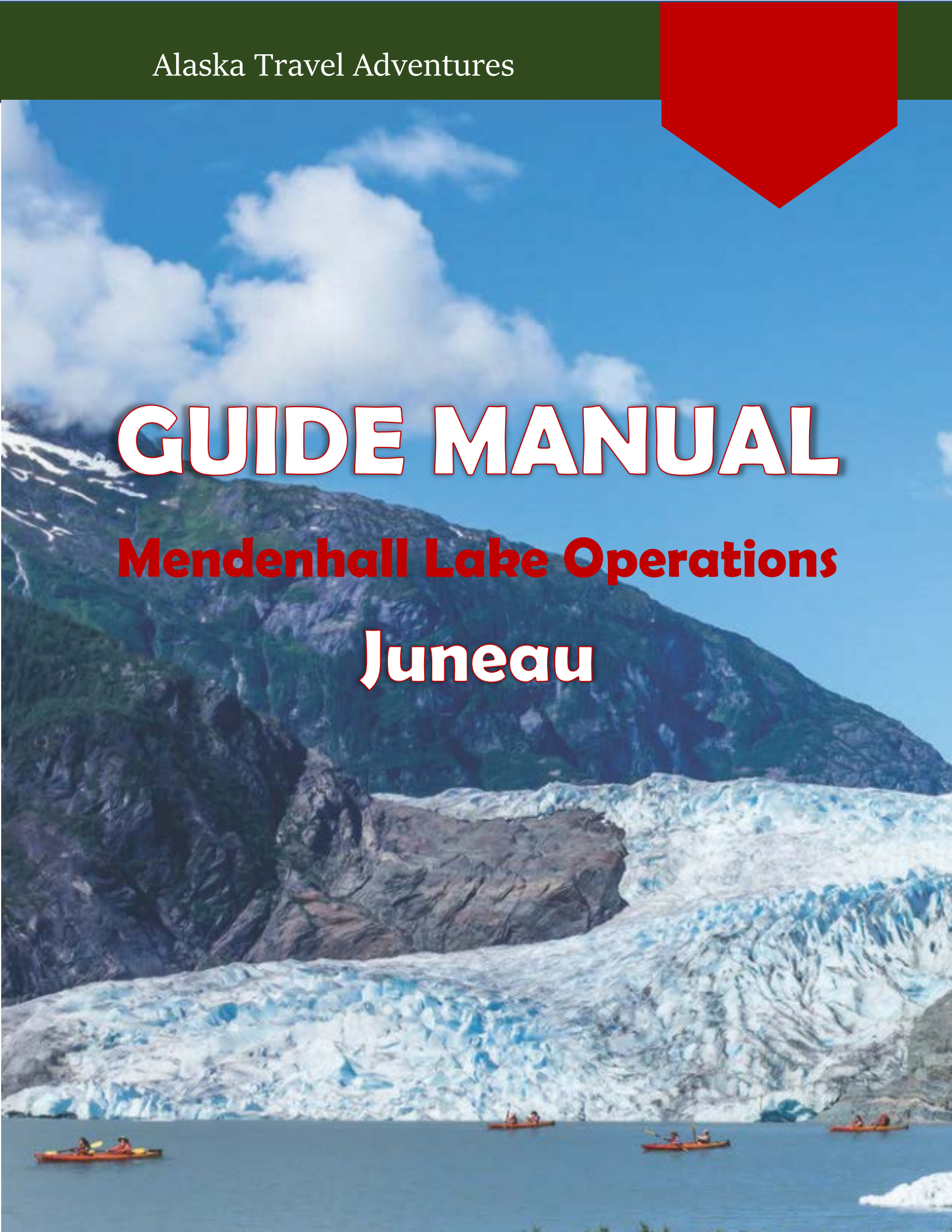


Alaska Travel Adventures

GUIDE MANUAL

Mendenhall Lake Operations

Juneau



GUIDE MANUAL

Mendenhall Lake Operations

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ALASKA TRAVEL ADVENTURES IN TACT.



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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!

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ATA Tour Policy

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Chapter 1

Risk Management

Chapter 2

Environmental

Chapter 3

Employee Conduct



Risk Management

Chapter

1

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

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 advanced 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 all 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 with inherent risks include a safety, equipment, and site orientation prior to commencement. 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.

Age & Weight Restrictions

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 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.

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.

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.

Handbook & Guide Manual

All employees must read and acknowledge the ATA Employee Handbook and Mendenhall Lake Operations 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.

First Aid & CPR

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

Staff Training

ATA requires all staff to participate in training and demonstrate competency prior to leading tours. Guides must be checked off by the Adventure Tours Manager prior to leading their first tour. Elements of staff training that must be evaluated include:

- ✓ Paddling Skills
- ✓ Rescue Skills
- ✓ Group Management
- ✓ Skiff Operation and Rescue
- ✓ Food Handling Procedures
- ✓ All Juneau Tour Procedures

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 always. 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 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.

Weather Conditions

ATA monitors weather conditions so that additional precautions can be taken as needed up to and including canceling the tour. The Adventure Tours Manager, Lead Guide and guides shall be continuously monitoring the forecast for possible hazardous conditions well in advance of, and during, tour operations. Any forecast winds of Beaufort Scale Force 3 (Winds 11-16 Knots) or above, or any other hazardous marine condition, will trigger a high Alert Status which may delay, modify, or cancel the tour.

The conditions of the weather forecast must be cross-checked with actual conditions on the water before cancelling a tour. The forecast which includes Juneau covers a wide area. Wind direction, velocity, and duration. The following sources shall be used for the most accurate data:

- ✓ VHF Radio – Channel WX1/21B

When an Alert Status has been triggered, ATA Lake conditions Policy is to enact the following procedure:

- ✓ Adventure Tours Manager and Lead Guide communicate by phone or in person.
- ✓ The supervisor on duty (Adventure Tours Manager or Lead Guide) must evaluate conditions in the field. Safety of ATA personnel shall never be compromised by an on-water evaluation.
- ✓ If the safety of the staff or guests would be compromised by operating the tour, the supervisor on duty, may cancel the tour.

- ✓ When a decision to cancel a tour is made, the supervisor on duty shall immediately contact the Main Office. The Main Office will alert CSR's who will inform the appropriate ship personnel and OTCs that the tour has been cancelled for the safety of the passengers due to hazardous lake conditions.
- ✓ All assigned field staff will be made aware that the tour has been cancelled. If cancellation has been made during a day of tours, any passengers or field staff who are on tour shall be brought back to the boat launch at the earliest opportunity using the appropriate route.

Radio Use

Radios provide valuable communication between ATA personnel. For lake operations, they are required for tours. It is important to treat the radios with care as they are delicate and expensive pieces of equipment.

Handheld Radios will be assigned by the Adventure Tours Manager 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 must be carried by guides while on the water with guests. The staff member who is assigned to the safety skiff must always have their radio on. Radios must be always secured to the operator 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.

Kayaking Policies

ATA Lake Kayak Guides shall approach all tours with an incident prevention mindset. The following policies have been established to ensure compliance with insurance requirements, meet industry standards, and ensure safety for guests and staff while on the water in kayaks.

Group Size and Spacing

We may have as many 12 clients on Mendenhall Lake Kayaking tours. Clients shall be split into groups once they arrive on site.

Under no circumstances shall group size exceed 12 clients. When the group has an even number of guests, guests will pair up in tandem kayaks and the guide will paddle in a solo kayak. When the guest count has an odd number of guests, the guide will paddle in a double kayak with a guest. The maximum 12:1 client/guide ratio and maximum 6:1 client kayak/guide kayak must be observed as it is a required element of our risk management plan.

Kayak Safety Talk & Instruction

The Kayak Safety Talk is a required component of each Mendenhall Lake kayaking tour. Well-delivered safety talks and kayak instruction promote confidence in the guide and the guests in feeling comfortable on the water.

Launching & Landing

Assist & Stabilize

All guests shall be assisted by ATA staff members when entering and exiting their kayak. The guide shall provide assistance by stabilizing kayaks for guests while launching from, or landing at, the dock. *Full kayak launching and landing procedures are covered under Tour Procedures in Section 3 of this manual.*

Check Gear

Each guest shall be checked to ensure that their PFD is fully zipped, foot pedals are adjusted to their proper lengths, rudders are operating freely, sprayskirts are fitted properly, and the paddle is held correctly before launching the guests' kayak from the dock.

First On/Last Off

An ATA guide shall always be the first paddler on the water. The skiff attendant or other guides shall assist in the launching process to enable the guide to be the first boat on the water. This policy ensures that any guests who are on the water in a kayak are accompanied by an ATA Lake Kayak guide.

An ATA guide shall always be the last paddler off the water at the end of the tour. Other guides shall assist guests in landing at the beach so the guide can be the last boat off the water. This policy ensures there are no unattended guests on the water in kayaks.

Group Management

When paddling with groups on the water, guides shall follow the **CLAP** acronym and apply the following principles.

Communication

Each guide shall carry appropriate communication and signaling equipment including a VFH Radio and whistle attached to their PFD, a watch, a signaling mirror and a handheld flare. Guides are trained in using voice, whistle, and paddle signals to communicate effectively on the water. Guides shall keep members of their paddling group within conversational voice range to ensure that there are keeping the group together.

Line of Site

Guides shall position themselves to always maintain line of site on each kayak in their paddling group.

Awareness

Guides shall always remain aware of the well-being of group members, position of group members relative to the shoreline, wildlife and other float houses, traffic from other vessels, wind, and weather.

Positioning

Guides will position all kayaks in their group to maintain line of site. Guides will observe Nautical Rules of the Road and keep their group in safe position relative to boat traffic and other hazards.

Rescues

Guides are trained and evaluated in self-rescue, assisted rescue and skiff-based rescues prior to leading tours. Guides shall demonstrate the ability to perform the following rescues prior to leading tours:

Self-Rescue

Guides shall be able to re-enter their kayak after capsizing by one of the following methods: Paddle Float Rescue, Scramble Rescue or Re-Enter and Roll.

Assisted Rescue of Tandem Kayak

Guides shall be able to assist other paddlers in re-entering a tandem kayak.

Skiff Based Rescue

Guides shall be able to assist a swimmer into the skiff both as a skiff operator and kayak guide.

Rescue Priority

In the case of a capsized kayak, the guide shall first radio the float house to make them aware of a capsized kayak and their approximate location. The float house attendant shall immediately depart the float house in the safety skiff and head directly to the site of the capsized kayak. Once the call has been made to the skiff, the kayak guide should immediately work on getting the guests out of the water, warm and dry.

Full Rescue Procedures are covered in “Kayak Rescues” Section 4, Chapter 3 – Tour Procedures

National Forest Permit

Operations at the Mendenhall Glacier are operated under permit with the US National Forest Service. 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 operating permit.

Beach Safety

Unloading and loading passengers from kayaks 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. Wading and swimming is not permitted at any time.

Slip and Fall incidents may easily occur if preventative actions are not taken by field staff. If the dock is damaged, report this condition to your supervisor immediately.

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 using 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 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

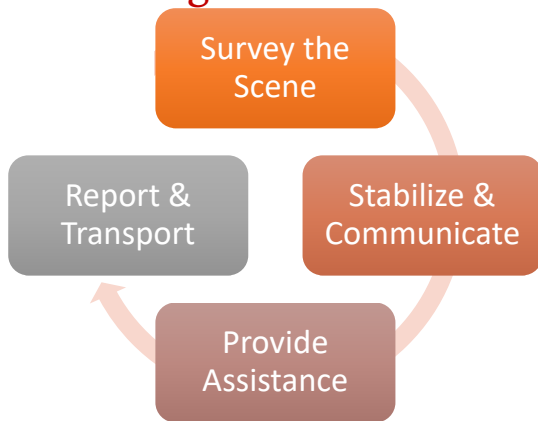
All utensils, including crockery, cutlery, glasses, and all cooking equipment are washed and sanitized after use. All items washed by hand are wash with a detergent solution, rinsed with clean potable water to remove any detergent residue,

sanitized in a chemical solution, and allowed to air dry. Dishwashers are regularly inspected to ensure proper working condition in accordance with the manufacturer's 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 beach or on the water. 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

Enact the following communication protocol for incidents that may occur:

- ✓ In an emergency situation, contact EMS. After contacting EMS, immediately enact ATA Incident Communication Protocol first. The Adventure Tours Manager 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 Adventure Tours Manager will advise you on the next steps to take with any customers or ATA personnel involved in an incident.

ATA Incident Communication Protocol:

In an emergency always contact EMS first. In case of an emergency on the beach, call 911. In case of watercraft emergency contact the Coast Guard on VHF Channel 16. Notification for further medical attention shall follow these steps:

1. CALL 911 or the COAST GUARD (CHANNEL 16)
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. Adventure Tours Manager .If unable to contact the Adventure Tours Manager, contact the Director of Operations before contacting the Vice President of the company.
2. Vice President of Operations. The Vice President will conference with the President of the company and then communicate directly with appropriate personnel.

Make no statements and volunteer no information to the press. A spokesperson from the Juneau office will deal with any media attention, the 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 shall 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 shall be allowed to continue the tour. Guides shall 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. An ATA Incident Report Form must be filled out for any incident, no matter the severity. Paper copies of the Incident Report Forms are in the waterproof box at Camp Coogan camp, aboard the Seahawk, and in the outfitting trailer. 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.

All incidents need to be completed through the ATAapp once in service range. The employee will complete the incident reporting form based on what was completed on the paper form. There are no exceptions to filling out an Incident Report Form. Incident report forms and all corresponding photos must be given to the Adventure Tours Manager & Manager who will send to Juneau. A copy of this report shall be provided to the Forest Service.

Transport

It may be necessary to transport an injured customer while managing an incident. As a guide you shall always Survey the Scene and Stabilize the Situation first. If communication with the Adventure Tours Manager or Vice President is possible, they will give you a plan for providing care and transporting an injured client. In an emergency, EMS or the Coast Guard may give you instructions. Always follow instructions given by any EMS provider. You shall 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 shall 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.

