

Challenge Course: Standard Operating Procedures

General Operation Policies - Revised February 2016

These policies represent the minimum requirements for all ropes course operations. Additional requirements may be needed based on specific situations such as the type of activity, staff experience, group characteristics, state of equipment, weather, etc. Where applicable, all policies adhere to ACCT construction and operation standards. All operational policies will be reviewed annually at a minimum but, as situations dictate, may be reviewed at any time to meet the highest industry standards and practices.

The South Shore YMCA will engage in a review of its practices by an external qualified person(s) at least once every five years.

Program Philosophy

To use a planned sequence of group development and challenge course experiences to best meet the goals and needs of all participants. Challenge Courses and adventure activities are unsafe by nature, yet they create a unique opportunity for participants to expand their comfort zones and take healthy risks. With the right attitude, diligence and awareness, our instructors will manage the inherent risks involved in all challenge course activities to provide a safe and supportive environment for individuals and groups to challenge themselves and develop principles that carry over into their daily lives:

- **Cooperation** - Create experiences which promote collective action among group members to achieving a common goal.
- **Self-Confidence** - Increase confidence in self and others, and help individuals push beyond their perceived physical limits.
- **Accomplishment** - Create a sense of pride not only for completing a challenge, but for identifying the multiple steps and successes that are necessary to achieve a goal.
- **Self-Awareness** - Demonstrate how one's actions, behaviors, and attitudes can be a vital resource for group problem solving.
- **Physical Challenges** - Empower participants to challenge and enhance their balance, coordination, strength and agility.
- **Mental Challenges** - Develop and use initiative, resourcefulness, leadership, imagination, and creativity to approach and solve challenging situations.
- **Trust** - Promote feelings of trust, honesty, caring and responsibility, and foster a sense of empathy and respect for others.
- **Challenge by Choice** - Foster a non-pressure situation for participants to make their own decisions in regard to how they want to challenge or push themselves. Full group support should be felt by those who try to accomplish new things in whichever great or small capacity that they choose.

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Weather

- 1) Challenge Course operations must be halted upon hearing thunder or seeing lightning. When thunder/lightning is heard or seen, no matter how distant, all participants and staff must immediately get off the course and find appropriate shelter.
 - a. Challenge course operations may not resume until 30 minutes after the last sign of thunder/lightning
- 2) Challenge Course operations must be stopped if the CCF/M feels that weather conditions do not permit safe operations of the course. This is a judgement call that should be made taking worst case scenarios into account if specific elements become slippery enough to cause falls.
- 3) All Challenge Course Staff reserve the right to halt operations of elements if environmental conditions become hazardous or challenging for the participants. Safety is always the top priority, but it is important to be aware of the impact that conditions can have on a group/individual's overall experience.

Participant Eligibility and Conduct

- 1) There is no minimum age for participation on challenge course elements, but participants must fit properly into the PPE (usually, kids under 7 years of age are too small to keep a sit-harness from slipping off). Participants must be able to fully understand the safety information presented to them and have the physical ability to effectively navigate the elements of the course on their own.
- 2) A safety briefing must be given to all participants before they take part in any challenge course activities. This briefing must include the following:
 - a. Introduction of staff and description of course elements.
 - b. Proper assembly and use of harnesses, helmets, carabiners, ropes and other gear.
 - b. Safety zones and restricted areas for bystanders.
 - c. Voice commands and course procedures.
 - d. A description of "challenge by choice".
 - f. Participants should remove all jewelry on hands and wrists or any other items that might get caught on/interfere with climbing gear or belays.
- 3) As of this update, there is no official medical screening of participants. It should be mentioned in the safety talk that participants should not attempt challenge course activities if there are any doubts about their own medical issues and how the activities will affect them.
- 4) The use of drugs, alcohol and controlled substances is forbidden on all challenge course activities. Any guests showing signs of intoxication should not be allowed to participate.
- 5) Challenge course staff reserve the right to refuse guests access to challenge course activities based on any conduct or physical condition that may endanger him/herself, other participants, staff members or bystanders.

Course Maintenance and Inspections

- 1) Daily course inspections and documentation will be carried out by qualified challenge course staff under the supervision of the CCF/M. Any deficiencies in Life Safety Systems or structural integrity of the course/elements must be immediately reported to the CCM and will result in the closure of the course/element until the issue has been resolved.
- 2) Routine maintenance will be carried out by the CCM.
- 3) All routine maintenance and repairs will be documented in the Challenge Course Maintenance Log.
- 4) Repairs to Life Safety Systems or the course structure will be carried out by the designer, manufacturer or a qualified third party.
- 5) A professional inspection by a qualified person will be conducted annually, or whenever major modifications, additions, or significant environmental impacts have been made to the course.

