



Activities

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1. General Provisions

The following provisions apply to all high adventure activity SOPs.

a. Emergency Action Plan (EAP)

The EAP applies to all SOPs. Activity-specific instructions will be included where necessary in each activity's SOP.

b. Monitoring and Reporting

Participants must be monitored by an activity leader who has training in conducting the activity when participating in high adventure activities. Activity leaders serve the purpose of professionally and safely facilitating an activity; they are not responsible for the legal supervision of minors (unless the activity leader is leading Michindoh campers and is approved for Michindoh youth supervision). Retreat groups are required to maintain adult supervision of minors at all times.

Managers, Administrators, and the Director are responsible to regularly observe the high adventure activities to ensure procedures are being followed, and to arrange periodic in-service training as necessary.

If an accident (a safety incident that results in an injury) or near-miss (a safety incident that did not result in injury, but had the potential to do so) occurs, the activity leader will respond according to the EAP. The Director will forward a copy of the completed report to be filed in the High Adventure Activity File.

The chain of command for activities is as follows:

1. Activity Leader. Responsible for inspection, set up, leading the activity and maintaining a safe environment, and clean up. Follows standard procedures.
2. Head Activity Leader. A senior activity leader, normally assigned for Waterfront or High Ropes, with a greater amount of experience than a standard Activity Leader. Ensures standard procedures are followed.
3. Activities Manager. Responsible for the overall maintenance, operation, and quality control of the activity. Remains within approved policy, but has discretion to adapt an activity to best meet the circumstance (for example, assigning zones of coverage to AOs and lifeguards).
4. Administrator. Responsible to train, direct, and supervise activity leaders, head activity leaders, and activity managers. Approves a deviation from approved policy to address a unique and unexpected circumstance where a deviation is necessary for safe and quality operation, but must subsequently inform the Director and gain approval for updating the approved policy for future occurrences if necessary. The front-line manager who bears the primary responsibility for safety and risk management.
5. Director. Responsible to set policy and notify the CEO of any policy change, and to conduct spot inspections of activity operations to verify safety and quality control.

c. Policy Update and Review

Any updates to the plan will be approved by the Director, and a copy will be forwarded to the CEO. Employees shall be notified and trained, if necessary, in new procedures. A copy of this plan shall be maintained at the high adventure courses and in the high adventure file.

The SOP, incident report file, industry standards, safety procedures, and course operations will be reviewed by the Director annually and by a Review Board at least every five years. The Director and the Board will update these documents and policies to address identified risks and to meet any new industry standards. The Review Board will consist of, at a minimum, the CEO; the heads of Administration, Program, and Guest Services; one manager; one head facilitator; one regular facilitator; and one third party facilitator who is the equivalent of a head facilitator or higher.

d. Behavior Management

The Behavior Management Policy applies to all activity SOPs. Activity-specific instructions will be included where necessary in each activity's SOP.

e. Participant Notice

A participant notice shall be available at all High Adventure Activities that includes an activity description, risk statement, medical considerations, and rules. A copy of the notices is included in the Appendix.

f. Activity Inspection

High Adventure Activities will be inspected each day of use by a trained activity leader. The inspection will be documented by completing the checklist or log at each activity. High Adventure Activities will be inspected at least every three months by an activities leader who is a supervisor or above.

2. High Adventure Activities

a. Aquatics

i. General Provisions

The following provisions apply to all aquatic activities.

Training

There are four levels in which an aquatics activity leader may be trained:

1. Aquatic Observer (AO). Must be 16 or older and have received training from a Lifeguard or above in the Michindoh AO Training Course. Must be trained in this SOP, including a site walkthrough.
2. Shallow Water Lifeguard (SWLG). Must be 18 or older and possess a current ARC Shallow Water Lifeguarding certification. Must be trained in this SOP, including a site walkthrough. If ARC certification is not through Michindoh, a skills assessment will be completed prior to assuming guard responsibilities.
3. Lifeguard (LG). Must be 18 or older and possess a current ARC Lifeguarding, Lifeguarding Instructor, or Lifeguarding Instructor-Trainer certification. Must be trained in this SOP, including a site walkthrough. If ARC certification is not through Michindoh, a skills assessment will be completed prior to assuming guard responsibilities.
4. Waterfront Lifeguard (WFLG). Must be 18 or older and possess a current ARC Lifeguarding, Lifeguarding Instructor, or Lifeguarding Instructor-Trainer certification; and the Waterfront Skills certification; and must have reviewed Chapters 4 (Canoeing Safety), 5 (Kayaking Safety), and 7 (Rowing Safety) in the ARC Small Craft Safety Participant's Manual (course and certification are

discontinued). Must be trained in this SOP, including a site walkthrough. If ARC certification is not through Michindoh, a skills assessment will be completed prior to assuming guard responsibilities.

Michindoh may conduct its own ARC certification courses by qualified Lifeguard Instructor and Lifeguard Instructor-Trainer certified staff.

Lifeguards should participate in training, drills, and practice rescues at least once annually, which includes once mid-summer for seasonal staff.

Equipment

AOs must be dressed in the designated staff uniform appropriate for the weather conditions and must have a water bottle available for personal hydration. AOs must wear a whistle.

Lifeguards must be dressed in the designated staff uniform appropriate for the weather conditions and must have a water bottle available for personal hydration. They must wear a whistle, and a hip pack with a CPR mask, non-latex gloves, and a gauze roll. When on post, they must wear a rescue tube.

The Beach Station shall have an assist pole, ring buoy, backboard with 3 straps, and first aid kit available at all times when a waterfront activity is open. Additionally, the Waterslide shall have an additional assist pole and backboard with 3 straps available at all times when open.

Area Organization and Staffing Plan

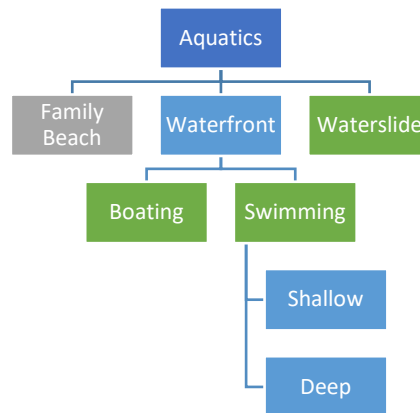
The aquatics activities are organized according to the below chart.

Waterfront and Waterslide are two *areas* in close proximity (~70ft apart). Waterslide, Boating, and Swimming are three separate *activities*, with Swimming being divided into Shallow and Deep *zones*. Family Beach is an open-swim area or zone that may be established for participants that are all adults and/or minors accompanied by a legal parent or guardian, and it is not a staffed activity.