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 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 to do so. All employees shall be aware of the action plan and take steps individually and collectively towards these goals. If an employee shall observe or take part in actions that are contrary to our environmental goals, they shall 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 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 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 warehouse order to assist employees. Juneau maintains 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 Lake Kayaking tour. 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 shall be always followed to preserve the land for those who follow. Every effort shall 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 shall 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) Chose 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. Baranof Island and it's surrounding small islands are home to Brown 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 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 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 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, led 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 shall be reported to local authorities.

Whales, Dolphin & Porpoise

Alaska Travel Adventures follows “The Humpback Whale Approach Regulation” which has been in effect since July 2001 and requires that you:

- ✓ Not approach within 100 yards of a humpback whale.
- ✓ Not place your vessel in the path of oncoming humpback whales causing them to surface within 100 yards of your vessel.
- ✓ Operate your vessel at a slow, safe speed when near a humpback whale.
- ✓ Federal law prohibits pursuit of marine mammals.
- ✓ Remain at least 100 yards from marine mammals.
- ✓ Time spent observing individual(s) shall be limited to 30 minutes.
- ✓ Whales shall not be encircled or trapped between boats, or boats and shore.
- ✓ If approached by a whale, put the engines in neutral and allow the whale to pass.
- ✓ Even if approached by a marine mammal, offering food, discarding fish or fish waste, or any other food item is prohibited.
- ✓ Do not touch or swim with the animals. They can behave unpredictably and may also transmit disease.

While viewing whales, dolphins and porpoise, your actions shall not cause a change in the behavior of the animals. Assume that your action is a disturbance and cautiously leave the vicinity if you observe behaviors such as these:

- ✓ Changes in swimming such as rapid changes in direction, speed; erratic swimming patterns.
- ✓ Escape tactics such as prolonged diving, underwater exhalation, underwater course changes, or rapid swimming at the surface.
- ✓ Female attempting to shield a calf with her body or by her movements.

- ✓ Surface displays. . . like tail slapping or lateral tail swishing at the surface.

Be Aware - Whales may surface in unpredictable locations.

- ✓ Breaching and flipper-slapping whales may endanger people or vessels.
- ✓ Feeding humpback whales often emit sub-surface bubbles before rising to feed at the surface. Stay clear of these light green bubble patches.
- ✓ Noise may help whales know your location and avoid whale and vessel collisions. For example, if your engine is not running, occasionally tap the side of the boat with a hard object.
- ✓ If you need to move around a whale, do it from behind the whale.
- ✓ Vessels that wish to position themselves to allow whales to pass the vessel shall do so in a manner that stays fully clear of whale's path.
- ✓ Marine mammals are more likely to be disturbed when more than one boat is near them.
- ✓ Avoid approaching marine mammals when another vessel is nearby.
- ✓ Marine mammals shall not be encircled or trapped between boats, or boats and shore.
- ✓ Always leave marine mammals an escape route.
- ✓ When several vessels are in an area, communication between vessel operators may reduce the potential for disturbance.
- ✓ Limit your time with any individual or group of marine mammals to 30 minutes.
- ✓ Your vessel may not be the only vessel in the day that approaches the same animal(s). Please be aware that cumulative impact may occur.
- ✓ Vessels traveling in a predictable manner appear to be less disturbing to animals.
- ✓ Pursuit of marine mammals is prohibited by law.
- ✓ Never attempt to herd, chase, or separate groups of marine mammals or females from their young.
- ✓ Avoid excessive speed or sudden changes in speed or direction in the vicinity of whales.
- ✓ The departure from a viewing area has as much potential to disturb animals as the approach

Seals, Sea Lions & Sea Otters

While viewing seals, sea lions & sea otters your actions shall not cause a change in the behavior of the animals. Assume that your action is a disturbance and cautiously leave the vicinity if you observe behaviors such as these:

- ✓ Increased movements away from the disturbance; hurried entry into the water by many animals, or herd movement towards the water
- ✓ Increased vocalization, aggressive behavior by many animals towards the disturbance; several individuals raising their heads simultaneously.
- ✓ KEEP YOUR DISTANCE
- ✓ Use extra caution when viewing seals and sea lions that are on land or ice, as harassment may occur at distances greater than 100 yards.
- ✓ When encountering seals or sea lions hauled out on land or ice, avoid making the animal(s) aware of your presence: keep noise low, stay hidden and stay downwind.
- ✓ Pups are often left alone while the mother feeds. They are not abandoned and shall not be disturbed.
- ✓ All major Steller sea lion haul outs and rookeries throughout Alaska are protected by regulation. Extra caution is needed in these areas to prevent harassment of Steller sea lions in their critical habitat. Critical habitat includes the air, land and sea surrounding the site to 3,000 ft (0.9 km) in all directions.

Federal Law & Marine Mammals

The **Marine Mammal Protection Act** prohibits the TAKE of all marine mammal species in U.S. waters. Take means "to harass, hunt, capture, or kill, or attempt to harass, hunt, capture, or kill," and harassment means "any act of pursuit, torment, or annoyance which has the potential to injure a marine mammal or marine mammal stock in the wild; or has the potential to disturb a marine mammal or marine mammal stock in the wild by causing disruption of behavioral patterns, including, but not limited to migration, breathing, nursing, breeding, feeding, sheltering." TAKE includes feeding or attempting to feed a marine mammal in the wild. Some exceptions are made for

authorized scientific research and subsistence hunting by Alaska Natives.

The **Endangered Species Act** prohibits the TAKE of species listed as endangered or threatened. The definition of TAKE under the Endangered Species Act adds the terms harm, pursue, shoot, wound, trap, and collect to the Marine Mammal Protection Act definition of TAKE.

Bear Safety

A canister of Bear Spray will be stocked in the float house. Brown bears swim and then is a change that a bear may attempt to approach the float house.

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 climate change. Please refer to the following information to help guide your discussion:

The Mendenhall Glacier has undergone dramatic and accelerating shrinkage since the end of the Little Ice Age in the mid-1700's, with retreat at the terminus as well as narrowing of the glacier tongue and rapid thinning. This reflects climate changes happening worldwide and especially in Alaska, where average winter temperature has increased by over 6 degrees F in just the past 50 years, which is twice the national average. 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 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.

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 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 250 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 can 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 in the Employee Handbook, which must be read, and acknowledged by signature by every ATA employee.*

Dress & Appearance

It is important Lake Kayaking 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.
- ✓ **Piercings.** No piercings are acceptable other than two lobe earrings.
- ✓ **Jewelry.** Approved jewelry includes wedding rings and a watch. No other jewelry is permitted.
- ✓ **Tattoos.** All Tattoos shall 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. L
- ✓ **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 full time; 2 to part-time employees)
- ✓ **ATA Logo Jacket**** is issued to the Lake Kayak Manager and Deckhand.
Red NRS Paddling Jacket** is issued to kayak guides.
- ✓ **Black NRS Paddling Pants**** is issued to kayak guides.
- ✓ **Knife.** (Guides and relevant personnel)
- ✓ **Watch.** ATA Guides shall wear a watch to stay on time during tours. A cell phone shall not be used as a timekeeping device and shall 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.

Safety Gear

No employee is to guide a trip without their required safety equipment, there is zero tolerance for any violation of this policy.

- ✓ **Type III or V Lifejacket,** (Guide can provide their own life jacket or use a company issued life jacket. Non return of or damage beyond normal

wear and tear to the life jacket will result in a charge of \$50.00 to the employee which the employee agrees may be withheld from his/her paycheck). The life jacket must have the fixed blade knife and the whistle attached during operations.

- ✓ **Waist Worn Towline with Quick Release** (Can be purchased by ATA at cost)
- ✓ **Knife with fixed blade,** 4-6 inches, and single edge is recommended. (Can be purchased from ATA at cost)
- ✓ **Whistle** (provided by ATA for free)
- ✓ Farmer John Wetsuit
- ✓ Paddle Float
- ✓ Rescue Stirrup
- ✓ Signaling Devices
 - Flare
 - Whistle

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 Pre-Employment paperwork.

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 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 Director of Operations. 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 Adventure Tours 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 Director of Operations.

Vehicle Use

Alaska Travel Adventures owns and maintains vehicles for use in Juneau operations. The primary purpose of company vehicles is for operational purposes including transportation of company equipment and transportation of guides and support staff. Company vehicles may also be utilized for ATA Staff Outings with permission of the Lake Kayak 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 shall 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 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, 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 shall 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 Juneau warehouse. 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.
- ✓ If 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





Chapter

1

Lake 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 Juneau staff member, you are part of a team that works together to service over 3,000 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 lake kayak team functions.

Juneau Adventure Tours Manager

The Juneau Adventure Tours Manager is a working manager. The Manager is expected to spend the

majority of his time managing the performance of the guides. This may include frequenting trips both as a guide and passenger. It is the company’s position that in order for the manager to adequately manage the operation, they need to have first hand knowledge of what is happening on the water. Also, in order for the manager to accurately evaluate the skills of their employees, they need to spend time with them in the performance of their duties (guiding). In addition, their 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. The manager leads and develops team of guides by maintaining core values.

Risk Management - Provides leadership to the lake Kayak team to ensure compliance of ATA policies and procedures; and develops and implements safety policies and procedures, as well as reporting, evaluation, and follow-up.

Tour Delivery - Maintains a high level of performance; maintains and repairs any equipment necessary for the operation of the tour; serves as an example to other staff in delivering tour products at a high level; works in conjunction with the Lead Guide to deliver quality training of guides and related field staff; works with the Lead Guide 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 adjusts tour logistics and staging; and monitors program safety and informs the Vice President of any unsafe or potentially unsafe conditions or procedures.

Operations - Supervises, directly and indirectly, all 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 state and local authorities, 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 Lake kayak team to ensure capital equipment is properly maintained and tour ready; and communicates with Dock Representative regarding transportation to ensure well-coordinated bussing of passengers whilst on tour.

Administrative Tasks - Oversees employees performing financial/administrative duties such as approving scheduling and timesheets, properly coding expenses, and approving settlement counts.

Customer Service - Works as part of the leadership team 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, Trip Advisor, Princess Tour Ratings, etc.); communicates in a timely manner with the Main Office 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)

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

Lead Lake Guide

Under the direction of the Adventure Tours Manager, Lead Lake Guides are responsible for tour quality and the overall efficiency of kayak and canoe tour operations. The lead lake guides are working guides who has leadership responsibilities.

Culture - Works as part of the leadership team to cultivate a positive working environment and amazing seasonal experience for Mendenhall Lake employees; assists the manager in planning and delivering employee experiences; leads 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 the Adventure Tours Manager 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 canoe and kayak guides in delivering tour products at a high level; works in conjunction with the Adventure Tours Manager to deliver quality training of guides and related field staff; assists the Adventure Tours Manager 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 Adventure Tours Manager of any unsafe or potentially unsafe conditions or procedures

Field Operations - Assists Adventure Tours Manager to maintain a positive relationship with the local authorities, and ensure compliance with our permits; assists Adventure Tours Manager to ensure compliance with all permit requirements, federal, state and local laws, and any marine or land use requirements; assists Adventure Tours Manager to ensure and maintain a positive relationship with Forest Service personnel; assists the Adventure Tours Manager in ensuring storage unit and storage yard is kept in standard working order and work area is clean and organized at all times; 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.

Administrative - Assists Adventure Tours Manager 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 Adventure Tours Manager to ensure compliance and timely reporting of the merchandise sales plan.

Kayak Guide

Under the direction of the Adventure Tours Manager and Lead Lake Guide, the Kayak Guide is 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 & Adventure Tours Manager 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 marine environment and species, flora, fauna, local history, etc.; instructs kayaking 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 float house, and perform any necessary maintenance.; repairs equipment under the supervision of the Adventure Tours Manager; monitors program safety and inform the Adventure Tours Manager 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; 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.

Canoe Guide

Under the direction of the Adventure Tours Manager and Lead Lake Guide, the Canoe Guide is 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 & Adventure Tours Manager 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 marine environment and species, flora, fauna, local history, etc.; instructs canoeing 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 float house, and perform any necessary maintenance.; repairs equipment under the supervision of the Adventure Tours Manager; monitors program safety and inform the Adventure Tours Manager 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; 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.

Customer Service Representative

Under the direction of the CSR Manager and Lead CSR, the CSR, also known as “*Dock Rep.*”, is ultimately responsible for the delivery of a fluid tour departure 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 exceptional customer service; maintains a high level of appreciation for guest satisfaction; and communicates in a timely manner to the Lead CSR & CSR Manager of all passenger related issues, notifying them regarding any irregular activities or events occurring within the trip.

On The Docks - Complies with all ATA policies and procedures; participates in all relevant training exercises to be fully prepared to offer efficient tour departures and top quality customer service; arrives on time and organizes materials for the day; creates connections with guests while assisting them; delivers an informed narrative on the tours we offer as a company; has the ability to answer questions regarding the site of the tour and gear we provide on tour; and maintains time management on the docks in order to dispatch customers on schedule.

Administrative - CSRs will have administrative tasks that must be completed by the end of their shift. Administrative tasks include correctly filing settlement sheets and accurately submitting settlement data on the ATAapp. Lists of tasks are subject to change.

Tour Procedures

III



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 operating permits.

Introduction

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 pre-tour.

Arrival Times & Timekeeping

It is crucial to arrive on time. All staff members shall arrive a few minutes before the start of their shift 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 to complete all tasks on time.

Guides are responsible for checking their schedule every night for updates. Tour numbers become final only when the bus leaves the docks.

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.

Pre-Tour Workflow Overview

Listed below is an overview of the workflow for the start of each day of operations. The Lake Kayak team works together to accomplish all pre-tour tasks in an efficient manner.

Pre-Tour Workflow

1. All Employees Clock-in for Work
2. Tasks performed simultaneously by work group:
 - ✓ Food & Equipment Pickup
 - ✓ Setup Outfitting Area
 - ✓ Setup Kayaks
3. All Staff Pre-Tour Briefing

The box trucks and kayaks are stored each night at the lot next to Mike Hatch Auto. Prior to departure a pre-trip inspection must be done on the vehicles. Inspect the tires; check the fluid levels, fuel, and general condition of the vehicle. Use your eyes, ears, and nose to detect any possible problems with the vehicle.