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Staff Policies

- 1) A CCM or CCF must be on-site at all times during challenge course operation. Under no circumstances are non-CCF certified staff allowed to oversee course operations. The CCM/F on duty must have a radio present at all times to communicate with staff facilitating challenge course activities.
- 2) The CCM/F on duty is not allowed to physically operate any element if it may interfere with their performance in an emergency situation. This is a judgement call on the part of the CCF and should be made considering worst-case scenarios and their role in rescue procedures.
- 3) Any Staff member facilitating challenge course activities has the right to pull him/herself off of the course if they feel that they cannot perform their duties safely (i.e. sickness, fatigue, injury). Operations shall not resume until a qualified replacement is put in place by the CCM/F.
- 4) The CCM/F retains the final say as to daily challenge course operations. If the CCM/F feels the course activities are unsafe, for any reason, they are *required* to halt course operations until the safety issue is resolved.
- 5) Training
 - a. All staff will go through an in-house training and certification process.
 - b. The CCM will maintain records of all staff that are checked-off to operate challenge course elements. Seasonal staff must be re-certified every year.
 - c. Challenge Course Staff are not allowed to operate any elements on which they have not been checked-off, unless they are under the direct supervision of the CCM.
 - d. See Challenge Course Training Plan (Appendix __)
- 6) Evaluation
 - a. Challenge Course Staff will be assessed and evaluated on their performance at least once per year.
 - b. See Staff Evaluations (Appendix __)
- 7) Conduct
 - a. The use of any drugs, alcohol or controlled substances is forbidden on all challenge course elements. Staff members showing any signs of intoxication or impairment will be immediately removed from challenge course operations.
 - b. The CCM/F on duty reserves the right to pull staff from their duties for any safety reasons.
 - c. Do not engage in open conflicts with any guests. If issues arise, patiently remind guests that our procedures must be followed in order to ensure the safety of all participants and staff members. Alert the CCM/F on duty or other full-time camp directors to handle any difficult situations.

Communications

- 1) Radio Protocol:
 - a. A staff member with a radio must be present at all times during challenge course operations.
 - b. A CCM/F must have a radio available at all times during any challenge course operations for communication with staff.
- 2) At least one staff member must have a cell phone present during challenge course operations.

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Emergency Action Plans (EAP)

- 1) Incident assessment and notification
 - a. It is imperative to pay attention to the needs and limitations of participants on all challenge course elements. Any participants who appear physically or emotionally distressed should be removed from the course. While accommodating the participant's needs, guide them slowly and safely off of the element. Once in a safe location off of the course, check in with the participant to ensure their well-being. Alert the CCM/F on duty if any further attention is required and refer all minor injuries to the nurse on site.
 - b. Illness/Injury: Participants should be immediately removed from the course if they are in severe pain, have suffered any noticeable deformities or severe bleeding, or have become unresponsive/unconscious.
 - c. As soon as you have identified a serious illness/injury, ***Immediately Initiate the Emergency Action Plan (EAP)***
- 2) EAP Initiation
 - a. Each Challenge Course Activity will have its own site-specific EAP (see Climbing Tower, High Ropes, Low Ropes and Adventure Mountain Zipline Operating Procedures)
 - b. After any event requiring EAP initiation, operations of the challenge course must be halted and all other participants safely evacuated from the course where the incident occurred. Challenge course operations will remain suspended until authorization to resume is given by the CCM.

Incident/Accident Reporting

- 1) All Incidents, Accidents and Close Calls must be documented in the log book and reported to the CCM/F on duty.
- 2) Any Incident or Accident resulting in personal injury to a staff member or participant requires a follow-up interview and completion of an Incident Report Form – Redwoods for participants and Mass Bay for staff. Incident Report Forms are to be completed by the Challenge Course Staff present at the incident with the help of the CCM/F on duty. All paperwork must be completed within 24 hours of the incident.
- 3) Any Incident or Accident resulting in serious injury or involving Emergency Medical Services must also be reported to the following governing bodies:
 - a. *Mass Department of Public Safety* – Within one hour from the time that a serious injury or mechanical malfunction becomes known, the owner or his representative must report the incident to the following number: (508) 820-1444 (See MA 520 CMR 5.04(13) in Appendix __)
 - b. *OSHA* – All employers must report within 24 hours, all work-related “inpatient hospitalizations, amputations, and losses of an eye” and report all work-related fatalities within 8 hours. Call 1-800-321-OSHA (6742)
- 4) Post Incident Procedures
 - a. The Executive Director is the only person with the authority to speak to the press regarding any accident, incident or occurrence.

