



**GUEST
SERVICES**

Legendary Hospitality Since 1917



**BOSTON OUTDOOR
RECREATION, LLC**



THE POWER OF PARTNERSHIP

**INVITATION TO BID FOR
PERMIT FOR BOATING CONCESSION
AT LAKE QUANNAPOWITT**

APRIL 21, 2021



**BOSTON OUTDOOR
RECREATION, LLC**

THE POWER OF PARTNERSHIP



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**BOSTON OUTDOOR
RECREATION, LLC**

**PERMIT FOR BOATING CONCESSIONS
AT LAKE QUANNAPOWITT**

APRIL 21, 2021



**BOSTON OUTDOOR
RECREATION, LLC**



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Legendary Hospitality Since 1917

April 21, 2021

Town of Wakefield
Town Hall 1 Lafayette Street
Wakefield, Massachusetts 01880

Attn: Daniel McGrath, Director of Recreation

Dear Mr. McGrath:

Boston Outdoor Recreation, LLC a wholly owned subsidiary of Guest Services, Inc., is pleased to submit our proposal for revitalizing and providing excellent quality visitor services with the Town of Wakefield for boating concessions at Lake Quannapowitt.

Please find our company point of contact information below:

Contact Name:	Nico Foris
Organization Mailing Address:	3055 Prosperity Avenue Fairfax, Virginia 22031
Telephone Number(s):	(703) 849-9300 ext. 368 (571) 258-8316
Email Address:	nico.foris@guestservices.com

We consider our company to be a proven and continuing exceptional partner in Massachusetts as exemplified by our previous partnerships. We commit to providing a fully self-contained boating concession operation at Lake Quannapowitt as identified in the Invitation To Bid.

Sincerely,

Nico J. Foris
Chief Operating Officer

WAKEFIELD BOATHOUSE
COVER LETTER



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BOSTON OUTDOOR
RECREATION, LLC

PERMIT FOR BOATING CONCESSIONS
AT LAKE QUANNAPOWITT

APRIL 21, 2021

SIGNATURE DOCUMENTS

BID CERTIFICATION FORM

BID CERTIFICATION:

Complete this page by signing in the space below and return with completed pricing pages.

As required under Chapter 233 and 701 of the Mass. Acts and Resolves of 1983 and Chapter 30B of Massachusetts General Laws, when returning the City's solicitation documents, certification must be made to the following by signing in the space indicated below. Failure to offer such signature will result in rejection of the bid.

1. "The undersigned certifies under the penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word person shall mean any natural person, business, partnership, corporation, union, committee, club or their organization, entity, or group or individuals" and,
2. "Pursuant to M.G.L. c.62C, §49A, I hereby certify, under penalties of perjury that to my best knowledge and belief the undersigned bidder has complied with all laws of the Commonwealth relating to taxes, reporting of employees and Permittees, and withholding and remitting child support."

This bid is submitted by:

Boston Outdoor Recreation, LLC

(Complete name of firm to be given here)

Signature

Contact Person: Chase Leonard

Business Address: 3055 Prosperity Avenue, Fairfax, VA 22031

Telephone: 703-712-4884

WAKEFIELD BOATHOUSE
SIGNATURE DOCUMENTS





BID PRICING PAGE

The Town of Wakefield shall permit the operation of a BOATING Concession at LAKE QUANNAPOWITT. Per the terms and conditions as outlined in the Invitation to Bid the undersigned agrees to pay the following sum to the Town of Wakefield. All bids shall be typewritten or written in hand in ink. In case of a discrepancy between the bid in words and the bid in numbers, the higher price shall govern. Interlineations, alteration or erasure will void any bid.

NO Minimum Bid

The bid shall be awarded to the highest responsive and responsible bidder.

Year One \$ 3,000.00

Written in Words Three Thousand Dollars

Year Two \$ 3,000.00

Written in Words Three Thousand Dollars

Year Three \$ 3,000.00

Written in Words Three Thousand Dollars

Total Amount of Bid \$ 9,000.00

Total Amount of Bid in Words Nine Thousand Dollars

Company/Individual Name Boston Outdoor Recreation, LLC

Address 3055 Prosperity Avenue, Fairfax, VA 22031

Phone 703-712-4884

Email Address chase.leonard@guestservices.com

Contact Person Chase Leonard

Authorized Signature

Print Name

Nico Foris





BOSTON OUTDOOR
RECREATION, LLC

PERMIT FOR BOATING CONCESSIONS
AT LAKE QUANNAPOWITT

APRIL 21, 2021

BID BOND

BID BOND LETTER



Krystal Karnes
Advisor, Representative

Marsh USA Inc.
1111 Northshore Drive
Suite N-550
Knoxville, TN 37919
18657697727
krystal.karnes@marsh.com
www.marsh.com

April 7, 2021

Chase Leonard
Guest Services
3055 Prosperity Ave.
Fairfax, VA 22031

Subject: Bid Bond

Principal: Boston Outdoor Recreation, LLC

Obligee: Town of Wakefield

Bond Description: Permit for Boating Concession at Lake Quannapowitt

Bid Amount: \$500.00

Bid Date: 04/21/2021

Dear Chase:

In response to the request dated, 04/07/2021, I am pleased to enclose the above-referenced bond document that is based on the information we received with the request.

Prior to filing with Town of Wakefield the following items need to be completed:

1. Signed by authorized officer
2. Officer's name and title inserted below signature
3. Corporate seal affixed (if applicable)

As always, the bond document should be re-checked for accuracy before filing with Town of Wakefield. In the event that the estimated contract price increases more than 10% prior to the bid opening date, please notify our office of the revised amount.

If you have any questions, please feel free to contact me. Thank you for allowing Marsh to service your surety needs.

Sincerely,

Krystal Karnes
Advisor, Representative

SOLUTIONS DEFINED, DESIGNED, AND DELIVERED



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WAKEFIELD BOATHOUSE
BID BOND

PERMIT FOR BOATING CONCESSIONS
AT LAKE QUANNAPOWITT

APRIL 21, 2021



BOSTON OUTDOOR
RECREATION, LLC



BID BOND FOR LAKE QUANNAPOWITT



Interchange Corporate Center
450 Plymouth Road, Suite 400
Plymouth Meeting, PA. 19462-1644
Ph. (610) 832-8240

BID BOND

Bond Number: 2021313-Liberty-003

KNOW ALL MEN BY THESE PRESENTS, that we Boston Outdoor Recreation, LLC
3055 Prosperity Ave. Fairfax, VA 22031, as principal (the "Principal"),
and LIBERTY MUTUAL INSURANCE COMPANY, a Massachusetts stock insurance company, as surety (the
"Surety"), are held and firmly bound unto Town of Wakefield
1 Lafayette St. Wakefield, MA 01880, as obligee (the "Obligee"), in
the penal sum of Five Hundred & 00/100***** Dollars (\$500.00),
for the payment of which sum well and truly to be made, the said Principal and the said Surety, bind ourselves, our
heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, the Principal has submitted a bid for:

Permit for Boating Concession at Lake Quannapowitt

NOW, THEREFORE, if the Obligee shall accept the bid of the Principal within the period specified therein, or, if no
period be specified, within sixty (60) days after opening, and the Principal shall enter into a contract with the Obligee
in accordance with the terms of such bid, and give such bond or bonds as may be specified in the bidding or
contract documents, or in the event of the failure of the Principal to enter into such contract and give such bond or
bonds, if the Principal shall pay to the Obligee the difference in money not to exceed the penal sum hereof between
the amount specified in said bid and such larger amount for which the Obligee may in good faith contract with
another party to perform the work covered by said bid, then this obligation shall be null and void, otherwise to remain
in full force and effect. In no event shall the liability hereunder exceed the penal sum thereof.