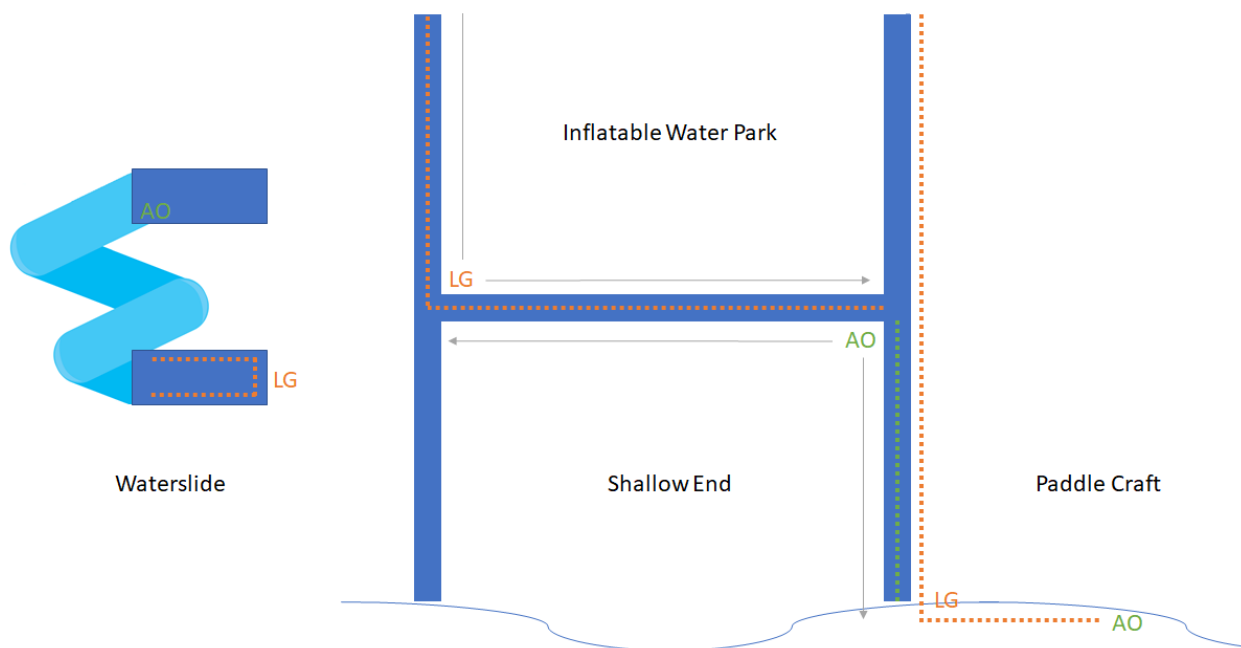
Each open activity will be staffed, at a minimum, by one AO and one primary lifeguard. An SWLG or above may count as the primary lifeguard at the Waterslide. An LG or above may count as the primary lifeguard at the waterfront. A WFLG must be the primary lifeguard at boating.

The AO and lifeguard have an initial capacity not to exceed 20. An additional AO must be added to maintain a staff to participant ratio of 1/10 (including any fraction thereof). An additional lifeguard with the appropriate training level for the activity must be added to simultaneously maintain a lifeguard to participant ratio of 1/50 (including any fraction thereof). Additional lifeguards for swimming may be SWLGs if their zone is restricted to the Shallow zone (the primary lifeguard must be an LG or above, even if only the Shallow zone is open). Staffing requirements are summarized in the table below.

Participants	Lifeguards	AOs
1-20	1	1
21-30	1	2
31-40	1	3
41-50	1	4
51-60	2	4
61-70	2	5
71-80	2	6
81-90	2	7
91-100	2	8
101-110	3	8



The senior lifeguard or scheduled waterfront manager for the day is responsible for the organization of staff, maintaining staff to participant ratios, and assigning lifeguard and AO zones of coverage. Circumstances commonly arise that allow different models to be more effective, but the basic setup for initial capacity will follow the chart below. Some positions are roving posts (indicated by the dotted lines), which allows the elimination of blind spots and provides maneuverability to reduce solar glare.



General Operations

All rescues, assessments, and medical care will be conducted in accordance with the training provided by: ARC Lifeguarding, ARC CPR for Professional Rescuer, and ARC Lifeguarding Waterfront Module.

Michindoh staff may not administer first aid to any group participant, except in emergency, life-threatening circumstances. Michindoh staff may administer a sterile gauze roll over a bleeding wound solely for the purpose of containing the spill of blood.

The Waterslide and Inflatable Water Park will only be open when staffed. The Shallow Zone and Paddle Craft (and Family Beach, if offered) will only be open when staffed if any participants are minors not

accompanied by a legal parent or guardian; and may open unstaffed if all participant are adults or minors accompanied by a legal parent or guardian. If unstaffed, a participant notice will be posted that includes:

No Lifeguard on Duty

All participants must be an adult or a minor accompanied by a legal parent or guardian

1. No flips, acrobatics, or rough play
2. No head-first diving
3. No swimming under docks, structures, or inflatables
4. No swimming during hours of darkness

Aquatic activities may not be run during hours of darkness, except for the Waterslide with the activity lights turned on and in working condition.

All participants are considered non-swimmers (except in the rare occurrence of providing a swim test followed by Deep Zone open swimming).

Participant Accountability and Wrong Count EAP

The waterfront will maintain a control entry/exit point where a staff member will sign participants into the waterfront participant log by zone upon entry, and check them out upon exit. Alternatives to the participant log may be used based on special circumstances (e.g. using numbered wristbands or washers with a cabin roster, or count in/out by 10s for a rinse off).

At least every 10 minutes, the staff member at the control point will initiate a participant count over the radio. Each zone AO or lifeguard will report the number of participants they count in their zone to the control point, and the control point will confirm over the radio it matches their log. If it does not match, the control point will ask for a recount. In a recount, the zone AO or lifeguard will recount a second time and report their number to the control point. It is critical that the zone AO or lifeguard provide only the number they actually count; they must not adjust their count to try and get the right number. The control point will confirm over the radio whether their number matches or not. If the numbers match, the activity will continue until the next count. If the numbers do not match, Code Green – Wrong Count is initiated.

Code Green – Wrong Count. The AO or lifeguard in the zone with an incorrect count will immediately direct all participants in their zone to the nearest place on the dock or shore where all can be gathered. The control point staff member will close the gate/rope to the control point and go to the gathering location with the log. One final count will be conducted now that all zone participants are gathered and stationary. If the count matches, the all clear is given to resume the activity. If the count is still off, the control point staff member will begin reading each participant name that checked in while separating that person from the group, until the full list is reviewed and the missing person is identified by name.

If there is a participant present that was not checked in, the control point will give the all clear to resume the activity and the control point will inform the participant of the appropriate procedures and make sure they are not checked into another zone.

If there is a missing swimmer, their name will be broadcast over the radio, and all aquatic staff will call for that person by name as loud as possible. If immediately found, they will be taken to the control point to verify that they are indeed the missing camper; the control point will give the all clear to resume the activity, and the control point will inform the participant of the appropriate procedures. If they are not immediately found, a Code Yellow – Missing Swimmer will be initiated by the Head Guard or Waterfront Manager.