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Climbing Tower Operating Procedures

Supervision of Activity

- Staff to Participant ratio is not to exceed 1:15.
- A minimum of 2 qualified staff members must be present during Climbing Tower operations.
- Staff member minimum age is 17.

Opening Procedures

- 1) Unlock the ladder and remove the tarp from the front of the tower.
- 2) The tower and bouldering wall must be visually inspected before each use.
 - a. Check that the tower is undamaged and all climbing and belaying areas are clear of environmental hazards.
 - b. Check that the tower fixed belay cables and SRDs are intact.
 - c. Check that all guy cables are secure and clear of environmental hazards.
- 3) All ropes, carabiners, ATCs, lanyards, helmets and harnesses must be fully inspected before daily use. (See Appendix __)
- 4) Using two clove hitches to attach the P-cord to the climbing ropes; raise the ropes through the SRDs.
 - a. Set the P-cord off to the side in an S-pattern to avoid knots when re-raising.
- 5) EACH CLIMB REQUIRES
 - a. 1 Static Climbing Rope
 - i. Tied with a Figure 8 on-a-bight and a barrel knot backup.
 - b. 1 Steel Carabiner (screw gate) to attach to the climber.
 - c. 1 ATC and Steel Carabiner (screw gate) for the belayer.
 - d. Backup Lanyard with auto-locking Steel Carabiner, girth hitched to the backup anchor.
- 6) Stage the participant harnesses and helmets outside of the safety area.
- 7) Record all inspections in the Tower Log for each session.

Operations

- 1) A Safety Talk is required before each tower and bouldering wall session. (See Appendix __)
- 2) Participants must wear a helmet and harness at all times while inside the safety area.
- 3) Check that the climber's harness and helmet are properly fastened. (See Appendix __)
- 4) Call the Climber over to the wall.
 - a. Go over goals/fears, climbing technique and lowering.
 - b. Attach the carabiner to the harness by "scratching the belly". Remember to **screw down so you don't screw up!**
 - c. **Squeeze Check** the carabiner after attaching to the harness.
- 5) Instruct the climber to stand with their back against the wall until you give the "OK" to start commands.
- 6) Attach yourself to the backup anchor.
- 7) Verbal Commands
 - a. Climber – "Belay Ready"
 - b. Belayer – Visually inspect the belay system from the climber's harness to yours and always **Squeeze Check** your carabiner before responding with "Ready".
 - c. Climber – "Climbing"
 - d. Belayer – Take in all slack before responding with "Climb Away".
- 8) Belaying
 - a. Keep the rope tight; alert the climber to slow down if slack builds up.
 - b. Both hands in the locked position whenever the climber has fallen, stopped, or is being lowered.
- 9) Lowering
 - a. Instruct Climber to let go of the wall and place their feet against the wall with their body in an L-shape.
 - b. Tell participant to stand when they have reached the bottom, give slack when they have re-established their balance.

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Closing Procedures

- 1) The tower may only be left unattended for one period at a time. When left unattended, the harnesses, helmets and carabiners must be stowed and locked, the tarp must be fully raised to cover the face of the tower and the ladder must be locked to restrict access.
- 2) The tower must be fully closed and all equipment stored at the end of each day's use.
 - a. Return all helmets, harnesses, carabiners, ATCs and lanyards to the shed and stow neatly.
 - b. Attach the P-cord to lower the climbing ropes from the SRDs.
 - c. Coil the climbing ropes neatly and stow in the rope bags.
 - d. Any wet/damp equipment must be removed from the tower shed for proper drying. Alert the CCF/M on duty if any gear needs to be cleaned or dried.
 - e. Complete the Tower Log with notes on participants, gear, and any incidents or close calls.
 - f. Raise the tarp to cover the face of the tower.
 - g. Lock the shed and the ladder.
 - h. Raise the rope and the "No Access" sign across the entrance when leaving the tower area.

