

Big Sky Adventures & Tours

Explore Yellowstone and Beyond!

GUIDE HANDBOOK AND OTHER HELPFUL TIDBITS

**Big Sky Adventures & Tours operates with CUA permits for
Yellowstone and Grand Teton National Parks**

MISSION: Our Mission is to create the best Yellowstone experience for explorers of all ages.

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Safety, Fun, Learning

We strive for a 100% positive safety record. The safety of guests, guides, and protection of the resource are our top priorities. When guests and guides feel safe, they are open to fun learning experiences. We balance fun and learning by sharing verifiable information and using a holistic approach to teaching and learning by awakening the senses and creating active adventures.

BSAT strives to support fun, competent, and engaged guides. BSAT will provide training and resources for guides in developing your unique style and understanding of the Greater Yellowstone. We welcome your contributions and expertise as a vital part of this continuing conversation in learning and engagement.

BSAT EQUATION FOR SUCCESS



SAFETY (FUN x LEARNING) = BEST YELLOWSTONE EXPERIENCE

The value of the experience is multiplicative and it is also subjective. As guides, we are responsible for understanding and creating guest expectations through appropriate, memorable, and exceptional experiences. Measuring guest satisfaction is also subjective. As a guide, you measure guest satisfaction through the conversation around the connections you make. Check in with them throughout the day and at the end of the trip. BSAT measures guest satisfaction by guest comments and published reviews (TripAdvisor, Google, Facebook). We strive for:

- **SAFETY = 100%**
- **FUN = 95-100%** (equivalent to an 'A' on a transcript)
- **LEARNING = 95-100%** (equivalent to an 'A' on a transcript)

If any value falls to zero, we have not succeeded in creating the best Yellowstone experience for our guests. If the overall value falls below 90% (the equivalent of a 4-star review), we will ask the guide to self-assess how the tour could have gone differently.

EXAMPLE: 100% (95% x 95%) = 90% which is the benchmark for a 5-star review.

GOALS & OBJECTIVES

- Guides AND guests have fun!
 - BSAT has a 90% annual retention rate for staff
 - 99% of online reviews are 5-stars
- Guests gain a deeper understanding of the Greater Yellowstone Ecosystem and the complexities of the natural world, while having a safe and fun experience
 - 100% positive safety record
 - 100% of published guest reviews recall a specific positive experience, or guide quality, from their tour
 - 95% of guests share a specific experience that they enjoyed at the end of the tour
- Guests are given the opportunity to have active adventures
 - 90% of guests have adventures beyond the boardwalks
 - 100% of guests have an opportunity for “hands-on” science on the boardwalks or beyond the boardwalks
- Our guides share relevant and appropriate information with guests about the geology, flora and fauna, climate, current issues, and human history of Yellowstone and Grand Teton National Parks
 - 100% of the guides participate in Resource Management Training and BSAT Guide Training
 - 100% of the guides have at least one theme for each Yellowstone-related topic
- Our guides exceed guest expectations with knowledge, enthusiasm, and personal connections.
 - 30% of guests leave an online review (I think right now we are at 10-15%)
- Provide transparency to all employees
 - 100% of BSAT's Policies and Procedures are available to all staff
- BSAT minimizes our footprint by using recyclable products, fuel efficient vehicles, no single-use plastic bottles
 - 0 single-use water bottles are used
 - All picnics are served in food-safe and reusable containers
 - Vehicles meet or exceed highest safety standards and emission standards, and do not idle (less than 1 minute in the summer or 3 minutes in the winter)
- Fiscal responsibility for BSAT, with fair prices for tours and fair wages for guides
 - BSAT is #1 for best guide wage in the Big Sky guide company community
 - BSAT sells 300+ trips annually
 - BSAT increases revenues and profitability by 5-10% annually
- BSAT donates proceeds and time to conservation, local human services, and outdoor education non-profit organizations
 - 2020: Greater Yellowstone Coalition, Gallatin Invasive Species Alliance, Women In Action, One Valley Community Foundation, Big Sky Community Organization

WHO IS A BSAT GUIDE?

What is a Guide?

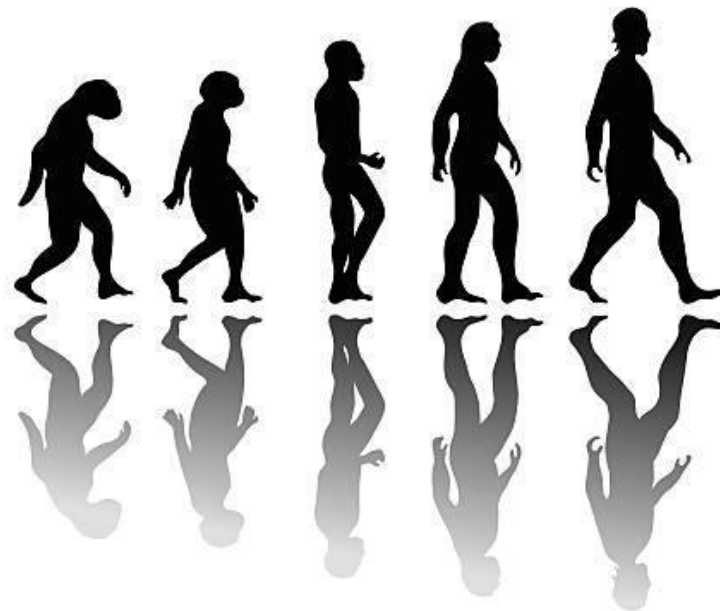
guide: (noun) a person who advises or shows the way to others

interpretive guide: a person who describes what people are seeing and doing at the right place and the appropriate time, while sharing accurate information

great guide: a person who embodies the qualities of a interpretive guide, and incorporates humor as well as showing the darkside of the story

outstanding guide: a great guide, who has developed themes and continuously learns about topics that are interesting to her and her guests

Big Sky Adventures & Tours guide: an outstanding guide, who engages guests in lively discussions, asks questions, and *creates the best Yellowstone experience for explorers of all ages*



Who Are You?

GUIDE EXPECTATIONS

You have amazing knowledge about Yellowstone and the ability to share it with others in an engaging and exciting way. How terrific is it to have a job where you get to be immersed in a wild landscape and continuously observing and learning about this ecosystem? And having the possibility of positively affecting people in a profound way with your observations, discussions, insights and attitudes? We appreciate your professionalism, your knowledge, and your ability to create a day that is exciting, educational, fun, and memorable for your guests. In fact, BSAT counts on you for this!

Arrive early, and warmly and professionally greet guests. Enthusiastically outline the day with destination, lunch, and end time. What goals do the guests have for their day? Learn what interests your guests and tie your discussion points back to their interests. If they don't want to talk about something, don't -- unless you can make it relevant to them. For example, if guests are bored with geology and don't care about dates of geologic events, but they do care about wildlife, focus on discussions about wildlife. Describing how geology determines types of vegetation and creates habitats for wildlife could be one way to make geology relevant to someone, and may spur more curiosity. We'll talk more about this...

Bring them home safely, with their expectations exceeded. And ready to book another trip, write a review, refer other friends and family, and maybe be a lifetime supporter of the environment and personal friend.

