



OUTFITTER & GUIDE

San Bernardino

National Forest



TEMPLATE INSTRUCTIONS

THIS DOCUMENT IS A FORM THAT CAN BE EDITED BY PERMITTEES. IT CONTAINS THE ESSENTIAL INFORMATION THAT IS REQUIRED TO OBTAIN AN OUTFITTER AND GUIDING PERMIT.

THE FORM IS COLOR CODED TO MAKE IT EASY FOR THE USER TO KNOW WHERE THEY NEED TO INSERT INFORMATION.

YELLOW HIGHLIGHTED AREAS = PORTIONS OF THE FORM WHERE THE PERMIT HOLDER NEEDS TO INSERT INFORMATION.

GREEN HIGHLIGHTED AREAS = DIRECTIONS OR INFORMATION FOR THE PERMIT HOLDER.

BLUE HIGHLIGHTED AREAS = PORTIONS OF THE FORM THAT THE FOREST SERVICE NEEDS TO FILL IN.



OUTFITTER/GUIDE OPERATIONS PLAN

SAN BERNARDINO NATIONAL FOREST

INSERT Name of Outfitter/Guide Company

INSERT Years This Operating Plan Covers

SUBMITTED BY:

DATE:

Outfitter/Guide Company Representative

APPROVED BY:

DATE:

District Ranger

The holder shall prepare an operating plan in consultation with the Authorized Officer or the Authorized Officer's Designated Representative and must cover all operations authorized by this permit. The operating plan must outline the holder's steps to protect public health, safety, and the environment. The plan must include sufficient detail and standards to enable the Forest Service to monitor the holder's operations for compliance with the terms and conditions of this permit.

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I. CONTACT INFORMATION

Business Name:

Business Owner(s):

Type of Business (individual, partnership, corporation):

Mailing Address:

Phone Number:

Email Address:

Designated Representative and Point of Contact (If Applicable)

Name	Title	Phone Number	Email

Forest Service Contacts

Name	Title	Office Phone	Email

*Only contact the District Ranger in cases of emergency

II. OPERATIONS

A. Operation details:

Services Provided: (List all the services your business provides)

Operating Locations: (List all the locations that you operate at on the San Bernardino NF)

Operating Season: (List operating season for all locations if they differ by location.)

Permission/Agreements to Operate On Private Land Inside San Bernardino National Forest or Permitted Marinas:

(Include names of Private Land Owner you have permission to operate on inside the San Bernardino National Forest boundaries and/or what Marinas you have permission to launch from?)

(Attach Written Permission and/or Written Agreements as Appendix D if Applicable)**

B. Booking Agents:

(List booking agents you use)

(Please make sure all booking agents have the following disclosure on their website/brochure that states "The XYZ trips are led by XYZ Guide Service that operates under special use permit on the San Bernardino National Forest and operates on a non-discriminatory basis")

C. Vehicles, Boats, Trailers (Include Description and License Numbers):

(List your vehicle, boats, trailers that you will be using on the San Bernardino National Forest and include vehicles/boats/trailers of your guides as well. You can include this information in the guide table below if you have several guides)

III. TRIP ITINERARIES/TRIP DESCRIPTION

Trip description/itinerary (for each type of trip offered):

(Describe each type of trip you offer and what that trip looks like from start to finish.)

Check the answer that applies below.

Transportation provided: Yes No

Meals provided: Yes No

Equipment provided: Yes No

Overnight trips provided: Yes No

IV. RATES

Rates per person/per trip offered: (include rate schedule for each trip)

Check the answer that applies below.

