



Friends of Fakahatchee, Inc. Concession Agreement DEP No. CA-0816

SAFETY PLAN

The Friends of Fakahatchee, Inc. both as the park's CSO and the park's master concessionaire is committed to the safety of all park visitors, our direct employees, volunteers and all guests taken into the park by our permitted subcontractor tour operators and their staff. FOF will achieve this commitment by providing a safe and friendly environment with safety training, certifications and procedures where appropriate for our employees and volunteers, as well as the availability of up-to-date safety equipment, and will require the same best practices from our permitted sub-contractor tour operators, and any permitted future shuttle service operators, food vendors, rental equipment providers or special event organizers.

First and foremost, FOF expects all its staff and volunteers at all times to:

- Observe all FOF and Park Safety rules,
- Promptly report unsafe acts and conditions, and if possible promptly rectify any unsafe conditions,
- Report all accidents immediately,
- Be vigilant and proactive at all times in fulfilling the spirit of this policy.
- Come forward with any suggestions towards improving safety, which will be given prompt and careful consideration

Communications with Fakahatchee's Park Manager and staff is vital to fulfilling the above goal. Our safety procedures will mirror those in the Park Protection Plan for Fakahatchee Strand Preserve State Park revised 12/01/17 and any subsequent updates, and FOF will assist park staff in the implementation of that plan.

Security

Currently in its role as Concessionaire FOF has no physical premises or property in the park.

Traffic Control

1. Friends of Fakahatchee Strand Preserve State Park CSO, Concessions Manager and employees will be trained and prepared for assistance in traffic control plan established by Park Management for daily activities and Park, FOFCSO or concession

events.

2. The Park Manager, Assistant Park Manager or the Rangers Station will advise the Concessions Building by radio, cell phone or land line phone that assistance is needed in traffic control.
3. The Concessions Manager and FOF staff and volunteers working in the park will be informed by the Park manager of any planned prescribed burns in the proximity of FOF's or its sub-contracted operators may require a change in operations or use areas.

First Aid

1. All guides taking guests into the park must be first aid/CPR trained and certified.
2. The Accessibility and Inclusion Liaison, Concessions Manager, all employees and any FOF Volunteers or Board Members directly associated with the concession must take the Departments online ADA training. All must comply within 60 days of notification. Updated ADA training also must be taken.
3. If a visitor or employee needs first aid, first assess the individual and if immediate medical care is needed call 911 giving a description of the situation and the exact location. Once contact to EMS is made, radio or call via cell phone or land line the Park Management and advise them on the situation.
4. Always remain calm.
5. Always ask either the individual or someone with them if they have any existing medical conditions and any allergic reactions.
6. The Concessions Manager and employees will have access to a well-stocked First Aid kit

Bites:

1. Assess the individual and determine if the individual needs immediate medical care. If immediate medical care is needed call 911 and advise them of the individual's condition.
2. Ask either the individual or someone with them if they have any existing medical conditions and any allergic reactions.
3. Contact the Park Manager or Assistant Park Manger and advise them on the individual via radio, cell phone or land line phone.
4. If possible, have the individual identify the source of the bite. (Insect, reptile, mammal or alligator.) If possible also find out the location (animal) and inform the Park Manager or Assistant Park Manager.
5. Follow the instructions from the Park Management.
6. Use the Quick Reference Guides to help the individual determine the source of the bite.

Accidents:

1. Assess the individual and determine if the individual needs immediate medical care. If immediate medical care is needed call 911 and advise them on the individual. When in doubt dial 911.
2. Contact the Park Manager or Assistant Park Manager and advise them on the individual's status via radio, cell phone or land line phone.
3. Identify the cause, any contributing factors and location of the accident.
4. Correct cause immediately if possible.
5. Contact Park Management and inform them of the situation.
6. Mirror the Park Protection Plan

Water Related Activities:

At this point in time, FOF conducts no water related activities except for swamp-walks. However, it is intended that FOF will recruit current canoe/kayak tour operators utilizing the East River, and other areas as may from time to time may be authorized by the Park Manager and subcontract with them to provide paddling activities. The following shall apply to all water related activities:

1. Objective

To provide a safe environment for water activities.