GUIDE REQUIREMENTS

Share your knowledge of the Greater Yellowstone Ecosystem with guests. Work with lead guides to develop your unique guiding style. Lead guests on hiking, snowshoeing, and road-based interpretive adventures. Understand guests' needs and ask on-going questions to assist them in creating the appropriate Yellowstone experience for them. Teach guests about the flora, fauna, geology, and natural history of the Greater Yellowstone Ecosystem, while they see it firsthand. Adventures include single-day trips, as well as possible multi-day trips, with overnights in lodging accommodations.

- Current First Aid/CPR (WFR recommended)
- Avalanche Awareness or Level 1 Certification required for winter tours
- Acceptable driving record
- Attendance at Annual Resource Management Training, provided by Yellowstone National Park Service
- Participation in Seasonal Guide Training, provided by Big Sky Adventures & Tours
- Backpack large enough to carry appropriate gear, including first aid kit and bear spray.

POSITION SKILLS

- Public speaking and good communication skills (including writing)
- Flexibility in adapting and appropriately responding to changing group needs
- Ability to lift 40lbs
- Comfort driving 15-passenger vehicles in winter conditions

- Ability to hike 4-15 miles in mountainous terrain (summer)
- Ability to snowshoe and/or cross country ski (or willingness to learn)
- Wildlife safety skills and leading groups in grizzly bear country
- Group management, willingness to work with all people of all ages and abilities
- Create spontaneous learning opportunities for clients
- Answer phone calls and emails
- Occasional multi-day trips

GREAT GUIDES: HOW-TO'S

LOGISTICS: Arrive 5-10 minutes prior to departure time with the vehicle cleaned, prepared and stocked with fuel, food, water jug, maps, nature science kit, etc.

PERSONAL: Look professional with logo wear and clean appearance. Wear logo vest, jacket, and/or hat, and/or name tag on all tours. Represent Yellowstone and BSAT with friendly, knowledgeable, respectful interpretive opportunities and communications

SAFETY: Convey that safety is your number one priority throughout the day, including driving, walking, etc. Provide and create the environment for guests that insures their safety. You may need to be flexible in your hiking/driving plans to be safe. Communicate with guests the reason you are changing the plan. An example might be changing your planned summit hike to Bighorn Peak out of your concern for safety with approaching thunderstorms.

- Driving is the most dangerous aspect of your job. Do not drive faster, make risky passes, or other decisions like that because you're trying to make up time.
- Understand and obey rules for travel:
 - Geyser Basin Boardwalks: No off trail, no touching thermal water or bacteria mats, no throwing objects (rocks, sticks, snow), etc.
 - Backcountry off-trail permissible unless in bear management area or thermal area. This activity needs to be reported to NPS, per CUA guidelines
 - No stopping on roadways unless all four wheels are outside of white line.
 - Maintain distance of a minimum of 25 yards from herbivores and 100 yards from carnivores and omnivores
 - No wildlife calling, whistling, phishing, or harassment
 - Carry bear spray Abide by Leave-No-Trace guidelines and ethics
 - Respect the resource

THE TOUR: The day has a beginning, middle, end. Start with an enthusiastic introduction, building rapport with the guests, tapping into their sense of adventure and exploration. The heart of the day weaves the fabric of interp qualities listed above throughout the day. The end of the day should be as strong as the beginning: genuinely ask each guest what they most enjoyed, what surprised them, what was unexpected? Share what surprised you and/or what you enjoyed. Comment on each person's answer sincerely.

Beginning:

- Meet and Greet: Enthusiastically, professionally, and warmly
- Professional appearance; 5 minutes early is on-time; clean vehicle; equipment ready
- **Build Rapport:**
 - The “tour” starts with their initial email/phone communication. You continue and enhance their experience the moment you arrive
 - Smile and be enthusiastic about being with THEM today. “So excited to explore Yellowstone with you...”
 - Outline the day together, even though you already have a plan. Be flexible. Make the journey the focus of the day rather than the destinations. The “there” is here.
 - Ask questions and respond with related, enthusiastic positive answers. Create a dialog and keep drilling down to engage the guest and yourself:
 - What are you most excited about seeing/discussing/doing today? Bears and animals... “Awesome! We’re going to be going to places that offer perfect bear habitat. There are lots of bears in Yellowstone... There are 2 species of bears in YNP... I will count on you to help me spot bears... etc.
 - Where are you from? Omaha, NE “Great! What a beautiful area of the country’s heartland. The rolling hills and farmland are beautiful around Omaha. Did you know you depend on water that originates here in Yellowstone?”
 - Have you ever been to YNP before? Yes, 50 years ago. “What is your favorite memory from that trip?”
 - Develop your own style and share yourself-

MIDDLE: Speak clearly and loud enough for everyone to hear. Ask if volume is appropriate. Use the microphone. Plan bathroom stops. Tell guests: “I recommend using the restroom here as the next stop is a pit toilet” or something along those lines.

- **Themes:** Develop your personal library of themes. Discuss subjects that interest you and your guests. You can make science exciting for guests by making connections with your knowledge and enthusiasm to a universal idea, personal feeling or concept. Share balanced information. Even if you don’t agree with both sides of a topic, share the information of both sides with the guests. This is the art of interpretation!
- **Great Interpretation:** The best part of our job is the opportunity to make a profound difference in someone’s life. We can create “ah-ha” moments for our guests by conveying our knowledge and passion for our backyard and relating that to their world. Allowing guests to experience their senses-sight, sound, smell, touch, even taste with us guiding their discovery creates profound and memorable experiences. Speak in the universal languages of wonder, curiosity, love, and joy!

Link their interests, background, and personal history to details about Yellowstone. Make information personal to them. Speak to the brain and to the heart and come from your heart. We are educators. And good educators build connections of understanding and make it fun! Be creative and spontaneous. Look at the details.

Know the details, facts, and make connections. Capitalize on opportunities for learning and discovery. If you don't know something, admit it. Make a note to research that issue further. Pivot to something you can speak of more confidently that relates to that question and together you may discover the answer.

- **What is “Great Interpretation”?**

- Generate interest and curiosity. Capture attention.
- Communicate in innovative ways, stimulate development of new or different ideas -- look at familiar things in different ways.
- Invite active participation, create open dialogs, while fairly representing differing viewpoints
- Convey meaningful information by linking the big concepts with details
- Effect positive change in attitude, behavior, and presence

ENDING: A strong ending reinforces all the wonderful moments of the day (and helps with great tips). Ask each person what they loved about the day. Comment on what each person shares. Or summarize together all the wildlife. Remember a great moment. Share group photos. Save a good story for the end of the day.

Genuinely say that you really enjoyed the day with them. Ask if they would like to go another day on another adventure. Share with them what they might see and do on their next Yellowstone or Teton BSAT adventure.

Ask for a TripAdvisor, Google, Facebook, or Yelp review.

POLICIES

COVID-19, Masks, and Vaccinations

Federal regulations require all government contractors to be vaccinated. National Park Service Commercial Use Authorities and Permitted Guides fall into this category. Proof of vaccination may be required for some BSAT guided excursions. Federal regulations require all people to wear masks in all public settings, including in commercial vehicles (restrooms, restaurants, museums, etc). Upon meeting guests, and before guests enter vehicle, ask the following questions:

- Has anyone been exposed to someone COVID-positive in the last 10 days?
- Has anyone had any COVID-like symptoms in the last seven days, including today?
- Does anyone feel feverish? Would you like to have your temperature checked?

