in many IPA’s from companies like Alaskan Brewing Company and Baranof Island Brewing Co.”

Narration 4.2.14 Merchandise Sales

It is important that ATA staff members put effort into selling merchandise. Merchandise sales benefit the company and the staff member who sells the items. 5% of the sale goes directly into their paycheck. At the beginning, and end, of the tour, guides should present a narrative such as the following to sell Backcountry Jeep & Canoe Shirts!

Did everyone have a great time on the Rainforest Canoe Tour today?! That’s awesome, I/we did too!! If you would like to remember this amazing experience in Ketchikan, we have this unique (shirt, mug, etc.) for you to remember your tour! Check these out, they are only \$20 and we have purchase. We can take both cash and credit card here at the truck!

Totem Bight Narratives

Learning Objectives

- ✓ Gain a general understanding information to be presented while transporting clients to Totem Bight SP
- ✓ Gain a general understanding information to be presented at Totem Bight SP
- ✓ Give sample narratives which can be expanded as knowledge is gained.
- ✓ Ensure consistency in guiding staffs' tour narrative and delivery.

Introduction

Narration is an important part of the tour experience. Passengers disembarking from cruise ships have a 10,000 foot view of Alaska. Our tours give them the opportunity to *experience* Alaska “up close” and you as a guide bring that experience alive. A good narrative will include many different topics including Alaska, native history, flora & fauna, and facts about Ketchikan. It will also include frequent safety/instructional reviews. Developing a quality narrative presentation is an ongoing process, and the following outline will assist you in getting started.

It is not intended that guides memorize a canned presentation, but we do expect a standard narrative from each guide. We want you to know enough information to

answer questions intelligently and provide enough dialogue to create an atmosphere of camaraderie within the group. Conversation should be casual and free flowing. Do not burden the passengers with a lecture but respond to questions and lulls in the conversation. If the clients are talking among themselves, let them. Don't be afraid to ask questions of the clients; get them talking about themselves.

This outline details the way you are to deliver the narrative information while transporting passengers to and from Totem Bight SP, and inside the park itself.. It focuses on discussing certain topics at specific places along the drive and in the park, and each stop needs to be included.

In addition, the information necessary for you to expound on these topics is provided in the Ecosystem section of this manual. Use the sample narrations as a baseline and add more depth to your narrations with information provided in the Ecosystem Section as you gain familiarity with the content. You can also do research on your own but any information that you intend to add to the narrative (beyond what is provided in this manual) should be submitted for approval by the Field Operations Supervisor and Operations Manager.

Totem Bight Historical State Park

The Park itself is an amazing place with so much to look at and not nearly enough time to talk about everything. While there are numerous books published on the park such as “Silent Storytellers of Totem Bight State Historical Park” by Tricia Brown that go in-depth on almost everything there, below is an introduction to a few of the main highlights of the park

Narrative 4.3.1

Poles 1 & 2 - Entrance to Park

Two totems and an informational sign mark the entryway to the main section of the park. This is a great area to introduce the park, how it was created, and a brief overview of the two poles.

Totem Bight State Historical Park was one of Franklin D. Roosevelt’s Civilian Conservation Corps projects. The CCC was created in 1933 and work on the park started in 1938. It was one of many totem parks envisioned for Southeast Alaska, with Saxman being another. Tlingit carver Charles Brown and Haida carver John Wallace lead teams in an effort to create a full-scale model village that portrayed both Tlingit and Haidian cultures, complete with smokehouses, plank houses, and numerous totems. (Due to the complexity of the craft and time constraints, the full plan for the park never came to fruition). Totem poles from surrounding communities were brought in and restored while others were copied. Some original totems were

created and created and one clan house featuring three exterior totems was erected. The project was winding down by 1942, with a few totems being raised as late as 1947.

There are five different types of totem poles. In addition to the Heraldic (1 - story/legend) poles that most people are think of, there are shame totems (2) – carved when someone has a large unpaid debt or has committed a shameful act. The most popular “shame” pole on the island is in Saxman’s Totem Row and depicts William Seward’s unpaid debt for gifts and a feast he received in the late 1800’s but never reciprocated. There are memorial poles (3) carved when a person is selected to succeed as the head of the clan house to validate their status and there are House Poles (4) that are on the exterior of clan houses and display the lineage/story of the clan. The last type of totem is the Mortuary or Grave Marker (5) as depicted in Totem Pole #2 at the park.

Pole 2 is an example of an Eagle Grave Marker Totem, which would be erected at the burial site for a well-respected individual. A unique thing about this pole is that it features the colors yellow and green; these colors were often acquired by natives by trading goods and food for paint with fishing boats that came from the south. Typically, natural red, black and blue-green (turquoise-y) colored dyes were used.

Pole 1 depicts Thunderbird holding an Orca Whale in its talons. Thunderbird is credited with a lot of things that natives couldn’t quite explain in their mythology. Unaware of the details of glaciation, Thunderbird was the one who grabbed whales from the sea – like an eagle with a salmon – and ate the mammal high in the mountains, leaving the whale’s bones on the highest ridgelines. Lightning flashed from the bird’s eyes and mouth. When it flew, thunder roared. Sometimes Thunderbird was so powerful, it could “shake the earth”, creating earthquakes, causing tsunamis. One interesting thing with Thunderbird and some of the other poles/stories that symbolize Pacific Northwest cultures is how widespread some of the themes in

the myths are. The Raven and the Sun myth is another example, which will be outlined later.

Narrative 4.3.2 - Walk into the Park

As you walk past the first two totems, check in at the booth near the start of the path. This is where you report the number of clients to the Park Ranger, per our operating permit.

The pathway into the park is a unique glimpse at a second growth forest. Western Hemlocks, red huckleberry, salal, and other plants are easily visible on the trail. Feel free to identify and say a fact about a few of the plants, however, there will be a nature walk later in the tour. There won't be more totems.

Two unique things to the path that won't be seen on the nature walk are the Salal plant (large bushes occupy the area at the end of the pathway behind totems 3 and 14) and the dwarf mistletoe that is growing in the Western Hemlocks surrounding the pathway.

Salal is a plant that produces dark purple fruits about halfway through the summer. It has leathery, two-toned, evergreen leaves and was an important food source for native cultures. The fruits (which are fleshy sepals rather than berries) grow in clusters and are plentiful in the region, commonly near the coastline.

Dwarf Mistletoe is a parasitic plant that steals water, minerals, and sugars from the host species (the Western Hemlock) causing the tree to become weaker and more susceptible to other ailments like fungal infections or insect invasions. The plant is able to launch its seeds up to 65ft because of its ability to build water pressure internally.

Narrative 4.3.3 - Pole 3

Read Tricia Brown's "Silent Storytellers" book available at the library, Parnassus, from fellow ATA employees, and online for information regarding most of the poles in the park. John E Smelcer's compilation of myths "A cycle of myths: Indian

myths from Southeast Alaska" is another great book that tells full-length stories to expand upon what Tricia Brown provides in her book. Both are small, easy readers, and many more books on Totem Bight and Mythology can be found at the library or Parnassus. Pole 3 is another grave marker titled "Man Wearing Bear Hat"

Narration 4.3.4 Pole 4 & Clan House

Pole 4 is the house pole for the clan house. This particular pole was carved by Charles Brown and features the Tlingit creation myth of The Raven and the Box of Daylight at the top (more on that story later...pole 10). A mink and a frog are below the Raven's box, followed by the legendary carver Natsihline who can be seen holding the Orca Whale. Natsihline is credited with carving the first Orca and bringing the species to life. His full story is illustrated in pole 6 at the park. The pole concludes at the bottom by featuring the Raven and the Box of Daylight story. The figure with the curved beak is Raven-at-the-Head-of-Nass, a former chief/diety who created much of the world. The female figure at the base of the totem is the chief's daughter. The head of a raven is painted on the exterior wall behind the totem.

The clan house itself is all hand carved. The entry way through the house totem is intentionally set low as a defense mechanism. Anyone entering the clan house had to bow and walk almost blindly into the house. Inside, there are three tiers, with a bottom/lower tier at the center around a fireplace, a middle tier, and a third, upper tier along the perimeter of the house. The three tiers are representative of social status or standing, as the chiefs and elders would sleep closest to the fire at the center of the house and the "least important" people would sleep on the upper tier. Directly above the fire pit is a chimney for smoke ventilation. Many chimneys had movable guards at the top, that allowed smoke to escape, but would shelter the opening in the roof from rain, snow and other weather. Multiple houses would occupy villages,

along with smoke houses, communal areas, and oftentimes a fire tree or two would burn nearby.

One amazing thing to point out while walking alongside the clan house is the different types of notches that are in the wood. The specific notching pattern a carver uses is considered to be their “signature” and are unique to the carver. The exterior of the clan house shows many different signatures carved by many different carvers. Some always slants down and to the right, some are very octagonal in shape, so on and so forth. These signatures are fun to point out because in the modern world, houses are very uniform with pre-cut wood from factories, while every single piece of wood features in/on the clan house at Totem bight was hand carved and custom made.

Note: No Narration is given at Pole #5 – Pole on the Point due to time constraints.

Narration 4.3.5 - Pole 6 Blackfish Pole

While many other sources tell the story of how Natsihline carved the first “blackfish” (Orca Whale) far more eloquently, the general story goes as follows: One day Natsihline went out hunting with his three brothers-in-law. The two eldest brothers, against the wishes of their youngest brother, decided to abandon Natsihline to die on an island after he left the canoe. Natsihline was then cared for by the Seal people, and after helping the injured Seal chief’s son, was given more powers and was able to return home to his wife and village. There, he carved the first blackfish out of yellow cedar and told it to go and kill the two older brothers who abandoned him.

Note: No Narration is given at Pole #7 – Land Otter Pole, Pole #8 – Master Carver Pole or Pole #9 – Sea Monster Pole due to time constraints.

Narration 4.3.6 - Pole 10 Raven at the Head of Nass

Because the various cultures of the Pacific Northwest didn’t have any sort of writing or recorded history other than the images carved into Totem Poles and other wood products (bentwood boxes, bowls, etc.), there are many variations upon the same story, and the Raven and the Sun myth is no different. Also known as Raven and the Sun, Moon, and Stars or Raven and the Box of Daylight, the general underlying story is always the same. For better retelling of the story, check out the aforementioned sources (Tricia Brown and Josh E Smelcer)

Raven-at-the-Head-of-Nass was a deity of the Tlingit people who lived in a house that was located at the head of the Nass River (hence the long name. It’s kind of like the name Prince William of Cambridge, except changing it to Human of Cambridge....). Raven at the Head of Nass created both the Heron and the Raven, who served as Raven at the Head of Nass’ servants. The deity took a liking to the wise and thoughtful Raven, who, despite being known as a trickster, felt sorry for the Tlingit people who were living in darkness for there was no light of any kind at this point in time. Raven at the Head of Nass possessed the sun, moon and stars inside of bentwood boxes in his house. The Raven knew that he could get anything he ever wanted from the powerful and doting Raven at the Head of Nass if he could somehow become the deity’s son. Raven decided to turn himself into a hemlock needle (he’s a shape-shifter, too) and fell into the deity’s daughter’s tea. Once Raven was consumed by the daughter, he impregnated her and was born again as the deity’s grandson. Raven at the Head of Nass adored his grandson and allowed him to play with everything in the house. The Raven cried and asked for the moon, and the grandfather obliged. As soon as Raven got it, he threw it up into the sky for all to enjoy. He did the same with the stars. After hurting his grandfather’s trust, it took Raven a while before he was able to play with the sun. The grandfather reluctantly gave it to him, and again the Raven threw it into the sky, creating daylight. Some stories say that the Raven and the

grandfather were humans instead of birds, and that the Raven shape shifted from a curious bird with a plan, into a hemlock needle, into a human infant, and, when it had its hands on the sun, back into a bird who then flew out the smokestack in the roof and released the sun into the sky. Some say that the stars and moon were created by the raven accidentally bumping into things during his escape through the roof with the sun - like a dirt clod crumbling and dusting the sky with stars. Some make no mention of the moon or stars at all.

Note: No Narration is given at Pole 11 – Kaat’s Bear Wife & Pole 12 – Kadjuk Bird Pole due to time constraints

Narration 4.3.7 - Pole 13 Halibut Pole

An example of an honorary pole for the Halibut House people from the Nexadi clan. The original pole stood in the Tlingit village of Tuxekan on Prince of Wales Island and was recreated in 1970 by Nathan Jackson of Saxman. Since all totems are hand-carved, the specific notching pattern a person uses is known as their “signature”. The Halibut House Pole features squared signatures and notching that were unique to the people of Tuxekan.

Note: No Narration is given at Pole 14 – Thunderers’ Pole due to time constraints

All of the Poles that weren’t given an explanation are examples of Heraldic (story) totems. They all have such rich stories behind them that to try to shorten any more of the myths than are already condensed above would be of no justice to them. This manual is to serve as an overall outline of a few key points to hit on in the park. With beautiful and unique imagery on every single pole in the park, expect to field questions on any of them. Again, Tricia Brown’s short book and Josh E Smelcer’s short compilation book expand upon a lot of the information presented here.