2. Water Activities

Boating, fishing and canoeing. There is no swimming allowed in any portion of the Fakahatchee Strand Preserve State Park and such prohibition shall be posted by the park.

3. Activity Areas

Harmon lakes (located in Copeland), Green Heron Lake in the boardwalk expansion area, the 1-75 borrow lakes (located off 1-75 at Exit 80 and Jones Grade Road) and the East River Paddle Trail.

4. Potential Hazards

Falling into a lake, pond or the river, drowning, snake bite and alligator attacks.

5. Public and Property Water Protection Programs

No FOF permitted operations will be authorized for the borrow lakes, however weekend and non-routine patrols are conducted at both locations by Park Staff and FOF will assist park staff in this task upon request when practicable.

East River is patrolled by Florida Fish and Wildlife Conservation Commission, Florida Marine Patrol, FWC, Park Personnel and FOF staff and volunteers.

Paddling Emergency Procedures

Currently there are no canoe and kayak rental facilities within in the park. Canoes and kayaks are brought into the park for launching either by FOF's permitted canoe operators or by private paddlers.

FOF will require our permitted paddling operators to staff their facilities until every canoe or kayak and its occupants have returned to the launching point. In addition, the manager or their representative of all permitted paddling operators must be readily contactable during their season should an emergency arise, and will provide FOF and the park manager emergency contact numbers.

The staff of FOF's permitted canoe operators will provide safety instruction, including but not limited to information on expected weather, potential hazards, basic paddling skills and capsizing drills to all their guests prior to their departure. They will supply all paddlers with approved PFD's which will include a signaling device. The permitted canoe operators' instruction will also cover appropriate behavior in wildlife encounters and will ensure that their guides or guests do not feed the alligators. Permitted paddling operators' guides will carry an appropriate first aid kit, a cell phone in a waterproof case and a map of the river so that they can quickly identify their location in case of an emergency. Launching and pull-out will be at the East River Canoe site unless other arrangements are made with the written permission of the park manager via FOF.

Any serious incidents will be reported to FOF and the park manager. Any incidents requiring the transportation of personnel by EMS (Emergency Medical Services) to a local medical facility must be reported to the park manager and FOF by email in addition to any other verbal or in-person reports.

Notwithstanding the above, if the situation is life threatening 911 must be called immediately providing all relevant information.

Other Ecotour Categories

It is intended that FOF will bring existing commercial ecotour providers under the umbrella of the concession agreement as subcontractors. These permitted operators will provide the public various specialized tours within the park's boundaries, in areas preapproved by the park manager via FOF including hiking, biking tours and swamp walks

Swamp Walks

All swamp walks given to the general public, unless led by park staff or equivalent, should be pre-surveyed to assess them for ease of access, interest and safety (including availability of a cell phone signal) as well as obstacles, water depth etc. Guides will be responsible for making an assessment on the day and adjust for changes in conditions (rain overnight, wildlife, hazards) that may warrant modifying the route. Park Staff must be notified in advance of proposed swamp walk locations and the day-of field plan must be posted in the park's administrative

office.

Swamp-walk and hiking guides must have a pack containing the following (at a minimum): Compass, Whistle, Water, First-Aid Kit, Cell Phone, Bug Spray, WD-40 (for fire ants), Knife, Poison Ivy wipes or lotion. Additionally, for extended walks the Guide should carry Toilet Paper (or wet wipes), Sunblock, Park Map and GPS. Some items can be alternatively carried on a belt.

Guides will brief guests on potential hazards.

Lost or Unattended Individual

1. It is the utmost importance that a detailed description and last known location of the individual is obtained, and Park Management is notified as soon as the information becomes available.

Contact Park Manager, Assistant Park Manager or Rangers Station via radio, cell phone or land line phone.

2. FOF's staff and volunteers will be trained to assist in the recovery of a lost individual, unattended child or a person of need.
3. FOF's staff and volunteers will follow the instructions from the Park Manager or the Assistant Park Manager
4. Mirror the Park Protection Plan.
5. Each guide or tour operator must account for all the guests they brought into the park before leaving the park.