- ✓ Check trailer hitch, wheel bearings, and lights. Ensure that all tie downs are still secure and that all gear on the trailers is secure.
- ✓ Confirm the correct number of kayaks.
- ✓ Always use two people when hooking up a kayak trailer to the vehicle.
- ✓ Ensure that the correct amount of snack plus 2 extra snack bags are ready for the entire day. Have plenty of cups, plates, and trash bags available.

Set-Up at Warehouse

Ensuring that you have the correct amount of equipment is paramount to operating a professional tour operation. It is the responsibility of each guide to make sure that the gear vans and trailers are properly loaded. The gear vans hold all the client gear committed to this operation, which is enough for a trip at our maximum capacity. When estimating the number of boats to take to the launch site it's important to keep in mind that in addition to the previous night's passenger counts, on the dock sales and OTC's can be added in addition to more sales after the counts have been sent in. As a general rule, take enough gear to handle the maximum number of clients you can do.

- ✓ Arrive at, or slightly before the time you are scheduled.
- ✓ Prior to departure a pre-trip inspection must be done on the vehicles. Inspect the tires; check the fluid levels, fuel, and general condition of the

vehicle. Use your eyes, ears, and nose to detect any possible problems with the vehicle.

- ✓ Check trailer hitch, wheel bearings, and lights. Ensure that all tie downs are still secure and that all gear on the trailers is secure.
- ✓ Always use two people when hooking up a trailer to the vehicle.
- ✓ Client snack should be prepared and packed for the day's trips. This may include picking snack up at the Salmon Bake. Items for snack are:
 - Reindeer sausage, cheese, salmon spread, crackers, carrot, celery sticks.
 - Beverage
 - Table
 - Cooler, crate, garbage bags
 - Cups, napkins, two knives, food service gloves, hand sanitizer
- ✓ The guide must also bring a cell phone carried in a drybag and company issued UHF radio carried in a drybag.
- ✓ Trip paperwork/ waiver form
- ✓ The number of clients should be confirmed with the manager or shore representative.
- ✓ Be sure to have extra toilet paper for the outhouse
- ✓ Confirm the correct number of kayaks.

Food & Equipment Pick-up

Ensuring that you have the correct amount of equipment is paramount to operating a professional kayaking operation. It is the responsibility of each guide to make sure that the box trucks, and kayak trailers are properly loaded. The box trucks hold all the client gear committed to this operation, which is enough for a trip at our maximum capacity. When estimating the number of kayaks to take to the launch site it's important to keep in mind that in addition to the previous night's passenger counts, on the dock sales and OTC's can be added in addition to more sales after the counts have been sent in. As a rule, take enough gear to handle the maximum number of clients you can do.

Kayak Setup at Lake

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 and is to be followed each trip. When clients arrive at the lake it is imperative that we be prepared to give them 100% of our attention. This means, we must be ready! The guides have the following responsibilities:

Unloading Kayaks

Back trailer to the water's edge and unload what is necessary for the trips maximum number plus 2 standby boats to cover any last-minute sales.

All kayaks to be used will be removed from the rack and on the beach away from the boat ramp, (at least 75 feet) with the rudders toward the water. Note the lake water level and weather conditions and ensure that the kayaks will not be affected.

All kayaks will be bailed and sponged clean. All kayaks are to have cockpit covers, these covers should remain on boats until clients are ready to load into kayaks to minimize water inside. Covers are to be removed, bundled together, and then put back on kayaks between trips and at the end of the day.

Check all the kayaks to ensure that they are in good shape and that the rudder systems are working properly. Check to make sure the foot pedals are in place. Replace any boat that is not fully operational.

Monitor the UHF radio on channel 1 and be available to confirm your counts and tour departure from the dock.

Outfit the guide kayaks with a bilge pump, sponge, and the guides preferred paddle. The radio and cell phone will be attached to the guides at all times.

Move the vehicle and trailer to the designated parking area.

Equipment must be set up consistently each day in a neat and efficient manner. Keeping in mind that there will be boat trailer traffic during your passenger outfitting.

All items of trash will be removed from the bus loading area, the lakefront, the trail, and toilet facilities.

Raingear, boots, and lifejackets will be distributed on the beach. It will be distributed by size to the clients. Raingear is always worn under the lifejacket.

The passengers can be given the option of full raingear, rain pants, or no rain gear at all. If asked, guides will always recommend the use of raingear.

Lifejackets should be placed near the large rocks on a tarp. They should never be placed directly on the ground. In the event of rain, they should be covered with the tarp until they are distributed to the guests. Lifejackets will be adjusted snugly with all snaps fastened.

Boots should be arranged by size. Clients should be given boots that are slightly oversized so they will fall off should the guest find themselves in deep water.

Guides will be responsible for the safety equipment. It must be checked daily to see that all items are in a clean and orderly condition.

Excess items of equipment will be removed from the area.

Staff will be well groomed, outfitted, and in a clean, complete uniform, including sheath knife, watch, and dry bag. This is to be done prior to the arrival of the first clients.

Guides will sign the backside of the client release form, this form will be used to document guide trips and becomes part of the payroll file. Smoking is not allowed at the lake while set up is going on or when clients are in the area.

Care should be taken to not monopolize the put in area at the lake. A space should always be left on the beach for others to drop off their equipment. Vehicles should not be left in the pull through longer than necessary. It is important that we work with others in using this area. Other users should be politely advised that, according to US Forest Service policy, we would lock the gate when finished and that they will need to contact the Juneau Ranger Office if they wish to unlock this gate.

Equipment

Client Gear: Clients will paddle in double kayaks equipped with rudder systems. Each client is provided with raingear, (pants and jacket), rubber boots, spray skirt, lifejacket, and paddle.

Guide Gear

- ✓ Bilge pump
- ✓ Paddle float
- ✓ Tow rope
- ✓ Sponge
- ✓ Compass
- ✓ UHF radio in a float bag
- ✓ Smoke flare
- ✓ First aid kit
- ✓ Throw bag
- ✓ Sweep bag with medical kit, duct tape, accident forms, tools, in a dry bag.
- ✓ Guide must have phone in phone dry bag on their person at all times and a company issued UHF radio in the appropriate dry bag.

Additionally, each guide will have a knife, watch, and whistle on every trip as part of the uniform.

Canoe Setup at Lake

When clients arrive at the lake it is imperative that we be prepared to give them 100% of our attention. This means, we must be ready! The canoe guide has the following responsibilities:

- ✓ All items of trash will be removed from the bus loading area, the lakefront, the trail, and toilet facilities.

- ✓ Raingear, boots, and lifejackets will be distributed on the beach. It will be distributed by size to the clients. Raingear is always worn under the lifejacket.
- ✓ The passengers can be given the option of full raingear, rain pants, or no rain gear at all. If asked, guides will always recommend the use of raingear.
- ✓ Lifejackets should be placed on the large rocks. They should not be placed directly on the ground. In the event of rain, they should be covered with a tarp until they are distributed to the guests. Lifejackets will be adjusted snugly with all snaps fastened.
- ✓ Boots should be arranged by size.
- ✓ Canoes will be sponged clean and pumped out before the passengers arrive at the site.
- ✓ Each guide is responsible for making sure that their canoe is properly rigged and has all the required equipment: dry bag, throw rope, etc. Throw ropes should be taken out and dried at least weekly.
- ✓ Guides will be responsible for the safety equipment. It must be checked daily to see that all items are in a clean and orderly condition.
- ✓ Excess items of equipment will be removed from the area.
- ✓ Staff will be well groomed, outfitted, and in a clean, complete uniform, including sheath knife, watch, bailing bucket, and dry bag. This is to be done prior to the arrival of the first clients.
- ✓ Guides will sign the backside of the client release form; this form will be used to document guide trips and becomes part of the payroll file. If subsequent to signing the back of this form, there are not sufficient clients for all guides at the lake, the lead guide will send back the last guide. Any guide sent back after setup has occurred will be paid the hourly rate. The lead guide will so indicate on the back of the release form.
- ✓ Smoking is not allowed at the lake while set up is going on or when clients are in the area.

- ✓ Care should be taken to not monopolize the put in area at the lake. A space should always be left on the beach for others to drop off their equipment. Vehicles should not be left in the pull through longer than necessary. It is important that we work with others in using this area. Other users should be politely advised that, according to US Forest Service policy, we would lock the gate when finished and that they will need to contact the Juneau Ranger Office if they wish to unlock this gate.

Loading & Backing Canoes

(Use assistance when backing up trailers and exercise extreme caution)

- ✓ Back trailer all the way into the water and only load and unload trailer in the designated area (right side of put-in). Do not back the vehicle into the water.
- ✓ Move the canoe straight on or off the trailer so the sides do not scuff
- ✓ Use the crank and safety chain
- ✓ Cam strap over the rear with cam not rubbing on the canoe
- ✓ Paddles stay in the canoe
- ✓ Drain plug open/close as necessary
- ✓ Flagging must be tied to stern for road transport as the boat extends over the trailer.
- ✓ Keep put-in area clear by moving the canoe down the beach and parking the van and trailer out in the parking lot, closing the gate when you are finished.

Canoe Equipment

EACH CANOE: It is required that each canoe be outfitted with specific equipment to ensure a safe and enjoyable trip. This includes:

- ✓ Throw bag
- ✓ Sweep bag with medical kit, duct tape, accident forms, tools, extra drain plug, in a dry bag.
- ✓ Guide must have phone in phone dry bag on their person at all times and a company issued UHF radio in the appropriate dry bag.

It is the responsibility of the guide to ensure their canoe has been properly outfitted for the trip. In addition, guides are responsible for checking and tightening oarlocks and frame straps. Additionally, each guide will carry a sheath knife, attached to their lifejacket and a watch.

CLIENT EQUIPMENT: The Company provides all equipment necessary to outfit our clients for the trip, including rubber boots, lifejacket, and full rain gear. This gear is available in sizes to ensure a proper and comfortable fit.

When clients

Safety Boat

Safety Boat Preparation

The Safety boat is stored at the warehouse storage facility and trailered to the lake each day.

Ensure that the plug is in place and engine tilted up prior to launch.

Check fuel levels, lower the prop into the water, start engine to warm up and ensure proper operation (at least one minute).

Ensure that the boat is equipped properly. The safety boat will have the following items:

- ✓ throw rope
- ✓ throwable Type IV device
- ✓ fire extinguisher
- ✓ properly rigged, rescue webbing
- ✓ 3 smoke hand held flares
- ✓ first aid kit
- ✓ dry bag with dry clothes
- ✓ 2 space blankets
- ✓ anchor and line
- ✓ extra pull start cord
- ✓ ladder
- ✓ binoculars
- ✓ extra PFD
- ✓ bailing bucket
- ✓ oars

Bail out the boat as necessary.

Perform a radio check. The safety boat should have both a UHF and VHF radio. Do a check with the guides. Listen to the weather report on VHF WX1.

Refuel the safety boat at the Tesoro station next to Super Bear, be careful not to spill any fuel.

Do any maintenance and/or repairs to the vessel and engine. Report any problems, quirks or incidents with the boat immediately to the kayak supervisor or the

Safety Boat Operation

The safety boat is an essential part of our program. Many of our clients are not capable of reentering a kayak once it has overturned and rescue time is limited. The safety boat will be launched and manned on every kayak tour that operates. Guides will all be trained in its operation and the duty will be rotated between the guides.

At the beginning of the day, and in between tours the safety boat will be launched, manned and maintained in a ready to go status. The safety boat operator assists with unloading the kayaks and gear, client outfitting and launching of the kayaks. Once the clients are on the water the safety boat operator will maintain radio communications with the group and be standing by to immediately act should there be an incident. To the extent possible, the safety boat operator should maintain close visual observation (use binoculars) on all groups of kayaks and maintain a close proximity to the vessel so that they can respond quickly to anyone requiring assistance. The safety boat operator should make UHF radio checks with the guides at regular intervals to keep tabs on their location, current conditions and any issues that may require assistance. Operation of the safety boat is done for guest and guide safety; it is a serious duty. Reading, use of cell phones or any other electronic devices other than for company purposes, is not allowed. Operators need to pay attention and be ready to respond when and if necessary. Safety boat operator is not allowed to carry any other passengers while on duty, unless necessary as part of the operation. Safety boat presence is not to be part of the

kayaking experience. The safety boat should not be out on the lake unless there is a safety issue.

Food Preparation

Food for the Mendenhall Lake Kayak Trip will be prepared and served as outlined during the staff training. It is important that all staff be extremely conscious of serving food in a clean and sanitary manner.

The following should be rigorously adhered to.

Coolers, bowls, and pitchers will be washed with soap and sanitized with a quat or bleach solution and thoroughly rinsed after each use. The food served on the trip is prepared by the Salmon Bake. When not being used, all food should be stored in the refrigerator at the warehouse. All food articles will be properly stored, and perishables will be labeled, dated and refrigerated immediately. The kitchen at the warehouse should be kept clean and neat. This should be done daily. Food coolers will not be used for any other purpose. Remember, trip food is for our clients, not for our staff. No personal consumption is allowed. Hot cider is served on the trip. It is prepared at the Salmon Bake and placed in a large thermos jug. When handling food, guides should always wear disposable food service gloves.

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). The passenger(s) shall understand our tour will be high quality experience from the moment they are engaged by ATA personnel.

On the Docks / Bus

Dock Representatives shall 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.

- ✓ Greet customers as they come off the ship. Introduce yourself and make it clear that they

are on the correct kayaking tour. You will be greeting passengers who are coming off the ship in several stages. Ensure the passengers are registered for our tour by checking their tickets.

- ✓ If there is a place you would like to 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 it's a 25-30 min bus ride and that there are outhouses for bathrooms once they arrive at the boat launch.
- ✓ Direct customers to the correct bus. If the weather is nice, you can keep group with you and walk over to the bus all together.