PPE

- 1) All staff and participant gear and climbing equipment must be fully inspected daily and documented in the Tower Log
 - a. (See Appendix __)
- 2) If there are noticeable defects or if you have **ANY DOUBTS** about the integrity of staff/participant gear, the gear must be immediately removed from use and marked as quarantined.
 - a. All quarantined gear must be fully inspected by the CCM before being returned to use or retired.
 - b. Report any quarantined gear to the CCM and document it in the Tower Log.
- 3) Staff PPE
 - a. Closed-toe shoes are required for all staff.
 - b. Staff harnesses must be properly fastened at all times while operating the climbing tower.
 - c. It is good practice to check your own gear at least every 30 minutes. The constant movement of belaying causes clothing and gear to shift and harnesses/carabiners may loosen over time.

Emergency Medical Supplies

- 1) A First Aid kit is located at the rear of the climbing tower.
 - a. First Aid kits will be checked and restocked monthly by the CCM.
- 2) The nearest AED locations are (in order):
 - a. Nurse's Station
 - b. Dining Hall
 - c. Waterfront

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EAP

- 1) Initiate the EAP – Announce that you have an emergency!
 - a. Alert Emergency Medical Services – Contact the CCM/F by radio who can then supply help in the form of personnel assistance and calling emergency services. If you cannot quickly/easily contact a supervisor then you must make the call yourself or instruct someone else to do so.
 - i. Call 911 and send an ambulance to Camp Burgess: **75 Stowe Rd. Sandwich, MA 02563**
 - b. Once emergency services are called, a staff member must be stationed at the front entrance of camp to guide emergency vehicles to the site of the accident.
- 2) Halt operations of the Climbing Tower – Other belayers should immediately lower their climbers to the ground and remove all participants from the safety area. If not needed for rescue purposes, staff should escort all guests away from the area of the accident. Crowds can be a hindrance to emergency responders.
- 3) If the injured party is in the air, lower them safely to the ground.
 - a. Do not attempt to lower anyone that is caught/stuck on the Climbing Tower. Alert the CCM/F immediately to perform a rescue.
- 4) DO NOT MOVE A VICTIM THAT HAS SUFFERED A FALL. Continue to assist the injured party only within the limits of your medical certifications and wait for emergency medical personnel.
- 5) After an accident, do not remove or take down any gear from the course as an accident investigation will need to be conducted. Follow all standard Incident/Accident Reporting procedures.

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Zipline Operating Procedures

Supervision of Activity

- Staff to Participant ratio is not to exceed 1:10.
- A minimum of 2 qualified staff members must be present during Zipline operations.
- Staff member minimum age is 18.

Opening Procedures

The Zipline must be visually inspected before each use.

- 1) Set out all participant backpacks with the following gear assembled inside:
 - a. Helmet
 - b. Harness
 - c. Delta
 - d. Smart Snap with Petzl Anneau Lanyard
 - e. Trolley with Joko Lanyard
 - f. All helmets, harnesses, deltas, Smart Snaps, Trolleys and lanyards must be fully inspected before use (See Appendix __)
- 2) **Landing area setup and inspections.**
 - a. Zip Stop Unit (casing, mounting, connection to pulley system).
 - b. Braking Line – Fully extend the webbing to inspect for fraying or discoloration and ensure it retracts smoothly and completely.
 - c. Orange Reduction Line – Inspect the condition of the rope and check the Figure 8's w/ barrel knot backup
 - d. Brake Trolley – check for damage, excessive wear, or loose fittings.
 - e. Backup Brake Block – check for damage, inspect the connection to the Zorber pack and the tree anchor.
 - f. Check the main Post for any structural damage or environmental hazards.
 - g. Check that all guy cables are secure and clear of environmental hazards.
 - h. Check that the Zipline cable is secure and clear of debris.
 - i. Set up both barriers on the road above and below the Zipline landing area.
 - j. Assemble the takedown gear at the landing area:
 - i. Radio and Colored Signal Frisbee.
 - ii. 3/4 inch wrench.
 - iii. Smart Snap Key on a retractable lanyard.
- 3) **Zipline Platform setup and inspections.**
 - a. Unlock the ladder and lean it securely between the two blocks at the entry gate.
 - b. Check the platform posts and pole for any structural damage or environmental hazards.
 - c. Check that all guy cables are secure and clear of environmental hazards.
 - d. Inspect the SRL (see Appendix __)
 - e. Clip into the SRL and climb the ladder onto the platform.
 - f. Check the entry and exit gates and ensure that the latches shut completely.
 - g. Inspect the Zipline Cable's connection to the post and ensure the entire line is free of debris.
 - h. Assemble the necessary gear on the platform:
 - i. Radio and Colored Signal Frisbee
 - ii. 3/4 inch wrench.
 - iii. Smart Snap Key.
- 4) Record all inspections in the Adventure Mountain Log.