PROVIDED AND SUBJECT TO THE CONDITION PRECEDENT, that any claim by Obligee under this bond must
be submitted in writing by registered mail, to the attention of the Surety Law Department at the address above,
within 120 days of the date of this bond. Any suit under this bond must be instituted before the expiration of one
(1) year from the date of this bond. If the provisions of this paragraph are void or prohibited by law, the minimum
period of limitation available to sureties as a defense in the jurisdiction of the suit shall apply.

DATED as of this 21st day of April, 2021

WITNESS / ATTEST

Boston Outdoor Recreation, LLC

(Principal)

By: _____ (Seal)

Name:
Title:

LIBERTY MUTUAL INSURANCE COMPANY

(Surety)

By: Kristal Gaines (Seal)

Kristal Gaines Attorney-in-Fact

LMIC-5000

Rev. 03/04

WAKEFIELD BOATHOUSE

BID BOND





**BOSTON OUTDOOR
RECREATION, LLC**

PERMIT FOR BOATING CONCESSIONS AT LAKE QUANNAPOWITT

APRIL 21, 2021

BID BOND FOR LAKE QUANNAPOWITT



**Liberty
Mutual.**
SURETY

This Power of Attorney limits the acts of those named herein, and they have no authority to bind the Company except in the manner and to the extent herein stated.

Liberty Mutual Insurance Company
The Ohio Casualty Insurance Company
West American Insurance Company

Certificate No. 8204856

POWER OF ATTORNEY

KNOWN ALL PERSONS BY THESE PRESENTS: That The Ohio Casualty Insurance Company is a corporation duly organized under the laws of the State of New Hampshire, that Liberty Mutual Insurance Company is a corporation duly organized under the laws of the State of Massachusetts, and West American Insurance Company is a corporation duly organized under the laws of the State of Indiana (herein collectively called the "Companies"), pursuant to and by authority herein set forth, does hereby name, constitute and appoint, Kristal Kames

all of the city of Knoxville, state of Tennessee each individually if there be more than one named, its true and lawful attorney-in-fact to make, execute, seal, acknowledge and deliver, for and on its behalf as surety and as its act and deed, any and all undertakings, bonds, recognizances and other surety obligations, in pursuance of these presents and shall be as binding upon the Companies as if they have been duly signed by the president and attested by the secretary of the Companies in their own proper persons.

IN WITNESS WHEREOF, this Power of Attorney has been subscribed by an authorized officer or official of the Companies and the corporate seals of the Companies have been affixed thereto this 15th day of February, 2021.

Liberty Mutual Insurance Company
The Ohio Casualty Insurance Company
West American Insurance Company

By: David M. Carey
David M. Carey, Assistant Secretary



STATE OF PENNSYLVANIA
COUNTY OF MONTGOMERY

On this 15th day of February, 2021, before me personally appeared David M. Carey, who acknowledged himself to be the Assistant Secretary of Liberty Mutual Insurance Company, The Ohio Casualty Insurance Company, and West American Insurance Company, and that he, as such, being authorized so to do, execute the foregoing instrument for the purposes therein contained by signing on behalf of the corporations by himself as a duly authorized officer.

IN WITNESS WHEREOF, I have hereunto subscribed my name and affixed my notarial seal at King of Prussia, Pennsylvania, on the day and year first above written.



Commonwealth of Pennsylvania - Notary Seal
Teresa Pastella, Notary Public
Montgomery County
My commission expires March 28, 2025
Commission # 1126344
Member, Pennsylvania Association of Notaries

By: Teresa Pastella
Teresa Pastella, Notary Public

This Power of Attorney is made and executed pursuant to and by authority of the following By-laws and Authorizations of The Ohio Casualty Insurance Company, Liberty Mutual Insurance Company, and West American Insurance Company which resolutions are now in full force and effect reading as follows:

ARTICLE IV - OFFICERS: Section 12. Power of Attorney.

Any officer or other official of the Corporation authorized for that purpose in writing by the Chairman or the President, and subject to such limitation as the Chairman or the President may prescribe, shall appoint such attorneys-in-fact, as may be necessary to act in behalf of the Corporation to make, execute, seal, acknowledge and deliver as surety any and all undertakings, bonds, recognizances and other surety obligations. Such attorneys-in-fact, subject to the limitations set forth in their respective powers of attorney, shall have full power to bind the Corporation by their signature and execution of any such instruments and to attach thereto the seal of the Corporation. When so executed, such instruments shall be as binding as if signed by the President and attested by the Secretary. Any power or authority granted to any representative or attorney-in-fact under the provisions of this article may be revoked at any time by the Board, the Chairman, the President or by the officer or officers granting such power or authority.

ARTICLE XIII - Execution of Contracts: Section 5. Surety Bonds and Undertakings.

Any officer of the Company authorized for that purpose in writing by the chairman or the president, and subject to such limitations as the chairman or the president may prescribe, shall appoint such attorneys-in-fact, as may be necessary to act in behalf of the Company to make, execute, seal, acknowledge and deliver as surety any and all undertakings, bonds, recognizances and other surety obligations. Such attorneys-in-fact, subject to the limitations set forth in their respective powers of attorney, shall have full power to bind the Company by their signature and execution of any such instruments and to attach thereto the seal of the Company. When so executed such instruments shall be as binding as if signed by the president and attested by the secretary.

Certificate of Designation - The President of the Company, acting pursuant to the Bylaws of the Company, authorizes David M. Carey, Assistant Secretary to appoint such attorneys-in-fact as may be necessary to act on behalf of the Company to make, execute, seal, acknowledge and deliver as surety any and all undertakings, bonds, recognizances and other surety obligations.

Authorization - By unanimous consent of the Company's Board of Directors, the Company consents that facsimile or mechanically reproduced signature of any assistant secretary of the Company, whenever appearing upon a certified copy of any power of attorney issued by the Company in connection with surety bonds, shall be valid and binding upon the Company with the same force and effect as though manually affixed.

I, Renee C. Llewellyn, the undersigned, Assistant Secretary, of Liberty Mutual Insurance Company, The Ohio Casualty Insurance Company and West American Insurance Company do hereby certify that this power of attorney executed by said Companies is in full force and effect and has not been revoked.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the seals of said Companies this 21st day of April 2021



By: Renee C. Llewellyn
Renee C. Llewellyn, Assistant Secretary

Marsh Agency POA LMC OIC WAC Mtn Co 02/2021

Not valid for mortgage, note, loan, letter of credit, currency rate, interest rate or residual value guarantees.

For bond and/or Power of Attorney (POA) verification inquiries, please call 610-832-8240 or email HOSUR@libertymutual.com.

