

# 2009 Training Outline

## Module 1

### Pass out and Review Teaching Materials

- Mission Statement and Core Values
- Training Outline
- Weekly Schedule
- Daily Schedule
- Guide Phone
- River Logs, Paperwork
- Office Orientation

### Issue and sell all guide equipment e.g. lifejackets, wetsuits, etc.

- Carabineers, Whistle, PFD, Pro-Deals, Flip-Lines

### Rafting (water and weather permitting)

- Full customer orientation
  - Front desk check-in speech - (Office)
  - Wetsuit and bootie fitting
  - Lifejacket fitting
  - Have new guides note their first impressions of the company
  - Remember that guests will see and feel the same things they do
  - Guides grooming, hair, clothes, and shaving – (professionalism)
  - Guest will need to be reassured and confident in the WA staff
  - Note how guests will feel in their gear e.g. too hot or too cool
- Experienced guide demonstration on rigging and guiding a ½ day trip
  - Safety Talks / Paddle Talks
  - Commands and Philosophy
  - Trainers to teach through the trip
- Turning strokes
  - Bracing strokes
  - Guiding strokes
    - Front stroke
      - C Stroke
      - J Stroke
    - Back stroke
      - Pry Stroke
- Loading and unloading trailers (Demo)
  - Using Guests
  - 4 per boat minimum
  - More people required with safety or lunch
  - Communication
  - 5 to 10 degree angle at front so bowline does not touch rafts
- Post trip procedures (demonstrate)
  - Washing lunch items/cleaning up/tidiness

- Washing wetsuits/booties/paddle jackets and lifejackets (2 min Demo)

#### Full operation orientation

- Staff and Equipment
  - Office
  - Retail
  - Shop
  - Kitchen
  - Guide Areas

#### Basic raft anatomy (explain the major parts and functions)

- The Seven Chambers
- Baffles
- Self-bailing floor
- Thwarts, correct placement
- Thwart sleeve (cookie)
- D-rings
- Outside and Inside Safety lines
- Bowline
- Pigtails
- Valves and caps

#### Self-bailing floors (explain how self-bailing floors work)

- Inflated floor rises, water drains through bail holes

## Module 2

#### Loading day gear (packing list seminar)

#### Raft inflation (explain proper inflation, caps, valves etc.)

- Proper inflation 2-3 psi, 4 psi boats will explode
- Caps
- Valves
- Purge valve
- Inflate evenly to eliminate pressure on baffles
- Straps
  - Green, Red, Blue
  - To strap in frames, coolers, rocket boxes, daybags
  - Dunk in water before using
  - Separate straps before putting in strap bag
  - Strap bag goes at rear of trailer w/ 1<sup>st</sup> Aid and Wrap Kit
- Spare paddles
  - Rigged on rear or front thwart
  - Either with loop or not
  - Class V paddle rig
- Bailing buckets (explain rigging and storage – blue straps and clips)
  - Stow water bottles and suntan lotions
  - Used for stacking water and lemonade coolers off ground

- Handy for stowing loose straps during transport home
- Safety gear
  - In Back of Trailer w/ Strap Bag
  - In saddle bags
  - In frames
  - Otter style
    - Side by side in front of back thwart
- Rigging frames
  - Paddle frame (exp. different paddle frames and demonstrate securing)
    - Side to side – tie down to D-rings
    - Thwart to thwart – tie down to thwart
      - Placement of Buckles
    - Day frames (skinny) – lunches
- Lunch Rig Demo (In Kitchen)
  - Pack Lunch
  - Lemonade and Water Coolers
- Rig Trailer
  - Gear
  - Lunch
  - Prep Boats
    - Boat Choice
    - Inflation
      - Check Thwart cookies and sleeves
      - Pumps and Extension Cord
    - Spare Paddle
    - Throwbag
    - Bow Line
    - Safety
  - Load Boats
    - Proper carrying and throwing technique
      - Communication
      - Safety
    - 1<sup>st</sup> Boat tie down
    - Trailer Ropes and Knots
      - Bowlines
        - Angles
      - Middle and back lines
      - Truckers Hitch