Narration 4.3.8 Drive to Lake Harriet Hunt

Drive back south towards Ward Cove.


Field any questions and give a brief overview of what will happen when the van arrives at the lake. (Restrooms, raingear, PFD’s, a paddle to cook camp where a snack and nature walk await in addition to a short paddle back across the lake)

Ward Cove will be in view again shortly before the left hand turn onto Revilla road. Feel free to use the cove and the abandoned pulp mill (alongside the North shore of the cove) as a transition into Revilla road and the surrounding scenery.

Revilla Road to Lake Harriet Hunt
Revilla road was created as the main access point to a network of logging roads that wound through the valley (The two jeep trails that the van passes by are two examples). The forest alongside the road, in addition to various swaths of hillside, is a great example of a new-growth forest. New growth forests are composed of pioneer species such as the Red Alder and Fireweed, which help fertilize compromised soils. Alders seldom live beyond a century, quickly giving way to more enduring tree species like Western Hemlocks, Cedars and Sitka Spruce. Berry bushes, specifically Red Elderberry, are common along Revilla Road.

As the van gets closer to the Lake Harriet Hunt Road turn, more and more old growth becomes visible in the hillsides. The forest surrounding the lake is an old growth or primary growth forest and offers a different host of plants and animal species

Revilla road is also likely to feature a wide array of flowers. While it’s hard to clearly identify flowers from the road side, there are a lot of commonly occurring species. The tall, purple flowers are fireweed; little blue ones are the forget-me-not (state flower of Alaska); small circular orange ones are Orange Hawkweed; in various shades of pink and purple are Fox Gloves; and among the white flowers are Goat’s Beard, Queen Anne’s Lace, Cow Parsnip, Oxeye Daisy and/or Dwarf Dogwood. While that list may seem intimidating, they’re all pretty



distinct flowers that you'll master after a week of driving anywhere on the island.

Before parking the van at the lake, inform customers again of the restrooms, raingear, and PFD's

Ecosystem & History



Chapter 1

Earth Systems

Chapter 2

Intertidal Zone

Chapter 3

Flora

Chapter 4

Fauna



Earth Systems

Learning Objectives

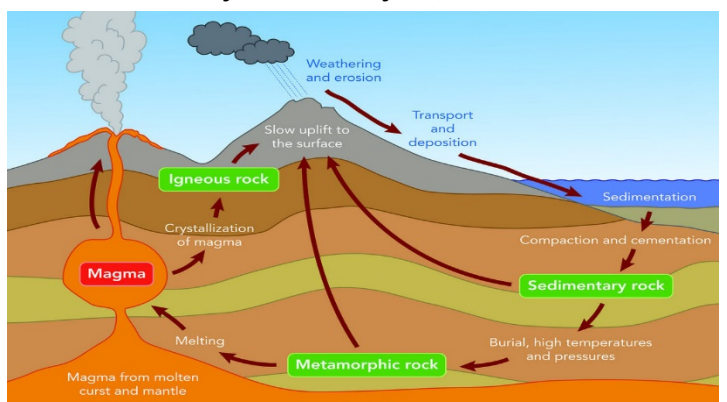
- ✓ Build field staff’s depth of knowledge in content areas they will be delivering
- ✓ Understand how natural phenomena have affected Ketchikan and the surrounding area.

Introduction

(Sources 1, 21 & 22)
 The Tongass National Forest is one of the world’s most unique areas due to the incredible landscapes and scenery, as well as the abundance of life. All of the flora and fauna of this area; from humpback whales feasting on schools of herring to bears fishing for salmon to the complex cultures that have enduring communities throughout the region to the Eagle, Wolf and Raven whom the clans are named after; are a product of four environmental systems that create the biosphere (1). The Lithosphere, Hydrosphere, and Atmosphere, all combined with solar energy, come together to create the unique biosphere we know as the Tongass National Forest.

Lithosphere: Physical Earth

Driven by solar energy (both radial heat from the surface of the sun and tidal heating from gravitational pull), the earth is in a constant state of change. This constant state of change is best demonstrated by the rock cycle, illustrated below:



Most of the change that occurs to the physical earth occurs along tectonic plate boundaries (the major global tectonic plates are illustrated below)



If we zoom in on the map, we see a lot of tectonic activity in the Pacific Northwest:



If you look at the map, a major fault line runs up the California coast before continuing Northwest into the Pacific Ocean. While obscured slightly from the Juan de Fuca plate, the fault line continues North into the Kenai peninsula off the west coast of the Alexander Archipelago. This fault line was created when the Pacific Plate was driving east, unopposed, until 180 million years ago. The eastbound motion deposited much of the sediment and material that would later become the Rocky Mountains

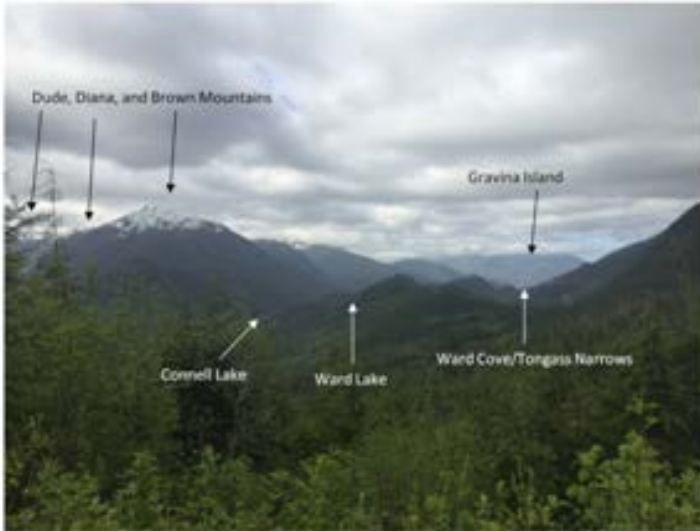
About 180 million years ago, the North American plate began its westward migration. The opposing forces, combined with the sediment collected from over hundreds of millions of years, created the Rocky Mountains. The North American plate has proven to be the stronger plate over time, causing the fault line, or “collision” line, to move further and

further west, creating more mountain ranges and island chains along the way

One interesting thing to note is that since the two plates have collided, and continued to move west in a linear pattern, the main geological “scars” or features of the fault migration are all North-South in orientation. The Rocky mountain range stretches from Mexico, through the United States and into Canada in a vertical manner; the West coast of the North American continent is, for the most part, vertical; the Alexander Archipelago and its waterways (Tongass Narrows, Clarence Strait, etc.) are all vertical; and most of the islands throughout the Southeast are longer than they are wide.

Glaciers have also caused a dramatic change to the physical composition of the landscapes around us. In the Ketchikan area, glacial retreat is a relatively recent occurrence, however, there are no current glaciers on Revillagigedo island. Despite there being no glaciers on the island, there are many active glaciers nearby. Some examples of active glaciers include the Soule, Through and Chickamin glaciers on the mainland portion of Misty Fjords National Monument. The Mendenhall Glacier in Juneau is another famous glacier and all of the AMHL Ferry boats are all named after some of the more prominent glaciers of Southeast Alaska.

Locally, we can see evidence of glacial retreat along Revilla Road out toward Harriet Hunt. Guides will see this valley first hand when driving to and from the lake. The glacial valley features rounded hillsides, a U shaped valley floor, and a series of multiple lakes in a cascading manner. While the lakes in this valley (Talbot Lake, Connell Lake, Ward Lake and the Frog Ponds) are all connected by a creek, valleys that are formed via rain runoff have a V shape to the valley with a river being the main feature. Examples of runoff or river valleys include the Grand Canyon and the I-70 Corridor if you’ve ever gone skiing in Colorado at any of the resorts not named Steamboat or Aspen.

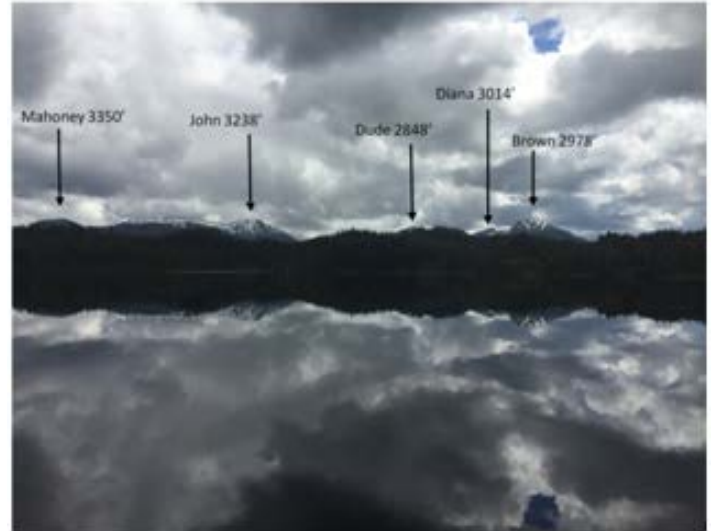


The view from the top of “High Road” on the Backcountry Jeep & Canoe Tour. Seen in the distance on a clear day is Dude, Diana and Brown Mountains (2848’, 3014’ and 2978’ in elevation) as well as Gravina Island and Tongass Narrows (0’ Elevation)

Tectonic motion and uplift and glaciation occur over a very large period of time. Zooming in on the scale of these tectonic battles, we see many different rocks in our area that are a result of these physical changes. Some examples are highlighted below.

Quartz Diorite is the most common type of rock found in the Ketchikan area, as well as the western side of Betton Island where the trail is located. Quartz Diorite is an igneous rock, meaning it is formed from the heating and cooling of magma. Quartz Diorite is a felsic rock, meaning it is very mineral rich. Specifically, as the name implies, with the mineral quartz (5-20% of composition)

Phyllite is a unique type of metamorphic rock that has undergone multiple changes in its 30 million year old life cycle. It begins as simple sediment from inland rivers and streams that eventually has more and more weight added on to it, pushing it further and further below the surface of the earth. With time and pressure, it changes into a type of shale. As time continues, as depth and pressure increase, and as more elements and minerals are added, the rock is recrystallized, and eventually pushed back to the surface of the earth due to tectonic uplift. Phyllite is a grayish colored rock, very finely layered, with speckles of shiny crystallized minerals



The view from Lake Harriet Hunt (approx. 300’ deep) looking south includes Mahoney, John, Dude, Diana and Brown Mountains. It is important that guides be able to identify this mountains for passengers.

that look much like gold or fool’s good (aka pyrite) (It’s basically fools’ fool’s gold. It’s not even the “real” fake stuff.)

Black Slate, a metamorphic rock, and Greywacke, a sedimentary rock, are both commonly found in the area as well. As far as precious metals and stones go, Jade, Gold, Silver, Copper, Lead, Granite, Marble, and others.

Hydrosphere: Liquid Earth

The Hydrosphere can be broken down into a relatively simple system: the ocean (Since weather and precipitation occur in clouds as part of the atmosphere, we’ll include rain and the water cycle in the Atmosphere section despite water evaporating from the ocean to start the rain/water cycle). While the oceanic portion of the biosphere is incredibly complex and diverse, the ocean itself is relatively stable and predictable. We read tide charts as a team every morning to understand when and where the tides will be. The tide levels, though they can change from a high tide of 10’ to a high of 19’ two weeks later, are generally the same. They seldom go above 19’ and seldom below -3.5’ at any point in the year. Downtown Ketchikan and hundreds of businesses and residences on the island

are built along the coast, high enough above the water so they are safe, but close enough to the waters' edge for easy access and aesthetics.

While relatively routine on an annual basis, here in the Ketchikan area, we experience dramatic tide swings on a daily basis. We have a semi-diurnal tide system, meaning two high tides and two low tides per day, roughly 6 and a half hours apart. Of the two high tides, one is higher than the other and the same can be said for the low tides. Sea level is determined by the average low-low tide (known as Chart Datum or MLLW - Mean Lower Low Water) for the year. Depending on the lunar phase, seas can swell to be over 19 feet above Chart Datum and can be as low as -4 feet below Chart Datum. This means that the tides can change a full 23 feet in a mere 6 hours some days.

The tides themselves are a product of the gravitational pull from both the sun and moon. The moon orbits the earth, and the earth orbits the sun. When the moon, sun and earth all line up perfectly, the tides are at their strongest because they have two forces, the sun and moon, working together to try to "steal" the water away from the earth. During a New Moon and a Full Moon, the sun, moon and earth are all in line, so during or near these lunar phases we have "spring tides" where the range between the highest high tide and the lowest low tide for the day can be up to 23.5'. When the moon is at its crescents (the waxing and waning crescents halfway between new and full moons), the gravitational pull from both the sun and moon are both affecting the earth's oceans, but not as dramatically. During these periods, known as "neap tides", the lows aren't as low, and the highs aren't as high (Neap is a nautical term derived from the Middle English word "neap", meaning "small", so a neap tide is a "small tide").

While the gravitational pull from the sun and moon affect the physical motion of the oceans, the tidal heating that occurs with it, combined with the radial heat from the sun, creates larger-scale movements in the ocean where warm water and cool water cycle in large gyres. The major oceanic currents and gyres of the world are illustrated

below. In general, we see warm water migrating away from the equator along the east coast of the North American and Asian continents. We also see cool water migrating toward the equator along the west coasts of the United States and Europe/Africa ('cause... you know... heat rises and all...)