Wildfire

1. Quick Communication with Park Management is high priority.
2. If a wildfire is first reported by a Park visitor, find out as much information of the location, severity and the direction of the wildfire and notify Park Management or Rangers Station via radio, cell phone or land line.
3. If the evacuation of any area is ordered by Park Management, evacuate all Park visitors in a swift and orderly manner following the planned route and report completion of the evacuation to the park manager. Follow all instructions from the Park Manager or the Assistant Park Manager.
4. Mirror the Park Protection Plan and assist in evacuation and traffic control as instructed by Park Management.

Hurricane Tornado & Severe Weather Evacuation

1. The safety of the Park visitors is of the utmost importance at all times.
2. FOF's staff and volunteers will monitor conditions and be alert to changes in weather and through radio and cell phone weather apps and will take appropriate action to

alert permitted operators and/ or shelter visitors when conditions demand.

3. A weather radio and radio communication with Park Management and the Rangers Station will aid in keeping the Concessions Building employees informed if the situation arises.
4. If the evacuation of any area or facility is ordered by the Park Manager or his representative FOF staff and volunteers will assist park staff conduct a swift and orderly evacuation.
5. At all times FOF 's staff and volunteers will follow the instructions of the Park Manager or his representative.
6. Mirror the Park Protection Plan and assist in evacuation and traffic control as instructed by Park Management.

Theft

1. If any theft is detected or reported FOF's staff and volunteers will notify the Park Manager or the Assistant Park Manager as soon as possible via radio, cell phone or land line phone.
2. FOF's staff and volunteers will obtain as much information as possible to aid in the unfortunate situation.
3. If the theft is from a Park visitor, obtain as much information as possible to report to the Park Manager or Assistant Park Manager.
4. As always, mirror the Park Protection Plan as advised by the Park Manager or the Assistant Park Manager.

Administrative

Tour subcontractors shall require all their guests to complete and sign liability waivers, the form of which shall be approved by the park manager via FOF, for paddling trips, bicycle tours swamp-walks and hikes and for any vehicular tours for which visitors disembarks from their transport within the park.

All FOF staff and volunteers will be required to read this safety plan and sign an acknowledgement form that they have read and thoroughly understand FOF's concessionaire safety plan.

All FOF staff and volunteers involved in managing the concession operation in any manner shall be subject to a both a Sexual predator and offender check and a Public Entity Crime check, the results of which will be kept on file and the same will be required of all FOF concession subcontractors.

Emergency Phone Number List

<u>Fakahatchee Strand Preserve State Park</u>				
<u>239-695-4593</u>				
NAME	POSITION	WORK CELL	PERSONAL CELL	ALTERNATE #
Steve Houseknecht	Park Manager	239-253-6376	954-673-4178	
Mike Owen	Park Biologist	239-253-6375	239-821-3594	239-695-2886(office)
Steven Bass	Park Services Specialist	239-253-6374	407-209-5469	
Mike Duey	Park Services Specialist	239-253-6372	239-682-6978	
Guy DiGiovanni	Park Ranger	239-253-6371	813-777-5252	
Karen Relish	OPS Park Ranger		813-967-4730	
Nichole Ellison	OPS AA	Office: 239-695-4593	239-269-5490	

Law Enforcement

	FL Fish & Wildlife Conservation Commission (FWC)	863-648-3200	
	FWC Law Enforcement Dispatch	305-470-6863	
	Ochopee Fire Department	911	239-695-4114
	DEP Environmental Crimes Hotline	877-272-8335	
	Collier County Sheriff's Office	911	239-252-9300
	Everglades Sheriff's Office	911	239-695-2301

Medical

Ochopee Fire Department	911	
Fire	239-695-4114	
Paramedics	239-695-2902	
Physicians Regional Hospital Pine Ridge	239-348-4000	
Physicians Regional Hospital Collier Blvd	239-354-6000	
Naples Community Hospital	239-436-5000	

FOF Concession Operations

24 hr. Concession & Park Information	800-362-8590
Duty Concession Manager	239-695-1023