

Concessionaire Safety Plan Guide

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PURPOSE

The Concessionaire Safety Plan Guide provides minimum requirements for concessionaires to ensure operations and facilities are safe, identify potential hazards for employees and visitors and identify mitigation efforts to ensure a safe and healthy work environment and visitor experience.

EXPECTATIONS

All concession operations will develop and maintain, through annual revision, a Safety Plan. The Department requires a Safety Plan which addresses all the services concessionaires are authorized to provide at the Park. If certain authorized services are not provided, that should be stated in the Safety Plan.

Upon completion of Safety Plan development, seek feedback and approval per the terms of the Safety Plan requirement as stated in the Concession Agreement. Per the Concession Agreement, the Safety Plan must be approved by the Department.

The Safety Plan must:

- Be specific and detailed, providing clear and defined guidance for concession employees and park management to manage the safe operations of the concession.
- Serve as a companion document to the Park Protection Plan. The Safety Plan does not need to restate information contained in the Park Protection Plan but must include this plan by reference.

The Concessionaire should:

- Achieve or obtain certifications and licenses regarding safety, such as CPR training, Emergency First Response Course, etc.
- Facilitate continual training and preventative measures. This can include monthly or quarterly team meeting recaps of safety procedures, daily checklists for concession staff to complete, and daily/monthly/annual reminders to concession staff emphasizing safety.

REQUIRED COMPONENTS FOR ALL CONCESSIONAIRE SAFETY PLANS

All Safety Plans must include, but not be limited to, the following components:

PURPOSE STATEMENT

- Brief overview of the concessionaire's safety standards
- Objectives and purpose of the safety plan
- Minimum safety standards
- Each individual employee's responsibilities regarding safety
- Direct responsibility of the concessionaire's operation regarding safety policies and procedures

CONTACTS

- Contact numbers must be listed in the plan and the plan must state that contact numbers will be posted at all stations of operation, so they are readily Available and accessible to all employees. When possible, all contacts should have a listed primary and secondary number. Contact numbers should include:
 - Concession owner/operator/manager(s)
 - Concession employees
 - Local Park contacts such as manager and assistant manager
 - Emergency contacts

EMERGENCY ACTION COMPONENT

Must cover preparations and responses to weather conditions and natural and man caused disasters. Information covering the following topics should be considered as applicable:

- Hurricanes and major storms
- Structural fire
- Crime/unruly customer
- Hazardous animal contact (bites, stings, etc.)
- Transportation of injured
 - Location of closest treatment center/hospital
- Missing person
 - Park manager or their designee must be immediately notified of all confirmed missing persons
- Unidentified containers
- Bomb Threat
- Injury or sudden illness
 - Park manager or their designee must be immediately notified of all injuries or sudden illness
- Major injuries or death
 - Park manager or their designee must be immediately notified of all major injuries or death
- Accidents (major and minor)
 - Park manager or their designee must be immediately notified of all accidents
- Emergency equipment
 - Specific, detailed description of any emergency equipment in use and guidelines for when and how equipment is to be used. Include any minimum qualification or training requirements.

REQUIRED COMPONENTS BY SERVICE TYPE

RECREATION EQUIPMENT RENTAL

WATER BASED EQUIPMENT

Includes but not limited to kayaks and canoes, stand up paddleboards, pontoon boats and personal watercraft.

- Inspection procedures. Include detailed descriptions of the following:
 - Inspection schedules
 - Inspection points
 - Inspection documentation
 - Criteria for removing equipment from service
- Safety equipment
 - All participants will receive a properly fitted personal floatation device (PFD)
 - Each PFD will have a signal device (whistle) attached
 - For paddle craft, the proper paddle will be provided for the type of vessel rented/used
- Communications and documentation
 - Signage must be prominently displayed at the rental area stating that every person under 6 years of age must wear a PFD as required by Florida Statute 327.50 (b)
 - Concessionaires and participants must comply with Florida Administrative Code Rule 68D-34.002 Livery Pre-Rental and Pre-Ride Instruction Requirements
 - Each participant must complete and sign an individual waiver
 - Vessels must be marked with emergency phone numbers by means of a sticker/placard, paint, inscription or other indelible method
 - Participants will receive a safety briefing and orientation prior to using rented equipment
 - In the case of self-guided tours, route maps must be provided to participants
 - Essential eligibility criteria will be established communicated to participants prior to beginning the activity