Zooming into the Pacific Northwest, we see two warm water currents moving from the west to the east: The Kuroshio Current and the North Pacific Current. Closer toward Ketchikan, we see the Alaskan Current cycling warm water up the coast, and cool water declining in latitude in the open ocean. The convergence of these three major oceanic current occurs off the west coast of North America near the Vancouver Island, Haida Gwaii area. As the warm water migrates north toward the Kenai Peninsula, moisture begins to evaporate out of the ocean to form the pregnant clouds that so generously rain down upon the first few landforms that they encounter.

Atmosphere: Gaseous Earth

To continue from the Hydrosphere section, since the southern part of the Alexander Archipelago features the first land masses that these moist pockets of air encounter, they see the most rain. Mountains and hillsides "push" and "lift" (via a process called Orographic uplift) air and moisture to higher elevations, where it cool, condenses, and turns to rain. Ketchikan, in the southern portion of the Tongass, receives an average of 141" of rain annually. In the central Tongass, Juneau receives about 62" of rain annually, and Skagway, at the north end of the Tongass, receives 27" of rain each year. As rain falls onto the first land masses, less and less moisture is left for any preceding mountain ranges. Also, as the oceanic current moves north, it cools, causing less water to evaporate.

Solar Energy

Solar energy from both radial heat from the surface of the sun and tidal heating from its gravitational pull (along with subsequent lunar energy) is the driving force behind the rock cycle, the major



oceanic currents, and the water cycle, which all come together to create the biosphere.

Biosphere

A global sum of the physical, liquid, and gaseous earth, along with the solar energy that drives their continuous changes, the biosphere can be broken down into several different habitats, ecosystems, groupings and families.

Flora

Learning Objectives

- ✓ Build field staff's depth of knowledge in content areas they will be delivering
- ✓ Gain an understanding of the various flora of Revillagigedo Island & SE Alaska

Trees (Sources: 1, 2, 3, 4, 5 & 20)

Sitka Spruce (*Picea sitchensis*)

Some historical uses for the Sitka Spruce include canoes (cedar was preferred, but spruce was also used because of the size of the timber), canoe paddles, bentwood boxes, and in the construction of fish traps. More modernly, it was used by the Russians in shipbuilding/ship repair and made for great masts. It was used as a replacement to steel in the World War era due to it being very strong, yet very light, and also the wood not splintering apart when struck by bullets. Sitka Spruce is also used in some musical instruments like the interior of pianos and guitar necks. It is widely appreciated for being a very straight grained wood with few knots



Physical Description: Blue-green, sharp needles that encompass the entire twig

Age Range: 600-700 years old is a good upper average. 900+ year old trees have been recorded, though rare

Size: 6-8' diameter and 150-200' tall is common for older trees. They can grow larger, as the biggest Sitka Spruce was recorded at 14.9' in diameter and 248' tall.

Habitat Range: Central California coast to northern Alexander Archipelago and westward throughout the Kenai Peninsula.

Elevation Range: Up to 3000' in the southern Tongass; up to 1000' in the northern Tongass.

Western Redcedar (*Thuja plicata*)

“The tree of life”



Historical uses include “fire trees”, totem poles, canoes, timber for clan houses, bent wood boxes, fire-drills etc. The strips of bark were woven into a wide array of goods including baskets, bowls, mats, hats, ceremonial headbands, clothes, blankets and much more. Weave the cedar with goose or duck feathers to create insulation for warmer clothing and blankets. Small roots could be woven into baby cradles and much more. Long, thin, young roots were woven into a strong rope or cord that would be used in fishing nets or to haul larger maritime catches (like whales) back to the village. New buds were harvested and brewed as a tea to cure coughs, colds and other respiratory ailments. Modern uses

include shingling, siding, decking material, wood flooring, cabinets, furniture and so much more. Cedar, both the Alaskan Yellow-cedar and the Western redcedar, are choice woods for wood workers and consumers. Telephone poles, dock pilings, ships masts for Russian boats in the 1800's... all sorts of things.

Physical Description: Brownish-red, stripy bark that twists/rotates as it moves up the tree. Leaves are scale-like, rounded, and cling close to a flattened twig.

Age Range: While 800 years old is an accomplished age for a mature tree, Redcedars of 1460-1600 years old have been recorded, though very rare.

Size: Extreme examples include 160-180' tall and 16-18' in diameter. The redcedar on Betton Island is “above average” and quite extraordinary. The fallen cedar connected to the root ball on Betton appears to be larger than the standing redcedar a few stops prior. 7-10' diameters and 100-120' in height is a more average estimate of mature trees

Habitat Range: Rarely occurs in the north half of the Tongass but is common throughout the southern half of the Tongass. Spreads south through British Columbia, Washington, Oregon and can be found in Northern California near coastal areas.

Elevation Range: Grows to the tree-line in our area. (which is typically 1500-2500' in elevation)

Alaska Yellow-cedar

(*Cupressus nootkatensis*)

While not as common or large as the redcedar, Yellow-cedar is still used in much the same manner: canoes, totem poles, rope/twine, baskets, clothing and other woven materials, and more. Modern uses include decking lumber, shingling and siding material. The



red house on Creek Street with the water-wheel was originally an incredibly productive shingle mill. Cedar is also a “choice wood” for things like cabinets, hardwood floors, furniture and other products.

Physical Description of Leaves: Angulated twigs covered in pointed, scaly leaves.

Age Range: The longest living tree in the Tongass. 700-1200 years old is a good average for mature trees. Yellow-cedars of over 1800 and 1600 years old have been recorded in British Columbia (Sechelt Peninsula and Vancouver Island)

Size: One of the largest recorded Yellow-cedar species was roughly 200’ tall and 13.6’ in diameter. A more **common size for a mature, old tree is about 130’ tall by 6.5’ in diameter.**

Habitat Range: Olympic peninsula east into the Cascades, then north to the Chugach National Forest area.

Elevation Range: Can grow up to 1000-1200’ in the southern end of the Tongass, but resides at lower, coastal elevations in the north.

Notes:

- Scientific name changed after DNA testing in 2010 proved the species was in the Cupressus family, not the Chamaecyparis family.
- The Yellow-cedar has a hyphenated common name with a capital “Y”, while the redcedar has no hyphen, no space and no capital “R”.
- The Alaskan Yellow-cedar has been dying off recently due to changing environmental conditions. In the winter, snow acts as an insulation blanket, so the more snow that lies on the ground, the bigger the blanket is for everything at or below ground level. Over the past several decades, the snowpack in the Tongass and the Ketchikan region has been decreasing and becoming more inconsistent, causing the snow blanket to be too thin to shelter the sensitive Yellow-cedar tree roots from the freezing and subfreezing temperatures of winter. These cold temperatures have a tendency to shock and injure the roots of the Yellow-cedar. Injured or weak roots aren’t able to supply the tree with

adequate nutrients come summer, and the tree slowly begins to die off. While other tree species such as spruce and hemlock are affected by parasitic fungi, plants, or (though rare) insects/bugs, the Yellow-cedar is the only tree species affected by the decline in snowfall. These trees tend to stay standing for multiple decades even after the tree has largely died and lost all leaves, showing how rot-resistant and strong of a wood the Yellow-cedar is. Hence the use of the timber for canoes or more modernly, residential shingling, siding and decking. Remember, “climate-change” and “global warming” are two different topics that can both become political and personal to guests very quickly. Do not use this as an opportunity to express political beliefs or opinions. While the causes of a changing environment and climate are still not concretely proven, climate change is a very real thing that we see daily in Southeast Alaska. Once upon a time, the lake was under hundreds of feet of ice. The rounded hills, secession of lakes without a connecting river and extreme topography of the land around the lake are the evidence to support this claim. Obviously, great change has occurred to the location over the years, and those changes are continuing.

Red Alder (*Alnus rubra*) –

Is historically known in the region as being the best wood to smoke salmon with. It is currently used commercially for various purposes, mostly related to flooring and furniture. It is recognized as the best hardwood tree to come from the Tongass. The red alder is a very important species to the landscape because it is a “pioneer species”. Pioneer species are the first plant species that grow in an area after it has been disturbed in some way (roadsides, clear-cut, large scale blow downs, areas damaged by floods, fires, etc.). The Red Alder is especially important because it puts nitrogen back into nutrient poor soils that are often associated with disturbed sections of forest. The alder helps fertilize the soil through nitrogen-fixing bacteria that live on the roots of the tree. Fireweed, another plant that restores soil quality through nitrogen-fixation, and Red Elderberry are two common plants that associate with the Red Alder.

Physical Description: Simple, alternate, finely toothed, oval leaves. Conical crown if it has open access to sunlight (no surrounding canopy)

Age Range: Seldom older than 80-100 years

Size: 70-120' tall, 1-3' in diameter

Habitat Range: Bay Area, California north into the Chugach National Forest

Elevation Range: Can grow to at over 3000' in elevation throughout most of its habitat range yet grow barely beyond 1000' in the northern region of its habitat range. Here, it can grow up to the tree line (anywhere between 1500-2500')

Mountain Hemlock (*Tsuga Mertensiana*) -

Found in areas that favor colder, snowier winters and high elevations, this tree wasn't as abundantly available as the other species in this area. Mountain Hemlocks have been used recently as a gardening/landscaping tree in the United States.

Physical Description: Soft, rounded, flat needles growing in an alternating pattern encompassing the entire twig

Age Range: Trees up to 800 years have been recorded, though not often. Around 500 years is more common

Size: Slow growing, maxing out around 130' tall and 4.5' in diameter.

Habitat Range: Olympic Peninsula up to the Chugach, as well as the Rocky and Cascade mountain ranges

Elevation Range: Sub-alpine tree that grows to the tree line in a lot of areas throughout its habitat range

Western Hemlock (*Tsuga heterophylla*)

The Western Hemlock is the most common occurring tree in the Tongass, composing roughly two thirds of the forest. While cedars and spruces crowd the upper canopy, the Western Hemlock is an understory tree that can survive for centuries before joining the other



conifers at the top. Hemlock was historically used for canoe paddles due to the abundance of the timber. More recently, it has been harvested to use as general construction lumber like 2x4's. The Ward Cove Pulp Mill specialized in turning the Western Hemlock into pulp, which is used to create various paper products. The sap is also very sweet, more so than any other tree in the forest, causing it to be a favorite for woodpeckers. Red Breasted Sap Suckers, the most common type of woodpecker in the area, drills holes into the Western Hemlock, which will then run its sweet sap to heal the wound caused by the bird. As that sap runs, it attracts and collects tiny insects for multiple days. Eventually, the Sap Sucker will return to the tree and, as the name implies, sucks the sap that is now full of nutrient-rich insects and bugs.

Physical Description: Soft, rounded, flat needles growing in an alternate, flat pattern along the twig. The top of the tree is easy to identify because of the "drooping leader". The leader branch (tallest branch of the tree) droops downward like a human hanging their head.

Age Range: Can live to be 1100-1200 years old, though that's rare. Most mature trees reach about half that age.

Size: Commonly, mature trees are about 100-150' tall and 2-4' in diameter. Some of the largest Western Hemlock individuals have been measured at 230' tall and 6.5' in diameter as well as 180' tall and 8.5' in diameter

Habitat Range: From the Chugach down into the California Rockies

Elevation Range: Up to about 7000'

Shrubs & Berries (Sources: 1-4, 20)

Blueberries

Blueberries are very common in the Ketchikan region and numerous varieties exist. Two of the most frequent subspecies



are the Alaskan Blueberry (*Vaccinium alaskaense*) and the Oval-leaved Blueberry (*Vaccinium ovalifolium*).

Description: Both have oval to egg shaped, alternating green leaves. Alaskan Blueberry leaves tend to be the larger of the two and often has darker flowers, while the Oval-leaved Blueberry generally has a redder stem.

Edibility: They are both edible, being commonly eaten by aboriginal cultures throughout the Pacific Northwest. Wild blueberries tend to be tarter than their grocery store counterparts, but the Alaskan Blueberry seems to be the more palatable of the two subspecies.

Red Huckleberry (*Vaccinium parvifolium*)



Description: Bright green, strongly angulated, smooth to slightly hairy stems. Alternating, ovular, green leaves. Mostly deciduous, some

evergreen leaves stay.

Edibility: Edible, though sour. Can be consumed fresh, dried, mashed or as a delicious jam. Tend to be “mushy” or “gooey” when baked into items like muffins, scones, breads, etc.

Other uses: Red Huckleberries have historically been used in streams as fish bait

Dwarf Dogwood/Bunchberry

(*Cornus Canadensis*)



Description: 4-6 leaves and a common ground growth plant with white 4 pedaled flowers that bloom in the summer. “Drupes” or clusters of red berries will develop at the center of the flower after the pedals fall off.

Edibility: Edible. Dwarf Dogwood berries are often sweet, and easy to find. They are pulpy have a large seed in the center but are commonly mixed with other berries and consumed raw or baked into goods. Historically, they were combined with other berries and mashed into cakes.