- ✓ Customers shall keep tickets/vouchers and give them to the bus driver.
- ✓ Once all passengers are accounted for and have been loaded onto the bus, start “**NARRATION #1**”, which is described in the Narrative Section of this Manual. This Narration includes information on the tour and reading the Waiver.
- ✓ Ensure that you have collected all the tickets from the Bus Driver.

Once the bus has departed let the Lake Kayak or Lake Canoe team know what time to expect them at the boat launch. Communicate any delays to the Adventure Tours Manager.

Kayak Procedures

Kayak Orientation & Outfitting

In all that we do passenger handling is the most critical part of the operation. Many passengers have never seen a kayak and are intimidated by their lack of knowledge. It is our responsibility to give them the confidence in our professionalism with the safety and ease of kayaking with us. We are not here to provide them with a course in kayaking, our focus is to outfit, load, instruct in the proper use of the paddle and rudder and provide them with a safe, enjoyable, and informative tour of the area. For the passenger there is a fine line between quickly outfitting and rushing them through the process. Check to see if they are okay before sending them to another station or loading them into a kayak.

- ✓ **Meet and greet the passengers at the bus.** Be friendly and introduce the additional guides and the procedures you would like the passengers to follow. Restroom facilities, get boots, put shoes/personal items in bins, rain gear, spray skirt, PFD, paddle and where to go once outfitted.
- ✓ **The lead guide will try to match up the group’s skill or ability levels.** This can be simply done by asking after the briefing if anyone has kayaked or canoed before. Put these people in the first group and designate the last group for the passengers that feel they will need a little bit more attention getting going. Assure the

passengers that we are not in a hurry but move them along without delay.

- ✓ **Assist and monitor the passengers** at each station, quickly identify problems and correct them, then send them to the next station.

It is important to be organized in the outfitting of the guest. Paddles, sprayskirts, and PDFs should be arranged and placed in groupings around the outfitting tent that each guide can outfit their guests efficiently.

Loading Kayaks & Instruction

Once on the beach the guide should give a brief instruction on how to use the paddle and rudder system, and the proper way to get into the kayak. Guides will deliver a safety talk on every tour.

Once all passengers have signed the release and been outfitted, they should be separated into groups of up to 12 clients per guide. When a guide has his group, he can walk them to the beach where the kayaks are located.

Safety Talk. Before loading the passengers into the kayaks, the guide must give a brief safety talk to the clients. This talk will be serious in nature. In case of an incident on the water, clients need a general knowledge of what to expect. Cover the following material.

- ✓ Getting in and out of the Kayak (demonstrate in a kayak).
- ✓ Proper paddling position: no leaning over, keep your head over the boat. Stress the importance of maintaining balance by keeping their heads over the boat.
- ✓ Flipped kayak: if you flip over you may need to release the spray skirt to exit. Find the grab loop by moving your hands forward on the groove of the cockpit, pull it forward, then down.
- ✓ Hang onto your kayak for extra buoyancy and higher visibility for the chase boat.
- ✓ Follow the guide’s instructions until the chase boat arrives. (see RESCUE section)
- ✓ Lost Paddle: Occasionally a paddle will fall into the water, don't be alarmed. If it falls in the water, don't reach out for it, have the guide retrieve it for you.

- ✓ **Bumping into another Kayak:** It is not unusual for the kayak to bump into another one or two. If you are about to bump a kayak, do not try to fend off with your hands. Hold on tight then gently move away from it.

Please note that we do not want to scare our clients with this talk, only inform them. Remind them that these things happen very rarely, but it is better to know how to respond if an emergency does occur. We have an excellent safety record.

Paddling Tips. Give the guests paddling tips before they leave the beach. Some general tips include:

- ✓ Hand on top and hand on shaft
- ✓ Consistent, even effort following cadence of front person
- ✓ Should be reasonably straight, use back and shoulder muscles
- ✓ Switching sides (spin, slide over, spin again) should be done with caution and with the assistance of the guide (no more than one person at a time).
- ✓ Protect keel when loading – Keep bow floating and do not drag boat sideways.

Have group members practice under your supervision as you leave the beach. This is a good time to troubleshoot boat control problems and adjust rudders.

Loading and Launching the Kayaks. Kayaks will be loaded as to provide maximum safety. Attention will be paid to balance, proper utilization of space, placing the young, smaller adults, or infirmed clients in the forward seat. Typically, you will load larger, taller adults in the rear of the kayak.

Clients may need assistance with their rudder pedals and spray skirt – also check for the exposed grab loop. When loading in the kayaks the guide will help stabilize the boat as the clients get in. The guide should hold the kayak with a hand on each compartment from the shore side. This should be done in deep enough water so that the kayak is not ground into the rocks. Once the clients are in the kayak and ready to go, the guide can gently push them off. The safety boat operator should assist in the loading and launching process. Each guide shall ensure that passengers have their lifejacket on and

are properly outfitted. Guides must also make sure that they have put their lifejacket on and loaded their dry bag.

On the Water

It is our purpose to provide our clients a safe and enjoyable experience, but we must never compromise safety for the sake of enjoyment. Groups will travel at the pace of the slowest kayak. Do not push so hard to reach a predetermined spot that the group has difficulty on the return trip.

Manage the Group Keep the group together when on the water. Each guide should be in sight of all kayaks in their group, at all times. Be aware that during inclement weather and foggy conditions, the safety boat will need to maintain a more frequent communication regarding the group's location to provide the proper level of safety. It is important that each guide be conscious of the time and maintain the speed appropriate to completing the trip on time. Each tour should be paddling for about 1.5 to 2 hours. This will require an understanding of weather patterns on Mendenhall Lake and typical wind conditions.

Remember the C-L-A-P acronym as a tool for managing the group while on the water.

Nautical Rules of the Road. Observe Nautical Rules of the Road with your group. Nautical Rules of the Road apply to all mariners on the water and is a deep learning subject. It is important to understand that while you may technically have right of way, kayaks are much smaller, and we should always “defensive paddle” when it comes to interacting with larger boats. Two simple rules for kayak guides to remember are as follows:

“Wallow in the Shallows” Kayaks can navigate waters that are close to shore and shallow waters which larger vessels avoid.

“Rule of Tonnage” Kayaks are some of the smallest on the water. Be safe, not sorry, when you see bigger boats.

Enjoy the Paddle. Enjoy the Wilderness. Guests choose Lake Kayaking for their Juneau shore

excursion for a plethora of reasons. Kayaking in Alaska is an amazing experience and we as guides have the privilege of taking people on a portion of their dream vacation.

Make Conversation. The Narrative section of this manual gives content that guides should use. **Kayak Narratives #7-13** gives guidance on narrative topics that can be covered during the kayak portion of the tour.

- ✓ No more than two clients will be in any double kayak.
- ✓ Each flight of kayaks will have a designated return time. If due to circumstances, it is necessary to return to the beach before or after your return time, notify the lead guide and chase boat operator.
- ✓ Each guide should always be in sight of the chase boat. Be aware that during inclement weather and foggy conditions, the chase boat will need to maintain a closer position to provide proper level of safety. It is important that each guide be conscious of the time and maintain the speed appropriate to completing the trip on time. Each tour will be paddling for about 1.5 hours. This will require an understanding of currents and tidal action.
- ✓ Passengers will not smoke, stand, dangle arms or legs outside the kayak, or fend the kayak off obstacles at any time and will be briefed accordingly.
- ✓ Only in extreme circumstances will a client be removed from the kayak other than onto the beach. In those circumstances, two guides will be present and if possible, the client will transfer into the chase boat rather than onto a rock, stationary object, or into the water.
- ✓ If it becomes necessary to reposition clients within the kayak, to adjust the rudder pegs or release the kayak from a stuck position, the kayak 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 kayak until the guide has additional assistance or has disembarked, stabilized the kayak, and is aiding.

- ✓ Guides should never leave clients unattended. Clients will be left in the visual supervision of another guide if he is needed to aid another kayak. Safe clients will not be put in jeopardy for clients in adverse or unknown circumstances. You are first obligated to the majority.
- ✓ Guides will always wear their lifejacket when going to the scene of an accident or aiding another boat.
- ✓ While protection of company property is the responsibility of all staff, neither clients nor staff will be put in jeopardy for the sake of equipment.
- ✓ Guides will not use alcohol less than eight hours prior to providing client services. Use of controlled substances will not be tolerated.
- ✓ Smoking, chewing tobacco, or spitting seeds, is not allowed site during set up is going on, during trip break down, or when clients are in the area.
- ✓ Guides will, to the extent possible, warn clients of obstacles, wakes and currents that may pose a problem.
- ✓ The guide will always know the total number of clients in his group of kayaks. If the clients need to be evacuated for any reason, then the number of clients evacuated will be known by each boatman in that group.
- ✓ If a large wave or obstacle cannot be missed, the guide will direct the clients to try to hit it with the bow of the kayak. This will in most cases minimize the potential for a swamped or rolled kayak.
- ✓ No object will be thrown from one boat to another.
- ✓ If any kayak is in danger, or trouble of any kind, the chase boat and lead guide must be radioed to aid.
- ✓ Use of offensive language will not be tolerated. The lead guide will be consulted prior to any decision to evacuate clients, medical emergencies, or variance in policy or procedure.

Notify the Adventure Tours Manager of any problems, tour discrepancies or inconsistencies (i.e. any accidents, lack of food, damaged camera, etc.). Always provide Guest name, ship and cabin number. Do not leave it up to the client to report problems.

Landing Kayaks at the Beach

Careful attention is called for when assisting passengers out of the kayaks. After 1 1/2 hours sitting in the kayak many of the older passengers may need assistance standing up and getting out of the kayak. Be ready to support the passenger's weight as they try to stand up and walk. Most often you will not have a problem, but it's best to be prepared for the ones that will need help.

In most cases several kayaks return at once and it's important that you take control of the beaching of the kayaks. As they are approaching the beach give them instructions on coming in parallel to the beach and try to prevent those that want to ram the kayak upon the beach. Explain as they are returning that you will assist each kayak in turn. Try to avoid letting the passengers get out of the kayak by themselves. The guides should stabilize the kayak by placing a hand in each of the compartments from the shore side.

- ✓ First guide back will assist their group in unloading then escort guests up to the tent to begin snack prep and resetting of gear.
- ✓ Landing location should be at least 75 feet away from the boat ramp.
- ✓ Assist each passenger out of the kayak and direct them to the van for a snack.
- ✓ Each kayak is gently moved out of the surf zone and out of the way of other kayakers.
- ✓ When the kayak guide is on the beach, the chase boat operator heads up to the van to assist in dispensing the snacks and drinks.
- ✓ Collect PFDs, spray skirts, rain gear and boots. This should be done at the van.

When the transportation arrives, each guide will accompany the passengers to the transportation. A sincere expression of gratitude should be given to each passenger.

Passenger Unloading

Careful attention is called for when assisting passengers out of the kayaks. After 1 1/2 hours sitting in the kayak, some passengers may need assistance standing up and actually getting out of the kayak. Be ready to support the passenger's

weight as they try to stand up and walk. Most often you will not have a problem, but it's best to be prepared for the ones that will need help.

In most cases, several kayaks return at once and it's important that you take control of the beaching of the kayaks. As they are approaching the beach give them instructions on coming in parallel to the beach and try to prevent those that want to ram the kayak upon the beach. Explain as they are returning that you will assist each kayak in turn. Try to avoid letting the passengers get out of the kayak by themselves. The guides should stabilize the kayak by placing a hand in each of the compartments from the shore side.

- ✓ Safety boat operator greets the returning kayakers and establishes their landing location.
- ✓ Landing location should be away from other activities that may be taking place on the beach.
- ✓ Assist each passenger out of the kayak and direct them to the upland area for a brief snack.
- ✓ Each kayak is gently moved out of the landing zone and out of the way of other kayakers.
- ✓ Collect PFDs, spray skirts, rain gear and boots.
- ✓ When the transportation arrives, each guide will accompany the passengers to the transportation. A sincere expression of gratitude should be given to each passenger.

Kayak Rescues

Albeit rare, there is a possibility of a kayak capsizing during the tour. Exposure to cold water is the greatest danger to persons in the water. Guides are trained and evaluated in rescue procedures prior to leading trips, and ongoing rescue practice is part of our risk management plan. Training and practice help guides prepare for live rescue situations, which are inherently more stressful than drills and rescue scenarios. When executing rescues, it is best to have a KISS mindset (**Keep It Simple and Safe**). Guides must consider quick effective measures first rather than complicated rescue procedures.

Kayak rescues can be difficult maneuvers, and you will most likely be dealing with older, inexperienced clients. Be patient and talk them through each step of the process.

Rescue – Capsized Kayak

In the event clients capsize their kayak and end up in the water, the following procedure shall be followed:

Ensure Clients Exit the Kayak. Approach the capsized kayak under control. Make sure both clients have exited the kayak and are floating with their head above the water. While highly unlikely, if the clients have not exited the overturned kayak, perform an “Hand of God” rescue.

The clients may be panicked and attempt to grab your kayak. Talk to them to calm them down and establish their state of mind and physical well-being. Tell them to hold on to their kayak and paddle for floatation and inform them that the safety boat is on its way.

Call for the Skiff. The guide shall immediately alert the safety boat operator. Information shall include that clients are in the water and your location. Safety boat operator shall immediately respond to the location, get the clients safely out of the water, and then notify the main office and Sr. Management.

Manage the Group. Do not lose control of the other clients in your group. Ensure they stay away from the incident so that they do not complicate the situation. Tell them to stay together and close to you. Should the clients wish to assist, ask one to wave their paddle to help direct the skiff to the location.

Kayak Based Rescue. While waiting for the skiff to arrive, the guide should make every effort get the swimmers out of the water. The skiff may not be available or may be delayed. Guides should employ an assisted kayak rescue as soon as the skiff has been called and the rest of the group is in control.

When a kayak capsizes near shore (within 25 feet), or at the end of Camp Coogan Bay where the water is shallow, direct the guests to swim or walk to shore. Get them out of the water and proceed to drain the kayak. Provide Care.

When a kayak capsizes in deep-water, an assisted rescue shall be attempted. This rescue maneuver will be practiced by guides extensively in training and throughout the season. Steps for an assisted “T-Rescue” are listed below.