BICYCLES

- Inspection procedures. Include detailed descriptions of the following:
 - Inspection schedules
 - Inspection points
 - Inspection documentation
 - Criteria for removing equipment from service
- Safety equipment
 - All participants will receive a properly fitted helmet
- Communications and documentation
 - Signage must be prominently displayed at the rental area referring to the requirements of Florida Statute 316.2065 (3)(b) and (d)
 - Signage must be prominently displayed which states the following:
 - *Florida Law requires people under 16 to wear a helmet*
 - Each participant must complete and sign an individual waiver
 - Bicycles must be marked with emergency phone numbers by means of a sticker/placard, paint, inscription or other indelible method
 - Participants will receive a safety briefing and orientation prior to using rented equipment
 - Essential eligibility criteria will be established communicated to participants prior to beginning the activity

GOLF CARTS

- Inspection procedures. Include detailed descriptions of the following:
 - Inspection schedules
 - Inspection points
 - Inspection documentation
 - Criteria for removing equipment from service
- Safety equipment
 - All safety devices and restraints will be used according to manufacturer's recommendations
 - Safety devices and restraints will not be removed, defeated or bypassed
- Communications and documentation
 - Signage must be prominently displayed at the rental area referring to the requirements of Florida Statute 316.212 (4) (5) (6) and (7)
 - Each participant must complete and sign an individual waiver
 - Bicycles must be marked with emergency phone numbers by means of a sticker/placard, paint, inscription or other indelible method
 - Participants will receive a safety briefing and orientation prior to using rented equipment

IN WATER EQUIPMENT

Includes SCUBA and snorkel equipment

- Inspection procedures. Include detailed descriptions of the following:
 - Inspection schedules
 - Inspection points
 - Inspection documentation
 - Criteria for removing equipment from service
- Communications and documentation
 - Each participant must complete and sign an individual waiver

- Participants will receive a safety briefing and orientation prior to using rented equipment
- Participants must show proof of training appropriate to the level required to use rented SCUBA equipment

CAMPING EQUIPMENT

- Inspection procedures. Include detailed descriptions of the following:
 - Inspection schedules
 - Inspection points
 - Inspection documentation
 - Criteria for removing equipment from service
- Communications and documentation
 - Each participant must complete and sign an individual waiver
 - Participants will receive a safety briefing and orientation prior to using rented equipment

OTHER EQUIPMENT

Consult the park manager for specific safety plan requirements.

FOOD AND BEVERAGE SERVICE

KITCHEN SAFETY

The following kitchen safety precautions should be considered as applicable:

GENERAL RULES:

- Do not remove, bypass or alter safety guards provided on equipment. When a safety guard is removed for the purpose of making repairs or cleaning, replace the guard before the equipment is put into operation.
- Do not place heated pots or pans in a position such that the handles are protruding over the edge of range, table, or counter.
- Do not fill pots, pans, buckets, or cookers more than 2/3 full.
- When adding ingredients to hot liquids, add small portions at a time to prevent splashing.
- Use the release valve to release pressure before opening pressurized steam kettles or pressure cookers.
- Transport hot liquids in closed containers.
- Use a utility cart for moving large hot items such as coffee urns, containers of hot water, or containers of hot food. Use the cartwheel-locking lever to prevent movement while removing items from the cart.
- Keep hands on inside of racks and handles on pan trucks when moving them. Push the racks instead of pulling.
- When moving trays or dollies, keep hands on them until you reach your destination.
- Clean up spills or leaks immediately by using a paper towel, rag or a mop and bucket.
- All staff must wear non-slip shoes when working any chain of food service or cleaning duties, including bar services.
- Do not wear loose clothing or dangling jewelry when working in the kitchen.
- Long hair must be contained under a hat or hair net while working in the kitchen.

ELECTRICAL APPLIANCES

- Do not use power equipment or appliances on which you have not been trained.
- Keep power cords away from the path of vacuum cleaners, floor polishers, and slicers.
- Do not carry plugged in appliances with your finger on the switch.
- Do not carry appliances by the cord.