WAKEFIELD BOATHOUSE

BID BOND



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Legendary Hospitality Since 1917



**BOSTON OUTDOOR
RECREATION, LLC**

**PERMIT FOR BOATING CONCESSIONS
AT LAKE QUANNAPOWITT**

APRIL 21, 2021

INSURANCE

CERTIFICATE OF LIABILITY INSURANCE



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
11/05/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER MARSH USA INC. 1050 CONNECTICUT AVENUE, SUITE 700 WASHINGTON, DC 20036-5386		CONTACT NAME: PHONE (A/C, No, Ext): FAX (A/C, No): E-MAIL: ADDRESS:	
INSURER(S) AFFORDING COVERAGE		NAIC #	
INSURER A : Travelers Property Casualty Company of America		25674	
INSURER B : N/A		N/A	
INSURER C : The Travelers Indemnity Company		25658	
INSURER D : The Charter Oak Fire Insurance Company		25615	
INSURER E :			
INSURER F :			

COVERAGES **CERTIFICATE NUMBER:** CLE-005673270-17 **REVISION NUMBER:** 12

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR (IND) W/D	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:		TC2JGLSA-2H52792A-20	11/01/2020	11/01/2021	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 2,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 4,000,000 PRODUCTS - COMPIOP AGG \$ 2,000,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY		TC2JCAP-2H527931-20 TJBAP-2H527943-20 Phys. Damage Deductibles: Owned - Comp/Coll: \$2,500 Hired - \$5,000 (Tractor/Bus)	11/01/2020	11/01/2021	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ SIR LIMIT: \$ 350,000
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$					EACH OCCURRENCE \$ AGGREGATE \$ \$
D	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY <input type="checkbox"/> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input checked="" type="checkbox"/> N	UB 0L380537-20-51-K (AOS) UB 0L287588-20-51-R (MA, AZ)	11/01/2020	11/01/2021	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 2,000,000 E.L. DISEASE - EA EMPLOYEE \$ 2,000,000 E.L. DISEASE - POLICY LIMIT \$ 2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 Re: Hopkinton State Park, Cedar St., Hopkinton, MA 01746; Lake Cochituate State Park, 43 Commonwealth Road, Natick, MA 01760; Spot Pond Middlesex Fells, 4 Woodland Rd, Stoneham, MA 02180; Newton Historic Boathouse, 2401 Commonwealth Ave, Auburndale, MA 02466; Carson Beach, 165 Harbor Walk, Boston, MA 02125

Department of Conservation of Recreation, Inc. is included as additional insured for general liability coverage as their interest may appear and as required by written contract subject to policy terms and conditions.

CERTIFICATE HOLDER

Department of Conservation
and Recreation
Office of Long Term Leases and Permits
251 Causeway St., Suite #500
Boston, MA 02114

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE
of Marsh USA Inc.

Manashi Mukherjee

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ACORD 25 (2016/03)

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WAKEFIELD BOATHOUSE
CERTIFICATE OF LIABILITY INSURANCE



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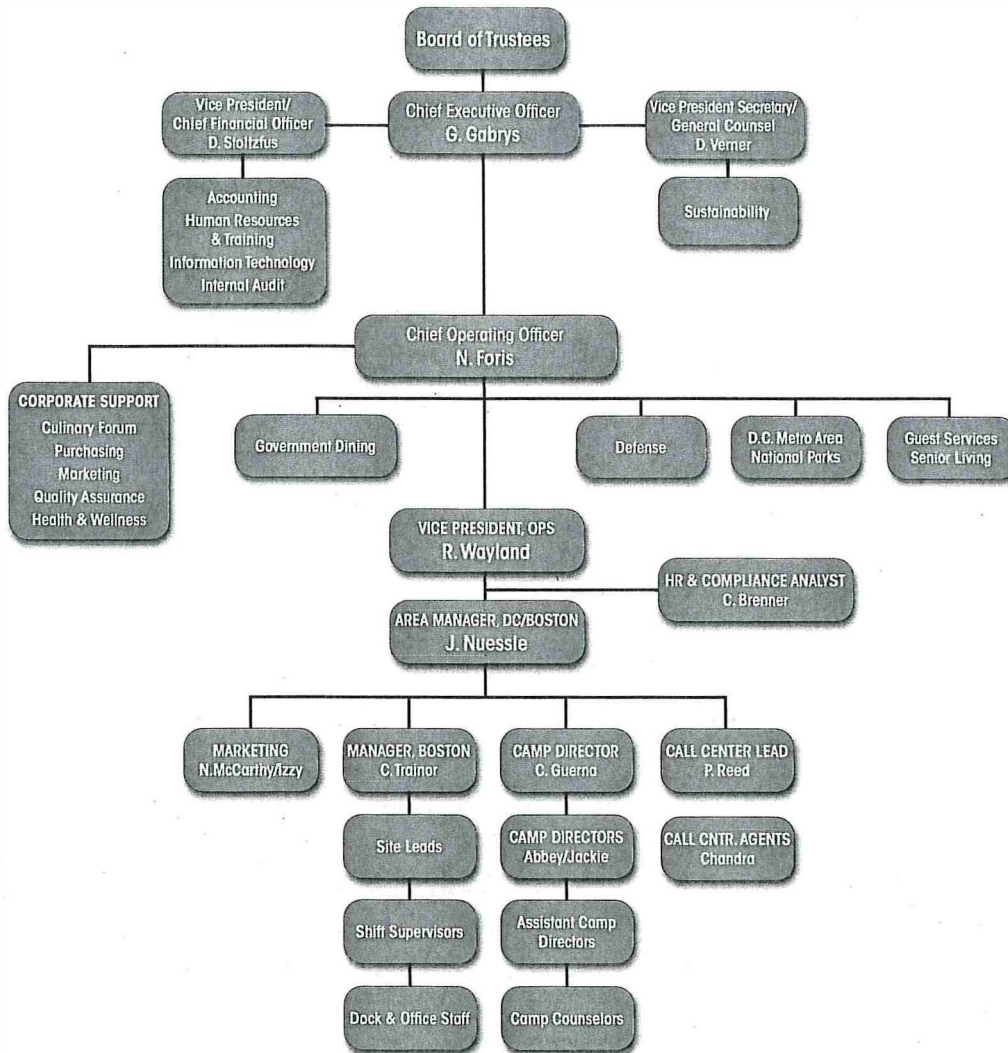
**GUEST
SERVICES**

Legendary Hospitality Since 1917



A NATIONAL REACH WITH A LOCAL FOCUS

ORGANIZATION CHART



Our HR Department tracks employees and does audits on a regular basis. The following two lists are current certifications and a current staff list. These are an actual example of our current employed staff and their trainings. This list changes throughout the season as we hire more staff for the busy season.

Our staff, although assigned to a particular location, move from location to location to ensure the staffing needs are met on any particular day.





SUMMARY OF QUALIFICATIONS

BOR has the industry leading number of certified staff working in and around the water in all of our managed boathouses in Massachusetts.

- 29 Red Cross Lifeguard Certification
- 2 Red Cross CPR/First Aid/AED Instructor Certified
- 82 Red Cross Adult and Pediatric CPR, First Aid, AED (or equivalent certification)
- 2 US Sailing Small Boat Instructor Level 1 Small Boat
- 4 SkyWarn Spotter





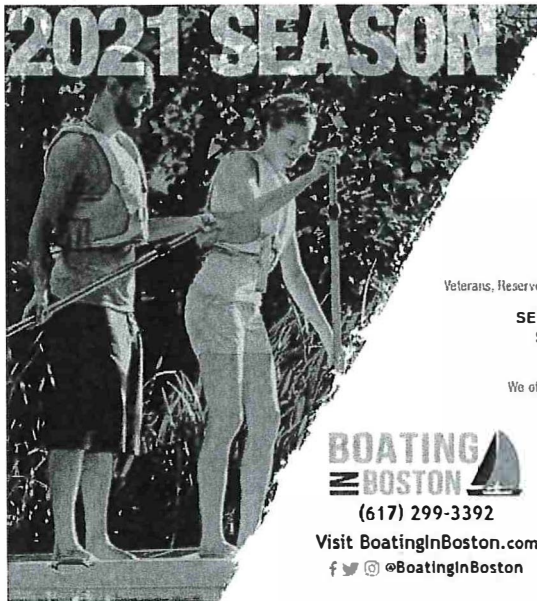
**BOSTON OUTDOOR
RECREATION, LLC**

PERMIT FOR BOATING CONCESSIONS AT LAKE QUANNAPOWITT

APRIL 21, 2021

RATES & HOURS OF OPERATION

SAMPLE SELL SHEETS



EQUIPMENT RENTALS

	HOURLY	DAY
Single Kayak	\$18/hr	\$60
Double Kayak	\$25/hr	\$80
Stand Up Paddle Board	\$22/hr	\$90
Canoe	\$28/hr	\$80
Pedal Boat	\$32/hr	\$90
Row Boat	\$28/hr	\$60
Sailboat	\$25/hr	\$60
Universal Access Participants		Free