Do you offer any discounts? (i.e. group rate, returning customers): () Yes () No

Do you give out free trips (donated) or do any trading of services?: () Yes () No

Do you rent equipment? () Yes () No

If so, include rental schedule: (include rental fee schedule)

V. GUIDE INFORMATION

Guide Name	Employee or Contractor*	Technical Skills Qualification (AMGA, IFMGA AIRE, AAA, NSP, ACA)	Type of Medical Training (First aid/CPR, Wilderness First Responder, Swift Water Rescue, EMT, other)
<complete as needed>			

*If Contractor approved agreement is required

**All guides with their own website/brochure must have the Civil Rights Statement and state that all trips on the Lassen National Forest are through the permitted business. (see the Civil Rights section below with the required information for the website/brochure)

VI. SAFETY

A. Guide Technical and Medical Minimum Requirements and Training

(List the guide minimum technical and medical qualifications for each activity type your business offers and attach certificates as appropriate in Appendix B. Do you provide any training for your guides, and how often? Don't forget the mandated reporter training for child abuse recognition and reporting as well as training about civil rights requirements, safety plan, and other components of this operating plan.)

B. Communication

(Many areas in Northern California lack cell coverage, so a back-up plan is required. Many guide companies have GPS/satellite devices such as SPOT II Satellite GPS Messenger, satellite phones, or other personal locator beacon-type equipment. Detail your communication plan here)

C. Medical Emergency Response

(List the safety gear you provide on the trips and what response you will have in the event of a medical emergency. What is your process if the guide is the individual that needs a medical response?)

D. Evacuation Procedure

(It is essential to have evacuation procedures figured out for medical or natural hazard scenarios at all locations you guide. Detail your evacuation procedures here. This should include addresses to the nearest hospitals.)

E. Incident Notification Process

Emergency Reporting Procedures: The Permit Holder and their employees/contractors will be trained in proper emergency reporting procedures and will be instructed to provide essential information, e.g., a callback number at their location.

1. Incident Notification. The holder shall be required to contact the authorized officer as soon as practicable after the following incidents that occur on National Forest System (NFS) lands within the authorized area:
 - a. Any incident resulting in death, permanent disability, or personal injuries that are life-threatening or that are likely to cause permanent disability;
 - b. Any failure of a structural, mechanical, or electrical component and its primary connection, or operator error, which impairs the operation or function of a passenger roadway in a way that could affect public safety, or any roadway incident that requires reporting to State authorities;
 - c. A search and rescue operation to locate a person; or
 - d. Any incident that had or has a high potential for serious personal injury, significant property damage, or significant environmental or other natural resource damage, including but not limited to avalanches, landslides, flooding, fire, structural failures, or release of hazardous substances.
2. Contents of Notification. When notifying the authorized officer of an incident, the holder shall be required to specify when, where, and how it occurred, and who was present or affected by the event.

If an accident or incident occurs, notification shall be made by calling the **Federal Interagency Communication Center (FICC)** at (909) 383-5651 or email: sm.fs.ficc@usda.gov within 24 hours of an incident. You can leave a message with a brief description of what happened and what actions were taken. Please follow up with written documentation by emailing the Special Use Permit Administrator at: SM.FS.BDFspecUses@usda.gov

BACKGROUND CHECKS/REPORTING CHILD ABUSE

A. Background Checks

Check the answer that applies below.

Does your business provide a service for minors unaccompanied by their parent or legal guardian? () Yes () No

If yes, has your business gone through the CA State background check process?

() Yes () No

B. Contact Information for Local Law Enforcement and Child Protective Services Agency

Name	County	Phone Number
Emergency Response Child Abuse Reporting Hotline BCIA 8572, Suspected Child Abuse Report	Riverside	(800)-442-4918 (800)-422-4453 211
Emergency Response Child Abuse Reporting Hotline BCIA 8572, Suspected Child Abuse Report	San Bernardino	(800)-827-8724 (909)-384-9233 211
Law Enforcement		911

C. Training of Employees/Contractors for Child Abuse Recognition and Reporting

Child Abuse and Neglect Reporting Act (11164-11174.3) requires people that provide any service to a minor (with or without their parent or legal guardian) to undergo training on how to properly report child abuse and recognize signs of it. For more information on this law, see the following link:

http://leginfo.legislature.ca.gov/faces/codes_displayText.xhtml?lawCode=PEN&division=&title=1.&part=4.&chapter=2.&article=2.5

The State of California requires the following training to be completed to fulfill the Forest Service requirement for child abuse recognition and reporting training. All guides that will lead trips with minors (with or without their legal guardian) will be required to take this free online training course and the associated refreshers when they expire:

<https://mandatedreporterca.com/>

Date that this training will be completed by here. <INSERT DATES>

VII. CIVIL RIGHTS REQUIREMENTS

Check the answer that applies below.