- Disconnect the appliance from the outlet by pulling on the plug, not the cord.
- Do not stand in water or on wet surfaces when operating power hand tools or portable electrical appliances.
- Do not operate appliances that have frayed, worn, cut, improperly spliced, or damaged power cords.
- Do not operate an appliance if the ground pin of the three-pronged power plug is missing or has been removed.
- Do not operate appliances with two-pronged adapters or two conductor extension cords.

KNIVES/SHARP INSTRUMENTS

- When handling knife blades and other cutting tools, direct sharp points and edges away from you.
- Cut in the direction away from your body when using knives.
- Store knives on magnetic knife blocks or in sheaths after use.
- Do not use knives with dull blades.
- Do not use honing steels that do not have disc guards.
- Do not attempt to catch a falling knife.
- Use knives for the operation for which they are named.
- When opening cartons, use safety box cutters.
- Do not use knives with broken or loose handles.
- Do not use knives as screwdrivers, pry bars, can openers or ice picks.
- Do not leave knives in sinks full of water.
- Do not pick up knives by their blades.
- Carry knives with their tips pointed towards the floor.
- Do not carry knives, scissors or other sharp tools in pockets or aprons unless they are first placed in their sheaths or holders.

CHAR-BROILERS, GRIDDLES, GRILLS AND FRYERS

- Check that the drip pan contains enough rock salt to absorb grease. If saturated with grease, replace it.
- Wear heat resistant gloves when cleaning grills.
- Hoods and fire suppression systems must be inspected and maintained as required by local and state authorities.

FOOD SAFETY

- All employees must follow State requirements for Florida Administrative Code (FAC) and Florida Administrative Register Rule 61C-4.023 (Food Protection Manager Certification and Public Food Service Employee Training).

ALCOHOL AWARENESS

- When alcohol is authorized, an alcohol control program must be adopted. At a minimum the alcohol control program should allow employees involved in the service of alcohol to prevent intoxication and recognize and intervene to prevent potential alcohol related problems. Third party alcohol awareness training should be considered.

FERRY SERVICE AND BOAT TOUR OPERATION

Inspection Procedures

- All vessels used will have a current United States Coast Guard (USCG) Certificate of Inspection
- If the USCG does not require a Certificate of Inspection, include detailed descriptions of the following:
 - Inspection schedules
 - Inspection points
 - Inspection documentation

Safety Equipment

- An adequate number of PFDs will be on board at all times when vessel is underway
- Include inspection schedules and criteria for removing PFDs from service

Communications

- Passengers will receive a pre-departure orientation and safety briefing prior to each departure
 - Briefing will be read verbatim from a card or placard or delivered via audio recording
- Detail how communications will be maintained with land base and how on-board emergencies will be addressed
- Detail how crew will stay apprised of weather conditions while underway

Staffing

- All vessel operators will be properly trained and licensed to operate the approved vessel on the approved route
- All vessel operators will always comply with Florida Fish and Wildlife Conservation Commission (FWC) and USCG regulations while underway

LAND BASED GUIDED TOURS AND PASSENGER SERVICES

TRAM, SHUTTLE AND BACK-COUNTRY TOURS

Inspection procedures. Include detailed descriptions of the following:

- Inspection schedules
- Inspection points
- Inspection documentation
- Criteria for removing equipment from service

Safety Equipment

- All safety latches, gates or other devices will be engaged while underway
- Signs or placards advising passengers to remain seated at all times will be prominently displayed

Communications

- Passengers will receive a pre-departure orientation and safety briefing prior to each departure
 - Briefing will be read verbatim from a card or placard or delivered via audio recording
- Detail how in route emergencies will be addressed

Staffing

- All operators will be properly trained and licensed to operate the approved conveyance on the approved route
- All operators will always comply with applicable traffic laws while underway

EQUESTRIAN TOURS

Inspection procedures. Include detailed descriptions of the following:

- Inspection schedules
- Inspection points
- Inspection documentation
- Criteria for removing tack from service

Communications

- Participants will receive a pre-departure orientation and safety briefing prior to each departure
 - Briefing will be read verbatim from a card or placard or delivered via audio recording
- Essential eligibility criteria will be established communicated to participants prior to beginning the activity
- Detail how in route emergencies will be addressed
- Proof of a current, negative Coggins test is required for all horses used in the activity or kept at the facilities