#### Classroom teaching

- Chalkboard Demos
  - Tracking (Bugs Bunny Angle & Momentum)
  - Angles and Turns
  - Basic Hydrology (V.C.O.G ;Volume, Constriction, Obstruction, Gradient)
- Review
  - Commands
  - Voice Projection

#### Put-In

- De-rig Trailer
- Rig Boats at Put-In

## On River

- Tracking
- Angles
- Turning
- Hydrology
- Voice Projection
- Commands

## Lunch

- Tie up Boats
- Life Jacket Announcement
- General Announcements

## Lunch Preparation and Presentation – Full Demo

- Roll up tables
  - Don't set tables up in the dirt
  - Table cloth belongs in rolled up table (folded colored side in)
  - Table legs screwed in until snug, not super tight
  - Clean and air dry table cloth before storing
- Hors d'oeuvres table near water and lemonade and away from kitchen
  - Priority to getting Hors d'oeuvres out on table quickly
- Set up table to achieve a flow around table
  - Ease of distribution of lunch contents to guests
- More tables for big trips

## Raft to Take-Out

- Pre-Landing General Announcements
- Use of Guests
- Bleed and De-Rig Boats (Briskly and Efficiently on the float)
- Load Trailer
  - Stack and Tie Down Boats ( 2 Min Per Boat)
- Load Guests
  - Head count
- Bus Ride
  - On bus talks
  - Snacks
  - Seating and entertainment
  - Comment Cards
  - Cross Selling
- Return to Office
  - Rental Gear
  - Photos
  - Keys
  - Retail
- Standard De-Rig
  - Boats
  - Lunch
  - Seminar on cleaning rental gear (Full-demo)
    - 3 barrel system (filling barrels, soap in 1<sup>st</sup>, sink the stink in 3<sup>rd</sup>)
    - Wetsuits, dunking completely in 3 barrels, hanging to dry, spacing in wetsuit room

- Paddle Jackets, dunk completely in 3 barrels one at a time, hanging to dry, spacing in wetsuit room, reversing hood to allow water to drain from inside
- Booties. Dunk and shake in 3 barrels, drain on racks outside zippers down, Febreeze, matching up booties
- Hard Gear
- Staff Kitchen

### **Module 3**

Full-day review of learned skills

Guiding skills and strokes (demonstrate proper use of the following)

- Knots
- Voice projection
  - Commanding tone
  - Sense of urgency (and when)
- Economy of language
  - More important when guiding Class V

Fisherman

- Etiquette
- Spacing and signaling

Boat Chute

- Cover Safety Eddies and Practice Catching
- Property Rights Issues, Scouting and Noise in Residential Area
- Rookie Hole

### **Module 4**

River characteristics and reading water (identify and describe in classroom)

- River directions – five segments
- Tongues
- Standing waves
- Diagonal waves
- Haystacks
- Breaking waves and stoppers
- Pillows
- Pourovers & Sleepers
- Undercuts
- Rooster tails
- Boils
- Lowhead dams
- Eddies
- Holes and hole shapes
  - Spotting holes
  - Smiling
  - Frowning
  - Horizontal

- Diagonal
- Width and Depth
- Backwash

Rating rapids (explain how and why rapids are rated)

- Class I – VI
- Limitations of rating scale
- Regional differences
- Brochure ratings

Scouting (on river)

- Required Equipment and Philosophy
  - Throwbag
  - Water Bottle
  - PFD – on and buckled
  - Tie up boat
  - Guest Concerns
    - Safety and Ability
    - Build up
    - Time

## **Module 5**

Review Skills ( possible Narrows run )

## **Module 6**

Oar Day – Oar Boat Maintenance

Oars (demonstrate how oars are adjusted, stored and repaired)

- Spare
  - Rigged on right side, blade forward
  - Red straps leave tail loose (not dressed)
- Feather
  - Angle of blade 3 to 5 degrees
  - Spare has no feather
- Hose clamps
  - Secures clips and tether
- Duck tape
  - Protects hose clamps
- Color coding
  - Matches oar set to oar frame
- Tethers for oars
  - Tied with bowline
- How to remove a blade and replace
  - Push button and pull out
- Oar box
- Seats
- Distance between oars at handles
  - Fit thumbs in-between with inch to spare
- Packing oars