Does your business have public reception area(s) or other areas visible to the public? () Yes () No

Does your business have a brochure? () Yes () No

Does your business have a website? () Yes () No

Your website **MUST** have the following information on it:

“This business operates under special use permit with the Lassen National Forest

In accordance with Federal law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, disability, and reprisal or retaliation for prior civil rights activity. (Not all prohibited bases apply to all programs.)

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible State or local Agency that administers the program or USDA’s TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information is also available in languages other than English.

To file a complaint alleging discrimination, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office or write a letter addressed to USDA and provided in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.”

Your brochures **MUST** have the following information on it:

“This institution is an equal opportunity provider and operates under Special Use Permit on the Lassen National Forest.”

Title VI Requirements

Federal regulations require that each commercial enterprise conducting business on National Forest land have provisions for services for persons with disabilities. Statements such as "we operate on a non-discriminatory basis" or "because of the physical and mental demands placed on customers we cannot provide services to those with the following disabilities:" will satisfy this requirement. These provisions should also be included in your advertising brochure.

VIII. FOREST SERVICE EXPECTATIONS FOR OUTFITTER/GUIDE SERVICES

A. Operations

1. All permit requests/renewal and re-authorization documentation will be provided to the Special Use Administrator during the “Open Season,” including Operating Plans, Fee Worksheets, and Proof of Insurance.
2. The permittee will comply with the terms and conditions of their special use authorization and this operating plan.
3. The Outfitter & Guide will support the Forest Service mission by providing accurate information regarding Forest Service management of the area and environmental, geological, historical, archaeological, botanical, wildlife, and Native American culture information.
4. All activities will practice minimum impact techniques (such as Leave No Trace and Tread Lightly).
5. The Outfitter & Guide will follow the Travel Management Rule and comply with the Motor Vehicle Use map (MVUM), utilizing only those roads and trails that are designated as appropriate. Maps can be found at the following website or at San Bernardino National Forest Offices.
<http://www.fs.usda.gov/r05/sanbernardino/interactive-maps>
6. The Outfitter & Guide will assist the Forest Service in caring for, maintaining, and restoring roads, trails, parking locations, and areas of impact.
7. No wet weather use of non-paved roads. When the roads are muddy (tire leaves an imprint greater than one inch), no vehicles will drive on them.
8. Integrate education and interpretation of the ecosystem into all activities by well-trained, informed, and educated employees.
9. All guides will be courteous and helpful at all times to their guests and the public.

10. Transportation efficiency will be practiced by reducing traffic and vehicle impacts. Service will be provided to more people with fewer vehicles when appropriate to the area and service provided.
11. Suspected unauthorized outfitter/guide activities will be promptly reported to the Forest Service.
12. Guests are informed that the tour/activities are being conducted in the Lassen National Forest.
13. Vehicles will be signed with the company name on the vehicle.
14. All guides (contractors and employees) are familiar with the contents of this operating plan.
15. All commercial filming and photography for the outfitter/guide company and filming company utilizing the outfitter/guide services requires a permit from the Forest Service.

B. Fire Prevention and Smoking

1. During seasons of extreme fire danger, the permittee may be required to stand down (not operate or access NF lands) for a period of time until the threat of fire danger has passed.
2. Smoking will occur only at designated rest stops and cleared areas where all cigarette/cigar butts will be collected and removed from National Forest land.
3. To help prevent forest fires, no campfires or smoking outside of closed vehicles will occur when fire restrictions exist.
4. Safety precautions and measures against starting fires shall be made known to all tour/ participants and will be strictly adhered.