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Top Zip Operations

- 1) A Safety Talk is required before each Zipline session. (See Appendix __)
- 2) Instruct Participants to put on a harness and helmet.
- 3) Attach Zip kits to the participants' belay loops. (Delta, Trolley, and Smart Snap)
- 4) **Trolleys** – Joko lanyard must be fully extended, unless participant is in a size 2 harness.
- 5) **TIGHTEN all deltas ¼ turn with the wrench.**
- 6) **Inspect all participant harnesses and gear for proper assembly.** (See Appendix __)
- 7) Instructor climbs the ladder first, wearing a harness, helmet, gloves, trolley, lobster claws + Top Zip Pack
- 8) Instructor assembles equipment from Top Zip Pack into active position – ready to use (gloves, 4-1 system, Frisbee, Radio, Smart Snap key(s), wrench).
- 9) Participants must clip-in to the SRL before ascending the ladder.
- 10) Participants should stand in a designated area on the platform – away from the gates.
- 11) Ensure that the exit gate is latched shut and call a participant to the line.
- 12) **RE-CHECK** each participant's equipment before clipping them to the line.
- 13) Clip participant to the line – explain that they must wait for commands before they go through the gate.
 - a. Connect Smart Snap first then Trolley – **LOCK DOWN WITH CABLE KEY AND SQUEEZE CHECK**
- 14) Stand to the side of the gate and initiate commands – **never stand between a participant and an open gate.**
 - a. Ask **"Zipline Clear?"** or wave the blue signal frisbee.
 - b. Takedown responds – **"Clear."** Explain to the participant that you are going to open the gate but they are NOT to zip until permission is granted.
 - c. Open the gate and let the participant through. Close the gate behind them.
 - d. Ask **"Permission to Zip?"** or wave the blue signal frisbee
 - e. Takedown responds – **"Zip Away."**
- 15) Both of the participant's hands should be on the Orange Joko lanyard – Away from the cable and trolley system. Check their Delta to ensure that it is not cross loaded.
- 16) Instruct the participant to weight their harness and step off the platform – no jumping or inverting!
- 17) Monitor the participant until they have reached the bottom and are being taken off the line.
 - a. Repeat steps 11-17 for the next person.

Takedown Operations

- 1) Position yourself near the brake trolley with good visuals of the landing area, line, and road.
- 2) When the top zip staff asks **"Zipline Clear?"**, check:
 - a. Is the previous participant off the line and the landing area clear?
 - b. Is the Zip Stop webbing fully retracted?
 - c. Is the brake trolley reset?
 - i. If yes, answer: **"Clear"** or wave the colored signal frisbee
- 3) When the top zip staff asks **"Permission to Zip?"**, check:
 - a. Is the line clear?
 - b. Is there oncoming traffic?
 - c. Is the landing area still clear?
 - i. If yes, answer: **"Zip Away"** or wave the colored signal frisbee
- 4) The "helper" should have the tow line in hand with a slight drape (NOT under tension).
 - a. After the participant comes to a complete stop, the helper can tow the brake trolley up hill.
- 5) Secure the participant's lanyards from a downhill position and assist them uphill to a balanced, standing position. Bring the chair under the line if the participant is not tall enough to stand on their own.
- 6) Remove participant from the line.
 - a. Remove the trolley from the line first, then use the key to unlock and remove the Smart Snap.
 - b. Lower the Trolley and Smart Snap slowly to avoid hitting the participant or other gear.

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- 7) Slowly reset the brake trolley to avoid abrasion on the zip-stop webbing.
- 8) Loosen the participant's Delta with the wrench and remove the zip kit from the belay loops (Remember – participants never touch the deltas and carabineers!)
- 9) Ensure the participant has left the landing zone.
- 10) Coach participant to re-pack their bag: Make sure everything gets put back in – Zip kits First.

Closing Procedures

- 1) The Zipline must be fully closed and all equipment stored at the end of each session.
- 2) Prevent access to the course by lowering the ladder and locking it to the base of the platform.
- 3) Return all staff and participant gear to the Zipline shed.
 - a. Unpack all backpacks and return gear to its proper location.
 - b. Any wet/damp equipment must be hung for proper drying. Alert the CCF/M on duty if any gear needs to be cleaned or dried.
- 4) Complete the Adventure Mountain Log with notes on participants, gear, and any incidents or close calls.
- 5) Lock the shed.