Code Yellow – Missing Swimmer. All zones will begin immediate shutdown procedures. Non-lifeguard staff, as soon as available, will be sent down both directions of the pathway with radios to call loudly for the missing person. One of these staff will make their way straight to the missing person's cabin. The Front Office and/or Host, having been made aware of the circumstance immediately, will begin contacting the group leader. Lifeguards, as soon as available, will begin searching the water. Normally, the shallow end can be scanned visually. Underneath docks and structures should be checked next. Finally, deep water on-line searches will be conducted. Water searches will continue without pause until the all clear is given, the missing swimmer is found, or Emergency Services discontinues the water search. The AED will be retrieved from the front office and brought to the waterfront.

At 30 minutes from the issuing of Code Green – Wrong Count, if the missing swimmer has not been located, the EMS will be notified and a Code Red – Missing Swimmer will be issued. Non-certified staff will clear the area of all bystanders (except for the group leader or parent) while both land and water searches continue.

If the missing swimmer is found safe and not drowned, the all clear will be given. The waterfront may wait to reopen for a short period of time based on the discretion of the chain of command based on the emotional or physical exhaustion of the staff.

If the missing swimmer is found having drowned, Code Red – Drowning will be issued immediately. The extraction and appropriate care based on the primary assessment and signs of life will be conducted by lifeguards and CPR for the Professional Rescuer certified staff until EMS arrives and takes over. Non-certified staff will clear the area of all bystanders (except for the group leader or parent).

Code Green, Yellow, or Red Rescue

If a lifeguard or AO notices a distressed swimmer, active-drowning swimmer, passive-drowning swimmer, or other situation that requires immediate lifeguard attention, they will activate either Code Green or Code Yellow and physically point at the swimmer(s). A lifeguard assigned to the activity will assess the situation and perform the appropriate action or rescue. If the lifeguard must enter the water, the other AO(s) and lifeguard(s) will provide temporary zone coverage and provide assistance to the responding lifeguard as necessary. After the rescue is complete, the all clear may be given, or a Code Yellow Injury or Code Red Injury may be issued. If the rescuing lifeguard begins in-water treatment for a suspected head-neck-spine injury, or communicates that there is not breathing and/or pulse from the participant, a Code Red Injury will be issued prior to the water rescue procedures being concluded.

Code Yellow Injury

If possible, the injured participant will be moved out of the activity zone. Based on the nature of the injury and the location, an area of privacy may need to be established around the injured participant and/or the aquatic activity may need to be closed. A lifeguard or CPR for the Professional Rescuer certified staff will remain with the injured participant until the participant's Health Officer arrives and takes over.

Code Red Injury

All zones will begin immediate shutdown procedures. Appropriate care based on the primary assessment and signs of life will be conducted by lifeguards and CPR for the Professional Rescuer certified staff until

EMS arrives and takes over. Non-certified staff will clear the area of all bystanders (except for the group leader or parent). The Front Office and/or Host will contact the group leader and group health officer.

ii. Swimming

The Shallow Zone may open by itself, or in conjunction with the Deep Zone to jointly function as one aquatic activity. The Shallow Zone is between the shore and the inside of the “H” dock, and is a maximum of 5’ in the deepest spot. A buoy line may be installed to set the max at a lower number for smaller children. Participants may choose to wear a coast-guard approved activity lifejacket; Michindoh will have type III activity lifejackets available to participants.

The Deep Zone may open by itself, or in conjunction with the Shallow Zone to jointly function as one aquatic activity. The Deep Zone is between the open water and the inside of the “H” dock and has depths over 5’. In normal operation, the Deep Zone is strictly for the Inflatable Water Park, and all participants must wear a coast-guard approved type III activity lifejacket; Michindoh will have these available to participants.

In rare and pre-planned occurrences, the Deep Zone may be approved for an open (non-lifejacketed) swim. During a Deep Zone open swim, the Inflatable Water Park is closed. Any participant not wearing a lifejacket must first pass a swim test. The sequence for a swim test is: jump into one side of the deep end, return to the surface and tread or float in place for one minute, turn around in a full circle, swim across the deep end, and exit using the ladder.

Emergency Shutdown Procedures. Participants will be directed with respectful urgency to exit the water and check out of the activity through the control point. As soon as the last participant is out of the water, the lifeguard will immediately report to the site of the emergency and follow instructions from the Head Guard. Once the last participant has checked out of the area, the AO will immediately report to the site of the emergency and follow instructions from the Head Guard.

Activity Description. Participants float and propel themselves through the water with arm and leg motions, sometimes with the aid of a flotation device.

Minimum Participant Requirements. Able to swim with a lifejacket, or immediate adult supervision.

Swimming Rules:

1. No swimming unless lifeguards on duty
2. Instructions from staff must be followed
3. No flips, acrobatics, or rough play
4. No head-first diving
5. No swimming under docks, structures, or inflatables
6. Lifejackets required in Deep Zone & optional in Shallow Zone
7. Lifejackets must fit and be worn properly
8. If unable to swim with a lifejacket, then immediate adult supervision
9. Docks are for Deep Zone access only
10. No checking into swimming areas unless swimming

iii. Paddle Craft

The Paddle Craft activity may open by itself or in conjunction with other aquatic activities. The standard lifeguarded Paddle Craft zone is between the bridge and the zipline cable. Participants will wear a coast-

guard approved type I or II lifejacket; Michindoh will have type II lifejackets available to participants. A guard paddle craft will be immediately available at all times in case a rescue is needed, and the WFLG may choose to guard from it on the water to be located more centrally to the participants; when in the guard paddle craft, a properly worn rescue tube will be considered a proper floatation device. Kayaks are approved for one participant, canoes for up to three participants (or two small children between two adults), and rowboats and paddleboats for up to four participants.

As a pre-arranged activity, the Paddle Craft participants may traverse in a group around the lake. In these cases, the Lifeguard must remain in close proximity via the guard paddle craft, and the AO must maintain visibility so they can activate the EAP if needed.

Paddle craft may be open without staffing when all participants are adults and/or minors accompanied by a legal parent or guardian, and in these cases the whole lake may be used.

Emergency Shutdown Procedures. Participants will be directed with respectful urgency to exit the water at the beach. As soon as the last participant craft is beached, the lifeguard will immediately report to the site of the emergency and follow instructions from the Head Guard. Once the last participant has checked out of the area, the AO will immediately report to the site of the emergency and follow instructions from the Head Guard.

Activity Description. Participants sit in a paddle craft and use paddle to propel and steer the craft through the water.

Minimum Participant Requirements. Able to swim with a lifejacket and use a paddle, or immediate adult supervision.