Masking is currently required in any group setting where the 6-foot social distancing space cannot be reasonably maintained and all public buildings in Yellowstone National Park and federally operated spaces. If an individual is fully vaccinated, masking is still required in all federal spaces, although the CDC is relaxing more policies daily.

Covid-19 vaccinations are free and readily available from the Big Sky Medical Center. If you require assistance in making an appointment, please reach out to Andrea or Denise. Under the Americans with Disabilities Act (ADA), BSAT must receive notice of religious or medical exemptions by June 1, 2021 if the employee opts out of receiving the Covid-19 vaccination.

APPEARANCE AND UNIFORM

Warm eye-contact, genuine smiles, and positive messaging are the most important part of the guide uniform. At least one piece of logo-ed BSAT apparel must be worn at all times. Items include hat, vest, jacket, outerwear, and articles with BSAT logo/patch, and must be laundered and unstained. Guides are required to carry a backpack with first aid kit, extra clothing, and room to carry guest items if needed.

Guides must be well-groomed, with neat hair (head and facial), non-distracting jewelry, and well-mended clothing (no holes, duct tape, rips, stains, etc).

POLITICS/RELIGION

Big Sky Adventures & Tours is not affiliated with any political party or candidates. We value a healthy democracy and respect that people's opinions may differ from our personal opinions. The information shared by BSAT guides with guests should be verifiable by a reputable source and be fact-based. Issues should be discussed with both ends of the political perspectives and the science based facts supporting those perspectives. Reputable sources include peer-reviewed scholarly articles, published National Park Service resources (including social media), and sources who cite their sources. The information shared should be traceable to the primary source.

Sharing information of a personal nature with guests may only be done with discretion. All topics of discussion and conversation should be Yellowstone/Teton-related topics. Discussions of the current political climate are strongly discouraged, regardless of the guide and guests' personal positions. If a guest attempts to engage in a political discussion, redirect the conversation to a topic related to Yellowstone/Teton, its dynamic history and science. Again, use science-based information, rather than emotion, as the basis for your discussion.

CRIMINAL BACKGROUND CHECK

Subject to and in accordance with state and local law, some types of criminal convictions such as murder, sexual assault, terrorism-related offenses, and other serious criminal convictions will result in disqualification if they occurred at any time in your lifetime.

Convictions for felonies, violent crimes, sexual offenses, and registered sex offender status, among other types of criminal records, are also disqualifying. Pending charges for those categories of crimes are also disqualifying, unless and until such charges are resolved in your favor.

WORKMAN'S COMP

All employees are insured under workman's compensation policy when working in any capacity for BSAT. Any injury incurred must be reported to Andrea or Denise within 24 to file a workman's comp report, even if no further action is needed. All employees are covered by State Fund of Montana Workman's Compensation Policy

REQUESTS FOR TIME-OFF

Season	Months	Requests for Time-Off	Staff Training
SUMMER	May - October	<i>Due By May 15</i>	<i>Mid to End of May</i>
WINTER	November - April	<i>Due By November 15</i>	<i>Beginning of December</i>

BSAT will request your availability and desired number of guided trips per week in April and October for the Summer and Winter seasons, respectively. Summer Season goes from May - September and Winter Season goes from November - April. Submit your request for time-off before May 15 for the Summer Season and before November 15 for the Winter Season.

Based on your availability and preference, you will receive your schedule for the season during Staff Training.

If you require time-off not included in your pre-season submission, it is your responsibility to coordinate with another guide to have your tour(s) covered. Email the office any swaps that occur and include both guides involved in the switch in the email thread.

SOCIAL MEDIA

Photographing and Posting Pictures of Guests

Always explicitly ask for permission from guests to post pictures from the activity day on your personal social media, and/or BSAT social media, and if they would like to be tagged. Assure them that it is OK to say no and we respect their privacy. Sending photos of guests as a follow-up thank you for the trip with you is encouraged.

Common Sense Guidelines

- What goes on the internet stays on the internet
- Be nice and have fun
- Be kind
- Respect the company
- Make connections, respect others and represent the company professionally above all else
- Post cautiously. If you're not sure, don't post it
- Avoid online arguments
- Identify your opinion as your own

We love it when you share pictures from your adventures with BSAT! Please text your photos to the BSAT Office phone 406.451.1650 or email them to tours@bigskyadventuretours.com. Tag #BigSkyAdventuresandTours; @yellowstonegeeks

SERV-SAFE FOOD HANDLING

All guides are required to pass the basic ServSafe Food Handler exam. Your exam fee will be covered by BSAT.

NON-DISCLOSURE, NON-COMPETITION, NON-SOLICITATION AGREEMENT

BACKGROUND

- The Employee is currently or may be employed as an employee with the Employer (BSAT) for the position of: Guide/Intern. In addition to this responsibility or position (the "Employment"), this Agreement also covers any position or responsibility now or later held with the Employer.
- The Employee will receive from the Employer, or develop on the behalf of the Employer, Confidential Information as a result of the Employment (the 'Permitted Purpose').

IN CONSIDERATION OF and as a condition of the Employer employing the Employee and the Employer providing the Confidential Information to the Employee in addition to other valuable consideration, the receipt and sufficiency of which consideration is hereby acknowledged, the parties to this Agreement agree as follows:

CONFIDENTIAL INFORMATION

1. All written and oral information and materials disclosed or provided by the Employer to the Employee under this Agreement constitute Confidential Information regardless of whether such information was provided before or after the date of this Agreement or how it was provided to the Employee.
2. The Employee acknowledges that in any position the Employee may hold, in and as a result of the Employee's employment by the Employer, the Employee will, or may, be making use of, acquiring or adding to information about certain matters and things which are confidential to the Employer and which information is the exclusive property of the Employer.
3. 'Confidential Information' means all data and information relating to the business and management of the Employer, including but not limited to, the following:
 - 'Customer Information' which includes names of customers of the Employer, their representatives, all customer contact information, contracts and their contents and parties, customer services, data provided by customers and the type, quantity and specifications of products and services purchased, leased, licensed or received by customers of the Employer.
 - 'Intellectual Property' which includes information relating to the Employer's proprietary rights prior to any public disclosure of such information, including but not limited to the nature of the proprietary rights, production data, technical and engineering data, technical concepts, test data and test results, simulation results, the status and details of research and development of products and services, and information regarding acquiring, protecting, enforcing and licensing proprietary rights (including patents, copyrights and trade secrets);
 - 'Marketing and Development Information' which includes marketing and development plans of the Employer, price and cost data, price and fee amounts, pricing and billing policies, quoting procedures, marketing techniques and methods of obtaining business, forecasts and forecast assumptions and volumes, and future plans and potential strategies of the Employer which have been or are being discussed;