- 2 clips up
- 1 clip down
- 2 red straps double looped (not dressed), 1 on shaft of blade, 1 behind clips
- Oar frames (explain different oar frames and demonstrate how they are secured)
  - Oar frames for day trips
  - Oar frames for overnight trips (pig rig)

#### Oar Boat Basics

- Rigging oar boats
- Bowline and throwbag stowed beside seat and within reach
- Using the slant seat (seating and foot placement)
- Seating guest in an oar boat (safety)
- Holding oars and oar spacing – thumbs
- Pulling and pushing
- Oar depth
  - Downstream oar only ½ blade deep
  - Grabbing
  - Safety
- Shipping oars
  - Through narrow gaps or approaching other rafts
  - In time
- Pivots
  - Using both oars to accomplish – pulling and pushing
- Rest strokes
  - Tucking oars below your knee
- Making time
- Special needs for oar boats and pig rigs
  - Where to place in pod
  - Pig rig needs 4 people to hold and secure
  - Tracking is more important in gear boat
  - Anticipation

### Module 7

All guides are required to have their own personal river gear.

One week check up

- Open forum w/Instructors
- Review Core Values
- Stay-on or move-on
- Skills Review

### Module 8

Class Room Session

Boat Maneuvers

- Front upstream ferry
- Back upstream ferry
- Spin to recover angle

- Turns and pivots
- Keeping the boat straight in holes and waves (K.I.S.S.)

Eddy maneuvers (demonstrate each of the following)

- SALE – Speed, Angle, Location and Edging
- Tongues
- Can pick and catch eddies on short notice
- Scouts eddy for hazards
  - Barbed wire, pointed sticks, branches, re-bar
- Good angle entering eddies
- Good angle exiting eddies
- Controls boat while in eddies
- Crisis Management and eddie catching
- Watches other boats for problems
- Looks upstream while exiting eddies
- Pulls to the lower end of eddy for other rafts
- Properly preps crew for landing
- Directs bowman effectively
- Secure raft to shore – # of people required for specific condition
- Beach raft on rock to stop w/o getting out of boat
- Catches micro eddies in fast current
- Stops raft in fast current with no good eddies
- First boat in directs other rafts into eddy

On River Practice

## Module 9

Signals and Signaling

- Whistle signals
  - One blast for attention
  - Three blasts for emergencies
- Paddle signals
  - Paddle up
  - I'm ok
  - Let's go
  - Our boat is ready
  - Positive response / yes
  - Our boat OK / Head tap OK – Are you ok? I'm ok.
  - One minute
  - Eddy Out
  - Emergency eddy out / stop
  - Pointing to the positive
  - Speed up
  - Tighten up
  - Back off

On River Practice

## Module 10

Introduce Paddle talks (demonstrate all of the following – The 10 minute Paddle Talk)

- Seating guests
- Basic paddle commands
- Fine tuning the crew
- High sides
- Command voice

Raft based rescue

- Pulling swimmers in
- Rescue swimmers from the raft ahead
- Rescue swimmers from the raft behind
- Rescue swimmers from your boat
- Rescue multiple swimmers
- Rescue from an eddy
- Stop and assess after swim (1<sup>st</sup> Aid concerns)

Self rescue – Swim Day (demonstrate each of the following)

- Swimming a rapid
  - Dodging waves
  - Mapping while swimming
- Defensive Position
- Active swimming
- Strainers

## Module 11

Rescue Orientation

- Beginner Flip orientation (in office eddy)
- Swimming (above office eddy)

Handling Flipped Rafts – Flip Day Brown's canyon

- Getting onto a flipped raft while floating down river
- To flip or not to flip?
- Head counts and customer safety

Re-righting flipped rafts while floating down river

- How-to
  - Flip lines
  - Paddle
  - Jedi re-flip
- Recovering equipment
- Getting to shore
- General awareness and maintaining control
- Communication

## Module 12

### Paddle Talks

Rope rescues (demonstrate each of the following) (at the WA Put-in)

- Throw bags
  - Storage
  - Use
  - Coil and thirty-second re-throw
- Getting ropes to a swimmer
  - When and where to throw
  - Multiple company issues (Seidels), multiple swimmer, multiple thrower
  - Rope over opposite shoulder to the shore
- Belaying the rope
  - 2 people on shore to secure throw-bagger and swimmer
  - Running belay
  - Trees, rocks and body belay
  - Where to set safety
    - Pendulum
    - Where no to set safety
- Strong swimmer rescues
- Getting a rope across the river
- Drag lines
- Tag lines

Evening Mechanical Advantage Seminar (Z-drag etc.)