PPE

- 1) All staff and participant gear must be fully inspected daily and documented in the Adventure Mountain Log
 - a. (See Appendix __)
- 2) If there are noticeable defects or if you have **ANY DOUBTS** about the integrity of staff/participant gear, the gear must be immediately removed from use and marked as quarantined.
 - a. All quarantined gear must be fully inspected by the CCM before being returned to use or retired.
 - b. Report any quarantined gear to the CCM and document it in the Adventure Mountain Log.
- 3) Staff PPE
 - a. Closed-toe shoes are required for all Zipline staff.
- 4) Top Zip staff must wear gloves and have their harness, helmet, and gear properly fastened at all times while operating the Zipline.
 - a. It is good practice to check your own gear at least every 30 minutes. The constant movement of checking and connecting participants causes clothing and gear to shift and harnesses/carabiners may loosen over time

The Top Zip Bag must contain:

- Instructor Sit harness
- Helmet
- Steel Carabiner (screw-gate)
- Lobster claws – one girth hitched at both ends, one just clipped into the steel carabiner
- Trolley w/ Joko Lanyard (doubled up)
- 4-to-1 system with Speed Pulley
- 3/4 inch Wrench
- Smart Snap key
- Gloves
- Radio and colored frisbee

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Emergency Medical Supplies

- 1) A First Aid kit is located at the top of Adventure Mountain.
 - a. First Aid kits will be checked and restocked monthly by the CCM.
- 2) The nearest AED locations to the Zipline are (in order):
 - a. Nurse's Station
 - b. Waterfront
 - c. Dining Hall

EAP

- 1) Initiate the EAP – Announce that you have an emergency!
 - a. Alert Emergency Medical Services – Contact the CCM/F by radio who can then supply help in the form of personnel assistance and calling emergency services. If you cannot quickly/easily contact a supervisor then you must make the call yourself or instruct someone else to do so.
 - i. Call 911 and send an ambulance to Camp Burgess: **75 Stowe Rd. Sandwich, MA 02563**
 - b. Once emergency services are called, a staff member must be stationed at the front entrance of camp to guide emergency vehicles to the site of the accident.
- 2) Halt operations of the Zipline – Other staff should instruct any participants left on the platform to attach to the SRL and safely climb down to the ground.
- 3) If not needed for rescue purposes, staff should escort all guests away from the area of the accident. Crowds can be a hindrance to emergency responders.
- 4) If the injured party is on the Zipline, use a Controlled Zip Rescue to get them safely to the bottom.
 - a. See Appendix B – Rescue Procedures
- 5) **DO NOT MOVE A VICTIM THAT HAS SUFFERED A FALL.** Continue to assist the injured party only within the limits of your medical certifications and wait for emergency medical personnel.
- 6) After an accident, do not remove or take down any gear from the course as an accident investigation will need to be conducted. Follow all standard Incident/Accident Reporting procedures.

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High Ropes Operating Procedures

Supervision of Activity

- Staff to Participant ratio is not to exceed 1:10.
- A minimum of 4 qualified staff members must be present during High Ropes operations.
- Staff member minimum age is 18.

Opening Procedures

The High Ropes Course must be visually inspected before each use.