MILITARY RENTAL DISCOUNTS

Veterans, Reserves and Active Military receive 20% off all rentals with valid ID

SENIORS & STUDENT RENTAL DISCOUNTS

Seniors and Students receive 20% off all rentals with valid ID

CAMP DISCOUNTS

We offer both a 10% and 5% Early Bird discount (based on timing)

CASH BACK FOR TRASH BACK

If a customer fills a boathouse-provided, environmentally friendly trash bag while out on their adventure, we will give them 5% off their next visit.

HOURS OF OPERATION

First weekend in May to Columbus Day weekend*

*Weather dependent



(617) 299-3392

Visit BoatingInBoston.com

f t i @BoatingInBoston

AVAILABLE CLASSES & TOURS

Sailing Course	\$159
Sailing Refresher	\$15
Stand Up Paddle Board Yoga	\$35
Stand Up Paddle Board Fitness	\$35
Kayak Clinics	\$55
Kayak Orientation	\$35
Stand Up Paddle Board Orientation	\$35
Universal Access Kayaking	Free
Summer Camp	\$399 Full Day \$279 Half Day

2021 SEASON PASSES

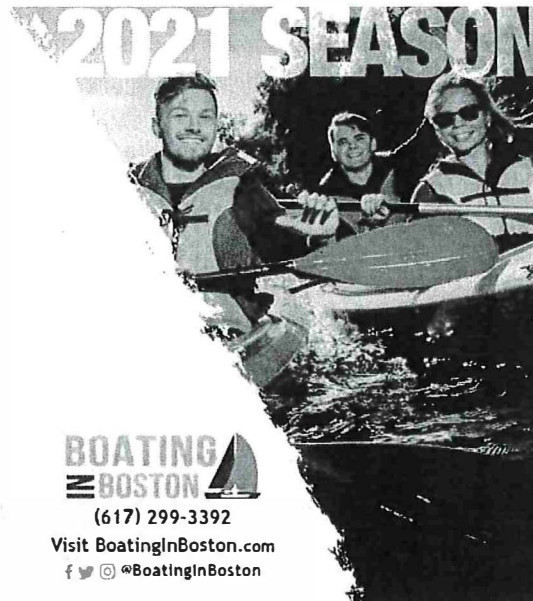
Single Adult	\$229
Family	\$329
Senior	\$99
Military	\$99
Student	\$99

SEASON PASS BENEFITS

- Enjoy unlimited paddling at any of our locations
- Enjoy unlimited sailing at our three sailing locations
- Half-off all classes and tours
- Buddy Passes for guests
- 10% off Boating is Fun Camp

BUDDY PASSES

When you purchase a season pass, you'll get four Buddy Passes that are good for ONE GUEST PER VISIT, to join you for a FREE paddle. Used up all your Buddy Passes? No problem, just buy more Buddy Passes for \$10 each.



(617) 299-3392

Visit BoatingInBoston.com

f t i @BoatingInBoston

DAYS AND HOURS OF OPERATION

DAYS AND HOURS OF OPERATION		
Season (Weather Depending)	First Weekend in May to Columbus Day Weekend	
May	Weekends Only	10:00 a.m. to 6:00 p.m.
Memorial Day to Labor Day	Seven Days a Week	10:00 a.m. to 8:00 p.m.
Labor Day to Columbus Day	Weekends Only	10:00 a.m. to 6:00 p.m.



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Legendary Hospitality Since 1917

WAKEFIELD BOATHOUSE
APPROACH TO OPERATIONS

SAFETY PROCEDURES

BOR's above-industry standard safety and orientation presentation is introduced through a multi-tiered approach, including visual, written, and spoke instruction. By educating our customers about standard safety and procedures for recreational boating, we perform our due diligence and instill in customers a sense of personal responsibility for their actions and safety. To ensure the effectiveness of our safety and orientation presentation, BOR presents information in several consistent and accessible formats (website, signage, Acknowledgement of Risk), and clear direction is supported by a standard process (check-in, PDF station, safety brief). Each location will implement the same plans to ensure consistency of our safety and emergency best practices (The Safety Plan for Lake Quannapowitt can be found in the Appendix for reference).

WATERFRONT SAFETY AND EMERGENCY PLAN SUMMARY OF COMMITMENTS

Participant Education

- Require all participants to always wear lifejackets properly when on the docks or water
- Every participant will have their life jacket physically checked by one of our staff before participating
- A video will be played on site to show participants how to properly wear life jackets
- Boundary, educational and interpretive high-quality signage will be clearly posted at the entrance
- Every waiver/risk acknowledgement will have local safety information and boundaries
- Waiver/risk acknowledgement will be in six different languages English, Chinese, French, Portuguese, Russian and Spanish
- Every participant will receive a safety and interpretive brief before going on the water

Staff Education

- Every waterfront staff member will have First Aid and CPR Certifications
- Every waterfront staff member will attend "On the Water Training" and be assessed by an American Canoe Association instructor
- Every supervisor will have National Weather Service SkyWarn certification and education to spot hazardous weather
- Require all staff to wear uniforms to ensure easy visibility and recognition by the visitors

Communications

- Waterfront staff will use VHF radios to communicate
- Supervisors will have a mobile cellular phone on them to call EMS if there is an emergency.
- All dock staff will wear bright highly visible orange shirts, supervisors will wear red visible polo shirts
- Supervisors perform an opening and closing report on mobile devices that is immediately recorded and available to management
- All staff have access to our "Something Happened Report" (incident report) on their mobile devices and are required to fill out the report any time an incident happens or something management needs to know about. This report is "smart" and will route it to correct personnel such as senior management via an SMS if there is an emergency. We can capture key information including pictures right when the incident happens.

Participant Monitoring

- Kayak paddles will have custom coloring to easily identify our customers from others.
- All sites are monitored by AccuWeather SkyGuard® Meteorologists which give warnings if there is a severe weather risk. Meteorologists are available for consultation.
- Ensure a working motorized chase boat is at the facility always during operating hours
- Require a safety kayak with throwline, extra flotation ready by the water's edge during operating hours.
- Ensure our last employee for the day does not leave until all customers are accounted for



- All life jackets will have whistles
- Every customer must properly fill out a float plan/risk acknowledgement to include: number of people in the party, type of boats, expected time back, emergency contact information before they go on the water.