Devil’s Club (*Oplopanax horridus*)



Description: Large, maple-like leaf. The veins on the underside of the leaf are covered in thorns. The stalk and stem of the plant are covered in thorns. The plant, like the name implies, looks very menacing. White flowers grow in conical clusters above the leaves. Red fruits develop at the flower sites.

Edibility: Bears seem to enjoy Devil’s Club berries, however they are inedible to humans

Medical Qualities:

Numerous. Pieces of Devil’s club were hung in doorways to ward off evil entities. A face paint created from the charcoal of the plant was used to protect dancers from evil spirits during ceremonial and religious performances. The roots were brewed into a tea or made into a salve to treat arthritis, ulcers, diabetes, digestive tract ailments, coughs, colds, inflammation and more. It was steeped in water for bath that would help alleviate pain and rheumatism.



Red Elderberry (*Sambucus racemosa*)

Description: Pinnate compound leaves of 5-7. Numerous white flowers form in conical clusters. Green berries develop from these flowers, turning orange, then



bright red when ripe in July-September. Often found in new-growth sections of forest with plants like Fireweed and Red Alder.

Edibility: The leaves, stems, seeds and roots contain cyanogenic glycosides that should not be consumed and the fruits cause nausea when eaten raw. Despite this, Red Elderberries were/are commonly consumed. Native cultures collected then cooked the fruits for several hours, then dried into fruit cakes and commonly stored for winter. Many people make wines and syrups out of the berries in the summer and fall. The flowers and fruits can be steeped in water as a tea or part of an herbal blend.

Medicinal uses: the flowers and fruits have been used by many Pacific Northwest cultures as a cure for rheumatism due to their anti-inflammatory properties (“elder”berry)

Other uses: The stems and branches were used for flutes, funnels and bows.

Salmonberry (*Rubus spectabilis*)



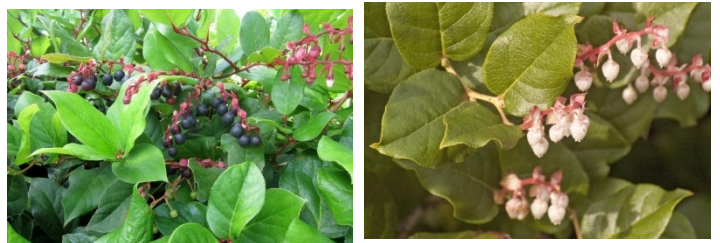
Description: Clusters of three leaves. When the top leaf is removed, the two remaining leaves look like the two wings of a butterfly, with the stem being the body. Pink to red flowers produce yellow berries. Salmonberry is generally one of the first flowering and fruiting shrubs in the forest.

Edibility: The berries are edible and taste similar to a raspberry at best. Some can be a little tart. Young sprouts were harvested as a vegetable in the spring, peeled, and then eaten raw. The berries were also mixed with salmon roe and preserved in bentwood boxes for consumption in the winter.



Notes: The name Salmonberry seems to be based on association. The berry was often consumed with salmon, combined with roe and stored for winter, and is an overall abundant berry so fishermen would often take baskets of salmonberries with them on their outings to eat. When the angler would catch a small fish, they would put a berry into the fish’s mouth. They would tell it to get big and strong so it can feed people when it is caught again and release it back into the water.

Salal (*Gaultheria shallon*)



Edibility: The fruits are highly edible. Prized and plentiful, they were consumed raw, dried and mashed into cakes, traded, and more modernly, jammed. Salal is considered to be a very important food to many Northwest cultures.

Medical Qualities: Chewing on the leaves can help suppress hunger

Flowering Plants (Sources: 1-4, 20)

Skunk Cabbage (*Lysichiton americanum*)

One of the first plants to bloom each and every spring, Skunk Cabbage is characterized by large, ovular leaves that can be up to 3’ tall and 18” wide. It produces numerous green-yellow flowers that cover a spike that is surrounded by a bright yellow spathe. As the name implies, it does have a skunky odor, especially when flowering.

Shooting Stars (*Dodecatheon family*)



There are many subspecies of shooting star flowers in the Tongass National Forest, yet they all look about the same. 4-5 petals

sweep backwards from the stamen and sepals to create the image of a purple-colored shooting star flying towards the earth. One of the prettiest flowers in the forest, they are most often purple in color but can be magenta, pink, and white as well. Deer Cabbage and asters are common neighboring plants. (Found at Lake Harriet Hunt, most hiking trails above 500')

Yellow Pond Lily (*Nuphar polysepalum*)



One of the only fresh-water flowers in the region, the yellow pond lily produces a brilliant yellow flower in the shallow sections of Lake Harriet Hunt in the first

half of the summer. The roots of the plant are believed to have medicinal qualities and the seeds stored in the center of the flower were consumed by some cultures throughout the Northwest. Horsetail is often grows in the same areas as the pond lily. (Found in Harriet Hunt, most freshwater lakes on the island)

Sundew (*Drosea rotundifolia*)



A small plant that grows in small clusters along patches of water that occupy muskeg environments, the central stalk of the plant is crowned by a circular

leaf that is covered in numerous red hair-like glands. One of the only carnivorous plants in the Tongass National Forest, Sundew attracts and digests insects to make up for the nutrient deficiencies in the soil. Insects are enticed by the dew-like droplets of acidic fluid at the end of the glands. These glands secrete a digestive enzyme that is later absorbed by the plant along with the nutrients (mainly nitrogen and phosphorus) from the insect. The carcass then floats away in the breeze. (Found near the Harriet Hunt parking lot, backside of Blueberry Island)

False Azalea (*Menziesia ferruginea*)



Also known as Fool's Huckleberry, and confused as a subspecies of Huckleberry, False Azalea produces small, green, oval shaped leaves that grow in a

whorled pattern of 5 leaves. This is especially true in the flowering phase, when both plants display numerous pink, bell shaped flowers. False Azalea will produce a fruit however it is an edible, dry capsule. (Found along the Betton Island trail, the Harriet Hunt trail, and all throughout Revilla)

False Lily of the Valley

(*Maianthemum dilatatum*)



Found in all coastal areas of the northern Pacific Ocean, False Lily of the Valley is a ground cover plant that produces clusters of small, white, star shaped

flowers that rise above heart shaped leaves. The flowers turn into red berries when fully ripened and were eaten by some tribes in the southern Pacific Northwest. The berries are not nearly as sought as the leaves of the plant are in terms of edibility. Many cultures would eat the leaves after cooking them to reduce the bitterness of the flavor, but it can be consumed raw as well. A great modern use for the plant is to add some of the leaves to a mixture of other salad green to add some zest. (Also known as Snake Berry and Deer Heart)

Fireweed (*Chamaenerion angustifolium*)

An amazing plant commonly found along roadsides and other disturbed areas of land, Fireweed is another plant that helps re-establish forest soils through the process of nitrogen fixation like the Red Alder tree. The pioneer species has a spiraling arrangement of narrow leaves that spread from a single,



central stalk. Near the top of the plant, magenta colored shoots begin to develop early in the summer. They begin to bloom into 4 petaled flowers with 4 sepals separating the pedals. Seed capsules will begin to separate from the flower in the late summer, exposing many small brown seeds in the process. Each seed has silky white hairs that aids in wind dispersal. A single plant can produce up to 80,000 seeds per season, so Fireweed does tend to take over disturbed areas and become the dominant plant. Despite this, the plant reaches “peak colonization” after about 5 years and begins to be overtaken by larger tree and bush species.



Fireweed was formerly listed in the Epilobium before being reclassified due to the arrangement of the leaves - spiraling, not whorled.

Fireweed is common throughout the northern hemisphere and can be found in the Pacific Northwest, the Rocky Mountains, and is even considered to be a common weed in parts of England. Fireweed also has many, many uses after cultivation:

- Leaves - rich in vitamin C. Often used in teas
- Flowers - Young flowers are very fragrant and were used as a scent/flavoring in lotions, oils, candles, soaps, chap-stick, ice cream, tea and more (similar in applications to lavender and mint). After the shoots bloom, the bright colored flowers produce a lot of pollen, which in turn attracts bees to the plant, resulting in some delicious and sweet flavored honey.
- Seed fluff - often mixed with wool or feathers to create a stuffing and/or insulation for

things like pillows, blankets, clothing, and more.

- Stem Fibers - woven into cord. Fishnets were a great application for the light, flexible and strong cord.



Fauna

Learning Objectives

- ✓ Build field staff's depth of knowledge in content areas they will be delivering
- ✓ Gain understanding of the various fauna of Ketchikan and SE Alaska

Marine Wildlife *(Sources: 1, 17 & 19)*



The Orca Whale has a predominantly black body except for a white belly and a few white patches behind the mammal's eyes.

Males are generally larger than females, averaging about 13000 pounds. and 27 feet in length. Females are slightly shorter at 23 feet in average length and generally weigh half as much as males. Males also have taller dorsal fins, reaching up to 6 feet high while female dorsal fins are generally smaller than 3 feet. Despite being much smaller overall, females can live up to 80

years in the wild which is about 30 years longer than the opposing gender. Based upon the health of the pod Orcas have a long gestation period of 16-18 months, and most births occur between fall and spring. Females become sexually active around 11-18 years old and have offspring every 3-8 years.

They can live, travel and hunt in pods of up to 40 other whales and feed cooperatively. They can be both brutal and cunning, as they have been known to attack larger mammals like the humpback whale from multiple angles in addition to temporarily beaching themselves along the shoreline to grab a seal or sea lion resting upon a rookery. The orca habitat is believed to be world-wide, yet they generally seem to favor colder waters over warm waters.

Humpback Whale (*Megaptera novaeangliae*)



The Humpback Whale is another relatively common mammal to see in the oceans. Known for their spectacular displays of “bubble feeding”, this massive mammal can eat up to 1.5 tons of krill and fish in a single summer day.

They can weigh over 35 tons and reach lengths of over 50 feet. They have a 40-50 year lifespan and migrate great distances each season, going from fertile feeding grounds off the Alaskan coast in the summertime to warmer waters near California and Hawai'i in the winter time (not all whales migrate, as Humpbacks can be seen year-round off the Alaskan coast). The Humpback will mate in the winter time, with groups of males encircling a female and take turns competing for the female by breaching, tail slapping/flapping and potentially even singing. Humpback songs are often long and complex, lasting 10-20 minutes and can be repeated for hours. The songs vary by population and gradually change over time.

Humpbacks sometimes form small groups or partnerships during their migrations or while hunting in the summers, but they generally travel or hunt individually. Bubble feeding is their most common type of feeding method. The Humpback will swim under a large school of fish in a circular motion, blow bubbles along the way. As the bubbles rise, they trap and enclose the fish allowing the whale to swim straight to the surface from below the pod with an open mouth, catching hundreds, if not thousands, of fish in a single mouthful. Unlike the Orca whale, the Humpback has baleen instead of teeth, allowing the mammal to strain the water out of its mouth while trapping the fish inside.

Seals & Sea Lions

There are a few different types of seals and sea lions that are found in Southeast Alaska, but the two most common are the Harbor Seal and the Steller Sea Lion.

Harbor Seal (*Phoca citulina*)



Also known as the Common Seal. The color of the Harbor Seal varies, with some individuals being an off-white color while others can be a dark grey or

brown. Most Harbor Seals have multiple colors along their body in addition to several spots of varying sizes and color. Mature seals are 5-6 feet in length, weigh 180-300 pounds, and can live for up to 35 years. Males are generally larger than females.

They are very opportunistic feeders, mainly consuming various types of fish like Herring or Salmon. Known as being agile and graceful swimmers, they can dive up to 1600 feet deep for a duration of 20 minutes and spend up to 80% of their time in the water during winter. In the summer months, they will spend less time in the water and more time on land as seals give birth to pups in the early summer (May - July). Females have one pup per year and the pups can swim shortly after being born.

Steller Sea Lion (*Eumetopias jubatus*)

Also known as the Northern Sea Lion) - The Steller Sea Lion varies greatly in size between males and females. Females weigh close to 600 pounds on average while males can weigh over 1200 pounds. Females tend to live up to 30 years in the wild, which is about a decade more than the average male. They reside in the northern region Pacific Ocean and can swim up to 75 miles non-stop before resting on rocks or rookeries. Pups are born in June and will be reared by their mother for up to 3 years.

Steller Sea Lions are listed as a “near threatened” species by the International Union for Conservancy of Nature (IUCN). Historically, they were hunted for both their meat and their skin. Sea Lion skins would be made into clothing or stretched and wrapped around kayaks and canoes to allow the vessel to move more easily in the water. Despite being an important animal to many native cultures, populations of the mammal didn’t begin to noticeably or severely decline until the 1970’s. With the rise of commercial fishing, many of the fish species Sea Lions historically have eaten are less abundant than before, causing the animal to shift its diet away from fatty fish like herring and salmon to leaner fish like sturgeon. The leaner diet doesn’t allow for the mammal to accumulate enough fat to last the winter, causing a decline in the population. This is known as the “junk food theory”.