Paddle Craft Rules:

1. Instructions from staff must be followed
2. Lifejackets must fit and be worn properly
3. No standing up or purposefully tipping
4. No bumping into other paddle craft
5. If unable to swim with a lifejacket and use a paddle, then immediate adult supervision
6. Minors not accompanied by a parent or guardian may only participate when a lifeguard is on duty
7. When lifeguard is on duty, paddle craft must stay between the zip line and bridge
8. Keep paddle craft out of the swimming area

iv. Waterslide

The Waterslide may open by itself, or in conjunction with other aquatic activities. The waterslide area contains the top platform, the stairs, the catch pool, the bottom deck, and the pump room. Participants may choose to wear a coast-guard approved activity lifejacket; Michindoh will have type III activity lifejackets available to participants. The lifeguard may guard the catch pool from the bottom deck, or may guard from the catch pool (which is especially helpful with a group of smaller children who need frequent simple assists). The AO will control the entry of participants to make sure no more than three participants are on the slide at any time, each at least 10 seconds apart. The AO is also responsible to make sure participants remain seated or lying down, enter the catch pool feet first, and do not have any sharp metal items (jewelry, etc.). The lifeguard is responsible to maintain the surveillance and safety of the catch pool, report to the Head Guard if the water level is below the skimmer baskets, and to also ensure the participants enter the catch pool feet first. The Head Guard is responsible to check and clean if necessary

the pump filter every hour during slide operation, and report to the Pool Manager any issues discovered with the plumbing or filtration system; and to keep the water level filled above the skimmer basket ports.

Emergency Shutdown Procedures. Participants will be directed with respectful urgency to exit the top platform, stairway, and pool deck, and the AO will immediately shut off the waterslide. As soon as the last participant is out of the water and the pool deck is vacated, the lifeguard will immediately report to the site of the emergency and follow instructions from the Head Guard. Once the last participant has departed the area, the AO will lock both gates and immediately report to the site of the emergency and follow instructions from the Head Guard.

Activity Description. Participants glide down a slide with flowing water into a pool.

Minimum Participant Requirements. Able to swim with a lifejacket, or immediate adult supervision.

Waterslide Rules:

1. Use only when lifeguards on duty
2. Instructions from staff must be followed
3. No flips, acrobatics, or rough play
4. No entering the pool except from the slide
5. Must enter pool feet-first
6. Exit pool promptly; no swimming around
7. Lifejackets when worn must fit and be worn properly
8. If unable to swim with a lifejacket, then immediate adult supervision

b. Challenge Course

i. General Provisions

The following provisions apply to all Climbing Wall, High Ropes, and Zip Line activities.

Training

There are seven levels in which a high ropes facilitator may be trained:

1. Assistant. Trained in safety awareness, proper fitting of gear, and/or bottom zip. Must be 16 or older and have received training from a Head Facilitator including this SOP and a site walkthrough. Retraining will be provided at least once every 12 months.
2. Climbing Wall Facilitator. Trained in all site-specific ACCT level 1 material for the wall and belay. Must be 18 or older and have received training from a certified Challenge Course Manager including this SOP and a site walkthrough. Retraining will be provided at least once every 12 months. Quality control for training will be verified by a third party at their next on-site visit, not to exceed 12 months from the original training.
3. Ground Facilitator. Trained in all site-specific ACCT level 1 material for facilitation from the ground. Must be 18 or older and have received training from a certified Challenge Course Manager including this SOP and a site walkthrough. Retraining will be provided at least once every 12 months. Quality control for training will be verified by a third party at their next on-site visit, not to exceed 12 months from the original training.
4. Regular Facilitator. Trained in all site-specific ACCT level 1 material. Must be 18 or older and have received training from a certified Challenge Course Manager including this SOP and a site walkthrough. Retraining will be provided at least once every 12 months. Quality control for

training will be verified by a third party at their next on-site visit, not to exceed 12 months from the original training. Must possess a current ARC CPR for Professional Rescuers certification or higher.

5. Head Facilitator. A Regular Facilitator with demonstrated experience and with supervisory duties. Must possess a current ARC CPR for Professional Rescuers certification or higher. Head Facilitators are appointed by the Administrator.
6. Manager. Trained in all site-specific ACCT level 1 material, plus a minimum of 200 course and training hours. The manager should either be scheduled to attend an ACCT level 2 course, or already have an ACCT level 2 certification. Must possess a current ARC CPR for Professional Rescuers certification or higher. The Manager is appointed by the Administrator.
7. Challenge Course Manager (CCM). Holds an ACCT CCM certification, which includes a minimum of 500 course and training hours. This staff may be a Head Facilitator, Manager, Administrator, or Director. A CCM is authorized to conduct in-house training and certification. Must possess a current ARC CPR for Professional Rescuers certification or higher. A CCM is appointed by the Director.

Equipment

The equipment log is kept in the High Adventure Activity File. The log specifies the manufacture date (if available), in-service date, and retire date or retire parameters for high adventure equipment. Manufacturer information (if available) for equipment is filed in the High Adventure Activity File.

The monthly inspection will include a review of the equipment log. If an item is due to be retired it will be marked with black tape and removed from the vicinity of the high adventure activities, and the appropriate changes will be made to the equipment log.

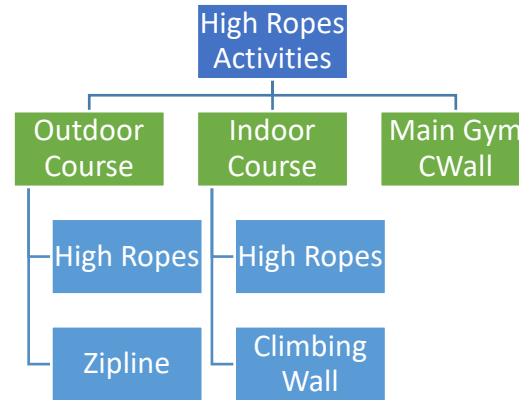
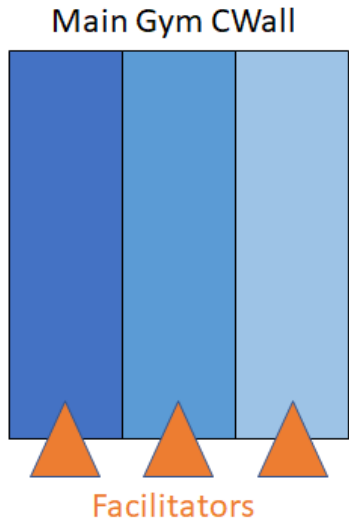
The manager will maintain and replace equipment as needed with similar equipment. New types of equipment must be approved by the Director before purchase or use.

