

Outfitter/Guide Operating Plan Template

Applicant/Holder Instructions:

- Complete this form in as much detail as necessary for the Forest Service to understand your annual operation.
- If a section does not pertain to your authorized activities, mark it not applicable (n/a).
- If more space is needed you may attach additional pages.
- If your business has a standard operating plan, attach and reference where applicable.

Appendix B
Outfitter/Guide Operating Plan
Chugach National Forest

Holder, _____

Submitted Date

Special Use Administrator

Reviewed Date

District Ranger, Authorized Officer

Approved Date

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I. PURPOSE

The purpose of this plan is to define the responsibilities of the holder for protecting public health, safety, and the environment and for ensuring delivery of high-quality services as authorized through an outfitter/guide special use permit.

II. BUSINESS / ORGANIZATION INFORMATION

Official Title of Operation:

Legal Entity Name*: _____

Name on the State of Alaska business license: _____

Other trade names, marketing names, etc., if any: _____

Mailing Address: _____

Email: _____

Website URL: _____

* If contemplating a change in control of the business, see permit clause I.H.1.

Owner(s):

Name: _____

Title: _____

Phone Number: _____

Email: _____

Partner(s), if any:

Name: _____

Title: _____

Phone Number: _____

Email: _____

Follow the format above for additional owners and partners.

Designated Holder Representative:

The person who is authorized to act in all matters connected with the privileges authorized by this permit.

Name: _____

Title: _____

Phone Number: _____

Email: _____

III. GENERAL OPERATIONS

a) Services Provided to the Public

Provide a description of your business' services. Describe how you will conduct authorized activities.

The operating plan is not the place to request additional use. Contact your special use administrator to request additional use.

Include items:

- Use area(s) (for example, ADF&G Guide Use Area, names of trails, roads, streams, bays, islands, etc.)
- Operating season. The season of use for authorized outfitting and guiding activities, including the start and stop date of operations.
- Activity(s)
- Maximum number of clients per trip
- Anticipated number of trips per year
- Fees paid by client per trip

b) Employees and Qualifications

List the names and qualifications of employees working on National Forest System lands in the permit area with your clients.

Include:

- Name and job title of employee(s). For big game guides, specify if they are a Contracting Registered Guide-Outfitter (that is, they contract to guide hunts with clients), Class-A Assistant Guide, or Assistant Guide.
- Licenses required to conduct authorized activities, including the license number.
- Trainings or certifications that are required by the holder. For example: CPR/First Aid, cold water immersion, swift water rescue, EMT, Wilderness First Responder, etc. All guides who work alone with their clients will have, at minimum, a current American Red Cross (or equivalent) first aid/CPR certification.
- List other qualifications of employees relevant to your authorized activities. This may include narrative of years of experience, etc.

During the term of this operating plan, this information must be submitted annually to the Forest Service. Send the annual updates to your special use administrator.

Employee Name	Job Title	Qualifications
<i>Example: Smokey Bear</i>	<i>Sport fishing guide</i>	<ul style="list-style-type: none"> . <i>USCG Uninspected Passenger Vessel 6-pack license (#), Alaska Sport Fish Guide Registration (#),</i> . <i>American Red Cross First Aid and CPR expires 05/2022</i> . <i>10 years experience guiding freshwater fishing on Kenai Peninsula, AK</i>

c) Cooperation with Other Forest Users

The holder will be considerate of other forest users, including other outfitters/guides. The holder will coordinate their use and schedules with other forest users to avoid conflicts and crowding. **Describe your procedures for avoiding and minimizing impacts to other forest users.**

d) Description of boats, vehicles, planes, etc.

Include the make/model, license plate number/boat number/plane tail number, and the color of all means of transportation. Include a photo of the boat, plane, or vehicle associated with your outfitting and guiding activities.

e) Contracted Services

Fill out this section if you contract for a service that supports use authorized by your outfitting and guiding permit and is provided by a party other than the holder or the holder’s employees or agent. **List contractor company and contact name and describe contracted services.**

Note: 1) The contract must state that the holder remains responsible for compliance with all the terms and conditions of the permit, and 2) Contracted services must be covered by an insurance policy with the required coverage amount that names the United States of America as an additional insured. This coverage may be provided by an endorsement to the holder’s policy or a separate insurance policy held by the contractor.

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f) Civil Rights Requirements

Holders who provide services or benefits to the public under the terms of special use permit with the Forest Service are required to comply with civil rights requirements.