- 'Business Operations' which includes internal personnel and financial information of the Employer, vendor names and other vendor information (including vendor characteristics, services and agreements), purchasing and internal cost information, internal services and operational manuals, external business contacts including those stored on social media accounts or other similar platforms or databases operated by the Employer, and the manner and methods of conducting the Employer's business;
 - 'Product Information' which includes all specifications for products of the Employer as well as work product resulting from or related to work or projects performed or to be performed for the Employer or for clients of the Employer, of any type or form in any stage of actual or anticipated research and development;
 - 'Production Processes' which includes processes used in the creation, production and manufacturing of the work product of the Employer, including but not limited to, formulas, patterns, molds, models, methods, techniques, specifications, processes, procedures, equipment, devices, programs, and designs;
 - 'Service Information' which includes all data and information relating to the services provided by the Employer, including but not limited to, plans, schedules, manpower, inspection, and training information;
 - 'Proprietary Computer Code' which includes all sets of statements, instructions or programs of the Employer, whether in human readable or machine readable form, that are expressed, fixed, embodied or stored in any manner and that can be used directly or indirectly in a computer ('Computer Programs'); any report format, design or drawing created or produced by such Computer Programs; and all documentation, design specifications and charts, and operating procedures which support the Computer Programs;
 - 'Computer Technology' which includes all scientific and technical information or material of the Employer, pertaining to any machine, appliance or process, including but not limited to, specifications, proposals, models, designs, formulas, test results and reports, analyses, simulation results, tables of operating conditions, materials, components, industrial skills, operating and testing procedures, shop practices, know-how and show-how;
 - 'Accounting Information' which includes, without limitation, all financial statements, annual reports, balance sheets, company asset information, company liability information, revenue and expense reporting, profit and loss reporting, cash flow reporting, accounts receivable, accounts payable, inventory reporting, purchasing information and payroll information of the Employer; and
 - Confidential Information will also include any information that has been disclosed by a third party to the Employer and is protected by a non-disclosure agreement entered into between the third party and the Employer.
4. Confidential Information will not include the following information:
- a. Information that is generally known in the industry of the Employer;
 - b. Information that is now or subsequently becomes generally available to the public through no wrongful act of the Employee;
 - c. Information rightly in the possession of the Employee prior to the disclosure to the Employee by the Employer;

- d. Information that is independently created by the Employee without direct or indirect use of the Confidential Information; or
 - e. Information that the Employee rightfully obtains from a third party who has the right to transfer or disclose it.
5. Except as otherwise provided in this Agreement, the Confidential Information will remain the exclusive property of the Employer and will only be used by the Employee for the Permitted Purpose. The Employee will not use the Confidential Information for any purpose that might be directly or indirectly detrimental to the Employer or any associated affiliates or subsidiaries.
6. The obligations to ensure and protect the confidentiality of the Confidential Information imposed on the Employee in this Agreement and any obligations to provide notice under this Agreement will survive the expiration or termination, as the case may be, of this Agreement and those obligations will last indefinitely.
7. The Employee may disclose any of the Confidential Information:
 - a. to such employees, agents, representatives and advisors of the Employee that have a need to know for the Permitted Purpose provided that:
 - i. the Employee has informed such personnel of the confidential nature of the Confidential Information;
 - ii. such personnel agree to be legally bound to the same burdens of non-disclosure and non-use as the Employee;
 - iii. the Employee agrees to take all necessary steps to ensure that the terms of this Agreement are not violated by such personnel; and
 - iv. the Employee agrees to be responsible for and indemnify the Employer for any breach of this Agreement by its personnel.
 - b. to a third party where the Employer has consented in writing to such disclosure; and
 - c. to the extent required by law or by the request or requirement of any judicial, legislative, administrative or other governmental body.

AVOIDING CONFLICT OF OPPORTUNITIES

8. It is understood and agreed that any business opportunity relating to or similar to the Employer's current or anticipated business opportunities coming to the attention of the Employee during the Employee's employment is an opportunity belonging to the Employer. Accordingly, the Employee will advise the Employer of the opportunity and cannot pursue the opportunity, directly or indirectly, without the written consent of the Employer.
9. Without the written consent of the Employer, the Employee further agrees not to:
 - solely or jointly with others undertake or join any planning for or organization of any business activity competitive with the current or anticipated business activities of the Employer; and
 - directly or indirectly, engage or participate in any other business activities which the Employer, in its reasonable discretion, determines to be in conflict with the best interests of the Employer.

NON-SOLICITATION

10. Any attempt on the part of the Employee to induce others to leave the Employer's employ, or any effort by the Employee to interfere with the Employer's relationship with its other employees and contractors would be harmful and damaging to the Employer. The Employee agrees that from the date of this Agreement until November 1, 2025, the Employee will not in any way, directly or indirectly:
- induce or attempt to induce any employee or contractor of the Employer to quit their employment or retainer with the Employer;
 - otherwise interfere with or disrupt the Employer's relationship with its employees and contractors;
 - discuss employment opportunities or provide information about competitive employment to any of the Employer's employees or contractors; or
 - solicit, entice, or hire away any employee or contractor of the Employer.

This obligation will be limited in scope to those persons that were employees or contractors of the Employer at the same time that the Employee was employed by the Employer.

NON-COMPETITION

11. Other than through employment with a bona-fide independent party, or with the express written consent of the Employer, which will not be unreasonably withheld, the Employee will not, from the date of this Agreement until November 1, 2020, be directly or indirectly involved with a business which is in direct competition with the particular business line of the Employer that the Employee was working during any time in the last year of employment with the Employer.
12. From the date of this Agreement until November 1, 2020, the Employee will not divert or attempt to divert from the Employer any business the Employer had enjoyed, solicited, or attempted to solicit, from its customers, prior to termination or expiration, as the case may be, of the Employment.

OWNERSHIP AND TITLE

13. The Employee acknowledges and agrees that all rights, title and interest in any Confidential Information will remain the exclusive property of the Employer. Accordingly, the Employee specifically agrees and acknowledges that the Employee will have no interest in the Confidential Information, including, without limitation, no interest in know-how, copyright, trademarks or trade names, notwithstanding the fact that the Employee may have created or contributed to the creation of that Confidential Information.
14. The Employee does hereby waive any moral rights that the Employee may have with respect to the Confidential Information.
15. The Confidential Information will not include anything developed or produced by the Employee during the term of this Agreement, including but not limited to intellectual property, process, design, development, creation, research, invention, know-how, trade name, trademarks or copyright that:
- was developed without the use of any equipment, supplies, facility or Confidential Information of the Employer;

- was developed entirely on the Employee's own time;
 - does not relate to the actual business or reasonably anticipated business of the Employer;
 - does not relate to the actual or demonstrably anticipated processes, research or development of the Employer; and
 - does not result from any work performed by the Employee for the Employer.
16. The Employee agrees to immediately disclose to the Employer all Confidential Information developed in whole or in part by the Employee during the term of the Employment and to assign to the Employer any right, title or interest the Employee may have in the Confidential Information. The Employee agrees to execute any instruments and to do all other things reasonably requested by the Employer (both during and after the term of the Employment) in order to vest more fully in the Employer all ownership rights in those items transferred by the Employee to the Employer.

REMEDIES

17. The Employee agrees and acknowledges that the Confidential Information is of a proprietary and confidential nature and that any disclosure of the Confidential Information to a third party in breach of this Agreement cannot be reasonably or adequately compensated for in money damages and would cause irreparable injury to the Employer. Accordingly, the Employee agrees that the Employer is entitled to, in addition to all other rights and remedies available to it at law or in equity, an injunction restraining the Employee, any of its personnel, and any agents of the Employee, from directly or indirectly committing or engaging in any act restricted by this Agreement in relation to the Confidential Information.