Area Organization and Staffing Plan

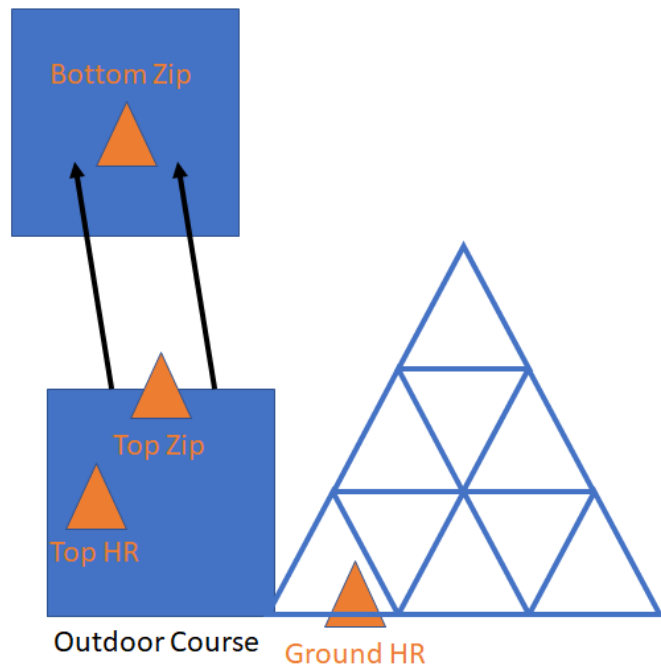
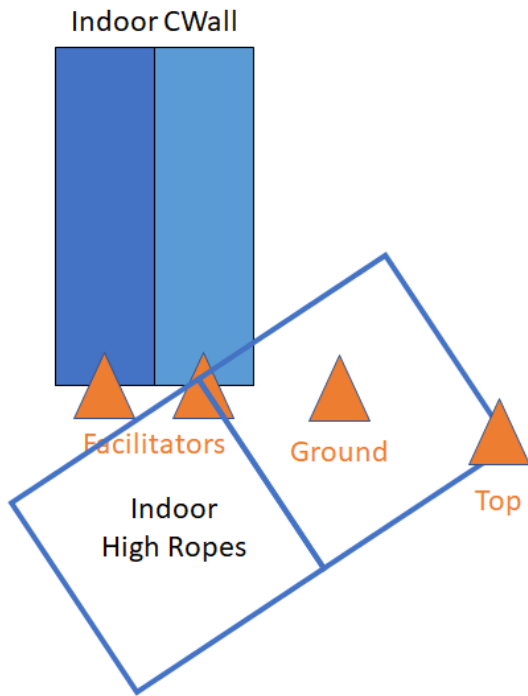
The High Ropes Activities are organized according to the below chart.

High Ropes and Zip, Indoor High Ropes and DMC Climbing Wall, and Main Gym Climbing Wall are three *areas*, and each area may be run as one *activity* for the purposes of minimum staffing.

Each open area will be staffed, at a minimum, by two certified staff. The High Ropes and Zipline each require, at a minimum, a Ground Facilitator and a Regular Facilitator. The Climbing Walls require, at a minimum, two Climbing Wall Facilitators. Additional staff may be assigned based on the operational plan for the session, but assigned staff may only be assigned responsibilities for which they have been trained. The Indoor Climbing Wall may open one lane with one facilitator, if a second facilitator is in the immediate vicinity to assist with an EAP. The Outdoor High Ropes may count the facilitator at the top of the Zipline as the Ground Facilitator for Outdoor High Ropes.



The senior or Head facilitator for the session is responsible for the organization of staff and responsibilities. Circumstances commonly arise that allow different models to be more effective, but the basic setup will follow these charts.



General Operations

All operations will be conducted in accordance with the Edgy Designs ACCT Training Manual, and assessments and medical care will be conducted in accordance with the training provided by ARC CPR for Professional Rescuer.

Michindoh staff may not administer first aid to any group participant, except in emergency, life-threatening circumstances. Michindoh staff may administer a sterile gauze roll over a bleeding wound solely for the purpose of containing the spill of blood.

High Ropes Activities will only be open when staffed.

All facilitators and participants shall be informed of the risks associated with high adventure activities prior to their participation in the activity. A Participant Notice will be posted at each activity containing.

Code Green

Any facilitator alerts the participant to immediately stop behavior or movement and inquiries about the state of the participant (e.g. health, focus, awareness). The lead facilitator will decide to allow the participant to continue based on the circumstances and the participant's desire. If continuing, the facilitator(s) will monitor the participant. If not continuing, the lead facilitator will ask the participant to return to entrance of the activity or will signal for an emergency take down (ETD) depending on the circumstances. After the activity is over and the participants have left, the incident will be debriefed, and if an ETD was conducted an incident report will be completed.

Code Yellow

A facilitator shouts "freeze the course" and signals to the lead facilitator to activate the EAP. The lead facilitator will determine between immediately performing an ETD and asking the participant to go to the nearest descent point. The lead facilitator manages the EAP and assigns tasks to other staff as necessary. The lead facilitator will ensure in order of priority: the injured participant is removed from the course, the Front Office and/or Host is notified, and crowd control is established as applicable. After all appropriate actions have been taken, the lead facilitator and the participant's health officer will complete incident reports.

Code Red

A facilitator shouts to "freeze the course" and signals to the lead facilitator to activate the EAP. The lead facilitator will determine between immediately performing an ETD and moving participant to the nearest descent point. The lead facilitator manages the EAP and assign tasks to other staff as necessary. The lead facilitator will ensure in order of priority: 911 is called, the injured participant is removed from the course and emergency medical care is provided to the injured (e.g. CPR) in accordance with training and procedures until EMS arrives, the Front Office and/or Host is notified (who will contact the participant's Health Officer), other participants are removed from the course, and crowd control is established. After all appropriate actions have been taken, the lead facilitator and the participant's health officer will complete incident reports.

Work at Height Plan

Statement of Policy. Michindoh is dedicated to the protection of its employees from on-the-job injuries, and all employees are responsible for working safely. The purpose of this plan is to supplement existing safety procedures to addresses the use of fall protection methods at high adventure activities, and to ensure that employees use safe procedures to minimize fall potential or injury. Included under this policy are the applicable and detailed policy and procedures set forth in this SOP and Edgy Designs ACCT Training Manual.

Prior to facilitating high adventure activities, each employee will be trained in these procedures and will strictly adhere to them except when doing so would expose the employee to a greater hazard. If, in the employee's opinion, this is the case, the employee is to notify the chain of command immediately.

It is the responsibility of the High Adventure Manager(s) and Administrator to implement this plan and to conduct regular safety checks of work operations and procedures. It is the responsibility of all employees to identify and stop any unsafe practices or conditions immediately, and to report them immediately to the chain of command.

Fall Protection. Facilitation, maintenance, and inspection of the high adventure courses and course equipment will be conducted by employees who are specifically trained to do so, and in accordance with the policy of this SOP. Additionally, employees are responsible to personally inspect all equipment used on their own persons (e.g. harness, carabiners, belay devices).

Only Michindoh equipment may be used on Michindoh's courses; except, the Administrator may approve exceptions for head facilitators, inspections, training, or special scenarios. In such cases, it must be demonstrated that the equipment can be used by the employee safely and meets all safety requirements.