Use our custom POS system which:

- Tracks the number of people in the party, including children, dogs, expected time out, customer contact information
- Provides extensive financial reporting and accountability
- Provides detailed operational reports such as number of transactions per hour, number of boats per hour by type

CUSTOMER SAFETY ORIENTATION EXPERIENCE

The standard BOR customer orientation process includes all of the following:

- Website/Pre-Arrival – Customers have access to our informative website, marketing materials and customer service team to learn about services offered, conditions of the day, safety information, events, and to read, understand and sign our Acknowledgement of Risk form.
- On Site Signage – As park guests enter our site, signage informs them of our services, safety guidelines, boundaries, water conditions and Acknowledgement of Risk form.
- Check-In – Our office staff is our first physical customer point of contact. They are well trained in customer service, always ready to begin answering questions and initiate the verbal walkthrough of our equipment rental and safety programs.
- Safety Brief and Personal Floatation Device (PFD) Station – At the center of our customer experience is a dedicated staff member focused on controlling the flow of customers, providing physical PFD checks and ensuring each guest receives a thorough safety brief on:
 - › Current river and weather conditions
 - › Boat traffic flow and etiquette on the river
 - › Boating safety tips
 - PFDs should remain fastened and on at all times
 - No jumping or swimming from boats
 - Whistles may be used to signal distress
 - Three blasts from the horn means to return to the dock
- Assistance with Equipment and Launch: As they are directed onto our docks, dock staff helps to orient guests with our equipment, assist them into their boats and review the same safety information given to them at each step throughout the orientation process.

While the orientation is relatively short in duration, we make sure to present every key point in our safety brief several times, including in writing (Acknowledgement of Risk). Our water safety orientation is executed by our **Site Managers** (who supervise the waterfront to ensure safe boating operations), **Dock staff** (who assist guests in and out of all watercraft), and **Instructors** (who teach beginning and intermediate Kayaking and/or SUP skills to customers and staff, guide Universal Access for people with disabilities and supervise the water to further ensure safety).

PERSONAL FLOATATION DEVICES (PFD)

Everyone on site, including customers, must correctly wear a PFD at all times while out on the water. Every customer has their PFD physically checked by one of our staff before they are allowed to depart. All BOR staff are trained on the proper way to wear PFDs and can demonstrate the technique successfully to others. Staff is expected to remind and enforce our PFD policy to all guests.





SAFETY LITERATURE

BOR is committed to educating our customers in advance and onsite by creating signage and informational rack cards such as:

- Boundary signs
- Site Signage
- Paddle/Sailing Guidelines
- Preparedness Quiz
- Risk Acknowledgment in six languages (English, Spanish, Russian, Portuguese, Chinese and French)

CUSTOMER ON-THE-WATER MONITORING

BOR approaches monitoring customers on the water in two ways: Active Customer Monitoring, which involves direct customer-staff interactions; and the second is Support Systems, which are the procedures and safeguards taken to mitigate risk and promote renter safety.

ACTIVE CUSTOMER MONITORING

Key factors in actively monitoring customer safety while off-shore include identifying persons on the water, communicating safety guidelines before and during recreational use of equipment, and communication with renters and the local boating community. Our custom point of sale software tracks all customers on the water with real time access to customer information and emergency contacts should we need to reach out to them at any time. On busy days, or when there are special events taking place on the water, we put a customer service-oriented staff member out on the water (in a motorboat or kayak) to monitor the scene in general and help people with equipment usage, safety tips, and so on as needed.

During the safety orientation, previously described, we educate customers to be responsible for their personal safety, and provide them with tools and equipment to facilitate safe boating on the water. To support them further, we do the following:

- Track all on-water customers through our POS (in real time)
- Document all customer information and emergency contacts
- Close one hour before sunset to allow a safe window of daylight hours
- Perform regular on-water customer checks via motorboat or kayak
- Work with US Coast Guard, Environmental Police, neighboring boathouses
- Use air horns, bull horns, binoculars and whistles to observe and communicate with customers on the water

SUPPORT SYSTEMS

Outside of direct intervention in visitor activities, BOR puts a heavy emphasis on doing everything we can within our scope of influence to educate and support our customers and employees. Support systems such as informative signage, weather flags, and boundary signs are visible and readably available to clients. Training, electronic support systems (including push-to-talk cell phones, radios, and Campus Alert System), and relationships with local resources (neighboring boathouses, Coast Guard, Environmental Police) aid our staff in the monitoring of off-shore activities.

- Daily Brief – Each morning prior to opening, we gather all staff for daily safety briefs and identify the risks or potential challenges of the day, such as high winds, sudden afternoon showers, or extreme heat. Staff is reminded to report and respond to the day's challenges.
- Weather Flags – We use weather flags (Figure 6 below) to alert staff and customers to changes in weather and/or water conditions in real time, and regularly update location statuses on our website to reflect present conditions and set expectations for customers before their visit. Criteria that define each flag type are set up such that there is no confusion about the conditions being described when they are flown – which is when one or any of the corresponding conditions are met.
- Boundary Signs – Boundary signs are used to demarcate the effective boundaries of the recreation area. We emphasize in orientation why the boundaries lay where they do and the ramifications of crossing them. Boundary signs also explain what the weather flags mean.





- Professional Weather Monitoring – BOR partners with Accuweather Enterprise Solutions (www.enterprisesolutions.com) to provide active hazardous weather monitoring to all of our locations. When a storm or weather hazard is approaching one of our locations, we get a phone call from a Meteorologist alerting our onsite management of the impending weather. Also, we get email alerts as well as text alerts so onsite management all the way up to senior management is aware of weather situations and is able to respond and make decisions quickly.

A common example in New England weather – On a sunny muggy hot Saturday morning in July, the forecast calls for possible T-Storms in the afternoon, which our staff is briefed by the manager of the day. The weather is great for getting out into a park, the location gets very busy with park visitors wanting to get out on to the water, however by mid-afternoon there is a strong line of thunderstorms developing in Upstate New York and Western Massachusetts heading rapidly our way. Accuweather calls our managers 30+ minutes prior to a potential Thunderstorm reminding them to check the radar. Accuweather calls again and alerts our Managers there is a great risk of a storm hitting and lighting. Our managers alert the staff to slow down sending customers out as there might be bad weather. Next there is an official Accuweather Alert via text message/email message and phone call alerting lighting has been detected within 20 miles. On site staff stop all rentals, sound our air horn 3 times to alert customers on the water. Customers start to come back in before the storm hits. 15 minutes later we get another text/email/phone alert lighting has been detected within 8 Miles. Staff is actively ahead of the storm and has officially closed and updated our website and social media while still pulling customers off the water. By the time the storm hits most if not all customers are safely off the water and the staff have closed the site. BOR is very proactive in monitoring weather as this is one of our largest risks.

- Trained SkyWarn Weather Spotters: BOR has ten (10) employees who have attended the National Weather Service's (NWS) SkyWarn weather spotting certification class, which teaches students how to identify hazardous weather conditions in accordance with (NWS) definitions and guidelines. Successful completion of the SkyWarn class enables certification holders to officially report conditions to the NWS.
- Support from Outside Sources: BOR maintains close and regular communication with neighBORing boathouses, coordination of water events, and voluntary on-water support as needed. In cases where external resources are needed to ensure the safety of a customer, we can communicate directly with Environmental Police, Coast Guard and local EMS through direct phone lines or the use of marine VHF radios (which we also use to stay in contact with our own staff). We have the contacts to mitigate emergency situations and procure certified individuals for specific incident response.

EMPLOYEE MONITORING AND EVALUATION

We monitor employees to ensure an accurate orientation message in two ways: First, we ensure that the training materials and subject matter we use are verified to be correct, valid and current before being presented to the customer; and second, we reinforce proper messaging through regular training, deployment of Secret Shoppers, and regular visits from our senior management.