RETURN OF CONFIDENTIAL INFORMATION

18. The Employee agrees that, upon request of the Employer, or in the event that the Employee ceases to require use of the Confidential Information, or upon expiration or termination of this Agreement, or the expiration or termination of the Employment, the Employee will turn over to the Employer all documents, disks or other computer media, or other material in the possession or control of the Employee that:
- may contain or be derived from ideas, concepts, creations, or trade secrets and other proprietary and Confidential Information as defined in this Agreement; or
 - is connected with or derived from the Employee's services to the Employer.

NOTICES

19. In the event that the Employee is required in a civil, criminal or regulatory proceeding to disclose any part of the Confidential Information, the Employee will give to the Employer prompt written notice of such request so the Employer may seek an appropriate remedy or alternatively to waive the Employee's compliance with the provisions of this Agreement in regards to the request.
20. If the Employee loses or makes unauthorized disclosure of any of the Confidential Information, the Employee will immediately notify the Employer and take all reasonable steps necessary to retrieve the lost or improperly disclosed Confidential Information.

21. Any notices or delivery required in this Agreement will be deemed completed when hand-delivered, delivered by agent, or seven (7) days after being placed in the post, postage prepaid, to the parties at the addresses contained in this Agreement or as the parties may later designate in writing.
22. The addresses for any notice to be delivered to any of the parties to this Agreement are as follows:
 - a. Big Sky Adventures & Tours, Inc
205 Karst Stage Loop, Gallatin Gateway, MT 59730

REPRESENTATIONS

23. In providing the Confidential Information, the Employer makes no representations, either expressly or impliedly as to its adequacy, sufficiency, completeness, correctness or its lack of defect of any kind, including any patent or trademark infringement that may result from the use of such information.

TERMINATION

24. This Agreement will automatically terminate on the date that the Employee's Employment with the Employer terminates or expires, as the case may be. Except as otherwise provided in this Agreement, all rights and obligations under this Agreement will terminate at that time.

ASSIGNMENT

25. Except where a party has changed its corporate name or merged with another corporation, this Agreement may not be assigned or otherwise transferred by either party in whole or part without the prior written consent of the other party to this Agreement.

AMENDMENTS

26. This Agreement may only be amended or modified by a written instrument executed by both the Employer and the Employee.

GOVERNING LAW

27. This Agreement will be construed in accordance with and governed by the laws of the State of Montana.

GENERAL PROVISIONS

- Time is of the essence in this Agreement.
- This Agreement may be executed in counterpart.
- Headings are inserted for the convenience of the parties only and are not to be considered when interpreting this Agreement. Words in the singular mean and include the plural and vice versa. Words in the masculine mean and include the feminine and vice versa.
- The clauses, paragraphs, and subparagraphs contained in this Agreement are intended to be read and construed independently of each other. If any part of this Agreement is held to be invalid, this invalidity will not affect the operation of any other part of this Agreement.

- The Employee is liable for all costs, expenses and expenditures including, and without limitation, the complete legal costs incurred by the Employer in enforcing this Agreement as a result of any default of this Agreement by the Employee.

28. The Employer and the Employee acknowledge that this Agreement is reasonable, valid and enforceable. However, if a court of competent jurisdiction finds any of the provisions of this Agreement to be too broad to be enforceable, it is the intention of the Employer and the Employee that such provision be reduced in scope by the court only to the extent deemed necessary by that court to render the provision reasonable and enforceable, bearing in mind that it is the intention of the Employee to give the Employer the broadest possible protection against disclosure of the Confidential Information.

No failure or delay by the Employer in exercising any power, right or privilege provided in this Agreement will operate as a waiver, nor will any single or partial exercise of such rights, powers or privileges preclude any further exercise of them or the exercise of any other right, power or privilege provided in this Agreement.

This Agreement will insure to the benefit of and be binding upon the respective heirs, executors, administrators, successors and assigns, as the case may be, of the Employer and the Employee.

This Agreement constitutes the entire agreement between the parties and there are no further items or provisions, either oral or otherwise.

DRUG & ALCOHOL POLICY

All BSAT employees/drivers must be drug- and alcohol-free while on the clock. All employees shall be prohibited from:

1. Unlawful manufacture, dispensing, distribution, possession, use, or being under the influence of a controlled substance while on BSAT premises or while performing work for BSAT.
2. Distribution, consumption, use, possession, or being under the influence of alcohol while on BSAT premises or while performing work for BSAT.

For purposes of this policy a controlled substance is one that is:

1. Not legally obtainable;
2. Being used in a manner different than prescribed;
3. Legally obtainable, but has not been legally obtained; or
4. Referenced in federal or State controlled substance acts.

As a condition of employment, each employee shall:

1. Abide by the terms of the BSAT policy respecting a drug- and alcohol-free workplace;
2. Notify his or her supervisor of his or her conviction under any criminal drug statute for a violation occurring while performing work for BSAT, no later than 5 calendar days after such a conviction.

3. Be willing to submit sample for possible random drug tests, as required by Federal Motor Carrier Safety Agency (FMCSA)

In order to make employees aware of dangers of drug and alcohol abuse, BSAT will:

1. Provide each employee with a copy of the BSAT Drug- and Alcohol-Free Workplace policy;
2. Post notice of BSAT Drug- and Alcohol-Free Workplace policy in a place where other information for employees is posted;
3. Make available materials from local, state, and national anti-drug and alcohol-abuse organizations.
4. Enlist the aid of community and state agencies with drug and alcohol informational and rehabilitation programs to provide information to BSAT employees;

BSAT Action Upon Violation of Policy

An employee who violates this policy may be subject to disciplinary action, including termination. Alternatively, management may require an employee to successfully complete an appropriate drug- or alcohol-abuse, employee-assistance rehabilitation program if deemed necessary. Management shall take disciplinary action with respect to an employee convicted of a drug offense in or out of the workplace within 30 days after receiving notice of the conviction.

Substance TESTING for BSAT DRIVERS

To support the objective of a drug and alcohol free workplace, testing for alcohol, drugs & chemical substances may be required under the following circumstances:

(1) Pre-Employment

Pre-employment drug testing may be a part of the employment process. Upon an offer of employment, a test may be required for all final candidates, and no applicant-testing positive will be employed. This includes all employment and re-employment, whether for temporary, part-time or full-time positions.

(2) Post Accident

After a work-related accident where judgment, coordination or physical or mental ability may have been impaired. Testing is required after an injury resulting in medical treatment or lost time or for an employee whose behavior raises a reasonable suspicion of drug or alcohol use. (Testing is also required for an employee, who causes injury to another person, and may not have caused injury to themselves). A test will also be required after a vehicle accident as defined by the administrator.

As soon as possible following an accident involving a commercial motor vehicle on a public road, a post-accident drug and alcohol test shall be conducted when either of the two circumstances below applies:

- If a driver receives a citation for a moving traffic violation and either the accident involves bodily injury to a person who as a result of the accident immediately receives medical treatment away from the scene of the accident;
- One or more motor vehicles incur disabling damage as a result of the accident, requiring the motor vehicle(s) to be transported away from the scene by a tow truck or other motor vehicle.
- If an accident involves a fatality;

(3) Reasonable Suspicion

Based on reasonable suspicion for conduct or appearances that suggest the use or abuse of controlled substances.