Fish (Sources 1, 9, 10)

The waterways and fisheries surrounding Ketchikan and Revillagigedo Island are some of the most productive in the world. While there are many types of land and marine mammals in addition to numerous types of fish species, the salmon is considered to be the keystone species of the Tongass National Forest. Humans, Bears, Eagles, Sea Lions, Whales, scavengers, and various other species consume the salmon both out in the open ocean and annually in the freshwater rivers, creeks, and streams that scatter the Pacific Northwest.

Ketchikan and southeastern Alaska is one of the only watersheds in the world to have all five types of saltwater salmon reside locally. While each of the five types of salmon are anadromous, meaning they migrate from saltwater to freshwater to spawn, they have different and distinct spawning cycle. Despite this, all Salmon species follow the same general phases: When an adult fish is ready to spawn, they swim from the salty ocean into the

freshwater stream they were born in. They stop eating and swim against the current until they find an ideal location to dig a Redd. A redd is a small hole or depression in the sand or bedrock of a stream where the female will lay the eggs. Once the eggs hatch, they are in their Alevin stage. They remain under the soil and gravel and receive nutrients from the remains of the eggs they hatched from. Once they emerge from the bedrock, they are called Fry. The Fry develop quickly and begin to get their distinct patterns and colorations when they enter the Parr stage. Parr can spend 1-3 years in freshwater streams or lakes (depending on the specific subspecies) before turning into a smolt and heading out to sea. When a fish is ready to begin the migration into salt water, it becomes a smolt. Smolts leave their freshwater homes weighing only ounces and grow rapidly once they reach the sea. Each subspecies of salmon is outlined below:

Chum (*Oncorhynchus keta*)



Also known as the Dog or Calico Salmon. The top photos is a Chum spawning male and the bottom photo is a Chum in its ocean form.

The Chum is the most widely distributed subspecies of salmon. An average adult Chum will weigh 10-13 pounds and is about 24-28” long (size varies, as some have weighed over 30 pounds). In the ocean, the Chum has a blue-green, speckled back as well as a light colored stomach. Their tail is highly forked

with no speckling of spotting on it. Chum change color upon entering freshwater to spawn. They develop a kype (a hooked snout) as well as a green, yellow and red color scheme. Vertical striping is visible on the side of the fish.

The Chum spawning season typically lasts from July until November, making it one of the longest and latest spawn cycles for salmon. Fish stop eating upon entering freshwater creeks and swim upstream until they find an ideal spot for their redd. Once the female digs a redd, it will lay her eggs, wait for a male to fertilize them, cover the redd, and guard it until the fish is too weak to hold its position in the stream. Embryos hatch after 3-4 months. Alevin emerge after an additional 2-3 months in the gravel and head to sea shortly thereafter, forgoing the year or two that some salmon species spend in lakes or streams. Their average life span is 3-4 years.

Sockeye (*Oncorhynchus nerka*)



Also known as the Red salmon. The Kokanee salmon is the landlocked relative of the Sockeye in the continental United States/Canada.

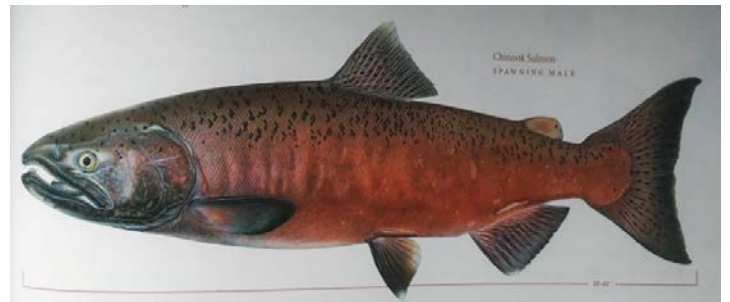
Averaging about 6 pounds in weight and 24 inches long, the Sockeye is one of the most recognizable species of salmon. In the oceans, Sockeye have a dark green back with no spotting or speckling and turn a magnificent red color throughout most of their body when they enter rivers to spawn. The

head, end of the tail, tip of the dorsal fin and sometimes the stomach of the fish are an olive green color.

The Sockeye spawn usually starts in July and lasts until September. Females will lay 2000-5000 eggs in redds that will hatch over the winter. The alevin emerge from the gravel in spring and spend anywhere from 1 to 4 years in freshwater lakes or streams as fry before beginning their migration to the ocean. Despite the duration of their stay in freshwater, sockeye smolts weigh only ounces when they enter the oceans and grow rapidly throughout the next 1-3 years of their life. In total, a sockeye can be up to 7 years old when it spawns.

The largest and longest Sockeye recorded weighed 16 pounds and was 31 inches in length. They are notoriously hard to catch with fishing lures because they feed on plankton rather than other fish.

King (*Oncorhynchus tshawytscha*)



Also known as the Chinook or Black mouth salmon.

Another long living subspecies, the King salmon can live to be 3 to 7 years old when it spawns. The local Charr King Salmon Derby is the official start to salmon season for the summer and typically occurs during the last two weekends in May, as well as the first weekend of June. Their spawning season lasts until September, however fishing seasons for the King salmon are usually restricted and shortened in order to protect and preserve the fish. It is typically

the most sought after fish on sport fishing excursions, along with the halibut, and can weigh as much as 126 pounds. On average, they typically weigh about 30 pounds. The Charr Derby overall winner usually sits around 42-45 pounds each year, with a comfortable couple pound lead on the second and third place fish.

King Salmon have a yellowish-green back with large spots on both the back and tail when they are in the ocean. They have black coloration on the inside of their mouth, giving the fish the nickname of “black mouth” (in addition to Chinook). When they enter the rivers and start to swim to their spawning grounds, they will develop a yellow and red hue on the sides and belly of the fish. Females will disperse anywhere from 3000-14000 total eggs in multiple redds before becoming too weak to maintain position in the stream. Like the rest of the salmon species, eggs will hatch after 3-4 months and alevins will emerge after an additional 2-3 months in the bedrock. King salmon will rear in freshwater lakes or streams for a year before migrating to sea as smolts. They spend anywhere from 1 to 5 years in the ocean before swimming upstream to spawn.

Silver (*Oncorhynchus kisutch*)



Also known as the Coho

Coho and Chum salmon are very similar in terms of size: the Coho or Silver salmon averages 8 to 12 pounds in weight and is 24-31 inches long. The largest Coho caught and recorded weighed 31

pounds. One amazing fact worth mentioning is that the Silver salmon can “leap” up to 6 feet in the air. Obviously, that can be a very useful skill as the salmon tries to navigate potentially rocky and shallow sections of streams on their way to their spawning grounds.

Silver salmon spawn from July until November and prefer to enter river and creeks during times of runoff. Females lay between 2400 and 4500 eggs in redds before the male comes and fertilizes them with his milt (sperm). Embryos will hatch after 90-120 days. An additional alevin period of up to 3 months occurs. Silver salmon will spend 1 to 3 years in the creek or stream it was born in before migrating to a freshwater lake where it can spend up to 5 years before heading to the sea as a small smolt. Some Coho only spend 6 months at sea before returning back to the freshwater spawning grounds, but two years in the oceans is more common.

Silver salmon have large, dark spots scattered throughout the steely-green section of their upper back. Much like a King salmon, the Silver salmon have a swath of yellow then red coloration develop under the existing green of their backs when they start to spawn. The two are easy to tell apart however, because the King salmon has large, dark spots on its back *and* tail while the Silver salmon only has spots on its back.

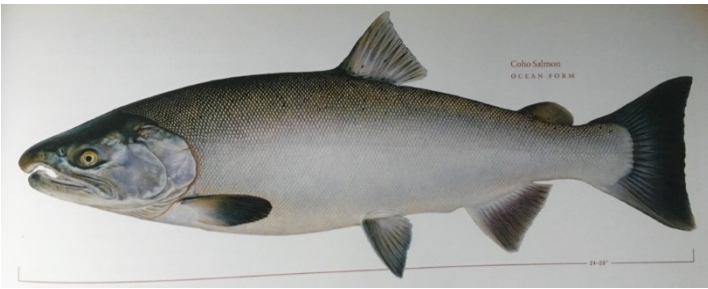
Pink (*Oncorhynchus gorbuscha*)



Also known as the Humpy or Humpback

Ironically enough, the pink salmon is the least colorful of the salmon species. It has a steely-blue hue to the top of its back, along with large, black spots that continue through the tail. The average

size of a Pink salmon is about 5-8 pounds and roughly 18-24" in length.



The Pink salmon has the shortest lifespan on average of the salmon species. Adults will begin to their spawn in June and will lay/fertilize up to 2000 eggs before dying off. Once Alevins emerge from the gravel bedrock of the stream they were hatched in, they quickly smolt and head to the sea where they will live for roughly 18 months before beginning their migration back into freshwater. When a Pink salmon enters freshwater, their appearance and shape change as the coloration on their back depends into a rich, vibrant blue. They develop a large "hump" between their head and dorsal fin (hence the nickname "Humpy") in addition to a hooked snout (kype).

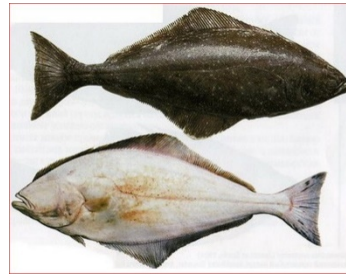
Pacific Herring (*Clupea pallasii*)



One of the most important fish to the ecosystem, the Pacific Herring is a small, schooling fish that is silver in color. They are

the main source of prey for almost every fish or mammal in the ocean. Salmon, whales, seals and sea lions consume large amounts of herring and are used by humans as a bait fish for salmon and various bottom feeders such as halibut and crab. Herring spend their days in deeper sections of water and feed in shallow bays and coves at night. Herring fertilize externally, with eggs attaching to underwater vegetation and rocks. The Juvenile fish stay in separate schools in sheltered bays and coves until they are 2-3 years old before migrating out to sea to join other schools of mature herring.

Pacific Halibut (*Hippoglossus stenolepis*)



Halibut have been recorded at over 8 feet long and 500 pounds but are typically considered "too fatty" for palatable human consumption when weighing over 120 pounds. They are born as

upright individuals with eyes on opposite sides of their head (much like any fish) but begin to settle along the ocean floor by the age of 6 months. As they settle, one eye begins to migrate to the opposite side of the head. (They are opportunistic omnivores who are believed to have settled on the bottom of the ocean to easily watch potential prey swim above. Settling along the bottom also allows the fish to efficiently search the ocean floor for crabs and various shellfish.) The fish also loses all coloration on the side of its body that is closest to the ocean floor. Halibut prefer water temperatures of 35-45 degree Fahrenheit and generally live less than 1000 feet deep. Mature Halibut will spawn in deeper waters, and feed in shallow waters. They spawn from November until March and can lay up to several millions of eggs depending on the size of the fish. The eggs are fertilized externally, hatch after 15 days, and can potentially drift hundreds of miles in the ocean's currents from where they were fertilized. They occupy most of the North Pacific Ocean, being found off the shores of California and Japan and as far north as the Bering Sea.

Mammals (Sources: 1, 17, 18)

Revillagigedo is a modest sized island, roughly 35 miles wide and 50 miles long. It is the 12th largest island in the United States yet is not large enough to support populations of Moose, Brown Bear, Elk, Mountain Lions, Bison, and other large mammals. In contrast to the incredible biodiversity and bio density of the oceanic and plant worlds, Revilla

simply doesn't have as wide of a variety of wildlife in terms of mammals.

Dall Black Bear

(*Ursus americanus pugnax*)



The black bear is the smallest of the bear species, and the specific subspecies of black bear in the Tongass, the Dall Black Bear, is one of the smallest. Standing 29" tall at the shoulder on average, these bears are roughly 5' from nose to tail and weigh up to 350 pounds. They, like the Bald Eagle, reside in all American states except for Hawai'i. Bears will become sexually active at age 3-6 years old and will generally raise their cubs for roughly a year, allowing females to have a new litter every other year. In extreme or marginal environments, mothers will foster their cubs for an additional year before having a new litter in the 3rd year. Bears will mate in June and July and the cubs will be born after a 7 month gestation period. Born during hibernation, the cubs will nurse on the mother's milk before emerging from their den in spring.

Upon waking from hibernation, bears will eat skunk cabbage, green sprouts and shoots, as well as roots. As the summer progresses, the bears will begin to eat berries when they bloom and salmon when they begin to spawn and fill the creeks.

Sitka Black-tailed Deer

(*Odocoileus hemionus sitkensis*)

Due to the geographic isolation of the area and the harsh environment, this subspecies of the mule deer is often smaller than its relatives. Males are about



120 pounds on average while females are closer to 80 pounds and can live for 10-15 years. Females will produce fawns annually starting at age 2. Mating occurs in November and fawns are born in June. Sitka Black-tailed deer fawns are incredibly cute and furry when born, weighing in at 6-8 pounds and standing no taller than a large house cat. Deer and fawn are common to see along Revilla Road on the way out to Lake Harriet Hunt, especially in the mornings.