- Signs will be posted at all departure points which state the following:
 - *Under Florida law, an equine activity sponsor or equine professional is not liable for an injury to, or the death of, a participant in equine activities resulting from the inherent risks of equine activities.*

Staffing

- All guides will be properly trained and licensed to oversee the activity

EVENTS

SPECIAL EVENT MANAGEMENT

Traffic Control. Include detailed descriptions of the following:

- Approved routes and event spaces
- Approved parking areas

Security. Include detailed descriptions of the following:

- Minimum staff to event attendee ratios
- Procedures for securing the park and facilities during and following after-hours events
- Procedures for ensuring that event attendees remain in designated event spaces during after-hours events

Alcohol Awareness

- When alcohol is authorized, an alcohol control program must be adopted. At a minimum the alcohol control program should allow employees involved in the service of alcohol to prevent intoxication and recognize and intervene to prevent potential alcohol related problems. Third party alcohol awareness training should be considered.

EXPERIENTIAL CAMPS (YOUTH DAY CAMPS)

Staffing. Include detailed descriptions of the following:

- Minimum staff to camper ratios
 - For swimming, a minimum of one chaperone is required for each ten campers
- Procedures for ensuring that campers remain in designated areas
- Minimum training and certification requirements for staff overseeing camp activities

Activities based content. Varies by activity type. Include detailed descriptions of the following:

- The types of safety and protective equipment to be used in camp activities
 - Inspection schedules
 - Inspection points
 - Inspection documentation
 - Criteria for removing equipment from service

OVERNIGHT ACCOMODATIONS

GLAMPING

Inspection procedures. Include detailed descriptions of the following:

- Inspection schedules
- Inspection points
- Inspection documentation
- Criteria for removing equipment from service

Safety Equipment

- A functioning ABC type fire extinguisher will be available in all glamping tents at all times

Communications

- The Concessionaire will establish a 24-hour emergency contact number to be used for afterhours emergencies
- Detail how afterhours emergencies will be addressed and reported to park management
- Signs or placards will be posted in all glamping tents that display the following information:
 - After hours emergency contact numbers
 - The 911 address of the glamping tent
 - The name, address and directions to the closest emergency medical facility

Additional Services

- If additional services (such as recreation equipment rental or guided tours) are offered in conjunction with glamping, the plan must include a component dedicated to those services that adheres to this planning guide

ATTACHMENTS

The following items must be included as attachments to the Concessionaire's Safety Plan:

- Participant waivers
- Inspection sheets, checklists or other inspection documentation tools
- Route maps
- Others as required by the Department

RENEWAL AND REVISION REQUIREMENTS

ANNUAL RENEWAL

The Concessionaire's Safety Plan must be renewed annually on or before the Agreement anniversary date. The Concessionaire and Park Manager should consider any changes to operations, facilities or equipment that have occurred in the prior year while collaborating to draft the plan renewal. The annual plan renewal should be submitted to the district office following Park Manager approval. The district office then suggests modifications or sends the plan renewal to the Park Business Development Section. Following review, the Park Business Development Section suggests modifications or routes the plan renewal to the Department Safety Officer for final approval. Following final approval, the Park Business Development Section provides the final approved plan to the Park Manager and Concessionaire, places the plan and the approval correspondence in the contract file and updates the Data Tracker.

REVISION DUE TO CHANGE IN OPERATIONS

The Concessionaire's Safety Plan must be revised any time new services, facilities, space, tour routes or equipment are authorized. The Concessionaire and Park Manager should consider how the authorization could impact the safety of staff and visitors while collaborating to draft the plan revision. The plan revision should be submitted to the district office following Park Manager approval. The district office then suggests modifications or sends the plan revision to the Park Business Development Section. Following review, the Park Business Development Section suggests modifications or routes the plan revision to the Department Safety Officer for final approval. Following final approval, the Park Business Development Section provides the final approved plan to the Park Manager and Concessionaire and places the plan and the approval correspondence in the contract file. Revisions due to change in operations DO NOT change the annual renewal requirement.

REVISION AS REQUESTED BY THE DEPARTMENT

The Department may require revisions of the Concessionaire's Safety Plan from time to time during the term of the concession agreement. The specific review and approval process for revisions requested by the Department will be outlined with the specific request.

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