(4) Periodic or Random

On an unannounced and random basis. Random tests may be more frequent for those working in a safety sensitive position, however all positions may be subject to random testing.

Summary

While we hope that BSAT will never have to address alcohol abuse or drug problems with any employee, we want every employee to understand the consequences of violating this policy. Working under the influence of illegal drugs or alcohol, as indicated by test results or other evidence, and violation of other provisions of this policy will result in disciplinary action, up to and including discharge - even for the first offense. In addition, refusal to participate in any part of the program can be considered an act of insubordination and may also lead to disciplinary action, up to and including discharge.

DRIVING

To chauffeur BSAT guest's you must hold a valid U.S. driver's license and have a minimum of one year of licensed driving experience in the U.S. Three years of U.S. driving experience is required to drive with guests if under 23 years of age.

Your driving history affects the BSAT insured driver's policy. Your driver's license must be active and free of disqualifying restrictions. Major driving violations or a recent history of multiple minor driving violations, including but not limited to no-fault accidents, may result in disqualification.

Any driving infraction during company time is potentially grounds for immediate termination. While employed with BSAT, management reserves the right to disqualify a driver at any time, in compliance with applicable law, should their driving record reveal any disqualifying information or for any other safety-related reason.

DOT PHYSICALS

Obtaining DOT physicals are the responsibility of the guide. DOT physicals are valid for two years and guides must provide proof-of-physical during random inspections, conducted by the National Park Service Rangers at Old Faithful.

Specify that you are coming in for a DOT physical when you make your appointment. Appointments may be scheduled at:

- **Bozeman Bridger Orthopedic Urgent Care** (walk-in) 406.587.0122
- **Bozeman East Main Medical Clinic** (walk-in) 406.587.3788
- **Big Sky Medical Center** (by appointment) 406.995.6995

DRIVING HISTORY

The background check includes a Motor Vehicle Report (MVR) review as well as a criminal background check. There is no credit check involved. A DOT physical is required for driving company vehicles in Yellowstone and Grand Teton National Parks.

Background checks are performed by a third-party background check provider that is accredited by the Professional Background Screening Association, in conjunction with BSAT's insurance provider.

BSAT may disqualify any applicant whose driving record reveals:

- More than three moving violations in the past three years (such as accidents, speeding, or traffic violations);
- A single major moving violation in the past three years (such as driving on a suspended license or reckless driving);
- A DUI or other drug-related driving violation in the past seven years, or longer in some jurisdictions;
- A serious driving-related conviction in the past seven years (such as a hit-and-run or felony)

Your personal driving record affects your position as an insured driver with BSAT. Significant driving violations, while off the clock, may result in dismissal from the company.

TOP 4 DRIVING SAFETY TIPS

- **Focus on driving**
 - Keep 100% of your attention on driving at all times – no multi-tasking.
 - Do NOT use your phone or any other electronic device while driving.
 - Slow down. Speeding gives you less time to react and increases the severity of an accident.
- **Drive “defensively”**
 - Be aware of what other drivers around you are doing, and expect the unexpected.
 - Assume other motorists will do something crazy, and always be prepared to avoid it.
 - Keep an adequate distance (3 sec per 10 mph) cushion between you and the car in front of you.
 - Increase distance between vehicles with bad weather.
- **Make a safe driving plan**
 - Build time into your trip schedule to stop for food, rest breaks, phone calls or other business.
 - Adjust your seat, mirrors and climate controls before putting the car in gear.
- **Practice safety**
 - Secure cargo that may move around while the vehicle is in motion.
 - Don't attempt to retrieve items that fall to the floor.
 - Have items needed within easy reach – such as guide card, drivers license
 - Always wear your seat belt and drive sober and drug-free

HARASSMENT

BSAT supports and mandates a work environment free from intimidation, harassment, and other inappropriate behaviors. Therefore, BSAT maintains a “zero-tolerance” policy for such behavior in order to eliminate harassment of our staff, applicants for employment, and guests, by any person and in any form. All BSAT employees, supervisory and non-supervisory, are responsible for assuring that our workplace is free from harassment based on an individual’s race, color, national origin, age, religion, disability, veteran status, marital status, sex or any characteristic protected by law whether or not this behavior results in a violation of the law.

Any employee violating this policy will be subject to disciplinary action up to and including discharge. BSAT will assist law enforcement in the prosecution of any criminal violations related to violations of this policy.

Harassment is defined as unwelcome or unsolicited comments, singling out or exclusion from company meetings or trainings, gestures of physical contact where:

1. Submission to or rejection of such behavior or comments by an individual is used as a basis for employment decisions such as hiring, promotion, performance evaluation, pay adjustment, discipline, work assignments and work schedules; or
2. Such behavior or comments has the purpose of interfering with an individual’s work performance or creating an intimidating, hostile or offensive working environment.

Prohibited behavior or comments do not have to be of a sexual nature: behavior or comments directed at an individual because of his or her sex with the intention to harass are prohibited. This prohibition includes same sex based sexual behavior or comments. Examples of conduct which are prohibited under this harassment policy include:

1. Verbal: sexual innuendo, suggestive comments, insults, humor or jokes about sex or gender-specific traits, sexual propositions, threats, off-color language, repeated, unwanted social invitations and intimidating comments
2. Non-verbal: suggestive or insulting sounds and looks, leering, whistling, obscene gestures, pin-ups or intimidating looks.
3. Physical: Inappropriate or unwelcome touching, pinching, brushing the body, assault.

Other prohibited harassment includes any behavior or comments, intended or unintended that create or could lead to intimidating, hostile or offensive work environment that substantially or unreasonably interferes with an individual’s work performance, or otherwise adversely affects employment opportunities because of a person’s race, color, national origin, religion, age, weight, height, disability, veteran status, marital status or any characteristic protected by law. Such prohibited harassment includes, but is not limited to, epithets, slurs, negative stereotyping, or threatening or intimidating acts that relate to a person’s protected characteristics or are directed toward a person because of his or her protected characteristics is prohibited.

Any employee who believes they have been subject to any form of harassment from any person should discuss with Denise and/or Andrea.