## Module 13

### Paddle Talks

Wraps (explain)

- Quickly and confidently gets off of most rocks
- Crowd control
- Weight displacement
- Securing equipment
- Priority (demonstrate)
- Basic rope systems (demonstrate)
  - Anchors
  - Boy Scout method
  - Vector pulls
  - 2 to 1 system
  - 3 to 1, piggy back

## Module 14

Two Week Review

- Review Core Values
- Personal wellness check

### Paddle Talks

## Alternative Guiding Techniques

- Out of Boat Guiding
- On Shore Guiding
- No Paddle Guiding

## Module 15

### Paddle Talks

### River Rescue Medical Scenario Day

- Incident Command
- Communication
- Priorities
- Debrief

### First Aid (explain each of the following)

- Identify and treat
  - Hypothermia
  - BLS (Basic Life Support – CPR)
  - Dislocation

### Incident and accident Reports

- How to prevent incidents and accidents
- Handling accidents/risk management
- Reports

## Module 16 (Camp Overnight Skills, Train at Staff Trip)

### Pre trip procedures (demonstrate)

- Plan for rig
  - Submit menus and packing list
- Food shopping – using the menu (Experienced guide demo – not teaching)
- Food packing (coolers and rocket boxes)
- Loading gear – using equipment packing list
- Shop and Pack for the 2 day

### Grocery store shopping training

- Shop WA first
- Take bags
- Check off list
- Using runners to get goods
- Response to orders (ok, got it, right)

### Packing food

- Coolers
  - Ice and dry ice
- Rocket boxes

### Loading Trailer

- Hard gear
  - Weight over axle
  - Propane in front
  - Frames
    - In trailer
    - In boats
  - Boats
    - Pro, Adventure, Duckies
    - Securing for road trip
    - Bleeding for road trip
- Soft gear

#### Rigging overnight gear in rafts (explain and demonstrate)

- Load plan
  - Overnight frames (medium stacking, medium non-stacking, large overnight)
  - Frames and load distribution of weight
  - Safety and lunch
  - Last minute items (groover)
- Proper rigging of frames and load
  - Pig
  - Paddle

#### Kitchen and camp set up

- Pre-plan camp for safety, ease of flow and guest engagement
- General Announcements
  - PFD pile
  - Dunnage line
    - Work smarter not harder
  - Plan for camp
- Set up of all overnight equipment
  - Kitchen
  - Fire pan
    - Alternative fire
  - Groover and tent
- Dutch oven cooking
- Dishwashing system
- After setup general announcement
  - Plan for evening with dinner, happy hour, entertainment and games
  - General lay out of camp with safety concerns (expedition behavior)
  - Dish system
  - Sanitation
  - Fire
  - Tents
  - Groover demo

#### Pull up boats at night

- Keeps wear and tear to a minimum
  - Pull all straps
  - Pull water bottles to be refilled

#### Getting out of camp early

- Bottlenecks

- Delegation
- Dishes
- Timing
- Groover management
- Using guests for dunnage lines and getting gear from kitchen to boats
- Stove cooling and cleaning
- Coffee management
- Griddle and D/O cooling and management
  - Always allow griddle to cool on own
  - Never cool griddle by pouring water in it or dunking it in the river
  - This rule applies to any hot metal objects except fire pans

## **Module 17**

2-Day Ark Salida to Parkdale + possible Royal Gorge run (**not confirmed**)

## **Module 18**

Denver Rescue Mission

PM Session

## **Short seminars for fill-in**

Knots – (On going) 5 seconds blindfolded required to graduate

- Figure Eight
  - Follow through
  - On a bight
- Bowline
  - On the line
  - Off the line
- Clove Hitch
  - Clove hitch quick release
- Truckers Hitch
- Double Half Hitch
- Bowline Coil