- 1) Set out the participant backpacks and Inspect all gear as listed in the *Zipline Opening Procedures (1)*.
- 2) Perform all inspections of the Zipline Landing area and Platform as listed in the *Zipline Opening Procedures (2,3)*.
- 3) **Solo Course Setup and Inspections.**
 - a. Raise the ladder and securely tie down to the pole at the first platform.
 - b. Inspect the SRL (See Appendix ____).
 - c. Walk the bottom of the course to check that all guy cables are secure and look for any environmental hazards.
 - d. Set up the Small Zip Takedown area.
 - i. Inspect the post, guy cables, Zipline cable, and tree connections for the pulley and back-up bungie.
 - ii. Inspect the rope and brake block. (See Appendix ____)
 - iii. Tie a Figure-8 follow through with a barrel knot backup to the brake block.
 - iv. Rope passes cleanly through the pulley and rapid link.
 - e. Visually inspect each element and all critical connections.
 - i. See Appendix ____
 - f. Lower the drop-ropes from the platforms.
 - g. Check the Rescue Bags and ensure they are in the proper location.
 - i. Lower Level bag – hanging on the tree next to the second platform.
 - ii. Upper Level bag – on the upper level in an easily accessible spot.
 1. The Figure 8 device and carabiner must be left on the ground for belaying.
- 4) **Team Course Setup and Inspections.**
 - a. Raise the ladder and climb to the first platform.
 - i. Attach yourself to the hanging Key Rings as soon as you are high enough to reach them.
 - b. Lower the Cargo Net to the ground.
 - i. Attach the corner lanyards to the Rapid Links at the turnbuckles.
 - ii. Tighten down the prussic at each corner so that the net hangs just above the ground.
 - c. Raise the ladder at the far end of the course and lean it securely into the slots on the platform.
 - d. Walk the bottom of the course to check that all guy cables are secure and look for any environmental hazards.
 - e. Visually inspect each element and all critical connections.
 - i. See Appendix ____
 - f. Check the Rescue Bags and ensure they are in the proper location.
 - i. Lower Level bag – on the first platform in an easily accessible spot.
 - ii. Upper Level bag – on the upper level in an easily accessible spot.
 1. The Figure 8 device and carabiner must be left on the ground for belaying.
- 5) Record all inspections in the Adventure Mountain Log.

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Solo Course Operations

- 1) A Safety Talk is required before each High Ropes session. (See Appendix __)
- 2) Instruct Participants to put on a harness and helmet.
- 3) Attach Zip kits to the participants' belay loops. (Delta, Trolley, and Smart Snap)
- 4) **Trolleys** – Joko lanyard must be doubled up.
- 5) **TIGHTEN all deltas ¼ turn with the wrench.**
- 6) **Inspect all participant harnesses and gear for proper assembly.** (See Appendix __)
- 7) Each participant must go through the Ground School.
- 8) Instructor at Position 1 must be checked off for Ground Position skills.
 - a. **Re-Check** all participant safety equipment.
 - b. Pull down the SRL.
 - c. Participant attaches and locks Smart Snap to the key ring, must **SQUEEZE CHECK!**
- 9) Instructors On-Course must be checked off for Lower or Upper Level skills.
 - a. Monitor all participants on the solo course.
 - b. Be ready to perform any assists/rescues.
 - c. Have the 4-to-1 rescue system ready and easily accessible for use.
 - d. Operate the Small Zip platform.
 - i. Ensure the landing area is clear before attaching any participants.
 - ii. Attach the participant's Smart Snap first, then the Trolley.
 1. Make sure the Smart Snap is not caught on the cable key.
 - iii. Call to takedown: **"Permission to Zip"**. Do not zip until takedown responds: **"Zip Away"**.
 - iv. Both of the participant's hands should be on the Orange Joko lanyard – Away from the cable and trolley system. Check their Delta to ensure that it is not cross loaded.
 - v. Instruct the participant to weight their harness and lift their legs – no jumping or inverting!
 - vi. Monitor the participant until they have reached the bottom and are being taken off the line.
- 10) Instructor at Small Zip Takedown
 - a. Position yourself near the brake trolley with good visuals of the landing area, line, and the Small Zip Platform.
 - b. When the participant calls **"Permission to Zip"**.
 - i. Ensure the landing area is clear and brake block is fully retracted.
 - ii. Call **"Zip Away"** when ready.
 - c. Operate the braking line to bring participants to a controlled stop.
 - i. Maintain tension on the braking line when the participant hits the brake block.
 - ii. As the participant comes to a stop, release tension on the line.
 - iii. Secure the participant's lanyards from a downhill position and assist them uphill to a balanced, standing position.
 - d. Remove participant from the line.
 - i. Remove the trolley from the line first, then use the key to unlock and remove the Smart Snap.
 - ii. Attach the Trolley and Smart Snap to the participant's side gear loops.

Challenge Course: Standard Operating Procedures

Team Course Operations

- 1) Same as steps 1-7 of Solo Course Operations
- 2) Instructors On-Course must be checked off for Lower or Upper Level Skills
 - a. Monitor the Cargo Net and coach participants to clip and lock their Smart Snap to the hanging key rings before climbing onto the platform. They must show you a **Squeeze Check!**
 - b. **Re-Check** all participant safety equipment when they arrive at the first platform.
 - c. Explain the rules and challenges for each element.
 - d. Monitor all participants on the team course and be ready to perform any assists/rescues.
 - e. Have the 4-to-1 rescue system ready and easily accessible for use.
- 3) Instructor on the Ground must be checked off for Ground Position Skills
 - a. Coach participants through the course, especially exiting the Shopping Cart element or climbing/descending the ladders.
 - b. Alert the Instructors On-Course if an assist/rescue is needed.