GUIDE COMPENSATION & BENEFITS

	GUIDE-IN-TRAINING	LEVEL I GUIDE	LEVEL II GUIDE
<i>Half Day Old Faithful</i>	\$125	\$150	\$175
<i>Geysers & River Walks</i>	\$200	\$225	\$250
<i>Wildlife & Waterfalls</i>	\$200	\$225	\$250
<i>Lamar Valley Wildlife Safari</i>	\$250	\$300	\$350
<i>Custom Lower Loop</i>	\$250	\$300	\$350
<i>Full Day Hike</i>	\$175	\$200	\$225
<i>Half Day Hike</i>	\$85	\$100	\$125
<i>Custom Step-On 9+ Hours</i>	\$250	\$300	\$350
<i>8-Hour Step-On</i>	\$225	\$250	\$275
<i>4-Hour Step-On</i>	\$100	\$125	\$150
<i>Lamar Valley Winter Wildlife Safari</i>	\$300	\$350	\$400
<i>Mammoth Hot Springs Winter Wildlife Safari</i>	\$250	\$300	\$350
<i>Mammoth Hot Springs: Second Guide from Bozeman</i>	\$175	\$200	\$225
<i>Private Snowcoach</i>	\$250	\$300	\$350
<i>Dashing Through the Snow</i>	\$200	\$225	\$250
<i>Learn to XC Ski + Explore Yellowstone</i>	\$200	\$225	\$250
<i>Full Day XC Ski or Snowshoe</i>	\$200	\$225	\$250
<i>Half Day XC Ski or Snowshoe</i>	\$100	\$125	\$150
<i>Group Snowshoe</i>	\$100	\$125	\$150
<i>Training</i>	\$100/day	\$100/day	\$100/day
<i>Shadow Guiding</i>	50%		
<i>Adventures By Disney</i>			
<i>3 Days</i>	\$800	\$900	\$1,000
<i>Training</i>	\$100/day	\$100/day	\$100/day
<i>Co-Guiding</i>	50%	75%	100%
<i>Overnights</i>	75%	\$325	\$350/day

BENEFITS

- Being part of a fun, dynamic team that spends most of our time outside in the Greater Yellowstone Ecosystem
- Generous gratuities (cash and credit card tips) for exceptional experiences are common
- Access to Experticity, an online vendor that offers discounts on major outdoor name brands such as Bushnell, Vortex, Smartwool, Big Agnes, and more (see Andrea for details)
- DOT Physical Reimbursement: BSAT will pay half for your first physical and will fully reimburse for all physicals thereafter

LEVEL I GUIDE REQUIREMENTS: 3 of 4 Requirements

- Participates in Annual Resource Management Training provided by Yellowstone National Park Service (mandatory)
- Attends Seasonal Guide Training provided by Big Sky Adventures & Tours (mandatory)
- Passes National Association of Interpretation Level I certification (Host Certificate); in-house training offered in the Fall of 2021
- Three or more years of Yellowstone experience

LEVEL II GUIDE REQUIREMENTS: 3 of 4 Requirements

- Participates in Annual Resource Management Training, provided by Yellowstone National Park Service AND Grand Teton National Park Service (mandatory)
- Attends Seasonal Guide Training, provided by Big Sky Adventures & Tours (mandatory)
- Passes National Association of Interpretation Level II certification (Guide Certificate); in-house training offered in the Spring of 2022
- Five or more years of Yellowstone experience

GUIDE-IN-TRAINING

- Participates in Annual Resource Management Training, provided by Yellowstone National Park Service AND Grand Teton National Park Service (mandatory)
- Attends Seasonal Guide Training, provided by Big Sky Adventures & Tours (mandatory)

BONUS OPPORTUNITIES

- Write a blog for the website 150+ words = \$50 (subject to approval)
- For every five 5-star Tripadvisor/Google/Yelp reviews that mention your name = \$125 (10 reviews = \$250)
- Read two Yellowstone/Teton-related books to be added to the BSAT library per season. Send book cover photos and short post for Instagram. \$50
- Develop a citizen science project in which multiple guides can participate in data collection with guests; \$25-\$100 (subject to approval by Andrea/Denise)
- Other ideas? See Andrea or Denise

PROCEDURES

PRE-TRIP PROCEDURES

1. Your trip assignments will be available in the BSAT Garage, on the whiteboard
2. Trip assignments will be emailed to the Guide List on Wednesdays
3. Guides will receive a text message on Mondays and Thursdays from the BSAT Office for the following week's trip assignments. Please reply to this text if you have any questions regarding the specifics of your trip.
4. Guides will receive a text message on Mondays and Thursdays connecting you to the guests you will be taking in the following week. Please reply to the text with a thumbs up.

GUIDE/DRIVER OPERATING PROCEDURES

1. Vehicle Information Folder: Located in each vehicle and be familiar with the contents.
 - a. Yellowstone and Teton CUA Permits: Sometimes you may need to present this document at the entrance gate
 - b. YNP Covid Authorization Letter
 - c. All current guide cards
 - d. Auto insurance
 - e. Business Liability insurance
 - f. Accident/Incident Report Form
 - g. Credit card for fuel/entrance/necessities
2. Employee Documentation
 - a. Logbook in vehicle filled out every time
 - b. Vehicle checklist completed
 - c. Personal logbook completed for anyone driving to West Yellowstone or into YNP.
 - d. BSAT responsible for random drug tests for all interstate drivers (which is everyone)
3. Vehicle Documentation
 - a. Record starting mileage on checklist
 - b. Note any needed supplies-Def, cleaning products, etc.
 - c. Note any exterior scratches, dings, etc.
 - d. Suggestions for interior needs, storage, etc.
 - e. All necessary items in vehicle as required by DOT (first aid kit in vehicle; emergency triangles; fire extinguisher; tire jack and spare; camera; emergency procedure)
4. Guest Ready
 - a. Vehicle fueled
 - b. Windows clean
 - c. Interior clean after every use: floor, seats, garbage,
 - d. Binocs and scopes tidy and ready for day
 - e. Coolers emptied, cleaned and ready for the next user.
5. Park Entrance Procedures

- a. Have your guide card and credit card ready to present for payment. Wear a mask.
- b. Tell the Entrance Ranger the number of adults 16 and older (\$20 pp) and the number under 16.
- c. Be prepared to show CUA documents and Covid paperwork if necessary
- d. Also be prepared to tell the entrance ranger that everyone on board has been vaccinated.
- e. Ask for maps and/or wildlife checklists. We don't need newspapers.

WHAT TO DO IN THE EVENT OF A VEHICLE ACCIDENT

1. Check for injuries: Evaluate you and your passengers for minor or serious injury
2. Call 911 if serious injuries: Be prepared to tell him or her your exact location, including the highway mile marker or closest intersection. Let the dispatcher know about potential injuries, the number of cars involved and whether cars can get by on the roadway.
3. Move Vehicle out of traffic: If local or state laws require you move your car and you can do it safely, you should move it immediately, according to James Aubrey Solomon, a defensive driving expert at the National Safety Council. If you can't move your car, you should use your hazard lights to alert other drivers.
4. Resist the urge to apologize for the accident even if you think it might be your fault. Law enforcement officers will determine the degree to which each driver may have contributed to the
5. Call Denise/Andrea: BSAT will dispatch another vehicle/driver to pick up guests.
6. Fill out Accident Report located in Vehicle Folder: Exchange information with the drivers involved
 - Name
 - Address
 - Phone number
 - Insurance company name
 - Insurance policy number
 - Name of the insured person and relationship to the driver
 - Driver's license state and number
 - License plate number for the driver and the owner of each vehicle
 - Car year, make, model and color
 - Circumstances
 - Photos of scene and vehicles