1. Approach the bow of the capsized kayak. Remind the guests that the quickest way to get out of the water is to (1) stay calm and (2) follow your directions. Have them keep hold of their paddle.
2. Turn the kayak over so the deck is up. Let swimmers assist with this if they are under control and able to assist.
3. Have the swimmers move alongside their kayak to your kayak. They can hold onto the deck lines of your kayak at this point. You should now take their paddles and secure them under your front deck lines.
4. The two kayaks should be in “T Formation”. Slide the bow of their kayak onto and across the deck of your kayak.
5. Rotate the kayak so that the hull is upward and the deck downward, so water drains from the cockpits. The goal is to get as much water out of the kayak as possible. It does not need to be completely drained.

Tip: During Steps 4 & 5 you do not need to lift the kayak. The kayak can always stay on top of the deck of your kayak.

6. Once the water has drained, quick rotate the kayak so that is it again deck upward on top of your deck. Slide the kayak back into the water and turn it parallel to your kayak in a bow to stern position.
7. Secure their paddle, grab cockpit combing and assist the person onto the back deck of their kayak so he/she can slide back into the cockpit. (Webbing may be used also to assist clients who can’t pull themselves on to the kayak. Loop webbing around your own cockpit and into the water to create a “step”)

Once the guests have re-entered the kayak it is imperative to immediately get them warm and dry. The most expedient way to warm the guests is to transport them via skiff to the float house. If the skiff is not available, tow the guests’ kayak to the float house and have them paddle to warm up.

Skiff Based Rescue. When the float house attendant receives a call of “capsized kayak” they should immediately cease what that are doing and respond to the call. Ensure that you understand the location of the rescue and start up the skiff. Proceed to the location move purposefully but do not rush as we do not want an injury to the skiff operator, kayakers, guide, or capsized swimmers. While underway, communicate with the Adventure Tours Manager to ensure they are aware of the situation.

Upon arrival of the safety boat, the guide and operator shall work together to get the guests into the skiff. Steps for a Skiff Based Rescue are listed below:

1. The operator shall approach the guests slowly and turn off the engine so that clients are not injured by the prop.
2. Attempt to position the skiff directly alongside the persons in the water. If unable to position skiff directly alongside persons in the water, deploy the rescue float line over the gunwale of the skiff.
3. Verbally explain to the clients what the procedure for getting them out of the water and into the boat. Make sure they understand this before proceeding.
4. Load clients one at a time. The use of a rescue ladder may make this process easier for the clients.
5. Have clients grab the gunwale near the stern and instruct them to stand on the rescue float line, then the operator shall assist them by physically pulling them aboard. Use their lifejacket to grab them.
6. After getting one client aboard, position them to the far side of the boat and load the second client.
7. Collect flotsam and place inside the skiff. Next, attach the kayak to the skiff and proceed back to the float house.

Provide Care

Blankets and dry clothing shall be provided at the float house, and clients positioned near the wood stove to warm up.

After getting clients back to shore, guide shall continually monitor them to make sure they are not hypothermic or going into shock. Get clients into a warm vehicle as soon as possible.

All clients that have rolled their kayak and ended up in the water shall be offered the opportunity to be evaluated at the hospital by a medical doctor. This evaluation cannot be forced upon the client, but the guide shall recommend as a safety precaution.

It is important that the main office and Sr. Management is notified immediately, and staff should follow ATA Incident Communication Protocol. The personnel involved will complete an ATA Incident Report form and Witness Statement as soon as the guests have been cared for and the situation is non-critical.

Rescue – Towing Unable Kayakers

Guides are trained on, and practice, the proper use of a waist-worn tow line. Waist-worn tow lines are effective tools for moving kayak when guests are struggling to control or move their boats.

“Being Towed” can be embarrassing for the guests. Guides should use other methods to help the guests control their kayak and make way prior to deploying a tow line.

Canoe Procedures

Canoe Orientation & Outfitting

Clients can be intimidated by their lack of experience on the water. It is our responsibility to give them the confidence in our professionalism and the safety and ease of canoeing with us. However, we are not here to provide clients with a course in canoeing. Our focus is to outfit, load, instruct in the proper use of the paddle, and to provide clients with a safe, enjoyable, and informative tour of the area. For the client, there is a fine line between quickly outfitting and rushing them through the process. Check to see if they are okay before sending them to another station or loading them into a canoe. Assure the clients that we are not in a hurry, but move them along without delay.

- ✓ After the passengers disembark the van, guides should be ready to assist them in getting outfitted. Be friendly and introduce yourself. Direct the passengers to the appropriate areas and reinforce the instructions they were given on the vehicle.
- ✓ Assist and monitor the passengers at each station, quickly identify problems and correct them, then send them to the next station.
- ✓ Boots should fit loosely. It is not important that clients get their exact size. They will not be doing much walking in the boots.
- ✓ Lifejackets must fit snugly and be worn outside of all other clothing including the raingear. Guides should ensure a proper fit.
- ✓ If time is available, guides will offer to assist clients with photos.
- ✓ Kindly ask that all cell phones be turned off for the duration of the trip.

As clients are outfitted, direct them to the canoe for their seating assignment.

Loading Canoes

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. The lead guide will separate the clients into groups and assign each group to a guide. Care will be taken to keep clients from one ship together.

- ✓ Use **Canoe Narration 2 - Safety Talk** to ensure coverage of procedures.
- ✓ Each canoe will have a designated lead guide who is responsible for the trip.
- ✓ Each canoe will have a medical kit and a cell phone.
- ✓ Clients will be loaded to a maximum of 19 per canoe by their guide, in a safe and orderly manner. The only the only exception would be in the case of an emergency on the water.
- ✓ 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.

- ✓ Caution passengers about stepping over the high gunwales and assist them getting in. Guests should place both hands on the gunwale when loading
- ✓ Balance the strength of the paddlers so the boat tracks evenly.
- ✓ Switching sides (spin, slide over, spin again) should be done with caution and with the assistance of the guide (no more than one person at a time).
- ✓ Protect keel when loading – Keep bow floating and do not drag boat sideways.
- ✓ Boats should not leave the beach until directed to do so by the lead guide. The lead guide should leave the beach last.
 - 1 - 15 passengers – 1 canoe is authorized for use
 - 16 – 30 passengers – 2 canoes are authorized for use
- ✓ Each guide shall ensure that passengers have their lifejacket on and are properly outfitted. Guides must also make sure that they have put their lifejacket on and loaded their dry bag.
- ✓ Gather your passengers and give a quick overview of the safe entry into and out of the canoe and the paddle orientation. Provide a brief safety talk while on the beach (reinforce the points that were made on the bus).
 - No smoking in the canoes
 - No standing in the canoes
 - Lifejackets must be worn at all times
 - Be careful with items of value
- ✓ Before the last canoe has departed, police the area and check for stray clients and personal articles that may have been inadvertently left. Remaining equipment must be stowed in the vehicle. If there is no vehicle, extra gear should be kept in the area inside the locked gate.
- ✓ Upon leaving the beach, the guide will provide a personal introduction, reinforce the safety items, which were mentioned aboard the bus (and on the beach), coach clients on paddling techniques and outline what is to take place.

- ✓ NOTE: The gate should always be locked between trips.

Safety Talk & Paddling Tips

Safety Talk. Before loading the passengers into the kayaks, the guide must give a brief safety talk to the clients. This talk will be serious in nature. In case of an incident on the water, clients need a general knowledge of what to expect. Cover the material in **Canoe Narrative 2 – Safety Talk.**

Paddling Tips. While out tours are not a paddling class, a few brief paddling tips helps the guests enjoy their tour.

- ✓ Hand on top and hand on shaft
- ✓ Consistent, even effort following cadence of front person
- ✓ Should be reasonably straight, use back and shoulder muscles

Canoeing

Enjoy the paddle. Enjoy the wilderness. Guests choose Mendenhall Lake Canoeing for their Juneau shore excursion for a plethora of reasons. Canoeing in Alaska is an amazing experience and we as guides have the privilege of taking people on a portion of their dream vacation. Guides provide safe and enjoyable tours by follow the following canoe procedures:

Lifejackets & Guide Gear. Guides and clients must wear their lifejackets at all times while on the water and guides will have their lifejackets on while at the put in. Guides will always carry their throw rope and wear their life jacket when going to the scene of an incident or providing assistance to another boat. It is advisable to carry your dry bag as well.

Sheath knives, like other items of equipment, must be maintained in optimum condition. The knife must be sharp and the scabbard worn in a convenient location outside of your clothing.

Stabilize the Canoe. Canoes will be loaded to balance paddling ability and the use of available space to the extent possible. The guide will always know the number of clients in his canoe, and the total number of clients on the trip.

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.

Spacing. Each canoe should remain in sight of the other canoe. It is important that all guides are conscious of the time and maintain the speed appropriate to arriving back at the put-in area two hours after departing.

Watchfulness. Clients will never leave the boat until the guide has additional assistance or had disembarked, stabilized his or her boat, and is providing assistance.

Guides should never leave clients unattended. Clients should be left in the visual supervision of another guide if he is needed to provide assistance to another boat. Safe clients should not be put in jeopardy for clients in adverse or unknown circumstances. You are first obligated to the majority

Enjoyable Behavior for All. No object will be thrown from canoes. Water fights will not be allowed. Passengers will not smoke, stand, dangle arms or legs outside the boat, or fend the boat off obstacles at any time and will be briefed accordingly

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

Guides are not allowed to smoke, or spit tobacco during trip setup, trip breakdown, or when clients are in the area. The use of offensive language will not be tolerated

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.

Do not deviate from the planned tour. Notify the Manager and Sales Representative of any problems, tour discrepancies or inconsistencies as soon as possible (i.e. any accidents, lack of food, damaged camera, etc.). Do not leave it up to the client to report problems

Safety on the Lake

In addition to the safety talk, it is paramount that guides use good discretion when choosing the route for his or her canoe. Significant hazards to be avoided on the lake are icebergs and the face of the glacier!

Keep at least 100 yards away from the glacier face. The glaciers face is not a flat surface and is constantly changing. You must stay at least 100 yards from the farthest out portion protruding into the lake.

Give icebergs a wide berth (They are unstable and frequently roll over). Waves generated by calving ice or icebergs rolling over should be taken bow first by the canoe, if unable to quickly turn bow into waves, turn to take wave stern first, canoes are shaped the same on both ends, never allow the canoe to take a wave sideways.

Maintain a distance of at least 250 meters (270 yards) from the rock peninsula as per Forest Service requirements (This area is a bird nesting ground).

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.

Snack at Nugget Falls

The snack area is on the beach near Nugget Falls and shall be for a duration of approximately 30 minutes. The guide should seek a level area to beach the canoe for the ease of loading and unloading our customers. Guides shall assist customers out of the canoe and inform them to stay in the general area while the snack is being prepared. Inform passengers about not getting too close to the waterfall, to use caution while walking on the uneven beach terrain, and also to be aware that we are in bear country.

It is imperative that all foodservice procedures be conducted with the utmost attention to hygiene. It is every employee's responsibility to notify the manager of any unsanitary or unsafe foodservice practices.

- ✓ Prior to every snack service, the table must be wiped down with a bleach and water solution or quat sanitizer. This must be done before setting the food out. A tablecloth is required.
- ✓ Guides should always wear the disposable gloves and apron when performing foodservice duties.
- ✓ Our standard menu includes reindeer sausage, cheese, salmon spread, crackers, carrot and celery sticks, and hot apple cider.
- ✓ Reindeer Sausage, cheese and salmon spread should always be kept in a cooler equipped with ice packs to maintain a cool temperature.
- ✓ Napkins and paper cups are provided for guest use.
- ✓ After guests arrive at the Nugget Falls area, the guide will set the snack out. **Appearance and presentation is very important here.** Cheese and sausage should be arranged on the platter neatly with salmon spread in the center. A basket lined with linen is provided for the crackers. Hot beverages are dispensed from large thermos jugs.
- ✓ It is the job of the food server to keep the presentation clean and neat during service.
- ✓ A garbage bag should be provided, typically tied to the cooler. Garbage must be removed from the site each trip. No exceptions!
- ✓ As service slows down, the server should only set out more snacks as necessary. It is our goal to minimize leftovers.
- ✓ The snack is for our guests only, it is not for employees!

Hypothermia

The summer water temperature in Mendenhall Lake is 34-to-40-degrees fahrenheit. The risk of hypothermia is high In the case of immersion of a guest or guide. Hypothermia is an emergency condition and can quickly lead to unconsciousness and death if heat loss continues. It is very important to know the symptoms of hypothermia and get

treatment quickly. If someone begins to shiver violently, stumble, or can't respond to questions, suspect hypothermia and warm him or her quickly.

Signs and Symptoms

As the severity of hypothermia increases, its symptoms will appear in the following order:

- ✓ Intense shivering
- ✓ Difficulty performing complex tasks
- ✓ Violent shivering
- ✓ Difficulty speaking, sluggishness, forgetfulness
- ✓ Stiff muscles, clumsiness
- ✓ Cessation of shivering
- ✓ Disorientation, irrationality, or apathy
- ✓ Unconsciousness
- ✓ Cardiac and respiratory failure

Treatment

Anyone can get hypothermia. Most healthy people with mild to moderate hypothermia recover completely without permanent injury. Recovery is more difficult for babies and older, ill, or inactive adults. Medical treatment for hypothermia depends on the severity of the hypothermia. Treatment of mild hypothermia includes getting out of the cold or wet environment, using warm blankets, heaters, and hot water bottles.

Moderate to severe hypothermia generally is treated in the hospital, where health professionals can give warmed intravenous fluids and warm, moist oxygen in addition to other treatments to warm the core body temperature.

Signaling

Using paddle, hand and whistle signals is important for communication over distance or when guides want to use non-verbal communication

Paddle Signals

Help/Emergency: Quickly waving paddle straight overhead.

Come to Me: Paddle held straight up, not moving
Go That Way: Paddle pointed in direction to travel.

Hand Signals

Help/Emergency: Quickly waving both arms..