Kitchen and walk-in orientation

Pay sheet Demo w/ Jody

Thwart Cookie Demo

Sexy food prep demo – (broken into multiple sessions)

Throwbag practice – (Ongoing)

River Logs with check week one, two, three

Logos on Boats – (no duct tape)

## Vehicle orientation

- Trailer hook up
  - Cross chains
  - Use block to keep trailer height correct
  - Ball catch and collar
  - Cotter pin
  - Light plug
- Tool kit
- Safety triangles
- Backing
  - Spotters
  - Hand Signals vs. Verbal
- Driving style with guests
  - Why Vans are Dangerous
- Cleanliness

## Evening Seminars

- 1<sup>st</sup> Aid Boxes and Patch box (with Joe)
- Stove Demo w/repair kit and trouble shooting
- Z-Drag in park

## Hard Gear Seminars

### Rolling rafts for transport and storage

- Deflate
  - Valves
- Fold in thirds
- Don't fold on baffles – 1/3 and 2/3 (natural fold)
- Tie with double half hitches and piano hitch like a present (not too tight)

### Stove Set up and Repair

- Safety
- Propane
  - Propane plug
- Stove Stand
- Stowing burners and hoses
  - Turn burners around backwards to stow
  - Hoses go underneath burners
  - Both Little Green stove hose and 4-burner stove stored in 4-burner stove
- Little Green Stove
- Cleanliness

### Tent set up and repair (At BV Park)

- Assisting guests when at camp
- End of trip care
  - Inspect pegs, make sure have 8, put in poles bag
  - Shake out

- Roll tent from closed end to open end to prevent trapping air
- Poles, separate from tent
- Rainfly
- Ground cloth (tarp) separate

#### Commissary packing

- Using commissary packing list
- Chickee pails and big pots go in first, little stuff later
- Re-stock everything completely every time (spices, coffee, cocoa)
- Keeping coms organized and clean
- Do not re-stock at end of trip
- Wash everything and return to coms
- Crack lids on everything

#### Firepan set up

- Two settings, campfire and grill
- Use gloves when handling firepan
- Good place to start charcoals for D/O
- Can dunk firepan in water to cool
- Clean grill when necessary before putting away

#### Fake Fire set up and demo

#### Dutch oven use

- Technique to successful coals – pile, heavy soak, wait 10 min, light
- 14 coals on top, 7 underneath – 2/3<sup>rd</sup>, 1/3<sup>rd</sup> rule (3-4 more coals on windy or cold nights)
- Put coals on pizza pan
- Find a spot away from wind to set up D.O.
- When handling D.O. use gloves or channel locks – it's hot
- No peaking, no stacking

#### Groover re-supply and set up

- Bag system
  - Compactor bag, black bag, paper bag, bungee cord, soap, TP, Clorox 2, Pee bucket
- SH box
  - Stores toilet supplies and / or toilet seat
  - Also used to pack out groover waste
- Magic Groover and parts
  - Seat (stowed in SH box)
  - Pam it before using
  - Make sure you use gloves when dumping
  - Bleed pressure before opening lid
  - Hose attachment and drain hose
- Groover Tent

Appendix

July 28, 2007

**TO:** All rafting guides and your guests

**FROM:** RGX (Royal Gorge Express) management, owners of the railroad track and property in the Royal Gorge.

**RE:** Safety on railroad tracks through the Royal Gorge.

This is to remind everyone that access to the north (river left) side of the river through the Royal Gorge is prohibited (except for emergencies) as it is not safe for anyone to be on or near the railroad tracks at any time. We have had a few incidents this season where the excursion train has come across rafting employees and guests on the track. Luckily the train has been able to stop before anyone was hurt. If you have an emergency, have people on the track, or need assistance, you **must** contact the railroad via whatever means possible. Failing that you **must** position someone in a location where they can see a train approaching from either direction and flag it to stop. Use a red or orange object if available and wave it vigorously to flag a train to stop. **Do not stand on the track** when flagging a train. It will stop but it may not be able to before passing your location. **Always** do anything and everything possible to protect yourself and your guests. Don't ever place them or yourself in a potentially dangerous situation by being on the railroad track.

Thank you,

Philip Johnson  
Superintendent, Royal Gorge Route Railroad and RGX