HIKING PROCEDURES

- **Plan your hike:** You will have a general direction for the trip-meadow walk, summit climb, etc. and it is up to you to discuss goals with guests and pace the day appropriately. Use a conversational pace and highlight details that can lead to more discussion. Scratch marks on trees can lead to bear habitat and behavior discussions. Engage guests and encourage them to ask questions. Save a good story for the end of the trail so it doesn't feel like horses back to the barn.
- **Guide Pack contents:** Water, First-Aid kit (see list of contents), extra clothes, binoculars, whistle, map, compass, flashlight, bear spray, water filter, knife, lighter, cord (50ft.), extra sunglasses, space blanket, field guides, watch, sunscreen, bug spray. Also, Binocs/scope/trekking poles. Nature Geek Box.
- **Personal Gear:** Adequate shoes, proper clothing, sunglasses, hat (warm and sun), guide pack.
- **Clothing:** Wear professional clothing. Remember that we are examples for the guests. Layers of clothing, which can be adjusted to prevailing conditions, are best. Take extra clothes, including mittens, cap, rain gear, socks, hat and a warm layer.
- **Water and dehydration:** Two quarts per person on all day hikes or a filter and one quart per person. An adult, at rest, requires two quarts of water daily, up to four quarts when active. Drink often to avoid dehydration.
- **Food:** Bring water, lunch and emergency food. A thermos is advised on cold days.
- **Weather:** Assess Weather and expected Forecast: Know the forecast and be prepared for any possibility. Understand guests' preparedness and be able to help better prepare them prior to leaving the vehicle.
 - 1. Wind Chill: At any given temperature, wind chill greatly increases the chance of hypothermia. Stay dry as possible and put on proper wind-proof clothing as necessary.
 - 2. Hypothermia: Be aware of the danger of hypothermia, the subnormal temperature of the body. Hypothermia is caused by the exposure to cold, and wet, wind and exhaustion aggravate it. It is easy to avoid hypothermia, always pay attention.
 - 3. Wetness: Stay dry, put on rain gear soon enough to prevent saturation from rain or snow. Hike slowly enough and use layers to prevent too much sweating.
 - 4. Cold: Understand the nature of cold. Even in the summer we can get cold quickly, so have guests carry additional clothing and wear it before they begin to shiver.
 - 5. Lightning: keep an eye on the weather and watch if large black clouds move in quickly, usually preceded by wind. Let the guests know what to expect. If lightning does happen close, have people separate and squat on their packs. Do not hide under a lone tree. Best to move to a lower elevation before lightning is an issue.
- **Wildlife:**
 - **Bears/Wolves:** Educate guests on being bear aware and travelling safely in bear country for your safety and for the bear's well being. If you encounter a bear, stay in a group, do not run, and back away slowly. Avoid surprising bears

by being noisy and travelling in-groups of at least four. Carry bear spray and practice using it.

- **Moose:** If you encounter a moose on the trails be patient. They will often continue to graze on their way. If the hair on their hump is raised and its ears laid back it indicates that they are agitated and potentially aggressive. If they charge you it usually is a false or bluff charge. Unlike bears, it is ok to run from a moose. Try to get something between you and the moose. If the moose succeeds in knocking you over, curl up into a ball and protect your head with your hands and arms. As a last resort a blast of pepper spray will slow them down!
- **Horses:** If you meet horses on the trail, talk to them the entire time they are passing by, and step off trail. Do not wave anything. Stay on the uphill side of them and let them all pass by before you move.

PICNICS & FOOD PROCEDURES

PICK-UP: Snacks, Dry Box Goods Box, Lunches

1. Your lunches will be Uncle Dan's Bakery in the fridge. ENSURE YOUR LUNCH BAG HAS YOUR NAME ON IT!
2. Your plates, utensils, and table cloth will be on the shelf, labelled with your name. ENSURE YOUR DRY GOODS BOX HAS YOUR NAME ON IT!
3. Your snack bag will be labelled with your name. ENSURE YOUR SNACK BAG HAS YOUR NAME ON IT!
4. Fill water jug

LUNCH: Riverside Picnics

1. Spread table cloth and set table with plates and forks/knives (this is a good task to give eager guests)
2. Bring vehicle trash can to picnic table
3. Open food containers, put lid under its container, arrange nicely on picnic table
4. Place serving utensils in food containers
5. Let guests serve themselves
6. LEAVE-NO-TRACE: All food scraps, crumbs, etc must be picked up and thrown away
7. Drinks (other than still water) may not be poured onto the ground. Dispose of in toilet or garbage cans.
8. Do not shake out table cloth. Fold dirty table cloth into itself, including crumbs.
9. Pack dirty plates, all utensils, and tablecloth back in dry goods box
10. Pack unserved leftovers and empty containers back in cooler

END-OF-DAY: Drop-off lunches in the BSAT Garage

1. Put leftovers in the leftovers fridge
2. If there are not enough leftovers to salvage, either take home (using your own food containers, not BSAT containers) or throw away in garbage can
3. Place empty, dirty containers from cooler in Rubbermaid bins
4. Place dirty dry goods box on used goods shelf
5. Place partial Snack Bag on used goods shelf

VEHICLE CLEANING PROCEDURES

1. Fuel up at Exxon (recommended) or Conoco, using Exxon or Conoco fuel cards
2. Look for random wrappers and trash, while vehicle is fueling up
3. Wipe down and put all binoculars back in cases/boxes
4. Record daily mileage and fill out vehicle log; put fuel receipt in envelope
5. Return to BSAT Garage
6. Wash exterior of vehicle outside of the garage (windows, body, wheels)
7. Dump dirty water, refill with fresh water for the inside of the vehicle
8. Empty all food out of vehicle, using Food Procedure
9. Clean inside windows
10. Wipe down seats
11. Sweep interior of vehicle

12. Mop floor of the interior of vehicle
13. Make sure keys are left in the vehicle and not in pockets
14. Leave the vehicle clean and ready for departure the next day

RANDOM INSPECTIONS AT OLD FAITHFUL

1. A Ranger will collect your drivers license, and your DOT physical information is linked to your drivers license. If you do not have current DOT records, you will not be able to leave Old Faithful with the guests. The Inspection Ranger will give you back your drivers license.
2. Drop-off Guests in front of the Old Faithful Inn. Let them know where restrooms are located, show them which geyser is Old Faithful and what the next predicted eruption time is, and where to meet and at what time for pick-up. Plan for the inspection to take about an hour. Make sure you and the guest have each other's phone numbers.
3. Be friendly and courteous to the Ranger
4. Follow directions given to you by the Ranger
5. Provide the following documentation:
 - a. Drivers License/DOT physical form
 - b. Vehicle Insurance (in vehicle binder)
 - c. DOT Registration (in vehicle binder)
 - d. Driver's Log: This must be current and this is why the log must be filled out in the morning.
 - e. Driver's need to know where emergency equipment is located: Fire extinguisher; vehicle first aid kit; hazard cones; jumper cables; spare tire; road flares.
 - f. Any questions, call Denise/Andrea

Vehicle Checklist

- _____ Fuel up at Exxon (recommended) or Conoco, using Exxon or Conoco fuel cards
- _____ Record daily mileage and fill out vehicle log; put fuel receipt in envelope
- _____ Wash exterior of vehicle outside of the garage (windows, body, wheels)
- _____ Dump dirty water, refill with fresh water for the inside of the vehicle
- _____ Empty all food out of vehicle, using Food Procedure
- _____ Sanitize and box binoculars
- _____ Clean inside windows
- _____ Wipe down seats, handles, etc. with alcohol/aloe sanitizing solutions
- _____ Sweep interior of vehicle
- _____ Mop floor of the interior of vehicle
- _____ Make sure keys are left in the vehicle and not in your pockets :)
- _____ Leave the vehicle clean and ready for departure the next day