- Accurate Training – In order for our employees to provide accurate safety information to our clients, we consistently perform research on industry standards established by nationally recognized organizations such as the ACA, US Powerboating, and US Sailing, as well as federal, state, and local laws.
- Local Collaboration and Cooperation – Our strongest allies in ensuring customer safety are local organizations who report and offer advice when customer behavior is inconsistent with the expectations of our safety orientation. BOR works closely and collaboration with the local boating community, including neighboring boathouses and law enforcement to set guidelines and sustaining a shared responsibility of encouraging mutually agreeable traffic patterns and best practices.
- Training Reinforcement – Further, we monitor orientation sessions actively and randomly throughout the year as a matter of protocol and respond quickly to reports of misinformation being distributed (whether they come from other BOR staff or customers). All BOR employees undergo initial and ongoing job training in multiple areas to ensure that we follow guidelines for personal safety, customer safety, equipment safety, land and resource management, and environmental integrity consistently and at all times. Training helps employees establish and maintain good habits while mitigating and/or eliminating unproductive or undesirable ones.





- Secret Shoppers – The main task of our Secret Shoppers is to “keep us honest” with unannounced visits and a host of safety-oriented questions for our staff to address. By concealing the identity of our Secret Shoppers, we ensure an accurate means of measuring the effectiveness of our safety and orientation presentation.
- Senior Management Visits – At times visiting senior managers will accompany seasonal staff in their daily routine to model proper customer interaction and safety techniques. Random visits to sites allow management to correct behaviors in real time and to demonstrate that all members of our team are responsible for customer safety.
- Customer Survey – As a final measure, our customer survey contains a question about the orientation process and its safety speech, and this gives us another metric by which we can monitor our standardization of information. Guests often point out and show appreciation for our efforts to teach and acquaint first-time customers with our equipment and services, helping to ensure they feel comfortable renting our equipment.

CERTIFICATION AND TRAINING UPDATES

- BOR monitors employees to ensure an accurate orientation message in two ways: first, we ensure that the training materials and subject matter we use are verified to be correct, valid and current before being presented to the customer; and second, we reinforce proper messaging through regular training, deployment of Secret Shoppers, and regular visits from our senior management. The following programs will be utilized to ensure associate compliance with the safety program and all safety rules.
 - Training Programs
 - Retraining
 - Optional Safety Incentive Programs

TRAINING PROGRAMS

The importance of safe work practices and the consequences of failing to abide by safety rules will be covered in the New Associate Safety Orientation and safety meetings. This will help ensure that all associates understand and abide by company safety policies.

ENVIRONMENTAL/SAFETY PROTECTION PLAN

BOR is committed to environmental protection and the safety of our employees. We use a corporate Health and Safety (H&S) plan in which the primary objective is to provide baseline guidance for the preparation and implementation of detailed, project-specific H&S plans. All H&S training we conduct for BOR personnel uses these plans and all applicable regulations as guidelines. Environmental training includes orientation (i.e. goals, what to look for) and individual responsibilities (i.e. what to do when action must be taken).

EMPLOYEE TRAINING

All of our employees will be required to read an employee manual that solidifies their role, responsibilities, and specific techniques for communicating with our customers. The manual will include information on instructions to employees addressing water sports operations, customer service, protocol and techniques, training of staff, scheduling, and health and safety regulations.

As outlined in the manual, we have provided the basic procedures and techniques to successfully operate a kayaking and water sports business. The language below conveys simple steps on how to get our customers out on the water:

How to Assist a Customer on the Water:

When a customer needs assistance on the water such as a capsized boat, they are having trouble padding or other situation, always remain calm, cool and collected. First alert the supervisor on duty who will make sure 2 qualified staff members are chosen to assist the customer(s). If it is an emergency, they will call 911 immediately. Next the 2 staff members will ensure they have a VHF radio, first aid kit, throw/tow line and take a motorboat or rescue kayak(s), out to the customer in need. We encourage the use of a rescue kayak first as there is no spinning propeller and usually quicker to get on the water. Upon arriving to the scene the staff member(s) first will ensure it is safe to approach the customers and if in a motorboat come to a stop and put it in neutral. Then one of the staff members will calmly ask one of the customers how





many people were in their group. When the customer responds the staff member will do a quick headcount to make sure everyone is accounted for. Next the staff will determine the best course of action. If all customer are accounted for and in good spirits, if possible the staff can right the boat quickly and help the customers back in. If one or more customers are not in good spirits then escorting the customers back to shore would be the best course of action. If there is a customer missing the staff will immediately radio to the shift supervisor there is a potential customer missing, then search any boats that might be turned upside down to ensure a customer is not underneath. If the customer is still missing the staff will radio the shift supervisor that they cannot find the customer and initiate a lost customer drill and update 911.

How to Board a Kayak From a Dock?

Boarding – Make sure the boat is lined up against the dock long ways and have the customer and yourself sit down facing toward it. Put your feet inside the boat while simultaneously grabbing and holding onto the other side to make sure the vessel does not float away. Tell the customer to reach across the boat, if they can, and slide into the boat. Tell them to take a few seconds to make themselves comfortable and confirm their back is pushed up against the back seat. Please inform them of the foot pegs on their boat and ask them if they would like you to adjust the pegs for them. Encourage them to grab their paddle and make sure they have their paddle gripped correctly with their hands placed the appropriate distance apart with the curve of the paddle facing toward the back of the boat. Lastly ask them if they would like a small push off the dock to begin their paddle. Encourage customers to paddle with their torsos and to utilize a feet to seat motion.

Dismounting – Sit on the boat keeping it stable. Ask the customer to roll forward onto their feet, turn, place their hand on the dock, and exit slowly.

How to Carry and Launch a SUP and Pull Out a Kayak?

SUP Launch – Make sure your hands are inside the handle on the side and lift up to your knees. When windy make sure you utilize two people and make sure the paddle is laid on top of the board, with the board facing to the sky. When setting up to launch the SUP, make sure the fin is facing toward the water with the top of the board facing you. Slide into deep water so the board does not break.

Pulling out a Kayak – With nothing in the kayak, pull it by the front handle directly out of the water and onto the surface of the dock until completely out. When carrying to storage it is best done with two people as to protect the equipment.

How to Get on to a SUP, Including Leash?

Getting Up – First, make sure the customer attaches the leash to their ankle or calf. Next, hold the board steady so they can get on. Instruct the customer to kneel first with both sides of their knees on either side of the handle which should be placed in the middle of the board. Tell them to throttle up on the shaft remaining on their knees and to stand up once they feel comfortable. A good tip is to tell the customer to stare off into the horizon as it may help them stand up a little easier.

Getting Off – As the customer paddles into the dock, instruct them to remain kneeling until reaching their end point. Once they arrive, grab the board and simply instruct them to turn clockwise and sit on the dock. Ask them to remove their leash and, ask them if they had a good time!

How to Carry and Launch a SUP & Pull Out a Kayak?

SUP Launch – Make sure your hands are inside the handle on the side and lift up to your knees. When windy make sure you utilize two people and make sure the paddle is laid on top of the board, with the board facing to the sky. When setting up to launch the SUP, make sure the fin is facing toward the water with the top of the board facing you. Slide into deep water so the board does not break.

Pulling Out a Kayak – With nothing in the kayak, pull it by the front handle directly out of the water and onto the surface of the dock until completely out. When carrying to storage it is best done with two people as to protect the equipment.

How to Hold and Size a SUP Paddle?

Once a customer selects a paddle, have them place blade down, touching the ground with the grip facing up toward their face. If they are unable to extend on of their arms and touch the top of the 'T-Grip' have the customer pop the pin, and adjust to the correct length, with their hand reaching the top comfortably. To paddle appropriately, the curve on the paddle should face toward the back of the board while rowing.





How to Wear a Life Jacket?