1. Public Notification Requirements
 - i. Display the “And Justice for All” (nondiscrimination) poster(s) provided by the Forest Service in public view at your place of business.
 - ii. Include a nondiscrimination statement in all advertising materials that are produced for public information, public education or public distribution, and on websites. For example. “This institution is an equal opportunity provider”. Include a diverse representation of people in photographs and other images used in advertisements.
2. Essential Eligibility Criteria. Under Title 7, Code of Federal Regulations (CFR), Part 15b.3.n (4) and the Americans with Disabilities Act (ADA), Title III, Sec. 301, a person with a disability cannot be denied participation in a program, unless the person does not meet the nondiscriminatory essential eligibility criteria that is applied to all people prior to participation in the outfitter/guide’s program. The purpose of essential eligibility criteria is to provide every potential client the information they need to make an accurate and objective assessment when deciding if their abilities are appropriate for services offered. See pages 28-32 in the [Accessibility Guidebook for Outfitters & Guides Operating on Public Lands](#) for guidance on developing and implementing essential eligibility criteria.
 - i. Provide the essential eligibility criteria by posting it on your website as a portion of the specific program’s description, on any brochures or other materials provided to potential clients, and as part of the registration materials signed by the client.
 - ii. Determine and describe the physical and mental abilities necessary for participation in your programs and activities. **Detail these criteria in the following table; add more rows if needed.**

Table 1. Activities and their essential eligibility criteria.

Activity	Essential Eligibility Criteria
<i>Example: Guided white-water float trips</i>	<i>Each participant must:</i> 1. <i>Be able to tolerate X degree water and bright sunlight for Y minutes or more.</i> 2. <i>Have ability to follow verbal and/or visual instructions independently or with the assistance of a companion.</i> 3. <i>Wear all protective equipment required/recommended by industry standards.</i> 4. <i>Enter and exit the raft independently or with the assistance of a companion.</i>

g) Safety Plan

1. Emergency Survival Supplies and Safety Equipment. Describe what you carry for emergencies (fire extinguishers, extra food, flares, fire starter, first aid kit, shelter, etc.).

2. Communications. Describe what communications equipment you use (marine radio, cell phone, satellite communication, etc.) and how you use it. Do all parties on the ground carry a radio? How often do your parties check in with the base, etc.?

3. Lost and Overdue Client and Employee Procedures. Describe your procedures in the event of a lost or overdue client or employee.

4. Client Briefing and Bear Safety.

- i. Describe the information you provide to clients regarding hazards that may be encountered and procedures in case of emergencies. Items such as hypothermia, cold water immersion, person overboard, slips and falls, getting lost in the woods, paralytic shellfish poisoning, hiking in steep/wet terrain, etc.

- ii. Describe your bear safety procedures, including firearm/bear spray safety. Clients must be advised of the proper behavior in bear country and what to do in case of an encounter with a bear. Refer to the “[Bear Facts – The Essentials for Traveling in Bear Country](#)” brochure, published and distributed by the State of Alaska Department of Fish and Game.

5. Emergency and Evacuation Procedures. Describe your procedures in the event of an emergency (fire aboard, boat accident, client or employee serious injury, etc.).

In any emergency, the holder will call the following as applicable:

- Emergency or Fire 911 or VHS marine channel 16
- Alaska State Troopers
- Other contacts that may be notified

6. Incident Reporting.

- i. Method of Notification. The holder must notify the authorized officer of the following incidents that occur that are associated with authorized activities:
 - An incident resulting in death, permanent disability, or personal injuries that are life-threatening or that are likely to cause permanent disability;
 - A structural, mechanical, or electrical malfunction or failure of a component of a facility designed for passenger transport or any operational actions that impair the function or operation of such a facility in a way that could affect public safety;
 - A search and rescue operation to locate a person; or,
 - Any incident that has high potential for serious personal injury or death (such as plane crash; bear attack; aggressive, predatory, or unusual animal behavior; etc.) or significant property, environmental, or other natural resource damage, including avalanches, landslides, flooding, fire, structural failures, and release of hazardous materials.
- ii. Timeframe. Incidents must be reported verbally to the authorized officer within 24 hours (or as soon as practicable) and followed by a written report within seven days. If the initial notification call is made after business hours, a message will be left, and a follow-up call will be made on the next business day.
- iii. Contents of Notification. **Describe your procedure for reporting incidents to the Forest Service.** Notification must specify when, where, and how the incident occurred and who was present or affected by the incident. In case of an incident, send this report to _____ at _____.
District Ranger name District Ranger email and phone number.

h) Complimentary Trips

If complimentary trips are planned, the holder must include a gratuity policy in this operating plan describing the nature, extent, and recipients. Document each trip conducted in the Actual Use Report. The following table lists common types of complimentary trips and whether service days and land use fees are assessed.

Table 2. Types of complimentary trips and associated service days and fees.