All employees off the ground less than five feet must follow proper spotting procedures. All employees working at height (over five feet off the ground) while facilitating a high adventure activity will wear a harness that meets OSHA requirements for fall protection and a helmet, and be either on belay or attached to the course by an approved method. When employees have a potential for freefalling greater than 4 feet, a shock absorbing lanyard must be worn attached at the dorsal.

Only other employees who are trained to do so will belay, except managers may use an assisted breaking belay device with a backup. An employee may never work at height without a second facilitator present. Employees will have safe closed-toe footwear before working at height, and are responsible for cleaning footwear of mud or other slip hazards.

Facilitators will never self-connect to a belay or zip system without a second facilitator conducting the safety checks. During the Zip Inspection only, the Zip inspector may conduct the safety checks over the radio with bottom zip. All knots and setup items will be checked by two facilitators.

An emergency first aid kit with CPR mask must be accessible while the course is in use, as well as a phone for immediate access to emergency services via a cell phone; phones will not, however, be carried when working at height.

Enforcement. Constant awareness of and respect for fall hazards and compliance with all safety rules are considered conditions of employment. The Director, Administrator, Manager(s), and individuals of the Michindoh Leadership Team reserve the right to issue disciplinary warnings to employees, up to and including termination, for failure to follow the guidelines of this program.

Accident Investigations. All accidents and near-misses shall be investigated and reported to the chain of command immediately. Additionally, documentation via a Michindoh Incident Report shall take place as soon as possible. Incident reports will go to the CEO via the Director, and a copy will be placed in the High Adventure Activity files. In the event that an employee falls or there is some other related, serious incident occurring, this plan shall be reviewed to determine if additional practices, procedures, or training needs to be implemented to prevent similar types of falls or incidents from occurring.

ii. Climbing Wall

These procedures augment the Edgy Designs ACCT Training Manual with site-specific information, or additional clarification where necessary.

High Ropes Activities use a course capacity instead of a participant to staff ratio. The capacity of the climbing walls is one participant per belay system, with a maximum of one belay system per rapid link, or two belay systems per belay bar. Additional participants may be in line, spectating from the ground, or engaged in nearby activities.

Michindoh uses a site-specific system of safety checks at climbing walls and with traditional belay systems: 1) participant helmet, 2) participant harness, 3) participant belay system carabiners, 4) belay system knot, 5) belay system rope, 6) facilitator belay friction device and carabiner, and 7) readiness of the participant.

Activity Description. Participants manage their own weight and navigate obstacles above the ground.

Minimum Participant Requirements. 48” minimum height, 300lbs maximum weight, must fit properly into gear.

Climbing Wall Rules:

1. Listen to and follow the instructions of the facilitators
2. Closed-toe shoes required
3. No swimsuits or wet clothing
4. No loose objects on person or in pockets
5. Jewelry should be removed; no necklaces, lanyards, or hanging/hoop earrings
6. Climbing equipment must fit and be worn the way it was designed
7. No intentional test falls, hanging, or inverting
8. Do not touch another participant’s equipment without their permission
9. Do not remove or reconfigure your equipment without a facilitator’s permission

iii. High Ropes

These procedures augment the Edgy Designs ACCT Training Manual with site-specific information, or additional clarification where necessary.

High Ropes Activities use a course capacity instead of a participant to staff ratio. The capacity of the high ropes is one participant per belay system, plus two participants per element or safety cable, plus two participants per platform, plus a staff member that may also be on any element, cable, or platform. Additional participants may be in line, spectating from the ground, or engaged in nearby activities.

Michindoh uses a site-specific system of safety checks at high ropes activities: 1) participant helmet, 2) participant harness, 3) girth hitch and lanyard, 4) lanyard prussik knot, 5) C lanyard rapid link, 6) C properly loaded on belay system, and 7) readiness of the participant.

Activity Description. Participants manage their own weight and navigate obstacles above the ground.

Minimum Participant Requirements. 48” minimum height, 300lbs maximum weight, must fit properly into gear.

High Ropes Rules:

1. Listen to and follow the instructions of the facilitators
2. Closed-toe shoes required
3. No swimsuits or wet clothing
4. No loose objects on person or in pockets
5. Jewelry should be removed; no necklaces, lanyards, or hanging/hoop earrings
6. Climbing equipment must fit and be worn the way it was designed
7. No intentional test falls, hanging, or inverting
8. Do not touch another participant's equipment without their permission
9. Do not remove or reconfigure your equipment without a facilitator's permission
10. Helmets must be worn when below the course during the activity

iv. Zip Line

These procedures augment the Edgy Designs ACCT Training Manual with site-specific information, or additional clarification where necessary.

High Ropes Activities use a course capacity instead of a participant to staff ratio. The maximum capacity will be one facilitator per lead anchor, plus one participant per zip line, plus four participants on the participant transfer cable. Additional participants may be in line, spectating from the ground, or engaged in climbing wall or high ropes activities

Michindoh uses a site-specific system of safety checks at the zip lines: 1) participant helmet, 2) participant harness, 3) girth hitch and lanyard, 4) lanyard carabiner, 5) backup carabiner, 6) zip trolley, 7) readiness of the participant.

Bottom Zip Rescue Bag. The bottom zip rescue bag will be available anytime the zip line is in operation, and will contain: the bag, a tow rope, two zip trollies, two rescue tethers colored differently than the regular zip lanyards, four carabiners, a prussic loop, a rescue eight, a belay-rated rope long enough for an emergency dismount, and safety scissors. The bag will be set up so all items are clipped into the bag to prevent equipment accidentally dropping mid-rescue.

Facilitator Self-Retrieval. When a facilitator stalls on a zip line and equipment will allow continued progress, the following procedures may be used:

1. Wait until the zip trolley comes to a complete stop.
2. The facilitator will use the trolley handles to turn their back to toward the landing platform.
3. The facilitator will pull themselves hand-over-hand to the landing platform.
4. A prusik may be used to rest while preventing rollback.

Simple Retrieval. When a participant stalls on a zip line and equipment will allow continued progress, the following procedure that is most appropriate for the location of the participant will be used (may also be used for a facilitator stall):

1. Reachable by hand. The facilitator will tow the participant to the landing by hand.
2. Close enough to ground level to reach or catch a rope. A bottom zip rescue tow rope will be tossed to the participant. The participant will hold the rope and be pulled toward the landing until they are reachable. A paddle craft may be used to get closer to the participant if necessary.
3. Not close enough to be reached by a rope. The bottom zip rescue tow rope will be attached to the cable with a bottom zip rescue trolley, and lowered to the participant. The participant will hold the rope and be pulled toward the landing until they are reachable. A paddle craft may be used to

get closer to the participant if necessary, or to assist the trolley in reaching the participant in a neutral or positive grade.