Alexander Archipelago Wolf

(*Canis lupus ligoni*)

A rare yet important species to the ecosystem, the Alexander Archipelago wolf is thought to be a relative of the Great Plains Wolf (*Canis lupus nubilus*) and arrived in Alaska after following the migrations of deer (eventually becoming the Sitka Black-tailed Deer) north. They are 30 to 50 pounds in weight and have an average height of 2' tall. From nose to tail, they are roughly 3.5' long.



As a keystone species of the local environment, wolves are the ultimate predator and help keep populations of deer and even black bear at healthy capacities. The Alexander Archipelago wolf is currently being studied to determine its status as an endangered or threatened species, as a 1994

population survey estimated that roughly 900 wolves lived in all of Southeast Alaska.

Mountain Goat (*Oreamnos americanus*)



Mountain Goats can live to be about 18 years old, but a 12 year life span is closer to the average. Males can weigh around 300 pounds while females are usually just shy of 200 pounds. They are excellent climbers and live along the ridgelines and mountain tops of the island. While hiking Dude Mountain, The Minerva/Perseverance trail, the traverse, or any other area of elevation, be on the lookout for these goats. They breed from late October to early December and offspring are born around May and rarely have twins.

Birds (Sources: 8, 9, 16)

Steller's Jay (*Cyanocitta stelleri stelleri*)

About 8-12" tall, this beautiful bird is a relative of Ravens and Crows and is also very intelligent. It features a black body with a blue, crested head. They are opportunistic carnivores in the wild, but they will eat almost anything the chef sets on the table at Cook Camp (again, related to scavengers like the Raven). Steller's Jays are often in small groups of 3-4 at the lake but are commonly spotted in larger groups elsewhere. They coordinate strategic attacks and assaults from multiple fronts upon the helpless chef, who can only cover the food in defense.

The Steller Jay, like its relatives, is a very common bird throughout much of the hemisphere. As such, multiple subspecies have formed within the "Steller's Jay" family. *Cyanocitta stelleri carlottae* is the subspecies common to the Haida Gwaii area, and *C. stelleri maculophya* is common in the southern Rockies. Here, we have *C. stelleri stelleri*.



Raven (*Corvus corax*)

Averaging 24" from head to tail, this all black bird is one of the most common and well known birds of the Pacific Northwest, as with many other regions of the world. The raven is a very playful and intelligent bird that has been observed sliding down snowfields, using their bodies as a sled. They have



been known to carry and drop sticks in the air for another bird to catch and do the same back to them in a game of catch that any child or dog would be envious of. Ravens have been known to recognize specific individuals, both human and raven, and are known to playfully interact with other animals like bears, wolves, and seals. They are opportunistic omnivores, meaning that they will play the scavenger role if there is an easy target like a dead salmon stuck on some rocks or French fries in the Plaza parking lot.

Ravens have a 20-25 year life span, and mate for life. They court in January and nest in March. The

female will stay in the nest and be fed by the male while incubating the eggs. Three to seven eggs will hatch after three weeks and the chicks will be helpless, featherless, and blind (altricial). The chicks develop quickly and are flying after about 4 weeks (usually sometime in June).

Ravens are an important bird to many native cultures throughout the Pacific Northwest. Known as the trickster in many myths, the raven is responsible for some awful things, yet is also responsible for some very positive things. Ignoring the negatives and focusing only on the positives, the Raven is credited with stealing the sun, moon, and stars one at a time from a chiefs' bentwood box in many variations of the myth regarding the creation of light on earth. The Raven is also one of the two main clans in the Tlingit culture. Following a matrilineal system, if a person was born from a Raven clan mother, they would be considered a Raven and have to marry into the opposite clan (Eagle clan).

Seagulls (*Laridae* family. *Many types*)

While there are many different types of seagulls in the area, the family is notorious for being intelligent and complex birds. They stomp on the ground to stimulate rainfall which brings worms to the surface of the earth and have been known to drop shelled creatures onto rocks to break them and eat what's inside. They mate for life, and unlike the ravens, both the male and the female will take turns incubating the eggs. Seagulls have complex verbal and nonverbal communications and are one of the few birds to be able to drink salt water. A special gland located above their eye flushes the salt from their system through an opening near the base of the beak.

Bald Eagle (*Haliaeetus leucocephalus*)

Bald Eagles are the national bird of the United States of America and can weigh between 6.5 and 14 lbs at maturity. They have wing spans ranging from 70 to 90 inches (5'10" to 7'6") and excellent eyesight. Eagles in the Ketchikan area will perch on large, tall trees along the shoreline and watch for salmon swimming below. They will swoop down and catch a fish with their strong talons and fly back

into the surrounding canopy to eat the fish. Snagging their fish from the water is not always the best fishing method, as captain Paul likes to point out on tours; "sometimes their eyes are bigger than their stomach and they have to swim their catch back to shore".

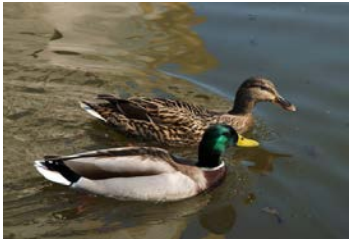


Bald Eagles mate for life and not only reuse their nest but add onto it each year. The size of the nest near a mating pair is a good way to guess the age of the birds, as younger birds will inevitably have smaller nests. Eagles will mate in April and May by circling each other mid-air, locking talons, and free falling to earth in a spiraling path. The two birds let go moments before reaching the earth/sea below and will fly away to reproduce. Incubation lasts roughly 35 days and 2 or 3 eggs total are laid a few days apart from each other. Typically, only the strongest will survive. "Weak" individuals are either starved or thrown from the nest.



Juvenile Bald Eagles will begin flying roughly 75 days after hatching and generally become independent creatures shortly thereafter, allowing the parents to reproduce again next spring. The Juvenile phase will last for 3-5 years, at which point the eagle will lose the multi-toned brown, fluffy plumage and gain its symbolic white head and tail, separated by a brown body. They can live to be about 30 years old.

Ducks



There are many different types of ducks that are commonly found at Lake Harriet Hunt, Knudson Cove Marina, and all throughout the Ketchikan Gateway

Borough. Pictured below are a few examples of the various duck species in the area. Pictured from left to right with the male being the more colorful bird are the Mallard (*Anas platyrhynchos*); Harlequin (*Histrionicus histrionicus*); and Bufflehead (*Bucephala albeola*)

Loons



Loons are diving birds who feed on fish and are more commonly found at Lake Harriet Hunt than Knudson Cove Marina. They have an eerie call that will become recognizable very quickly to guides who find themselves at the lake in the morning. Below are the Pacific Loon (*Gavia pacifica*, left) and the Common Loon (*Gavia immer*, right)

Red-breasted Sapsucker Rufous Hummingbird

(*Sphyrapicus ruber* and *Selasphorus rufus*)



The Red-breasted Sapsucker is the most common woodpecker seen in the forest here. It has a red head and breast region, a black back and wings, and a mottled grey and black stomach. Females have some white spotting or coloration on their back and wings and juveniles will have brown heads.

They nest in cavities of various trees and lay 4-7 eggs per year. Sapsuckers will fly to a tree, typically a western hemlock because of the particularly sweet sap, drill into the trunk, and drink the sap just below the bark. The Rufous Hummingbird is commonly found near the Red-breasted Sapsucker, as they often feed from the same holes as the woodpecker



has already carved. A migratory bird that spends winters in the south, the Rufous Hummingbird is an opportunistic feeder consuming sap and nectar from various flowering plants. Males are typically a bright orange color, while females tend to have green backs, a mottled white and grey neck/stomach area, and orange swaths of color under the wings and on their side.

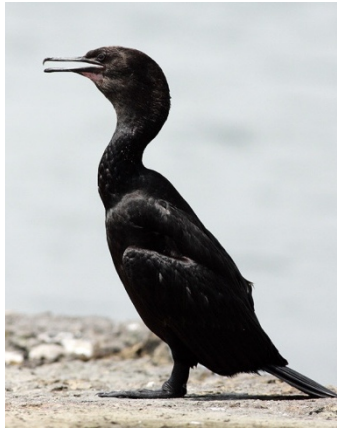
Songbirds

With so many different families and groups of birds in the Tongass National Forest, this is the largest and broadest category of birds encompassing various species of Thrush, Warblers, Buntings, Swallows, Sparrows, Chickadee, Juncos, Wrens, and

so much more. Below are a few pictures of birds within this category that are commonly seen in the locations ATA operates out of. From left to right is the Barn Swallow (*Hirundo rustica*), Swainson's Thrush (*Catharus ustulatus*) and the American Robin (*Turdus migratorius*).

Marina Birds

Found along the saltwater coastline more than near bodies of fresh water, the Belted Kingfisher (*Megasceryle alcyon*) and the Pelagic Cormorant (*Phalacrocorax pelagicus*) are commonly seen while



taxiing out of Knudson Cove Marina. They both target small fish like the Pacific Herring or salmon smolts just reaching the sea. The Belted Kingfisher (bottom left) can be up to 13 inches tall and the Pelagic Cormorant (bottom right) can be up to 26 inches tall

Great Blue Heron (*Ardea herodias*)



The Great Blue Heron is a large bird that can stand up to 4 feet tall and have a wingspan of up to 6 feet. They tend to nest in colonies in the upper canopies of old growth forests hunt for fish by either perching on a branch above the water, or by standing on an object just above the water like an exposed rock in

a rolling creek.



Canoe Information

Learning Objectives

- ✓ Build field staff's depth of knowledge in content areas they will be delivering
- ✓ Understand how the canoe was an integral part of native life and culture

Introduction (Sources: 1, 4)

ATA utilizes canoes which were built as replicas of traditional Tlingit Canoe. Six of the eight ATA canoes are replica war canoes made of a foam core, fiberglass shell, and wooden seats and gunwales. They are 37 feet long and fit about 20 passengers. They weigh 600-650lbs when empty. Two of the canoes are examples of sea-bearing/oceanic travel canoes. They feature an uplift in the bow and stern to help with stability in windy conditions and on choppy seas.

Tlingit Canoes (Sources: 1-4, 20)

The original native canoes were made from Red Cedar. The Tlingit's would cut the branches from the

tree and surrounding trees to make a landing pad on the rocky beach. They would cut a hole in the tree and start a small fire to burn around the base of the tree. Eventually, this fire would burn through the tree and "fall it." They would then shape the log with an ax and adze to get a general design. The center was hollowed out by starting a fire the length of the log and then an adze would be used to hollow it further. To round the inside of the log more, rocks would be heated and placed inside the log and covered with kelp and sea water. The steam would soften the wood allowing it to be "braced" with branches into the desired shape. This steam would also help seal the wood from rot. Any additional details could then be added, such as paintings, carvings, etc.

The quality and craftsmanship could be determined by the size of the wood chips carved by the adze. Small quarter sized chips were the sign of care and quality. Large chips were the sign of a rushed job. These canoes took anywhere from 2 months to a year to complete depending on size and intended use.

Traditional Canoe Paddles



The war paddle was short and pointed. This allowed for its use as a club, and because it was pointed, it was quiet when entering the water. The paddle used daily was longer and had a rounded blade which would push more water. The Triangular bladed paddles were used for steering.

Elbow Adze



The one used as an exhibit is approximately 150 years old; The Adze was historically used to

hollowwooden bowls or for finish work on canoes. Prior to the Russians introducing metal, shells and stones were used as the cutting edge.

Articles to be cut with the Adze were charred by fire to aid in the process. The elbow adze is a very safe tool; its design makes it very difficult to hurt yourself

How to Make a Tour



Chapter 1

The Ultimate ATA
Staff Member

Hard Skills

Soft Skills

Knowledge

How to Make A Tour

Learning Objectives

- ✓ Make each and every tour an amazing experience
- ✓ Understand how Hard Skills, Soft Skills and Knowledge combine to make the ultimate ATA Team member
- ✓ Identify areas that staff members should self-evaluate and look to improve
- ✓ Understand criteria for which staff will be evaluated.

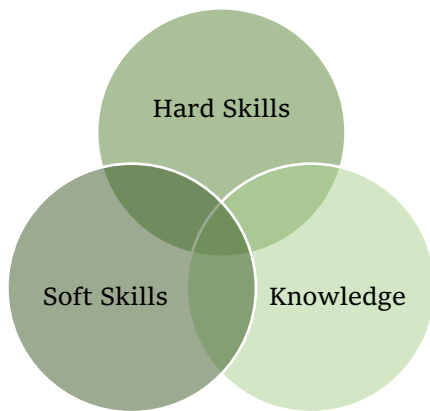
Introduction

Who is the Ultimate ATA Staff Member? You can be. What makes an individual the ultimate staff member? Someone who embodies the notion of a “positive & contributing Member of the ATA Team in Ketchikan who is dedicated to the success of our operation”. No single personality type, gender, age or background makes an individual the ultimate staff member. Furthermore, we as an organization need people from different backgrounds to contribute and come together as a team to make ATA successful!

You have been chosen to be part of a high-performing team in Ketchikan that is dedicated to providing the ultimate tour experience for our customers. It is often the smallest of details or

everyday courtesies that can "make a tour". In reading through this manual, there is a large quantity of information to absorb and it may seem overwhelming. Fortunately, there are team members surrounding you who have the knowledge and experience to deliver our tours at a high level immediately. There are other team members who, through training and time on the job, will develop into a staff member who delivers tours at a high level.