Category of Use	Count against allocated service days?	Outfitter/guide land use fee charged?
Promotional trip geared toward impacting business operations (includes, but not limited to, booking agents, donated trips, political staffers, other industry, etc.)	Yes	Yes
Sales where labor, services, or materials are "exchanged" for tickets, passes, meals, etc.	Yes	Yes
Family/friends (no paying passengers/clients)	No	No
Emergency situations (rescue, equipment recovery; no paying passengers/clients)	No	No
Commercial filming and still photography (guiding an individual or company that has been issued a commercial filming/photography permit)	Yes	No
Training for employees (no paying passengers/clients)	No	No

Describe your gratuity policy:

i) Training Trips

If training trips are planned on National Forest System lands, list the type of activity, where and when the training will occur, the number of staff participating, and the number of trips. Training trips must take place during the approved operating season.

IV. ASSIGNED SITES

Fill out this section if you are authorized to have an assigned site associated with your outfitting and guiding activities. This may include vehicle storage, temporary camps, equipment caches, etc.

List the location and layout of the site(s), including GPS coordinates, map, and/or geographic description and details about how the site will be used. For example, include the number and types of vehicles, fuel storage, number and description of temporary structures (including dimensions), duration of use, schedule for their construction and removal, etc.

If authorized to store hazardous materials (boat gas, oil, propane, etc.) at an assigned site, describe environmental protection measures, including the specific type of materials to be stored, the volume, the type of storage, fuel containment system, and a spill plan.

V. ENVIRONMENTAL PROTECTION

In the field, the holder, holder’s employees and agents will incorporate “Leave No Trace” methods, which can be found in detail on the [Leave No Trace](#) webpage. These methods will be applied to all activities on the National Forest including trash disposal, human waste disposal, and include no cutting of vegetation. Principles and techniques of “Leave No Trace” outdoor behaviors appropriate to Southcentral Alaska will be discussed, including low-impact methods of human waste disposal and the “Pack it in, Pack it out” policy.

Describe environmental and sanitation protection measures (portable toilet, wag bags, etc.).

VI. FIRE PREVENTION AND SUPPRESSION

All campfires will follow the “Leave No Trace” practices (for example, firepans) and have the necessary fire-fighting equipment on hand (such as shovel and water bucket). Every campfire will be put dead-out before leaving it. No campfire rings will be built, and after use all ashes will be scattered when cold. Clients will be advised of proper disposal of all smoking materials.

If authorized for campfires, then describe your wildfire prevention and suppression plans.

VII. OUTFITTING AND GUIDING IN THE NELLIE JUAN-COLLEGE FIORD WILDERNESS STUDY AREA

Your special use permit authorizes you to operate in the Nellie Juan-College Fiord Wilderness Study Area (WSA). Pending further action by Congress, the WSA is managed to maintain its existing character and potential for inclusion in the National Wilderness Preservation System while meeting the provisions of Alaska National Interest Lands Conservation Act (ANILCA) and other federal laws. Management intent for the area is to provide outstanding opportunities for solitude, primitive recreation, and public use and enjoyment of a generally non-motorized, unimpaired, and undeveloped environment, and for recreational, scenic, scientific, educational, conservation, and cultural/historical uses.

Describe how you will inform clients about the area’s values.

As an outfitter/guide operating in the WSA, you are expected to:

- Promote an understanding of Wilderness Study Area management goals among guides and clients. Use the following educational materials (provided with your permit): *Chugach National Forest Wilderness Study Area Flyer*, *Wilderness Study Area Management Summary*, and *What Can I Do in Wilderness?*, to understand how the Chugach National Forest Land Management Plan, Forest Service policies, and ANILCA apply to WSA lands.
- Interpret natural processes, historic and cultural history, and outdoor ethics for your clients. Encourage clients to learn more by having reading materials either in the field, accessible in your place of business, or available by reference.
- Allow natural conditions, processes, and challenges to shape your clients’ experiences, rather than mitigating natural conditions for ease or convenience. For example, emphasize non-motorized uses and use naturally durable surfaces for camping rather than removing vegetation or altering sites.
- Provide solitude and remote experience by adhering to the WSA group size limit of 15 people (including guides), remaining a respectful distance from other users whenever possible, and minimizing the social and physical impacts of your group/operation.
- Follow and promote the Chugach & Tongass National Forest Leave No Trace and Ethical Wildlife Viewing principles (see web resources below). Maintain responsible distances from bears, nesting birds, and sea lion rookeries/haul outs. Do not approach harbor seals on ice bergs/rocks, especially during pupping (May-early July) and molting (July-September).

Free WSA materials available for use by outfitter/guides:

- [Wilderness.net](#); see their “[Learn About Wilderness](#)” pages.
- [Wilderness Study Area Management Summary](#).
- [Maps of the National Wilderness Preservation System](#) via Wilderness.net.
- [Leave No Trace](#) principles on the USDA Alaska Region website.
- [Ethical Wildlife Viewing](#) principles on the USDA Alaska Region website.
- Additional resources are available on the [Alaska Region Outfitter and Guide Hub](#) resources page. Sign in with your ArcGIS Online hub account.