It's important to explain to customers that they must wear a lifejacket at all times. The sizing is Universal APF so they will fit everyone. Have the customer apply the lifejacket and then ask if you can buckle them up. Once receiving confirmation, start buckling from the bottom first. When completed, begin to tighten on the sides, again bottom first, and ending in the shoulder straps.

RETRAINING

Associates that are observed performing unsafe acts or not following proper procedures or rules will be retrained by their manager. A Safety Contact Report may be completed by the manager to document the training. If multiple associates are involved, additional safety meetings will be held.

SAFETY INCENTIVE PROGRAMS

Although strict adherence to safety policies and procedures is required of all associates, the company may choose to periodically provide recognition of safety-conscious associates and operating units without accidents through a safety incentive program. Boston Outdoor Recreation also may provide incentives to associates completing First Aid, CPR and AED training certification courses.

We also provide the following to ensure that we are maintaining a safe environment for our customers:

- **Accurate Training** – In order for our employees to provide accurate safety information to our clients, we consistently perform research on industry standards established by nationally recognized organizations such as the ACA, US Powerboating, and US Sailing, as well as federal, state, and local laws.
- **Local Collaboration** – Our strongest allies in ensuring customer safety are local organizations who report and offer advice when customer behavior is inconsistent with the expectations of our safety orientation.

For example, Boston Outdoor Recreation works closely and collaboratively with the local boating community, including neighboring boathouses and law enforcement to set guidelines and sustaining a shared responsibility of encouraging mutually agreeable traffic patterns and best practices.

- **Training Reinforcement** – Further, we monitor orientation sessions actively and randomly throughout the year as a matter of protocol and respond quickly to reports of misinformation being distributed (whether they come from other Boston Outdoor Recreation staff or customers). All Boston Outdoor Recreation employees undergo initial and ongoing job training in multiple areas to ensure that we follow guidelines for personal safety, customer safety, equipment safety, land and resource management, and environmental integrity consistently and at all times. Training helps employees establish and maintain good habits while mitigating and/or eliminating unproductive or undesirable ones.

SECRET SHOPPERS

The main task of our Secret Shoppers is to “keep us honest” with unannounced visits and a host of safety-oriented questions for our staff to address. By concealing the identity of our Secret Shoppers, we ensure an accurate means of measuring the effectiveness of our safety and orientation presentation.

SENIOR MANAGEMENT VISITS

At times visiting senior managers will accompany seasonal staff in their daily routine to model proper customer interaction and safety techniques. Random visits to sites allow management to correct behaviors in real time and to demonstrate that all members of our team are responsible for customer safety.

CUSTOMER SURVEY

As a final measure, our customer survey contains a question about the orientation process and its safety speech, and this gives us another metric by which we can monitor our standardization of information. Guests often point out and show appreciation for our efforts to teach and acquaint first-time customers with our equipment and services, helping to ensure they feel comfortable renting our equipment.





INVENTORY AND PROGRAMMING

FIXED ASSET LISTING

QUANTITY	DESCRIPTION
2	Aquabound Kayak Paddles
7	Kayak Ocean Kayak Malibu
7	Kayak Perception Tribe
2	Kayak Ocean Kayak Malibu II XL
2	Pedal Boat Kay Park
12	SUP Bic AceTec
3	Kayak Wilderness Tarpon
1	Kayak Perception Tribe
8	Kayak Paddles Aquabound 2 Piec
3	Kayak Paddles Aquabound 1 Piec
12	Kayak Paddles Carlisle Magic 2
5	Kayak Paddles Bending Branches
1	Kayak Paddles Bending Branches
28	Seats Ocean Kayak Comfort Pro
10	BIC SUP FCSII Touring 9" Fin
10	BICSUP Leash Coil 11ft
10	BIC SUP Paddle Original FP
1	MTI Under Dog, Red/Mango, LG
1	MTI Under Dog, Red/Mango, MD
1	MTI Under Dog, Red/Mango, SM
1	MTI Under Dog, Red/Mango, XL
1	MTI Under Dog, Red/Mango, XS
1	ACER chromebook
1	Clover.POS System

TYPES OF EQUIPMENT OFFERED

- **Replacement Schedule** – About 20% of all equipment is sold (used) and bought (new) annually in a regular rotation. In some seasons, this figure reaches nearly 40%. Our consistent exposure to equipment inventory keeps us aware of potential shortages, such as when items are out for repair or replacement. Additionally, we maintain an overflow of boats and jackets in other locations to cover when needed. In no case, however, will Boston Outdoor Recreation ever use non-serviceable items to cover shortages.
- **Life Jackets** – All Boston Outdoor Recreation's life jackets will be in new condition and replaced four years after initial purchase (manufactured lifespan is five [5] years). PFDs undergo routine inspections to ensure their continued serviceability – if we notice an item is damaged, missing a part or otherwise not serviceable, it is documented and then pulled out of the rotation and its straps are cut immediately so it cannot be used.
- **Equipment Inspection** – Watercraft are checked daily and if determined to be deficient have a hole cut into the hull surrounding the serial number, which is sent in to the manufacturer per their Return Manufacturer's Authorization process.

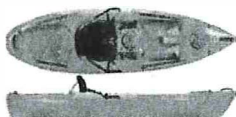




Life jackets are checked daily and if determined to be deficient have their straps cut to ensure that Life jacket can never be used again. Life jackets are replaced every four years regardless of condition to ensure they are always in the best working order.

LIST OF PROPOSED EQUIPMENT TO BE OFFERED

SINGLE KAYAK FLEET

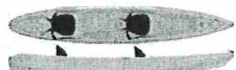


Perception Tribe 11.5 – A great all-around sit-on-top for most any sized paddler, the added length on the Tribe 11.5 gives a boost of speed, extra storage and greater adventure potential over the smaller size. Beginners and veterans will find the Tribe a joy to paddle in both choppy and flat water like lakes and lazy rivers.

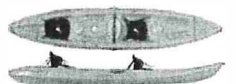


Old Town Loon – Twenty years ago, the Loon series changed the way paddlesports viewed recreational kayaks. Today, the Loon series continues to revolutionize the sport as we tweak, twist and transform our old design to devise the world's most advanced recreational kayak. Our latest Loon features the ACS2 seat, creating the most advanced and best-fitting cockpit available. It also includes a removable workdeck, supplying space for customization, cameras, gear and water; dry storage; and a USB port to keep your gadgets charged, even after hours on the water.

TANDEM KAYAK FLEET



Perception Tribe Tandem – Three is company in the Tribe 13.5 tandem. The versatile sit-on-top design features a 3-seat configuration for up to two adults and a small child or pet. Other features include self-bailing scupper tubes and bow and stern storage areas with bungees to safely secure backpacks, picnic baskets, and coolers.



Ocean Kayak Malibu Two XL – The stability and versatility of the world's most popular all-around family fun boat in a longer craft perfect for larger paddlers. Can be paddled solo or tandem. Fits two adults plus a small child or pet.

CANOES



Old Town Discovery 158 – A tough and rugged canoe is the Discovery 158. The Three Layer construction is designed to take a beating. But the Discovery 158 is also designed to perform well on the water. Agile, stable and easy to handle, the Discovery 158 is a nice choice for the outdoor enthusiast.

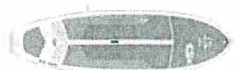


Old Town Discovery 169 – At nearly 17 feet, the Discovery 169 is the longest in the Discovery series. Designed to go long distances, the Discovery 169 performs efficiently even when it is loaded with gear. The three-layer construction is designed to take a beating. The Discovery 169 is a great choice for the recreational paddlers who may aspire to go longer distances or may need additional room and load capacity.