Emergency Retrieval. When a participant stalls on a zip line and equipment will allow continued progress, and the participant is unconscious or unable to handle the bottom zip rescue tow rope, the following procedure will be used:

1. The EAP will be activated for Level 1 Green, unless the participant's health merits a higher level.
2. The zip stop will be manually pulled back and the facilitator will attach themselves to the zip line uphill of the zip stop with the bottom zip rescue trolley.
3. The facilitator will attach their prusik loop uphill of the bottom zip rescue trolley, and clip it to the trolley.
4. Wearing the bottom zip rescue gloves, the facilitator will move slowly hand-over-hand toward the participant. The prusik loop can be used by the facilitator to prevent rollback toward the landing platform when resting or upon reaching the participant.
5. When reaching the participant, the facilitator will clip themselves to the participant with a bottom zip lanyard.
6. The facilitator will slowly lower and/or tow themselves and the participant to the landing platform.

Emergency Dismount. When a participant is at the landing platform, but cannot stand on a ladder to be detached from the system, the following procedures will be used:

1. The EAP will be activated for Level 1 Green, unless the participant's health merits a higher level.
2. The facilitator will position the ladder by the participant, and climb high enough to clip the rescue 8 into the zip line.
3. An ETD will progress according to standard procedures.

Equipment Failure Retrieval. When a participant is stalled before reaching the landing peninsula and an equipment failure prevents continued progress, the following procedure will be used:

1. The EAP will be activated for Level 1 Green, unless the participant's health merits a higher level.
2. The zip stop will be manually pulled back and the facilitator will attach themselves to the zip line uphill of the zip stop with the bottom zip rescue trolley.
3. The facilitator will attach their prusik loop uphill of the bottom zip rescue trolley, and clip it to the trolley.
4. Wearing the bottom zip rescue gloves, the facilitator will move slowly hand-over-hand toward the participant. The prusik loop can be used by the facilitator to prevent rollback toward the landing platform when resting or upon reaching the participant.
5. When reaching the participant, the facilitator will attempt to progress the participant. If progress cannot be achieved, the participant rescue trolley will be attached to the zip line, and the participant rescue lanyard will be attached to the participant's harness belay loop.
6. The facilitator will conduct the seven safety checks, and then cut the participant's original lanyard.
7. The facilitator will remove the faulty equipment if able.
8. The facilitator will slowly lower and/or tow themselves and the participant to the landing platform.

c. Archery

Training. Archery Leaders must be trained by a Manager to use and teach the rules for proper use of the Archery Range, bows (including stringing, de-stringing, proper use, identifying improper use, proper arrow nocking, and proper finger release positions), arrows, arm guards, and any other related equipment

that is available to the participant. Archery Leaders must have communication skills sufficient for accurately and effectively providing instructions to group of participants in English, and must be mature and responsible enough to monitor and enforce safe behavior from all participants.

Equipment. All equipment must be checked prior to each Archery session. Bows and bow strings must be checked for loose or missing parts and excessive wear. Arrows must be checked for cracks and broken parts. Targets must be in good repair and made of non-ricocheting materials. Safety lines must be clearly and properly marked. Any problems are to be reported immediately to the Manager, and the equipment in question not used.

Area Organization and Staffing Plan. The range must be free from distractions. Anyone not shooting must stay behind the safety line. No one may cross the line of fire and enter the range until all bows are un-nocked and hug on their bow holders. An Archery Leader may facilitate no more than 6 participants at the firing line at any one time.



General Operations. All participants will receive activity instructions prior to participation. A violation of the instructions is grounds for the Archery Leader to dismiss the participant from Archery without an opportunity at a later time. The Archery Leader has discretion to close the activity for any reason or participant behavior that presents a concern to safety.

Activity Description. Participants will practice using a bow to shoot arrows at a stationary target.

Minimum Participant Requirements. Participants must be able to safely and correctly handle the equipment, and be able to understand and follow directions and the safety rules.

Archery Rules:

1. Listen to and follow the instructions of the facilitators
2. Do not cross the safety line until instructed
3. Wait to handle equipment until instructed
4. Do not cross the firing line until instructed
5. Never point a bow and/or arrow at another person or yourself.
6. Walk, don't run
7. Do not dry-fire bows
8. Aim and shoot only at your designated target
9. Only shoot if the line of fire is clear

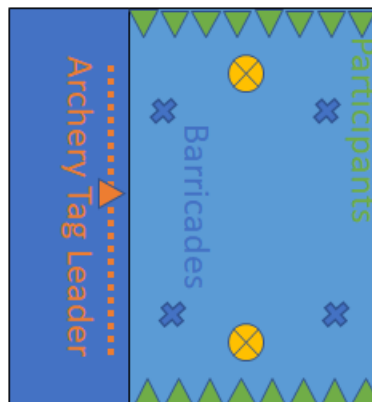
d. Archery Battle

Training. Archery Battle Leaders must be trained by a Manager to use and teach the rules for proper use of Archery Battle, including bows (including stringing, de-stringing, proper use, identifying improper use, proper arrow nocking, and proper finger release positions), arrows, arm guards, targets, barriers, and any other related equipment that is available to the participant. Archery Battle Leaders must have

communication skills sufficient for accurately and effectively providing instructions to group of participants in English, and must be mature and responsible enough to monitor and enforce safe behavior from all participants.

Equipment. All equipment must be checked prior to each Archery Battle session. Bows and bow strings must be checked for loose or missing parts and excessive wear. Arrows must be checked for cracks and broken parts, and foam tips must be in place, secure, and whole. Masks must be checked for cracks and worn-out straps. Targets must be in good repair. The play area must be free from tripping hazards, sharp corners and edges, and other hazards. Any problems are to be reported immediately to the Manager, and the equipment in question not used.

Area Organization and Staffing Plan. Anyone not playing must stay in the designated area. No one may enter the play area without a mask, unless all bows are un-nocked and set on the ground or in their storage barrel. Barricades and/or targets may be used to create a variety of gameplay scenarios. An Archery Battle Leader may facilitate no more than 16 participants playing at a given time.



General Operations. All participants will receive activity instructions prior to participation. A violation of the instructions is grounds for the Archery Leader to dismiss the participant from Archery without an opportunity at a later time. The Archery Leader has discretion to close the activity for any reason or participant behavior that presents a concern to safety.

Activity Description. As a team, participants will use bows to shoot arrows at the opposing team, while maneuvering to avoid being hit by arrows from the opposing team.

Minimum Participant Requirements. Participants must be able to safely and correctly handle the equipment, and be able to understand and follow directions and the safety rules.

Archery Battle Rules:

1. Listen to and follow the instructions of the facilitators
2. Wait to handle equipment until instructed
3. Do not nock arrows until instructed
4. Only point the bow and/or arrow at someone in the game area with a mask.
5. Do not dry-fire bows
6. No flips, acrobatics, dives, or rough play

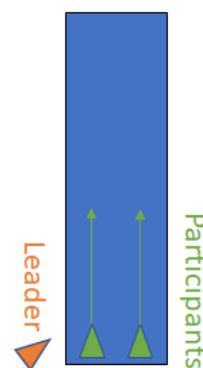
e. Extreme Slip-n-slide

Training. Slip-n-slide Leaders must be trained by a Manager to use and teach the rules for proper use of the Slip-n-slide, including hoses, extension cords, the water pump, the foam fan and spray nozzles, sprinklers, tarp, sandbags, and the proper assembly and operation of these components. Slip-n-slide Leaders must have communication skills sufficient for accurately and effectively providing instructions to

group of participants in English, and must be mature and responsible enough to monitor and enforce safe behavior from all participants.