C. Business Administration

1. Annual Use Reports will be turned in to your permit administrator by location, road or trail, and the number of vehicle trips and people/groups. Use reports and fee determination statements must be received no later than 30 days after the close of your season of operation.
2. Estimated fees will be paid before the start of your season and based on the previous year's gross revenues/user days by category.
3. Accurate bookkeeping will be practiced, and the records will contain, at a minimum, the following information per trip: date, time, location, number of people, and revenue collected (fee per person).
4. No part of the use authorized by this permit may be assigned or sublet to others.
5. Outfitter and guide permits on the Lassen National Forest will be issued under the legal business name. An Authorized Agent must be identified for each business in the Operating Plan. To maintain an effective working relationship between the permittee and the USDA Forest Service, an Authorized Agent must have full authority in all administrative and operational matters pertaining to the permitted business.

D. Safety

1. All guides will maintain current required medical certifications.
2. Vehicles will be equipped with fire extinguishers and first aid kits. On hiking tours, guides will have a first aid kit with them at all times.
3. All equipment will be inspected regularly and kept in safe working order.
4. Drivers will comply with all speed limits.
5. Guides and passengers must wear vehicle seat belts at all times.
6. Guests will be advised of anticipated hazards and asked to wear safe and appropriate footwear and clothing before the tour/guide.
7. All guides must be equipped with appropriate communication devices to be used in emergencies.

IX. EXPECTATIONS FOR DESIGNATED WILDERNESS AREAS

<if wilderness use is being authorized insert wilderness name(s) below.

Your special use permit authorizes you to operate a portion of your business in the _____ Wilderness.

Professional outfitters are responsible for setting an example for other Forest users regarding *Leave No Trace* practices, backcountry ethics, and caring for the land and other users. Outfitters are expected to foster awareness, knowledge, and understanding of the designated wilderness, the wilderness preservation system, basic principles of wilderness management, and the unique ecosystem characteristics of the _____ Wilderness.

As a wilderness outfitter, you are responsible for preserving and protecting the wilderness resource. Listed below are the characteristics and performance expectations of wilderness outfitters:

1. Understand the Wilderness Act and the law, policies, and local special provisions of the wilderness they operate.
2. Places the wilderness resource above the ease and convenience of themselves and their clients.
3. Does not sacrifice the wilderness resource for economic gain.
4. Has the ability to interpret natural processes and communicate with their clients.
5. Shares with clients wilderness history, cultural background, ethics, and values.
6. Continually applies and improves on "light-on-the-land" techniques.

7. Communicates with clients that natural processes like fire are a part of the wilderness ecosystem, that natural processes will be allowed to operate freely, and that they will change over time
8. Emphasizes the value of opportunities for solitude or primitive and unconfined recreation in the wilderness.
9. In advertising represents the experience as primitive and unconfined recreation and prepares clients in advance for a “wilderness” experience in contrast with their daily life.
10. Ability to practice and teach traditional/primitive skills.

Describe below how you will inform your clients about wilderness values, low-impact/leave no trace skills, and backcountry etiquette:



ATTACH THE FOLLOWING DOCUMENTS LABELED AS SHOWN BELOW.

APPENDIX A: BUSINESS LICENSE/FICTITIOUS BUSINESS NOTICE

APPENDIX B: MEDICAL TRAINING CERTIFICATE(S)

APPENDIX C: ESSENTIAL ELIGIBILITY CRITERIA

**APPENDIX D: APPROVED ACKNOWLEDGEMENT OF RISK FORM
(IF APPLICABLE)**

APPENDIX E: WRITTEN AGREEMENTS (IF APPLICABLE)

**APPENDIX F: STATE GUIDE LICENSE(S) (FISHING, HUNTING,
DUNNAGE, PACKING)**