Come to Me: Arm held straight up, not moving

Go That Way: Arm pointed in direction to travel.

Are You Okay: Balled Fist held on top of head

I'm Okay: Respond with Balled Fish on top of head

Whistle Signals

Emergency: Three Long Blasts

Attention: One Blast

Takeout

The take out area is at the same location that the trip started from. Guides should assist passengers out of the kayaks / canoes and also assist them in removal of their gear, staging it in an organized manner on the beach ready for the next trip.

- ✓ Clients personal gear not taken on the trip should be retrieved from the locked vehicle.
- ✓ The guide will assist clients with gear and stay with them until they are load in the vehicle for transport to town. Clients should be instructed where to place their boots, rain gear, and life jacket and encouraged to clip their boots together. If any client chooses not to assist in this effort, the guide should do it for them willingly.
- ✓ Boots should be placed back in net bags by size if dry. Lifejackets will be bundled ten to a rope.
- ✓ Wet boots and raingear will be taken back to the drying room.
- ✓ Any and all equipment found to be damaged will be set aside and the Manager will be notified.
- ✓ It is the responsibility of the lead guide to see that all equipment is put away, and that all shuttle vehicles and the box van are cleaned of trash.
- ✓ Other guides will immediately begin preparing for the next trip or begin loading kayaks if the last trip of the day is complete.

- ✓ Trailers are parked at the designated area after launching and remain there until canoes and kayaks are loaded at the end of the day.
- ✓ Trailers are positioned to load canoes and kayaks at the designated loading area only.
- ✓ Guides must exercise care in loading canoes and kayaks to avoid personal injury or damage to equipment.
- ✓ Carefully load and secure each canoe and kayak to the trailer. Run the cable through each kayak and lock the ends together. Recheck the stability of the unit and each kayak.
- ✓ Each guide will make their own inspection and check each strap and kayak for stability.
- ✓ Food coolers will be cleaned each evening and left open to dry.
- ✓ Guides will be responsible for their own safety gear. It must be checked daily to see that all items are in a clean and orderly condition.
- ✓ Guides will not leave until all work has been completed, and the warehouse is in a clean and orderly condition

Turnaround

In the event of a turnaround (two or more trips back to back), time is of the essence. Some turnarounds allow as little as 15 minutes from client drop off to client pickup.

Every effort will be made to prepare equipment and supplies in advance for all trips. Kayaks/Canoes will not be washed between turnaround trips but will be well bailed and checked for debris.

- ✓ Guides will double check food items.
- ✓ Guides doing turnaround trips will bring a sack lunch. It is not possible to go for lunch.
- ✓ Special attention will be taken to check equipment for the right quantity.
- ✓ In the event, additional lifejackets, or other equipment is needed, they will be prepared in advance of the first trip.
- ✓ The lead guide is responsible to check that enough supplies and food items have been prepared for the entire day's business. Snack

needs to be portion controlled so that enough is available for all trips that day.

If all the kayaks, canoes and equipment are not needed on the next trip, but there are later trips during the day, they may be left on the beach. The remaining equipment including all paddles, lifejackets, spray skirts, etc. will be returned to the van.

Safety Boat Operation

The safety boat is in operation on every Juneau kayak and canoe tour. Guides will take turns being the safety boat operator.

- ✓ At the beginning of the day, and in between tours the safety boat will be tied to the dock on the side opposite the boat ramp.
- ✓ The safety boat operator assists with unloading the kayaks and gear, client outfitting and launching of the kayaks.
- ✓ Once the last group begins walking to the beach begin storing all guest gear into the box truck.
- ✓ The safety boat operator then proceeds to the safety boat and moves out onto the water to a central location where all kayakers can be observed easily.
- ✓ It is the job of the chase boat operator to maintain close observation on all groups of kayaks, and to position themselves so that they can respond quickly to anyone requiring assistance.
- ✓ The safety boat operator should make radio checks 30 minutes out with the guides.
- ✓ As the kayaks make their way back to the beach the safety boat operator should return to the dock, secure the boat, assist clients arriving in kayaks and then proceed to help reset kayaks, including sponging of kayaks.
- ✓ The safety boat operator should always be monitoring their radio and keeping visual contact with the kayakers.
- ✓ Operation of the safety boat is done for safety and is a serious duty. Fishing, reading, use of cell phones or any other electronic devices other than

for company purposes, is not allowed. Operators need to pay attention and be ready to respond when necessary.

Safety boat operator is not allowed to carry any other passengers while on duty unless necessary as part of operations. Off duty guides or other ATA employees are not allowed to ride along in chase boat. Only exceptions are to be made by management.



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 post-tour procedures 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.

Trip Takedown

- ✓ After all tours have departed, remaining guides and skiff operator will follow the following procedures: Upon completion of the day's last trip make a radio announcement on UHF Channel 1: "Paddlers are off the water, and we are clear for the day"
- ✓ Before you load the gear check each piece for damage. Set aside each piece of gear that must be repaired and make a note of it.
- ✓ Straighten and clean the interior of the van, removing all trash, gear, personal items and left-over food daily.
- ✓ Remove seaweed and gravel, and bail out and sponge off each kayak and canoe. Inspect it for damage and ensure that the rudder is operational.
- ✓ Carefully load and secure each kayak and canoe to the trailer. Run the cable through each kayak and lock the ends together. Recheck the stability of the unit and each kayak.
- ✓ Each guide will make their own inspection and check each strap and kayak for stability.

- ✓ Drop off kayaks at leased property. Make sure all are secured and locked up. Lock vans included the rear doors.
- ✓ Make sure all client gear is taken care of including hanging rain gear and spray skirts so that they will dry.
- ✓ Remove the radios from the dry bags.
- ✓ Complete your personal time and paddle log and the daily trips sheets.

Equipment

- ✓ Take care to prevent undo dragging, scraping or other rough handling of canoes and kayaks.
- ✓ Kayaks and canoes will be properly inspected before and after each trip. Pay attention to the rudder system.
- ✓ Clean any debris or water off the seats prior to passenger loading.
- ✓ Report all damage to the trip manager at the first opportunity.
- ✓ Major repair work can be performed at the warehouse.

It is important that we stay on top of boat maintenance during the season. Work to rudder systems can be done during slow times. Supplies and appropriate tools should be kept in the van. 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.

Vehicles & Fueling

In Juneau, ATA has accounts with the Tesoro near Super Bear, downtown Tesoro, and Taku Fuel. Vehicles are to be fueled at one of these locations, typically at the downtown Tesoro. All vehicles should be checked and fueled before the first tour of the day.

- ✓ All rigs must be filled at or near the half tank mark. All rigs should be fueled at the end of the day so that they are ready to go the next morning. Care must be taken when fueling a rig or replenishing a portable gas canister.
- ✓ In addition to fueling the tank, always check the oil and water to ensure proper fluid levels.

- ✓ The charge accounts at the above noted vendors do require an employee signature. Please write the company number of the vehicle you are fueling on the receipt and submit the receipt to your supervisor. Receipts are not to be left in the vehicle. They are important when we reconcile the account at the end of the month.
- ✓ Fill out and initial the fuel log that is kept in each vehicle.
- ✓ If you are filling a portable canister for use in the chase boat or another piece of equipment, note that on the receipt.
- ✓ If you are getting fuel for an outboard, make sure you are using the correctly marked container, and that any required pre-mixing is done at the time of fueling.

Smoking is not allowed while fueling vehicles.

Tour Reports

Before clocking out, all guides must file tour reports in the ATAapp for the tours they lead. These reports are an important part of your day and give ATA "your perspective" on the tours you lead. Completing tour reports is required and is considered when your manager completes your end of season bonus evaluation.

All Staff: 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

IV



Chapter 1

Lake Kayaking

Chapter 2

Lake Kayaking



Kayak Narrative

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 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 Juneau. 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 to

answer questions intelligently and provide enough dialogue to create an atmosphere of camaraderie within the group. Conversation shall 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 we want to break up the 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) shall be submitted for approval by the Adventure Tours Manager/Operations Manager.

Narration 1.1 – Kayak Arrival & Outfitting

Narration #1 is **delivered by the guide** by any guide to the passengers while on the bus or to clients who drive their own vehicles. After boarding the bus, the guide will provide a brief welcome and introduction, followed by the prepared presentation of safety, risks, equipment, and toilet facilities. All clients must sign the provided release and assumption of risk form as an indication of having been briefed. Parent/guardian will sign for minors. Release forms, clipboards and two pens in good condition will be provided. The presentation is as follows:

“Welcome to the Lake Kayaking Trip, my name is _____ and I will be one of your guides today. We have a few words of caution and items of information we’d like to cover before we get started.”

(Read directly off the Release Form to insure consistency and completeness)

“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 dropped in the water. I understand that I will be guided by an experienced guide through calm and turbulent ocean 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 kayaks, and that lifejackets must always be worn. I understand that some risks are involved and the possibility of a swamped or overturned kayak is present, though not likely.

Emphasize the following safety precautions and outfitting instructions:

- ✓ Do not stand up or lean outside the kayak.

- ✓ Do not smoke in the kayak.
- ✓ Always stay in the kayak while on the water.
- ✓ Always keep your lifejacket secured on the outside of your clothes and raingear while on the water.

* *As you leave the bus, we ask that you please use the toilet facilities first, they are located forward of the bus, against the trees. Then get your boots, raingear and lastly your lifejacket. We want the boots to fit loose, so please do not expect to receive your exact shoe size. You may leave your shoes and personal items in one of the bins and they will be stored and locked in the van.*

* *We ask that you not bring items of value on the trip. Getting wet can be a part of Lake Kayaking. If you do bring items such as cameras, watches, or fine clothing, remember that you do so at your own risk and that Alaska Travel Adventures can not be responsible if they are lost or damaged. Many people do bring cameras and binoculars; just be cautious about dropping them and to protect them from getting wet.*

* *As you leave the bus, we ask that you sign the release form, which indicates you have been informed of these precautions. After signing the form, please make your way off the bus and we will assist you with your boots, raingear and lifejacket.*

It is the responsibility of the Lead Guide to ensure that all clients have signed the release form. The release and pay form should be filled out and stored safely

Narrative during the tour is challenging because of the distance between kayaks as the group paddles. Guides need to take charge and cannot be afraid to shout instructions to the group. It is preferred that several main stops be made during the tour at which time the guide can discuss specific topics. At these stops the guide should instruct the clients to paddle in close while they talk about the glacier, Spuhn Island, etc. Narration during these stops will only take 3-4 minutes each, and the guide should also use this time to make sure everyone in the group is doing OK.

During the paddle between stops the guide should try to spend a little time with each of the boats

within the group and talk personally with the clients in that boat. Ask them questions, help them with their technique, etc. Ask them what they are doing the rest of the day In Juneau, about life on the cruise ship or where they are from. This personal time is critical to the perceived value of the tour.

This outline details the specific stops and the way we want to break up the narrative information on the trip. It focuses on discussing certain topics at specific places along the route. Please follow it exactly, it touches on all the important topics we want covered on every trip.

All the information provided below should be considered the base knowledge, find topics that you enjoy the most and do research on your own. The most important thing to remember is that you need to make your narration your own.

Narration 2 – On the Water

Introduction: This should take place shortly after leaving the beach. This is the time to take charge and establish yourself as the leader. Tell them that it is very important that they stay together as a group, that they are in a high traffic area and that visibility is important for safety reasons. Reinforce the instructions on paddling and balance. Tell the people in the front cockpit to avoid turning around to talk to their paddling partner. Encourage questions. If you don't know the answer, try to find out and get back to the client.

Narration 3.1 – Kayak Safety Talk & Paddling Instruction

Tips on Using the Paddle: Demonstrate proper hand spacing on the paddle and how to hold the paddle. Show them the forward stroke, sweep stroke and stopping stroke and let them know there will be plenty of time to fine-tune their paddling skills once you get on the water.

Tell them how you will be staying together and communicating. Emphasize staying together and that all kayakers should stay within voice range of their guide. Show the “Come to me” and “Stop Paddling” paddle signals. Be sure to mention the tour is more fun and informative when everyone stays together, and they can hear the guide!

Getting in and out of the Kayak (demonstrate in a kayak): After boarding the clients into their kayaks, briefly reinforce the proper technique. This shall only be done with staff assistance.

Tell the clients to stay with the group and not to take off on their own. Guides must take control of their group and keep them together.

Flipped Kayak: If you find yourself under a flipped kayak, free yourself from underneath by pushing the sides near your hips away from you. They can also try rolling forward out of the cockpit. If you are within reaching distance of the kayak, grab hold and stay with the kayak. Do not try to get back into the kayak or on top of anyone else's kayak.

Lost Paddle: Occasionally a paddle will be dropped into the water, don't be alarmed. If it falls in the water, don't lunge for it. It will float; have the other paddler maneuver close to it so it can be retrieved without leaning over, or have the guide retrieve it for you.

Bumping into another Kayak: It is not unusual for the kayak to bump into another one or two. If you are about to bump a kayak, do not try to fend off with your hands or feet, hold on tight. Then, gently move away from it. It will not turn over if you remain calm.

Before venturing far from the float house, guides shall reinforce the safety talk with the clients. As before, the talk shall be serious in nature. Make eye contact with everyone and get feedback that they understand what you are telling them and feel comfortable.

Let the clients know about the safety boat and how it will be used to retrieve any clients who capsize or become exhausted.

NOTE: We do not want to scare our clients with this talk, only inform them. Remind them that these things happen very rarely, but it is best to know how to respond if an emergency does occur. We have an excellent safety record.

Narration 4 - Mendenhall Wetlands

Wildlife and birds should be the topic here. Explain about the Wetlands habitat and how it enhances

wildlife populations. Eagles are a good topic here. Tell your group to keep their eyes open for sightings.

Another good topic is the Arctic Tern. It is a long range migratory bird, where they will spend some time in places like Alaska, in the Juneau area, and then migrate south as far as Antarctica. They have a long lifespan and lifelong mates.

Narration 5 – Mendenhall Glacier

The topic to discuss at this point is the Mendenhall Glacier. Tell them how big it is, how it moves, why it is blue, moraines, plant succession, glacial silt, Juneau Ice field, other glaciers, etc.