Equipment. All equipment must be checked prior to each Slip-n-slide session. Hoses should be properly connected without leaks. Extension cords should be properly connected and show no signs of exposed wires or damage. The tarp should be in good repair without any tears in the slipping area, and no hazards should be present on the slipping area. The solution tanks should be full, or if not should be filled. Any problems are to be reported immediately to the Manager, and the equipment in question not used.

Area Organization and Staffing Plan. An adult group leader will be positioned to control their participant traffic, and is responsible to make sure no more than two participants slide at the same time. Once a slider (or pair) has slid, the next single/pair must wait until the bottom of the slide is clear. The Slip-n-slide will have no more than 2 participants actively sliding at any one time. Additional participants may be in line for the activity or in the general area. The Slip-n-slide Leader is responsible to manage the equipment and provide the group leader doing traffic control basic instructions.



General Operations

Activity Description. Participants glide down a tarp that is wet with slippery bubbles and/or water.

Minimum Participant Requirements. Participants must be able to understand and follow directions and the safety rules. A young child may pair with an adult who meets these requirements.

Extreme Slip-n-slide Rules:

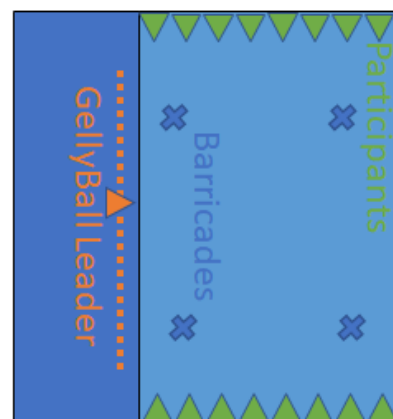
1. Listen to and follow the instructions of the facilitators
2. Do not slide until instructed and the slide is clear
3. Do not slide standing up
4. No flips, acrobatics, dives, or rough play
5. After sliding, exit the slide immediately

f. GellyBall

Training. GellyBall Leaders must be trained by a Manager to use and teach the rules for proper use of GellyBall, including the markers, hoppers, batteries, chargers, GellyBalls, GellyBall hydration, GellyBall shed setup, the arena and barriers, safety nets, goggles, masks, and game rules. GellyBall Leaders must have communication skills sufficient for accurately and effectively providing instructions to group of participants in English, and must be mature and responsible enough to monitor and enforce safe behavior from all participants.

Equipment. All equipment must be checked prior to each GellyBall session. Markers are checked for damage and test fired. Masks and goggles are checked for cracks and broken pieces or straps. Charged batteries are removed from the charger and checked for damage. Used batteries are checked for damage and placed on the charger. Hoppers are counted and filled if necessary so enough hoppers are ready for the activity with spares. The area and barriers are checked to make sure the area is free of hazards. Any problems are to be reported immediately to the Manager, and the equipment in question not used.

Area Organization and Staffing Plan. Anyone not playing must stay in the designated area. No one may enter the play area without correctly wearing a mask or goggles. Barricades and/or targets may be used to create a variety of gameplay scenarios. A GellyBall leader may referee from the sidelines or from inside the arena; and an adult group leader may be allowed to referee their own games as long as they understand and enforce the safety rules. Alternatively, GellyBall may be used as an arcade game where all shooters are online firing at an arcade backdrop; in such a setup, the activity will follow the setup and add the additional safety rules for the Archery SOP. A GellyBall Leader may facilitate no more than 36 participants playing at a given time. Additional participants may be in line or in the general area.



General Operations. All participants will receive activity instructions prior to participation. Unsafe marker handling is grounds for the GellyBall Leader to dismiss the participant from GellyBall without an opportunity at a later time. The GellyBall Leader has discretion to close the activity for any reason or participant behavior that presents a concern to safety. The GellyBall Leader may provide a number of gameplay options to participants, or even let them make their own play rules, as long as safety rules are understood and followed.

Activity Description. Participants compete in a team-based game where GellyBalls are shot from low-power markers at opposing players.

Minimum Participant Requirements. Participants must be able to safely and correctly handle the equipment, and be able to understand and follow directions and the safety rules.

GellyBall Rules:

1. Listen to and follow the instructions of the facilitators
2. Do not handle equipment until instructed
3. Do not enter the area until instructed
4. Never point a marker at someone outside the arena
5. Never point a marker at someone without goggles
6. No flips, acrobatics, dives, or rough play

g. Teambuilding and Low Challenge Course

Training. Teambuilding Leaders must be trained by a Manager to use and teach the rules for proper use of Teambuilding and the Low Challenge Course (LCC) including all equipment and elements, teambuilding principles (planning, sequencing, warmups, group formation, group contract, challenge by choice, goal setting, facilitation strategies, and debriefing), and safety precautions. Teambuilding Leaders must have communication skills sufficient for accurately and effectively providing instructions to group of participants in English, and must be mature and responsible enough to monitor and enforce safe behavior from all participants.

Equipment. Basic prop equipment (ropes, discs, plastic balls, etc.), elements, and the surrounding areas may be inspected in advance, or on-the-spot before providing to participants. Teambuilding Leaders will make sure no hazards or unsafe conditions are present, such as loose boards or sharp edges. Any problems are to be reported immediately to the Manager, and the equipment in question not used.

Area Organization and Staffing Plan. Teambuilding may be conducted in any safe location, although there are fixed elements available at the LCC. There is not a standardized setup since each session may have a unique sequence, often adjusted by the Teambuilding Leader mid-activity to best address group learning needs. A full description of the LCC with programming prompts and safety considerations for each element is found in the Teambuilding Initiatives SOP. A Teambuilding Leader may facilitate no more than 50 participants at any one time for large group games. For traditional teambuilding, groups of 6-12 are the most effective for programmatic purposes.

General Operations. All participants will receive activity instructions prior to participation. All teambuilding will be conducted according to the Teambuilding Instruction Manual.

Activity Description. Participants build basic teamwork, communication, and problem-solving skills by solving puzzle-challenges together.

Minimum Participant Requirements. Participants must be able to safely handle their own bodies, and be able to understand and follow directions and the safety rules.

Teambuilding Rules:

1. Listen to and follow the instructions of the facilitators
2. Do not handle equipment until instructed
3. Walk, don't run
4. No jumps, flips, acrobatics, dives, or rough play
5. Do leave the ground without spotters

3. Non-Facilitated Activities

This chapter is in development, and will contain inspection, maintenance, and any information posted or provided to guests for activities that are not-facilitated by a Michindoh staff member (e.g. volleyball, campfire, etc.)