VIII. **SUPERVISION OF CHILDREN, REPORTING SUSPECTED CHILD ABUSE OR NEGLECT**

If there are situations in your outfitting and guiding activities where supervision of children occurs, then respond to this section of the operating plan.

If the holder, the holder's employees, agents, or contractors learn of facts that give reason to suspect that a child under the age of 18 has suffered physical or mental injury, sexual abuse or exploitation, or negligent treatment (child abuse), the holder, the holder's employees, agents, or contractors shall as soon as possible report the child abuse to the Alaska Department of Health and Social Services as soon as practicable thereafter to the authorized officer.

This section of the operating plan must include:

1. The name, address, phone number, facsimile number, and e-mail address of the Alaska Department of Health and Social Services.
2. A schedule for providing periodic training on the signs of child abuse and the reporting requirement when child abuse is suspected.
3. A sample for reporting suspected child abuse or neglect and, to the extent mandated by applicable state law, the requirement for all employees who work with children under the age of 18 to undergo a criminal background check.

Sample of Reporting Suspected Child Abuse or Neglect **Authority: Crime Control Act of 1990 (42 U.S.C. 13031)**

Information on suspected child abuse or neglect that the holder or the holder's agent obtains should be reported to Alaska Department of Health & Social Services with authority to take emergency action to protect children who are abused or neglected. Retain a copy for your records. Some of the information obtained in this type of reporting may be subject to protection by the Privacy Act 5 U.S.C. sec. 552a.

Date of initial call(s):

Name, title, organization, address, phone number(s), fax number, and e-mail address of persons contacted:

Alaska Department of Health and Social Services; Office of Children's Services; 1 (855) 478-4444; reportchildabuse@alaska.gov

Action taken in response:

Date of follow-up call(s) or other contacts:

Name, title, organization, address, phone number(s), fax number, and e-mail address of persons contacted:

Action taken in response:

Permit holder's name, address, and phone number(s):

Child's complete name, including middle initial, gender, age, and date of birth:

Child's address and phone number:

Name of child's parents or guardian:

Relationship:

Parent or guardian's address and phone number(s):

Name of persons suspected of abuse or neglect:

Relationship:

Address and phone number(s) of persons suspected of abuse or neglect:

Check all that apply:

- Physical injury
- Sexual abuse
- Emotional neglect or abuse
- Physical neglect
- Other (specify):

State the nature and extent of the current injury, neglect, or sexual abuse to the child in question and the circumstances leading to the suspicion that the child is a victim of abuse or neglect:

If known, provide information concerning any previous injury, sexual abuse, or neglect experienced by this child or other children in this child's family, including previous actions taken in response:

State other information that may be helpful in establishing the cause of the child's status:

Title, name, signature, and date of the person submitting the report:

Signature

Date

Distribution: [Insert the name, address, phone number, facsimile number, and e-mail address of the local law enforcement of child protective services agency, as designated in 28 CFR Part 81, Subpart A]

IX. ACKNOWLEDGEMENT

Holder acknowledges that they understand each of the following by initialing each item:

_____ The operating plan and other necessary documentation, including annual updates, will be submitted by the date specified in permit clause II. A. (Five-Year or Annual) Operating Plan.

_____ Requests for new activities and/or changes in locations or authorized levels of use will be submitted in a separate proposal to the Forest Service.

_____ All advertising relating to your outfitting and guiding activities will include the following:

- “[Holder name/company] is an equal opportunity service provider” (per Title VI of the Civil Rights Act of 1964, as amended).
- “[Holder name/company] operates under special use permit on the Chugach National Forest.”

_____ The holder will submit a report of actual use within thirty days of the close of the operating season. The Actual Use Report format is specified in Appendix E. A late submission will be documented in the performance evaluation.

_____ Emergency dispatch numbers and radio frequencies will be known by all holder’s employees and be readily accessible.

_____ A thorough safety briefing will be given to all clients. Clients are warned of the dangers of hypothermia, cold water immersion, traveling in bear country, and other hazards that may be encountered, and procedures in case of emergencies.

_____ Holder and their clients will practice Leave No Trace principles. It is the responsibility of the holder to teach their clients all pertinent skills and practices.

_____ Proof of liability insurance showing United States of America c/o USDA Forest Service as additional insured must be submitted to the Forest Service annually prior to the operating season.

_____ Annual performance evaluations provide feedback to the holder about their compliance with the terms and conditions of the permit (including the operating plan). The overall goal is to ensure protection of forest resources and safe, high quality services provided to the public. Performance standards are attached to the permit as Appendix F.