High performing members of our staff, while coming from varied backgrounds and having different personality types, have ownership of **Hard Skills, Soft Skills & Knowledge**. These three professional skills combine to form the necessary skill set to perform the job.



ATA encourages personal development and engages in a system of training, evaluation and feedback which promotes professional development of all staff members. As you seek to grow, and are developed as a staff member, it is important to identify areas of strength and areas of potential improvement. In areas where you have a high level of competence, seek to help other team members to grow. In areas of potential improvement, be intentional in your growth by seeking help from more experienced team members, engaging in study, and practice.

Hard Skills

Guides have hard skills which must be acquired and maintained in order to perform at a high level.

Canoeing Skills - All Jeep, Canoe & Totem guides are handling large canoes and responsible for passengers inside these vessels. Boat handling skills are necessary for control and safety of the craft. Passengers should also feel confident in the skill of the guide, which is shown by keeping the boat under good directional control.

Rescue - Guides are trained and drill in rescue procedures including canoe capsize and passenger overboard.

Radio Skills - Jeep guides are trained in radio handling procedures.

First Aid & CPR - All ATA staff members are required to have a current First Aid & CPR certification during their term of employment. ATA staff members should engage in study and practice to remain current on their First Aid & CPR skills.

Incident Management - All ATA staff members receive training on Incident Management policy and procedure. Continue training will be offered throughout the season in management of incidents. This includes the proper filing of incident report forms.

Equipment Maintenance & Upkeep - All ATA staff members receive training on proper equipment maintenance and upkeep and are expected to follow proper equipment handling procedures.

Dealing with Wildlife - All ATA members receive training on proper handling of encounters with wildlife. Specifically, OCEAN Etiquette and Federal Law pertaining to marine mammal encounters and dealing with encounter with Black Bear.

Vehicle Operation & Maintenance - All ATA personnel who drive company vehicles must have a valid license and be registered in the company insurance program. Conservative driving skills are necessary for safe operation of our vehicles.

Personal Equipment & Grooming - All ATA personnel should equip themselves to remain comfortable and as dry as possible. Personal equipment should be maintained to meet ATA Employee Conduct Policy, so our staff looks and acts professional, Clients expect clean fingernails, clean and neat uniforms, calm and informative personnel who know what they are doing.

Camp Set-Up & Food Preparation - All Jeep, Canoe & Totem personnel receive training on proper food handling procedure and set-up of our tour camp areas. This includes fire building and tarp set-up at Cook Camp.

Weather & Environmental Awareness - Due to the nature of operating in Southeast Alaska, all personnel should develop a basic understanding of local weather patterns, how to understand a forecast and the basic effects of wind on their canoe.

Soft Skills

Soft Skills are the personal attributes that enable someone to interact effectively and harmoniously with other people. As an ATA staff member, your soft skills are directly related to the level of customer service which is offered to our customers.

The higher level of soft skills implemented by all staff involved with the tour, the better served our customers will be. Listed below are soft skills which Dock Representatives and Guides should constantly self-evaluate and work to improve:

Tour Delivery

As you read through the Procedures and Narrative Sections of this manual, you come to understand that multiple personnel are involved with delivering a high quality tour experience. Although personnel will have different delivery styles, there are common qualities that all should share:

- ✓ **Be enthusiastic:** If the guide, driver, or escort is enthusiastic about the product, the clients will be also.
- ✓ **Clear Voice** - Speak calmly, clearly and at a level that can be heard by all passengers without “shouting” or “yelling” at the passengers.
- ✓ **Coverage** - Deliver coverage of the material, especially as pertains to safety issues. As you learn your narrative, it is acceptable to use an index card or other aid. If using an aid, be sure to use it discreetly such as looking at the card to remind yourself of the content while walking to the next stop, so you don’t have to read off the card while delivering the narrative. Practice your narrative while not leading tours.
- ✓ **Confident Presence** - There is some truth to the saying “fake it ‘til you make it”. This does not mean you should misinform the customers, but that you should present yourself confidently even though you don’t feel confident. If you don’t know some specific piece of information, give a general answer. If you have no idea, say so. This is particularly important if someone later in the tour might be able to provide a correct answer to the same question and make you look foolish. Become comfortable with a simple narrative and remember that you will grow as a guide through the season. Remember that tours are fun and have fun with your clients.
- ✓ **Pacing** - Be directive in pursuit of the itinerary and several tools are provided to you so that you are well informed of tour timing. The Dock Representative Jeep Guide and Canoe Guide should always be in control of the group. Never should the clients be asked what they would like

to do or be given a choice of alternate activities. In these cases, schedules are missed, some will get what they want but some will be disappointed. It is almost always safer to stick to the plan. If you are directive in the pursuit of the itinerary you will complete the tour at the designated time: If a tour is advertised as one and one half hours, a one hour tour will almost always make the client feel cheated, conversely, if the tour goes two hours, the client will often miss connections for lunch, dinner, the next tour, or planned shopping. There is nothing like being on the money, but as a rule of thumb, a near miss is acceptable.

Relating to Customers

A positive experience with their guide “makes” the tour for many customers. Develop positive rapport by speaking directly and shaking hands if possible. Comments should be made loud enough for all to hear, clients should be asked questions about themselves. These are techniques for creating a positive client feeling.

- ✓ **Present a positive attitude toward the product:** Each client has the desire and the right to believe that their decision to purchase a particular tour product was the best possible allocation of their time and money. Don't suggest that other programs, even those operated by our company are of better quality. Also, do not mention that their tour could have been better if the weather or some other element had been different.
- ✓ **Involve the clients:** Clients should have a sense of participation. Encourage them to participate to the extent of their ability. Even sedate people are bored with a sedate tour program.
- ✓ **Prepare the client for what to expect:** Most people dislike surprises. If you let them know what to expect during the tour, in a positive manner, it will build anticipation, instead of wariness.
- ✓ **Be responsive to the client needs:** To the extent possible within the itinerary, we should be attentive to the need for bathroom facilities, protection from the elements, the need for personal contact, and specific information. At

least appear to make the attempt to meet these needs. Avoiding a client that is having a "bad time", reinforces that feeling.

- ✓ **Keep your personal problems personal:** If you have a problem, don't share it with the client, do talk to the management. Clients don't want to know if your mother is sick, you work too hard, etc. Items of this type are sure to make clients feel uncomfortable and bring their spirits down.
- ✓ **Be cautious when talking about yourself:** While clients will often ask you questions about yourself, they don't want a year history. Answer their questions, but not at the expense of your narrative, or letting them talk about themselves. Be sensitive to when they have had enough of any topic.
- ✓ **Be discrete in accepting gratuities:** Even in an offhand manner, begging is tactless and insulting.

Working with Unhappy Customers

There are a variety of reasons that I customers may not be a "good place" while on tour. While the vast majority of customers will be pleasant and looking to have an amazing experience, some customers may be unhappy or act unsatisfied. Avoiding a customer who is having a "bad time" is a sure way to continue the negative experience. Being positive and doing your best to provide an excellent experience is the best way to deal with an unhappy customer. When a customer has a specific complaint, following the **BLAST** acronym is the prescribed ATA method for handling the situation:

- ✓ **B - Believe.** When a customer is unhappy, a natural reaction is to become defensive or justify your actions. Your evaluation that a customer is "correct" or "incorrect" is immaterial at this point - the reality is that they are upset. The first step in dealing with an unhappy customer is to come alongside them and believe they have a valid complaint.
- ✓ **L - Listen** Without becoming defensive or declaring they are right or wrong, listen to the complaint. Pay attention and make them know you hear their complaint and understand they are not pleased.

- ✓ **A - Apologize.** Apologize for the error which has made them upset or for the situation that they are in.
- ✓ **S - Satisfy.** Ensure the customer that you will take the next step in dealing with the situation. If possible, be specific.
- ✓ **T - Thank.** Thank them for confiding in you and make sure your follow-up with the action you proposed in the "Satisfy" stage of working with this unhappy customer.

Example of How to Deal with an Unhappy Customer: A Rainforest Island Adventure customer is unhappy that they did not see any whales on tour and voices their displeasure during the last few minutes of ride into Knudson Cove.

Customer: *I am very disappointed with this tour and am going to go on Trip Advisor and give ATA and my Captain Paul a negative review.*

Deckhand: *I'm very sorry to hear that sir and understand you are disappointed with our tour. May I ask what we've done today that did not meet your expectations?*

Customer: *I read in the trip description that we were guaranteed to see humpback whale because Juneau has residential pods, and this is their feeding grounds. It has been my lifelong desire to see a humpback in the wild and this was my one opportunity. This has been a terrible disappointment.*

Deckhand: *I'm really sorry to hear that sir. I wish we could have provided you with that experience today.*

Customer: *I want my money back, this is not the experience that I signed up for!*

Deckhand: *I understand you are not happy with today's tour. I wish we would have seen "humpbacks" today! I will speak with my supervisor when we arrive back at Knudson Cove and he/she will see that you are followed up with. I ensure you that someone from our company will follow-up after this tour.*

Customer: *Ok. I realize it's not your fault we didn't see a whale today.*

Deckhand: *Thank you for letting me know. I really appreciate you speaking with me directly and you will hear back from us.*

In the above scenario, Alaska Travel Adventures, our tour delivery and ATA personnel have done nothing “wrong”, yet the customer is still unhappy. The root of the issue is that information the customer read which applies to Juneau’s resident pod of humpback whales does not apply in Ketchikan. The deckhand handles this situation correctly by not embarrassing the customer or pointing out their error but replying that he wishes they would have seen humpback whales on the tour. He/she also handles this correctly by passing the issue their supervisor and not promising a refund. In this way, he/she is acknowledging the customer’s issue, has apologized that they did not have the experience they wanted, and he satisfied the customer with the action that will be taken.

Dealing with Negative Situations

If things go wrong, admit responsibility. Often your only chance to save the tour is to assume the blame for an error or omission yourself. It is not easy for the client to stay angry with someone who is not around; but much harder if someone they know openly acknowledges responsibility. Blaming others is unprofessional.

At some point during the season, a negative situation will occur which you are not the direct cause. For example, a bus could get lost on the way to the marina and not deliver your customers with enough time to deliver the entire tour or a co-worker makes a mistake which has affected your tour group. It is important not to engage in “blaming” or “shaming” other staff members or other companies. It is unprofessional, does not reflect positively on you, and “bad mouthing” other people or companies can create issues in the community. Be supportive of teammates, other companies and products, this shows professionalism, good taste, and improves our image as well as theirs.

When dealing with a negative situation, be positive and always consider how you can make the most of

the present opportunity, giving our customers the best possible experience despite the circumstances.

Adverse Weather Conditions

At some point during the season we will encounter bad weather. How we deal with the situation will determine how the clients perceive the tour and the company. Employees should maintain a positive attitude about the conditions. Never make negative comments about the conditions. Clients often will take on the attitude of the people they are with. If the staff treats it like an adventure, the clients will also. If the staff sees it as being a negative trip, you will inevitably get complaints. Attempt to keep clients as dry as possible. For example, the nature hike should try and stay under cover of the trees and guests should be provided raingear under the cover of the outfitting tent.

Attitude

How you approach the season, and each day of the season, will make your employment a positive or negative experience. If you look forward to each day - the people you’ll meet, the beauty of the forest, the wildlife you have the privilege to view, the awesome people you work with - you will have a great season!

Arrive on Time & Be Prepared to Work: In Ketchikan, early is on time, on time is late and being late to work is a trait that will require retraining. Our customers, your teammates and leadership all deserve 100% effort and being on time and prepared for work is elemental. If one member of the team is late to work, it has a cascading effect on the day which is not acceptable.

Arrive on Time & Be Prepared for Tour: All clients expect their drivers, dock representatives and guides to be waiting for them on arrival. Failure to do so creates a feeling of anxiousness that lingers well into the tour. Requiring a client to wait is perceived as a waste of their money.

Personal & Group Awareness - Your actions have an effect on the people around you. You can choose to have a positive or negative effect by the way you interact with coworkers, customers and members of the community. If there are points of conflict with a coworker, attempt to bring them to a positive

resolution or take the issue to a supervisor for conflict resolution.

Work Ethic - Alaska is a “work hard, play hard” kind of place and Alaska Travel Adventures is a work hard, be safe, have fun kind of company. We will work extremely hard to provide the best tours, have fun while delivering tours, make the most out of living in Alaska when not on tour! Show up each day ready to work hard and you will be rewarded with an amazing season!

Success Driven - Look to be successful at your position! Our tours are rated by the cruise lines and we collect comment cards on which guides are evaluated by our customers. Alaska Travel Adventures has a system of rewards including the “Alaska Summit” award, Employee(s) of the month and a year-end performance bonus. There are also financial incentives for positive tour/guide TripAdvisor reviews and selling merchandise. Guides who do an excellent job on tours may receive gratuities as well.