Closing Procedures

- 1) The High Ropes Course must be fully closed and all equipment stored at the end of each session.
- 2) Prevent access to the course.
 - a. Raise the Cargo Net and ensure that it is completely secure on the platform.
 - b. Raise all drop-ropes back onto the platforms.
 - c. Lower the ladders and lock them to the base of the platform.
- 3) Return all staff and participant gear to the Zipline shed.
 - a. Unpack all backpacks and return gear to its proper location.
 - b. Any wet/damp equipment must be hung for proper drying. Alert the CCF/M on duty if any gear needs to be cleaned or dried.
- 4) Complete the Adventure Mountain Log with notes on participants, gear, and any incidents or close calls.
- 5) Lock the shed.

PPE

- 1) All staff and participant gear must be fully inspected daily and documented in the Adventure Mountain Log
 - a. (See Appendix __)
- 2) If there are noticeable defects or if you have ANY DOUBTS about the integrity of staff/participant gear, the gear must be immediately removed from use and marked as quarantined.
 - a. All quarantined gear must be fully inspected by the CCM before being returned to use or retired.
 - b. Report any quarantined gear to the CCM and document it in the Adventure Mountain Log.
- 3) Staff PPE
 - a. Closed-toe shoes are required for all High Ropes staff.

On-Course Position Bags:

- Instructor Sit harness
- Helmet
- Steel Carabiner (screw-gate)
- Lobster claws – one girth hitched at both ends, one just clipped into the steel carabiner
- Trolley w/ Joko Lanyard
- 4-to-1 system with Speed Pulley
- 3/4 inch Wrench
- Smart Snap key with retractable clip
- Gloves
- Radio

Challenge Course: Standard Operating Procedures

RESCUE BAG - Lower Level:

- Static Climbing Rope (11mm)
- 1 Belay Device – ATC and Steel Carabiner (screw gate)
- 1 Steel Carabiner (screw gate) attached to the rescue rope with a Figure 8 on-a-bight and Barrel Knot backup
- 2 Steel Carabiners (auto-locking) clipped around the rescue rope

RESCUE BAG - Upper Level:

- Static Climbing Rope (1/2 inch)
- 1 Belay Device – Figure 8 device and Steel Carabiner (screw gate)
- 1 Steel Carabiner (screw gate) attached to the rescue rope with a Figure 8 on-a-bight and Barrel Knot backup
- 1 Steel Carabiner (screw gate) attached to the SRD with the rescue rope running through it

Ground Position:

- Instructor Sit Harness
- Helmet

Emergency Medical Supplies

- 1) A First Aid kit is located at the top of Adventure Mountain.
 - a. First Aid kits will be checked and restocked monthly by the CCM.
- 2) The nearest AED locations to the Zipline are (in order):
 - a. Nurse's Station
 - b. Waterfront
 - c. Dining Hall

EAP

- 1) Initiate the EAP – Announce that you have an emergency!
 - a. Alert Emergency Medical Services – Contact the CCM/F by radio who can then supply help in the form of personnel assistance and calling emergency services. If you cannot quickly/easily contact a supervisor then you must make the call yourself or instruct someone else to do so.
 - i. Call 911 and send an ambulance to the High Ropes Course at **Kittredge Point Rd. Sandwich, MA**
 - b. Once emergency services are called, a staff member must be stationed at the end of Kittredge Point Rd. to guide emergency vehicles to the site of the accident.
- 2) Halt operations of the Course – staff should instruct all participants to return to the nearest platform and stay there until the rescue is completed.
- 3) If not needed for rescue purposes, staff should instruct participants on the first platform to attach to the SRL and safely climb down to the ground, then escort all guests away from the area of the accident. Crowds can be a hindrance to emergency responders.
- 4) Use the Proper Rescue Procedure to get the victim safely to the ground.
 - a. See Appendix __
- 5) DO NOT MOVE A VICTIM THAT HAS SUFFERED A FALL. Continue to assist the injured party only within the limits of your medical certifications and wait for emergency medical personnel.
- 6) After an accident, do not remove or take down any gear from the course as an accident investigation will need to be conducted. Follow all standard Incident/Accident Reporting procedures.