

Managing in the time of
COVID-19

Dave Bassage

wwwaterfall@yahoo.com

Managers Track
wvwaterfall@yahoo.com

- **Wednesday**
- Managing in the Time of COVID-19
- Diversity and inclusion in the outdoor recreation industry
- **Thursday**
- Liability and lawsuit avoidance 101 for Core Staff and Managers
- Strategies to shift the culture of Sexual Harassment
- Leading Through Conflict
- **Friday**
- Paint the Boundaries of the Path to Success/Wrap up

*Managing in
the time of
COVID-19*

- Personality styles
- Lessons from 2020
- COVID – what we know, what's coming
- Planning for next year
- Break out sessions
- Review and discuss

Personality Test

- 5 minute, one page test
- Shows where participants rank in four categories
- Break into groups by color, tackle the same intellectual challenge
- Email me for materials:
wvwaterfall@yahoo.com

*If you knew
then what you
know now, are
there any
different
COVID
strategies you
would employ?*

- Dedicated COVID
lead
- Staff hygiene
- Better sanitation
equip
- App for staff

*What were
the biggest
challenges
COVID
presented for
your
operation?*

- No playbook
- Educating staff
- Meals
- Evolving science and protocols
- Marketing
- Shuttle logistics
- Shifting customer demographics
- Keeping staff healthy
- Providing quality customer service with less hands on assistance

*At this point,
which COVID
practices do
you anticipate
carrying into
next season?*

- Staff PPE at lunch
- Masks
- Wash gear daily
- Evolve new protocols
- Keep doing sanitation
- Don't change until you should
- Online or phone booking – no walk ins
- Limit shuttle vehicle capacity

*Are there any
COVID
practices you
anticipate
keeping even
after the
pandemic is
under control?*

- Offer masks and sanitizer
- No-touch faucets, dispensers
- Gloved lunch servers
- Online waivers/contracts
- Private trips
- Wash gear every day
- Bag valve mask for cpr
- Retain marketing strategies
- Safety video emailed

*Are there any
other lessons
you'd like to
share?*

- Collaborate
- Everyone on the same page
- Local, familiar providers
- Promote your advantages
- What we do best is manage risk.

*What do we
know about
COVID-19?*

- Disclaimer/Good Science
- SARS-CoV-2 >>>> COVID-19
- Transmission
 - Mostly Airborne
 - Some Contact
 - Respiratory System
- Likelihood of infection
 - Proximity
 - Duration
 - Quantity

*What else
do we
know?*

- Infectious about a week
- Most infectious the **DAY BEFORE**
- 2-10 days to infect after exposure
- Elderly and immunocompromised
- 20-30% long termers

Vaccine News

- Moderna, Pfizer, AstraZeneca
- >90% effective
- NO hospitalizations
- BUT
 - Uncertain duration
 - May still be infectious
- Quantas

*Inexpensive
at home
rapid
antigen
tests*

- \$1-5 per test
- “lick a stick”
- 15 minute results
- PCR Comparison
 - Polymerase Chain Reaction
- Endorsed by
 - Harvard epidemiologist Michael Mina
 - Anthony Fauci
 - Joe Biden

*How
this can
work in
real life*

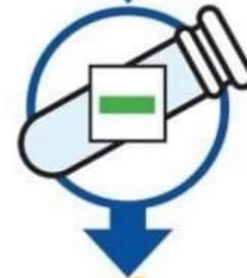
COVID-19 Incubation Timeline

Day 1



Casey was exposed to COVID-19.

Day 5



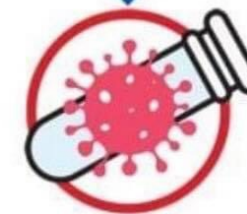
Casey felt well and tested negative for COVID-19.

Day 8



Casey enjoyed Thanksgiving with 17 family members **while contagious.**

Day 10



Casey developed symptoms and tested positive for COVID-19. **Don't be like Casey this holiday season!**

Discussion Questions

- What implications might vaccines and/or rapid cheap tests have for your operation?
- Do you have additional “lessons learned”?
- Other questions?

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