You can also mention, that since it is retreating (melting), aside from the negative economic and environmental consequences, scientists have discovered the pre-ice age ecosystem that exists underneath the glacier! Further you can also explain cirques, horns, arêtes, moraines, and truncated spurs, and what they look like

Narrative 6 – Canoeing

This stop can be made most anywhere along the route. Kayaking terminology and the history of kayaking is the topic. Explain the historical significance of kayaks in Alaska and how they were used in the Native culture. This type of info can also be used throughout the tour as you talk with your group. The Lake Kayak in the arctic, Canada, and British Columbia has a history which spans at least 5,000 years. "It is a fitting tribute to the arctic peoples, builders of the first Lake Kayak that it survives today as the world's most popular self propelled watercraft." The birth place of the kayak was almost certainly the inhospitable coast of Siberia. We know that the peoples who eventually settled the Americas crossed from Siberia sometime during the last Ice age when the land or ice bridge "Berengia" connected the two continents. The kayak - "qajaq" or its more primitive ancestor the "umiak" probably first arrived in the North American arctic about 10-15 thousand years ago, with America's first people. It wasn't until the mid 1960's when 17-year-old George Dyson, son of physicist Freeman Dyson, arrived on the North West coast of Canada that interest in the kayak was rekindled. After traveling

to Alaska and rediscovering the marvelous Lake Kayak in museums, he returned to British Columbia, Canada where he began constructing modern day replicas of the ancient kayak using aluminum and nylon. His contemporaries, Mike Neckar, Brian Henry, and Steve Schleicher... took the idea one step further and founded the British Columbia composite (fiberglass) kayak industry in Canada which led the world in creativity and design until recently when two of the largest companies, victims of their own success were bought out by American corporations.

Narrative 8 - Fish Creek

Salmon is the topic here. During spawning season you will see the salmon as they complete their life cycle. Talk about the salmon life cycle, the five species, and the fishing industry. Salmon eggs are laid in freshwater streams. The salmon spend about one to five years (depending on the species) in the open ocean, where they gradually become sexually mature. The adult salmon then return primarily to their natal streams to spawn. In Alaska, crossing over to other streams allows salmon to populate new streams, such as those that emerge as a glacier retreats. The precise method salmon use to navigate has not been established, though their keen sense of smell is involved.

The order of these stops may vary slightly depending on the route you take and the number of groups on the water. However, it is important that you include all stops on every tour.

After completing the narrative at each stop - The guide should instruct the clients on where they are going next, and tell them to gather into a group again when they get there.

After the last stop, and prior to heading for the beach the guide should provide instruction on how to beach the kayak. Tell the clients what to do when they get to the beach, that they should wait for some assistance before getting out of the kayak, they need to keep their gear on until they get back to the outfitting area. Inform them of the snack and go over the menu. Tell them how much you enjoyed their company and wish them well. Remind them about the opportunity to purchase a t-shirt like yours.

Other Narrative Information

During slow times or lulls in the conversation other topics can be discussed. These may include other ports and ATA Tours, the customers' experiences on the ship, how you came to be working in Alaska for the season and general differences between living in Juneau and the lower 48. Please remember to be positive and professional in your conversation.

Topics that are better left for driver guides include the founding of Juneau, Native influences in town, logging industry, changing economics of Juneau, and restaurants in town.

Topics may include -

- ✓ Names of prominent features such as islands, mountains, etc. , Chilkat mountains, Admiralty Island
- ✓ the founding of Juneau (the story of Joe Juneau & Richard Harris) (Below)
- ✓ mining and Juneau's mining history
- ✓ *Alaska produces more gold than anywhere in the US besides Nevada
- ✓ Red Dog mine is currently the world's largest producer of zinc.
- ✓ gold panning
- ✓ It is the oldest method of mining gold. The first recorded instances of placer mining are from ancient Rome
- ✓ the Alaska Permanent Fund
- ✓ It was designed to be an investment where at least 25% of the oil money would be put into a dedicated fund for future generations, who would no longer have oil as a resource, also The Permanent Fund Dividend is a dividend paid to Alaska residents that have lived within the state for a full calendar year (January 1 - December 31), and intend to remain an Alaska resident indefinitely. This means if residency is taken on January 2, the "calendar year" wouldn't start until next January
- ✓ the Capital move
- ✓ It has moved to several cities such as Kodiak, and Sitka
- ✓ current events that are impacting Juneau and/or Alaska

- ✓ retail prices and cost of living (compare to lower 48)
- ✓ *Alaska remains one of the highest costs of living places in the United States; this has a lot to do with shipping and reception. Gas and oil prices are high because they use the Alaskan Pipeline to ship the oil to the lower 48, where it is processed and then shipped back to Alaska
- ✓ life on the cruise ship
- ✓ *Cruise ship employees often sign on for contracts of 6-10 months, and are allowed about 4-6 weeks leave before returning for another contract. Design of cruise ships, not only are the patrons in mind, but also the employees that keep things afloat, since they are on board for a much larger span of time. So, great care is taken in providing a hospitable living space for crew. Cruise ships have all the standard amenities that guests would have, yet exclusively for the crew. This includes dining and entertainment.
- ✓ interesting facts about Alaska and Juneau


Remember, it is always a good idea to do safety reviews throughout the trip. Each stop should include a brief safety/instructional review.

The narrative manual you have been issued covers all these topics in detail. Other sources of information for narratives are the Forest Service Visitors Center, the City or State museum, the library, brochures, Visitors Guides and the daily newspaper.

It is our goal that all guides give an entertaining and informative narration. Please let us know if there is anything we can do to assist you in achieving that goal.

Here is the story of Joe Juneau and Richard Harris:

Chief Kowee, an Auk Indian who lived on Admiralty Island, should receive much of the credit for the discovery of gold in the Juneau area. With hopes of bringing prosperity to his people, he brought ore samples to Sitka where an entrepreneur named George Pilz offered to reward Alaska Natives who could lead his mining teams to gold. Pilz grubstaked Joe Juneau and Richard Harris, two veteran



prospectors, whom he sent with Kowee to locate the source of the gold. The pair traded their rations with the Native Alaskans for large quantities of Hoochinoo (home brew) and never got far from the beach. They returned to Pilz empty handed. Kowee followed them back to Sitka with more ore and told Pilz how the miners had spent their grubstake. Pilz sent them back with Kowee, who literally dragged the reluctant prospectors up Gold Creek to what is now Silver Bow Basin. Accounts are conflicting at this point, but it appears that Juneau and Harris loaded 1000 Ibs. of gold ore in their canoe and

headed south to Canada instead of returning to Pilz in Sitka. Another of Pilz's prospectors encountered them en route and brought them back to Sitka at gunpoint. Thus began Alaska's first big gold rush, 16 years before the Klondike. The new town was first called Harrisburg, then Pilzburg, then Rockwell, but the final name was chosen when Joe Juneau used his first summer's earnings to buy the votes of his fellow miners.



Canoe Narrative

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 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 Juneau. 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.

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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) shall be submitted for approval by the Adventure Tours Manager/Operations Manager.

Narration 1 –Arrival & Outfitting

Narration #1 is **delivered by the guide** by any guide to the passengers while on the bus or to clients who drive their own vehicles. After boarding the bus, the guide will provide a brief welcome and introduction, followed by the prepared presentation of safety, risks, equipment, and toilet facilities. All clients must sign the provided release and assumption of risk form as an indication of having been briefed. Parent/guardian will sign for minors. Release forms, clipboards and two pens in good condition will be provided. The presentation is as follows:

“Welcome to the Mendenhall Lake Canoe Trip, my name is _____ and I will be one of your guides today. We have a few words of caution and items of information we’d like to cover before we get started.”

(Read directly off the Release Form to insure consistency and completeness)

“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 dropped in the water. I understand that I will be guided by an experienced guide through calm and potentially turbulent waters. I recognize that there is a possibility of getting wet. I recognize that due to the water temperature, the potential for hypothermia exists. 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, keeping hands and feet inside the canoe, and that lifejackets must be worn at all times. I understand that some risks are involved and the possibility of falling out of the canoe and into the lake, or a swamped or overturned canoe is present, though not likely. This trip is operated on the Tongass National Forest under a special use

permit issued by the U.S. Forest Service. 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 any ticket seller from the same. I understand that this trip may be photographed for marketing purposes and acknowledge my consent.”

Emphasize the following safety precautions and outfitting instructions:

- ✓ Do not stand up in the canoe.
- ✓ Do not smoke in the canoe.
- ✓ Keep your hands and feet in the canoe at all times.
- ✓ Always keep your lifejacket secured on the outside of your clothes and raingear while on the water.
- ✓ It is important that you get outfitted and move to the canoe as quickly as possible.

** As you leave the bus, we ask that you please use the toilet facilities first, they are located forward of the bus, against the trees. Then get your boots, raingear and lastly your lifejacket. We want the boots to fit loose, so please do not expect to receive your exact shoe size. You may leave your shoes and personal items in one of the bins and they will be stored and locked in the van.*

** We ask that you not bring items of value on the trip. Getting wet can be a part of canoeing. If you do bring items such as cameras, watches, or fine clothing, remember that you do so at your own risk and that Alaska Travel Adventures cannot be responsible if they are lost or damaged. Many people do bring cameras and binoculars; just be cautious about dropping them and to protect them from getting wet.*

** As you leave the bus, we ask that you sign the release form, which indicates you have been informed of these precautions. After signing the form, please make your way off the bus and we will assist you with your boots, raingear and lifejacket.*

It is the responsibility of the Lead Guide to ensure that all clients have signed the release form. The release and pay form should be filled out and stored safely.

It is preferred that several main stops be made during the tour at which time the guide can discuss

specific topics. At these stops the guide should instruct the clients to paddle in close while they talk about the glacier, Spuhn Island, etc. Narration during these stops will only take 3-4 minutes each, and the guide should also use this time to make sure everyone in the group is doing OK.

During the paddle between stops the guide should try to spend a little time with each of the boats within the group and talk personally with the clients in that boat. Ask them questions, help them with their technique, etc. Ask them what they are doing the rest of the day in Juneau, about life on the cruise ship or where they are from. This personal time is critical to the perceived value of the tour.

This outline details the specific stops and the way we want to break up the narrative information on the trip. It focuses on discussing certain topics at specific places along the route. Please follow it exactly, it touches on all the important topics we want covered on every trip.

All the information provided below should be considered the base knowledge, find topics that you enjoy the most and do research on your own. The most important thing to remember is that you need to make your narration your own.

Narration 2 – Safety Talk

It is a primary goal to provide a safe experience. Prior to getting in the canoe, the guide should focus the safety talk on what to do should someone fall in the water. This information should be provided in a serious manner. It is important that in the case of an incident on the water, clients have a general knowledge of what to expect. Cover the following material.

Person Overboard (swimmer): If close to the boat, then we will try to reach you with an outstretched arm or paddle after we have slowed the momentum of the canoe.

Rescue Rope (throw rope): If you are further than we can reach you with an outstretched arm or paddle, then we will send out a rescue rope. If a rescue rope is tossed to you, it will be purposely thrown beyond you. Do not tie it around yourself.

Hold on to the rope, not the bag, while floating on your back and let us pull you in

Lifejacket: If you are in the water you will be pulled in by your lifejacket so it is important that all buckles are fastened and straps are snug. In addition, you will float higher in the water if your jacket is secured properly in this manner.

Flipped canoe: If you find yourself under a flipped canoe, choose a direction and continue “scampering” along the underside of the canoe until you reach an edge. Swim out from underneath the canoe and hang on to the side until help arrives. Do not try to swim for the shoreline, unless very close to shore.

Popped Oar/Dropped paddle: Occasionally an oar will get popped out of the oarlock or a paddle may get dropped in the water. Do not attempt to retrieve any items dropped into the lake thereby risking a swim.

NOTE: We do not want to scare our clients with this talk, only inform them. Remind them that this is a safe tour, but it is better to know how to respond if an emergency does occur. We have an excellent safety record. In the history of our company no one has ever fallen out of a canoe.

Prior to boarding the canoe, the guide should emphasize the height of the canoe gunnels, potentially unstable footing on the beach, and movement of the canoe away from shore and encourage clients to use extreme caution and help each other in getting into and out of the canoe. The guide should also demonstrate use of the webbing sling and PFD shoulder straps to bring a person back into the boat.

Narration 3 – Departing the Beach

This should take place immediately: Go over who you are, who they are and where are they from? Get to know your passengers. Ask them their names. Do a **safety review** by re-capping the items you told them on the beach; no hands or feet out of the boats, no smoking or standing, where to hang on, lifejackets on at all times, etc. Provide a brief **overview of the trip...** Encourage questions. If you

don't know the answer, try to find out and get back to the client..

Narration 4 – Mendenhall Glacier

The topic to discuss at this point is the Mendenhall Glacier. Tell them how big it is, how it moves, why it is blue, moraines, plant succession, glacial silt, Juneau Ice field, other glaciers, etc.

You can also mention, that since it is retreating (melting), aside from the negative economic and environmental consequences, scientists have discovered the pre-ice age ecosystem that exists underneath the glacier! Further you can also explain cirques, horns, arêtes, moraines, and truncated spurs, and what they look like

Narrative 5 – Rock Cliffs

The topic to discuss at this point is the bird nesting area on the cliffs Also discuss wildlife (bears, fish, etc.). Discuss protection of the bird nesting area, maintain a distance of at least 250 meters.

Narrative 6 - In Front of Glacier

Float here for 5 minutes and let everyone enjoy the incredible view. More glacier topics and facts about the lake should be discussed here: temperature of water, glacial runoff, silt, etc. Discuss climate change and the retreat of the glacier. Do not argue or engage in controversy.

Narrative 7 – Nugget Falls

Use the snack stop as an opportunity to get to know your clients better and answer more questions.

After Completing Narrative Stops

The guide should instruct the clients on where they are going next and tell them to gather into a group again when they get there.