Knowledge

Clients have reason to expect their guides to know about the cities in which their tour takes place, local native people, the company operating the tour, locations and attractions of special interest, and unique elements of flora and fauna. Information provided in this manual, training materials, staff training, and personal research are all required in order to perform your job at a high level. Be intentional in increasing your knowledge by engaging in study and practicing delivery of information. Knowledge in the below areas should be self-evaluated and will be evaluated by your supervisor

Weather Systems - An understanding of the weather that makes SE Alaska a temperate

rainforest; i.e. why Ketchikan receives the highest annual precipitation of any US city.

Geology - An understanding of how the landscape in the area came to be via tectonic motion and glaciation

Geography - Have a basic awareness of Alaska geography and specific knowledge of SE Alaska including location of Ketchikan and proximity of Revillagigedo Island to the mainland and other islands in the Alexander Archipelago.

Tides - Have a basic understanding of the cause of our semi-diurnal tidal cycle, awareness of high and low tide for the day and how to predict the height of water at a specific time.

Flora - Display the ability to correctly identify the commonly occurring trees, flowers and berry bushes of the Southern Tongass

Fauna - An understanding of what animals, birds, and organisms are, and are not, in the Ketchikan area and how the size of an island can determine which type of wildlife it can support.

Native Cultures - A general understand of the matrilineal structure of the clans, as well as which three main cultures are in the area and some of their defining characteristics/traditions/values and mythology

Alaska History - Prove a general understanding of the history of the State and its acquisition by the United States from Russia, it’s subsequent territorial status, when it became a state

Ketchikan - Provide a general understanding of how Ketchikan started - both in terms of Native Cultures and populations that occupied the mouth of Ketchikan Creek and in terms of Western influence. Have an understanding of the historical economy of the area, as well as some of the more storied sections of town

Employee Acknowledgment

This manual's contents reflect a general description of the procedures and rules for employment in the Ketchikan Jeep, Canoe & Totem program. I acknowledge receipt of this manual. I agree to familiarize myself with these procedures and rules and to comply with their provisions at all times. I understand that the contents of this manual are proprietary and agree not to reproduce or distribute this material in any way.

Employee Name _____

Employee Signature _____ Date _____

Appendix A – Tour Descriptions

Rainforest Canoe & Nature Trail

Description: The adventure begins with a scenic motor coach tour to a secluded mountain lake nestled within the Tongass, the nation's largest national forest. Board authentic Alaska Native style canoes; these 37-foot, 20 passenger, traditional Alaskan canoes are fast, stable, and easy to maneuver. Paddle through lush rainforest under the direction of an experienced guide while scanning the shore for wildlife and learning about the unique natural and cultural history of the Ketchikan area.

Stop ashore for an Alaskan-style snack. A knowledgeable guide will lead a short nature walk highlighting the flora and fauna of the rainforest, including a carnivorous plant, the Sundew, which uses tentacles with an adhesive "dew" to ensnare small insects. Finally, paddle back to the canoe dock to reboard your motorcoach, returning to the cruise ship pier.

Includes: Round trip transfer from the dock to the mountain lake; two hours canoeing, which includes the nature walk; snack and beverages consisting of clam chowder, rolls, jam, smoked salmon, crackers, mints, juice, hot chocolate, coffee and water; and a souvenir "I Canoeed Ketchikan" pin. All participants are provided with ponchos and life jackets. Souvenir T-shirts are available for purchase.

Available: Multiple departures daily May through September at times to meet cruise ship or tour schedules. Operates in all weather conditions.

Capacity: 4 - 60 persons each departure. 240 persons per day (Minimum of four persons.)

Duration: Approximately 3½ hours

Notes: Dress warmly in waterproof layers in inclement weather. Suitable for all ages and no prior experience necessary. Children 12 and under to be accompanied by an adult. Children ages 13-17 must have a signed parental consent form to participate in the absence of a parent or guardian. Children must weigh at least 40 pounds in order to fit into required life jackets.

Backcountry Jeep & Canoe Safari

Description: Fill your senses with adventure and excitement as you take control of a 4-wheel drive Jeep Wrangler® and wind your way through the rugged back roads of Revillagigedo Island. Then grab a paddle and join your companions for an authentic Alaskan canoe experience.

For the Jeep® portion of this safari adventure, you'll be paired with up to 4 traveling companions (there will be plenty of opportunities to change drivers for those who want to get behind the wheel!). While you traverse the mountain roads of the Tongass National Forest, your guide will provide you with interesting and informative commentary by means of two-way radio. You'll be fascinated by the area's natural history as you pass through old growth and new growth forests. Stop for fantastic views and excellent photo opportunities along the way.

The Jeep® portion of your tour concludes with your arrival at Lake Harriet Hunt. Here, you'll experience a unique ecosystem from the vantage point of a 37-foot, 20 passenger, Alaska Native style canoe; these traditional Alaskan canoes are fast, stable, and easy to maneuver. Once on the other side of the lake, your expert safari guide will lead you to a camp on shore where an Alaskan snack awaits. From the camp, your guide will interpret the features of a temperate rainforest on an optional nature walk through old-growth forest. Your excursion concludes with a scenic motor coach drive back to the pier.

Don't forget to bring your camera and a driver's license!

Includes: Round trip transportation; Souvenir button; poncho; life jackets, paddles; Jeep Wrangler® shared with up to three others; snack and beverages consisting of clam chowder, rolls, jam, smoked salmon, crackers, mints, juice, hot chocolate, coffee and water. Souvenir T-shirts available for purchase

Available: Multiple departures daily May through September at times to meet cruise ship or tour schedules. Operates in all weather conditions.

Capacity: 4-80 persons each departure; Up to 3 Departures Per Day

Duration: Approximately 4 hours

Notes: Dress warmly in waterproof layers in inclement weather. Tour will operate in all weather conditions. Drivers must be at least 25 years old, are required to show a current driver's license, and must sign a liability/insurance waiver. Moderate to good physical condition is necessary for participation in this excursion. Children must weigh at least 40 pounds in order to fit into required life jackets while canoeing. Children 12 and under must be accompanied by an adult. Children 13-17 must have a signed parental consent form to participate in the absence of a parent or guardian. Children under the age of five will not be accommodated on this tour. We will provide a booster seat for children between ages 5 through 8 upon request and subject to availability. This tour operates under a Special Use Permit issued by the US Forest Service. Tour may operate in reverse order.

Totem Bight SP & Rainforest Canoe Adventure

Description: Alaska Native art and traditions are highlighted in this perfect combination of history and adventure. You will travel 10 miles north of Ketchikan to visit the Totem Bight State Historical Park, an 11-acre park featuring ancient totem poles set in a lush rainforest, before heading to Lake Harriet Hunt for your experience in Native-style canoes on a pristine mountain lake. You'll explore all the historical artifacts that have been restored and re-carved, the rocky coastline along the Tongass Narrows, and the colorful community house called the Clan House before you learn how the natives traveled the long distances of the southeast Alaska waterways in large carved canoes.

At Lake Harriet Hunt, you'll board your easy-to-paddle, 15-passenger traditional Alaskan canoe, much like the Alaska Natives used to travel the coastal waterways. Your safari guide will lead you to a camp on shore, where your cook will be preparing chowder, smoked salmon, rolls, and wild berry jam for you. From the camp, your guide will interpret the features of a temperate rainforest on an optional nature walk through old-growth forest.

Includes: Round trip transportation; Souvenir button, Quality poncho; canoeing equipment (life jackets, paddles), Snack and beverages consisting of clam chowder, rolls, jam, smoked salmon, crackers, mints, juice, hot chocolate, coffee and water. Souvenir hats and T-shirts available for purchase

Available: Multiple departures daily May through September. At times to meet cruise ship or tour schedules. Operates in all weather conditions.

Capacity: 4-14 persons each departure; up to 3 departures per day

Duration: Approximately 4 hours

Notes: Dress comfortably in warm, waterproof clothing. Tour will operate in all weather conditions. Moderate to good physical condition is necessary for participation in this excursion. Children must weigh at least 40 pounds in order to fit into required life jackets while canoeing. Children 12 and under must be accompanied by an adult. Children 13-17 must have a signed parental consent form to participate in the absence of a parent or guardian.

Appendix B – Acceptable Recycling Materials List

Material	Include	Keep Out	Action
Newspaper, Magazines, Catalogs	Includes ads, inserts, phone books, and paperbacks	No Rubber Bands or Plastic Bags	Burn All Paper Waste
Scrap and Shredded Paper	Junk mail, envelopes, office papers, greeting cards, paper egg cartons, paper tubes, wrapping paper and cereal boxes. Put shredded paper in a paper bag	No bath tissue, paper towels freezer boxes, coffee cups or paper coated with food wax, foil or plastic.	Burn All Paper Waste
Cardboard	Flatten All Cardboard Waste	No wax-coated cardboard or food residue	Burn All Paper Waste
Milk Cartons, Drink Boxes	Rinse Clean	No Plastic Straws	Place in biodegradable plastic garbage bags
Plastic Bottles & Tubs	Only #1 & #2 designated recyclable plastic bottles - labels OK	No plastic lids, trays, bags, take-out boxes or motor oil, pesticides or herbicide containers	Take to Walmart to have sent to recycling facility
Aluminum Foil	Crumples into loosely packed balls	No Food Residue	Place in biodegradable plastic garbage bags and in dumpster
Metal & Aerosol Cans	Aluminum, tin, empty and non-toxic aerosol cans, steel food and beverage cans. Rinse food cans - labels OK	No plastic caps. Do not flatten or puncture cans or remove nozzles	Place in biodegradable plastic garbage bags and in dumpster
Glass	All Colors - labels OK	No Lids	Place in biodegradable plastic garbage bags and in dumpster

Appendix C – Sources

1. “Atlas of the Ketchikan Region” by Charles Martinson, Dennis Kuklok and others.
2. “Edible and Medicinal plants of the West” by Gary L Tilford. Mountain Press Publishing Company, 1997
3. “Mountain Plants of the Pacific Northwest” by Ronald J Taylor and George W Douglas. Mountain Press Publishing Company, 1995
4. “Plants of the Pacific Northwest Coast Revised” compiled by Jim Pojar and Andy MacKinnon. Lone Pine Publishing, 1994
5. “Tongass Timber: A History of Logging and Timber Utilization in Southeast Alaska” by James Mackovjak. Forest History Society, 2010
6. “Steller’s Island: Adventures of a Pioneer Naturalist in Alaska” by Dean Littlepage. The Mountaineers Books, 2006
7. “The Tlingit Indians: Observations of an indigenous people of Southeast Alaska 1881-1882” by Aurel Krause, Translated by Erna Gunther. Epicenter Press, 2013
8. “Guide to the Birds of Alaska: 5th Edition” by Robert H. Armstrong. Alaska Northwest Books. 2008
9. “The Beachcomber’s Guide to Seashore Life in the Pacific Northwest” by J Duane Sept. Harbour Publishing. 1999
10. “Trout and Salmon of North America” by Robert J Behnke. The Free Press. 2002
11. “Silent Storytellers of Totem Bight State Historical Park” Tricia Brown. Alaska Geographic Institute. 2009
12. “A Cycle of Myths: Indian Myths from Southeast Alaska” John E. Smelcer. Salmon Run Books. 1993
13. “Lake Harriet Hunt Recreation Facility: A Conceptual Master Plan for the Development of Winter Recreation Facilities near Ketchikan, Alaska” Prepared for Ketchikan Winter Sports, Inc by Lindh Associates, February 1981
14. “Hunt Photos Show Ketchikan in Pioneer Days” by Dave Kiffer. Sitnews.us March 22, 2008. http://www.sitnews.us/Kiffer/Hunt/032208_harriet_hunt.html
15. Naval Sea Systems Command website, multiple pages. Most specifically <http://www.navsea.navy.mil/Home/Warfare-Centers/NSWC-Carderock/Who-We-Are/Ketchikan-Alaska/>
16. National Audubon Society website, multiple pages. Home page: <http://www.audubon.org/>
17. Alaska Department of Fish and Game website, multiple pages. Home page: <http://www.adfg.alaska.gov/index.cfm?adfg=home.main>
18. “National Audubon Society Field Guide to North American Mammals: Second Edition” By John O Whitaker. Compiles by the National Audubon Society. Chanticleer Press, Inc. 1996.
19. National Oceanic and Atmospheric Administration: Alaska Fisheries Science Center website, multiple pages. Home page: <https://www.afsc.noaa.gov/default.htm>
20. The Nature Conservancy website and database. Multiple pages. Home page: <https://www.nature.org/?intc=nature.tnav.logo>
21. National Oceanic and Atmospheric Administration website, multiple pages. Main page (with many great sidebar links): www.noaa.gov/resource-collections/ocean-currents
22. Encyclopedia Britannica website (used for plate tectonic information in this manual, not for plants though...) Specific webpage used to support information in the Ketchikan Atlas (source 1): <https://www.britannica.com/science/plate-tectonics>
23. “Alaska: Saga of a Bold Land” By Walter R. Borneman. HarperCollins Publishers. 2003.
24. Southeast Alaska Discovery Center. Operated by the United States Forest Service. Located at 50 Main Street, Ketchikan, AK 99901