After the last stop, and prior to heading for the beach the guide should provide instruction on how to beach the kayak. Tell the clients what to do when they get to the beach, that they should wait for some assistance before getting out of the kayak, they need to keep their gear on until they get back to the outfitting area. Inform them of the snack and go over the menu. Tell them how much you enjoyed their company and wish them well. Remind them

about the opportunity to purchase a t-shirt like yours.

Other Narrative Information

During slow times or lulls in the conversation other topics can be discussed. These may include other ports and ATA Tours, the customers' experiences on the ship, how you came to be working in Alaska for the season and general differences between living in Juneau and the lower 48. Please remember to be positive and professional in your conversation.

Topics that are better left for driver guides include the founding of Juneau, Native influences in town, logging industry, changing economics of Juneau, and restaurants in town.

Topics may include -

- ✓ Names of prominent features such as islands, mountains, etc. , Chilkat mountains, Admiralty Island.
- ✓ The founding of Juneau (the story of Joe Juneau & Richard Harris) (Below)
- ✓ Mining and Juneau's mining history
 - Alaska produces more gold than anywhere in the US besides Nevada
 - Red Dog mine is currently the world's largest producer of zinc.
- ✓ Gold panning - It is the oldest method of mining gold. The first recorded instances of placer mining are from ancient Rome
- ✓ The Alaska Permanent Fund (PFD) - It was designed to be an investment where at least 25% of the oil money would be put into a dedicated fund for future generations, who would no longer have oil as a resource, also The Permanent Fund Dividend is a dividend paid to Alaska residents that have lived within the state for a full calendar year (January 1 -December 31), and intend to remain an Alaska resident indefinitely. This means if residency is taken on January 2, the "calendar year" wouldn't start until next January
- ✓ The Capital Move - It has moved to several cities such as Kodiak, and Sitka
- ✓ Current events that are impacting Juneau and/or Alaska
- ✓ Retail prices and cost of living (compare to lower 48) - Alaska remains one of the highest costs of

living places in the United States; this has a lot to do with shipping and reception. Gas and oil prices are high because they use the Alaskan Pipeline to ship the oil to the lower 48, where it is processed and then shipped back to Alaska

✓ Life on the cruise ship

- Cruise ship employees often sign on for contracts of 6-10 months, and are allowed about 4-6 weeks leave before returning for another contract.
- Design of cruise ships, not only are the patrons in mind, but also the employees that keep things afloat, since they are on board for a much larger span of time. So, great care is taken in providing a hospitable living space for crew. Cruise ships have all the standard amenities that guests would have, yet exclusively for the crew. This includes dining and entertainment.

✓ Interesting facts about Alaska and Juneau

Remember, it is always a good idea to do safety reviews throughout the trip. Each stop should include a brief safety/instructional review.

Joe Juneau & Richard Harris

Chief Kowee, an Auk Indian who lived on Admiralty Island, should receive much of the credit for the

discovery of gold in the Juneau area. With hopes of bringing prosperity to his people, he brought ore samples to Sitka where an entrepreneur named George Pilz offered to reward Alaska Natives who could lead his mining teams to gold. Pilz grubstaked Joe Juneau and Richard Harris, two veteran prospectors, whom he sent with Kowee to locate the source of the gold. The pair traded their rations with the Native Alaskans for large quantities of Hoochinoo (home brew) and never got far from the beach. They returned to Pilz empty handed. Kowee followed them back to Sitka with more ore and told Pilz how the miners had spent their grubstake. Pilz sent them back with Kowee, who literally dragged the reluctant prospectors up Gold Creek to what is now Silver Bow Basin. Accounts are conflicting at this point, but it appears that Juneau and Harris loaded 1000 lbs. of gold ore in their canoe and headed south to Canada instead of returning to Pilz in Sitka. Another of Pilz's prospectors encountered them en route and brought them back to Sitka at gunpoint. Thus began Alaska's first big gold rush, 16 years before the Klondike. The new town was first called Harrisburg, then Pilzburg, then Rockwell, but the final name was chosen when Joe Juneau used his first summer's earnings to buy the votes of his fellow miners.

Ecosystem

V

Chapter 1

Earth Systems

Chapter 2

Intertidal Zone

Chapter 3

Flora

Chapter 4

Fauna





Chapter

1

Earth Systems

Learning Objectives

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

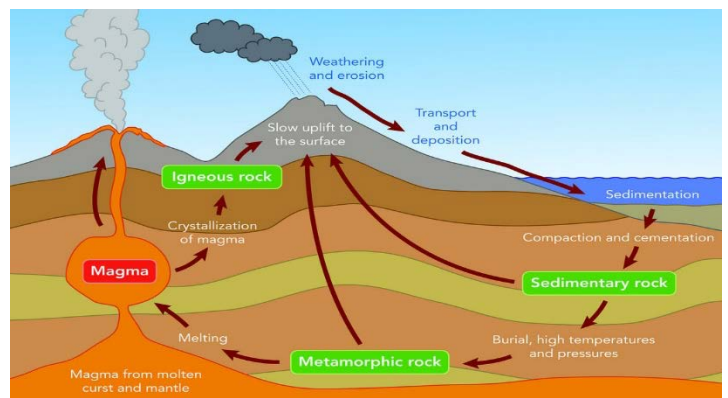
Introduction

(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 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 Juneau area, glacial retreat is a relatively recent occurrence, however, there are no current glaciers on Baranof 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 the AMHL Ferry boats are all named after some of the more prominent glaciers of Southeast Alaska.

Locally, we can see evidence of the Mendenhall glacial retreat. While the valley that the road travels through is not accessed on the Lake Kayaking tours, guides will see this valley firsthand 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.

Tectonic motion and uplift and glaciation occur over a very large period. 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 Juneau area. 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 that look much like gold or fool's gold (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 Juneau 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 Sitka area, we experience dramatic tide swings daily. 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 Sitka, 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 currents 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. Juneau, 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. Some of which are outlined below/following.

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 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 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.

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 Juneau 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 shall 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 Camp Coogan 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 an understanding of the various fauna of Juneau and SE Alaska

Marine Wildlife (Sources: 1, 17 & 19)

Orca Whale (*Orcinus orca*)



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 wintertime, 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 Juneau and Lynn Canal 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 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.

Juneau 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 photo 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 or 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. Alevins 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.

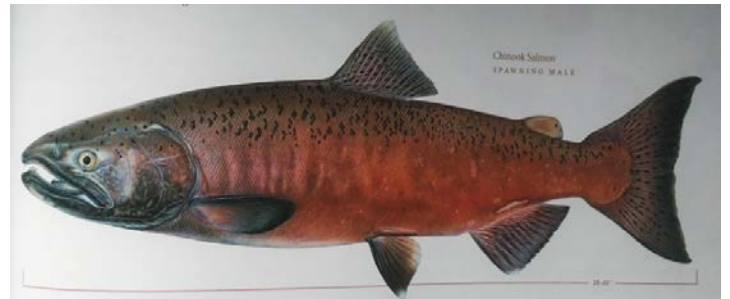
Averaging about 6 pounds in weight and 24 inches long, the Sockeye is one of the most recognizable species of salmon. In the oceans, Sockeye have a dark green back with no spotting or speckling and turn a magnificent red color throughout most of

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 emerges 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 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 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).

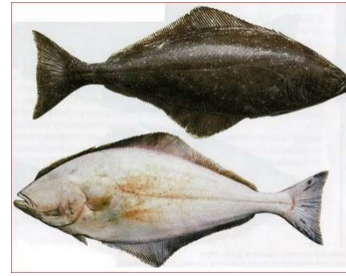
Pacific Herring (*Clupea pallasii*)



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 fertilizes 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)

Baranof Island is one of the largest islands in the Alexander Archipelago. It is the 10th largest island in the United States and is large enough to support Wolf, Brown Bear and a host of other mammals and birds.

Coastal Brown Bear

(*Ursa Arctos*)



Brown bears are separate from Grizzlies, as they live closer to the coastlines of the SE Alaska rather than inland. They can grow up to 1,500 lbs. and have adaptable diets that mostly consist of salmon during the spawning season. Brown bears have an exceptionally acute sense of smell, exceeding that of dogs. Contrary to popular belief, bears are not nearsighted. Their eyesight and hearing are comparable to humans. They can run in short bursts up to 40 mph (64 kph) and are excellent swimmers. By all indications, bears are extremely intelligent and most have individual personalities.

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.

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 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. 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 macrolopha* 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 must 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 Juneau 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 guides can 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 throughout the Juneau Douglas 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 on lakes and around the ocean. 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 (*Megaceryle alcyon*) and the Pelagic Cormorant (*Phalacrocorax pelagicus*) are commonly seen while



on the water. 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.

How to Make a Tour

VI



Chapter 1

The Ultimate ATA
Staff Member

Hard Skills

Soft Skills

Knowledge



How to Make A Tour

Learning Objectives

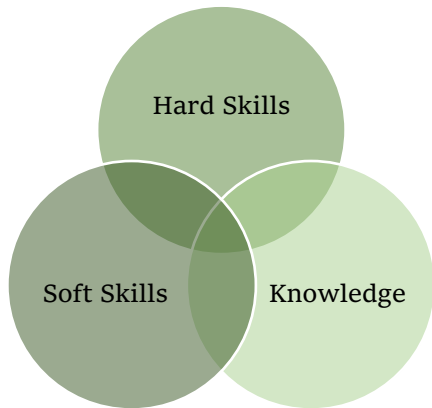
- ✓ Make each and every tour an amazing experience!
- ✓ Understand how Hard Skills, Soft Skills & Knowledge combine to make the ultimate ATA Team member.
- ✓ Identify areas that staff members shall self-evaluate and look to improve
- ✓ Understand criteria for which staff will be evaluated.

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 Juneau 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 Juneau that provides 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.

Vessel Operation & Maintenance - This hard skill may seem specific to Captains who have been hired as Marine Operators for ATA. However, staff members who have been hired as guides work on the vessel as deckhands and must develop skills loading and unloading passengers, tying the vessel off on the docks, location of emergency equipment and assisting the operator in emergency procedures.

Rescue - All Lake Kayaking Staff members receive training and drill in rescue procedures including how to deal with a fire and man overboard procedures.

Radio Skills - All Lake Kayaking Staff members receive training in the operation of a handheld VHF radio. Marine Operators must have current Radio Operators Permit and be able to competently operate the on-board radio.

Navigation - All Lake Kayaking Staff members receive training on using a nautical chart and piloting using landmarks to stay on designated Seahawk routes. Deckhands and Lake Kayak guides are also responsible for aiding the Marine Operator in spotting obstructions including floating logs, wildlife, and rocks.

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 shall 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 shall equip themselves to remain comfortable and as dry as possible. Personal equipment shall 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 Lake Kayaking personnel receive training on proper food handling procedure and set-up of our tour camp areas. This includes fire building and tarp set-up on Camp Coogan.

Weather & Environmental Awareness - Due to the nature of operating in the Marine Environment, all

Lake Kayaking personnel shall develop a basic understanding of local weather patterns, how to understand a marine forecast and the basic effects of wind and tide on their working environment.

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, Marine Operators, Deckhands, Outfitters and Lake Kayak Guides shall 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 shall 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 shall misinform the customers, but that you shall 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, Marine Operator and Lake Kayak Guide shall always be in control of the group. Never shall 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 shall be made loud enough for all to hear, clients shall 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 shall 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 shall 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 the tour.

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 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 the beach, 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 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 shall 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 shall try and stay under cover of the trees and guests shall 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 Sitka, 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, Lake Kayak guides and Lake Kayak Manager 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 influence 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 Lake Kayak Managers, deckhands, and kayaking 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 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 shall 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 Sitka 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 Sitka and proximity of Baranof 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 western Tongass.

Fauna - An understanding of what animals, birds, and organisms are, and are not, in the Sitka 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, its subsequent territorial status, when it became a state.

Sitka - Provide a general understanding of how Sitka started - both in terms of Native Cultures and populations that occupied the mouth of Sitka Creek and in terms of Western influence. Understand 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 Juneau Lake Kayaking program. I acknowledge receipt of this manual. I agree to familiarize myself with these procedures and rules and to always comply with their provisions. 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

Lake Kayaking

Description: Upon arrival at Mendenhall Lake, your experienced, friendly guide will help outfit you with life jackets and rain gear before instructing you on proper kayaking techniques. Then, you will board the two-person kayaks with a traveling companion or a new friend and set off on your Alaskan adventure.

Journey across Mendenhall Lake in your stable two-person kayak, navigating the iceberg studded pristine water that is truly one of the jewels of the Tongass National Forest. Your knowledgeable guide will explain the breathtaking nature surrounding you, pointing out native wildlife and fascinating you with the history and ecology of the spectacular Mendenhall Glacier. Venture within a safe distance of the massive, awe-inspiring face of the glacier and skirt the base of the beautiful and powerful Nugget Falls. After paddling back across the lake and taking in the last views of this extraordinary glacier, refuel with a snack of Alaskan-style fare and reminisce about the experience that is sure to be a highlight of your Alaska vacation.

Never paddled before? Don't worry; your experienced guide will group you into similar abilities so you can travel at a comfortable pace while ensuring that your adventure is safe and enjoyable.

Don't miss this opportunity to experience the Mendenhall Glacier as only a select few lucky adventurers can.

Lake Canoeing

Description: Be among the select few allowed to travel by canoe for an unprecedented experience near the face of the majestic Mendenhall Glacier under a limited U.S. Forest Service permit.

Paddle across Mendenhall Lake, navigating past icebergs, surrounded by one of the most scenic and naturally beautiful locations you'll find anywhere. Birds including arctic terns nest on the shoreline, and eagles, goats, salmon and bears may also be seen. You will venture within a safe distance of the massive, awe-inspiring face of the living Mendenhall Glacier, and skirt the base of the beautiful and powerful Nugget Falls, where you'll head ashore to refuel for the return paddle with a snack of Alaskan-style fare.


You'll make your trip in a traditional Alaska Native-style canoe, an exceptionally stable 15 to 20 passenger watercraft. Because of the close approach to the glacier face, the Forest Service tightly controls the number of participants. Only a lucky few get to experience this one-of-a-kind adventure.

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

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