SUP



BIC Sport ACE-TEC Performer – With a surf-inspired longboard shape and stable flatwater volume, the BIC Sport ACE-TEC Performer stand up paddle board is an efficient flatwater cruiser that also performs great in surf.



BIC Sport ACE-TEC Cross Fit – A fun board for the whole family, the BIC Sport ACE-TEC Cross Fit stand up paddle board offers full rail-to-rail stability for performance in a wide range of flatwater conditions and activities.



BIC Sport ACE-TEC Wing – The BIC ACE-TEC Wing stand up paddle board is a great choice for expedition paddlers who need performance, stability, durability and enough capacity to bring along gear for self-supported adventures.





SAILBOATS



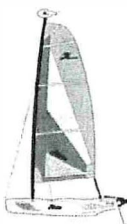
RS Quest --Simple, stable and durable, the RS Quest sets the standard for training and recreational sailboats worldwide. A direct response to market demands for a 14' dinghy that is self-bailing and large enough for up to 3 or 4 adults, the RS Quest delivers.



Cape Cod Mercury – The Cape Cod Mercury is a classic sloop and serves as the workhorse of Boston Outdoor Recreation's "Boating Is Fun" camp - a perfect all-around boat for groups of young sailors that is also capable of flying advanced sails and teaching technical skills on the water.



MIT Tech Dinghy – Boston Outdoor Recreation has purchased Fifth Generation MIT Tech Dinghy's from the MIT Sailing Pavilion. The Tech Dinghy is a simple one design that is an effective teaching platform for beginner sailing, but also fast enough for advanced racing. The breadth of use expands Boston Outdoor Recreation's ability to develop advanced sailing, with a standardized fleet that gives opportunity for local high school and town sailing teams.



Hobie Wave Catamaran –The Hobie Wave's underbody shape eliminates the need for dagger boards, and its rotomolded polyethylene hulls are virtually indestructible, making it ideal for beginners and adventurers alike. A large, fully battened, boomless mainsail provides plenty of power in the light stuff, but twists off in a breeze for added control. And should your rig go horizontal, the "Hobie Bob" mast float makes righting the boat simple and safe.

PEDAL BOATS



4 Person Pedal Cruiser – Kay Pedal Cruisers are easy to operate and virtually maintenance-free. These pedal boats, are constructed of reinforced fiberglass, have 100% foam-filled pontoons, greasable bearings and are self-draining. You don't have to bail or drain them when it rains! They are designed and built for commercial use and make great waterfront rental units, as they are easy to operate, and require very little maintenance! Kay Pedal Cruiser pedal boats come in a variety of colors.



Swan Pedal Boat – This unique eye-catching pedal boat is a popular at high visibility waterfronts, resorts, festivals and theme parks. Built for commercial use with safety and low maintenance in mind, they have proven to hold up well under heavy traffic.





PFDS



MTI Adventurewear APF – Adult Universal – APF means ALL PERSON FIT, and its universal sizing easily adjusts from a slim 30" chest to a super-size 56" chest with no sacrifice in comfort. Adjustable neoprene shoulders, cool open sides, reflective tape, and hideaway strap pockets. Adjustable front buckle straps can be loosened for quick ventilation.



MTI Adventurewear (Youth) – Lightweight and comfortable to fit active, younger boaters, this style is nice and open on the sides for paddling maneuverability and cool comfort on hot days. Adjustable front buckles give your child a secure fit.



MTI Infant – For the smallest pre-swimming paddlers. Using the most supple US Coast Guard approved fabric and the softest foam, our jacket is top notch. High visibility colors for safety. Supportive collar doubles as a headrest in the boat. Bright grab loop is strong, and the adjustable crotch strap and belly strap secures your infant in the vest.



MTI Adventurewear UnderDOG – Putting the flotation under the dog! With 90% of the flotation in the water under the chest and neck, the UnderDOG supports the natural swim angle of the dog. The rear is allowed to sink lower than the forelegs, freeing the hind legs to swim more efficiently. The neck is supported so that the head rides higher above the water line, helping your dog to be less fatigued after a long swim – they would tell you so if they could!





DESCRIPTION OF SERVICES TO BE PROVIDED

NON-MOTORIZED BOAT RENTAL PROGRAM

BOR will provide quality non-motorized boat rentals for park visitors that include lifejacket and paddle. These rentals will be hourly with a maximum charge of 4 hours per boat. This encourages customers to take a boat out all day for an affordable price. After the first hour the rental will be prorated every 10 minutes. Every customer is required to fill out a risk acknowledgement form, be fitted with a lifejacket by our staff, go through a short but informative orientation and most of all have fun!

YOUTH PROGRAMMING

Since 2002, BOR has operated week long paddling and sailing camps geared toward children ages 8 to 15 and focused on teaching environmental stewardship, boating safety, building confidence and independence on the water while having fun with peers in an active recreational setting. Accredited by the nationally recognized American Camp Association, we put over 1,200 children through camps each season. Our instructors are staffed at an instructor-to-child ratio well above industry standards, offering superior instruction and a higher quality experience. In our years of operating, we feel a strong demand for youth programming and commit to including opportunities to explore on the water.

This upcoming season, BOR will activate group camps at Lake Quannapowitt, which has been in high demand and exceeded expectations at our greater Boston sites in partnership with the DCR. .

VETERAN PROGRAMS

Research has shown that regular participation in physical activity has a positive effect on the rehabilitation process of disabled veterans, increases self-esteem, drive for further education, desire for positive employment, as well as overall health and wellness. BOR was incorporated as a veteran-owned company, and Guest Services, Inc. was founded to feed federal workers in Washington, D.C. during World War I. We strongly support U.S. military veterans and have ties to local veteran communities, hospitals and support groups.

KAYAK, SUP AND ROWING INSTRUCTION

Teaching is a core part of our organization's efforts, and BOR offers instruction for all abilities from novice first-time boaters to experienced rowers and paddlers looking to refine their skills. We provide Introductory classes that teach boating safety and help those who are new to water sports feel comfortable in a boat. The basic skills they acquire here introduce them to the recreational activities they can now enjoy on their own.

SAFE BOATING CERTIFICATIONS

For our own in-house training, BOR has invested a substantial amount into training and certifying our professional staff through programs that allow them to become experts in their field. We now have staff certified to teach official courses from organizations like US Sailing, US Powerboating, American Canoe and Kayak Association and the American Red Cross.

After certifying our own employees during staff training with certifications, BOR is interested to teach the following courses to local organizations (neighboring boathouses, high school and college rowing programs, local law enforcement) and the general public:

- Safe Powerboat Handling
- Safety and Rescue Boat Handling
- ACA Kayak Level I / Level II
- ACA SUP Level I / Level II
- US Rowing Level I / Level II
- American Red Cross First AID





GROUP OUTINGS, CORPORATE EVENTS & THEMED BIRTHDAY PARTIES

Group events are a large part of the services we provide and are quickly growing in popularity such as community paddles, 4th grader day, junior ranger day, bring your daughter fishing day and many more. Businesses or large parties may reserve boats ahead of time for a group discounted price, and instructors are available for an hourly rate. Custom parties may include paddling instruction, on-the-water supervision, activities and games and even themed events such as our Pirate Birthday Parties!

ANNUAL "LIGHTLY USED" DISCOUNTED BOAT SALE

BOR provides boats and equipment that are always in excellent condition. This creates a better experience for our customer, and reduces our maintenance costs through a scheduled update of our boating fleet. Toward the end of each boating season and lasting through the winter, BOR sells off all of its lightly used boating equipment at a significant discount, and in most cases, the equipment has less than one year of wear and tear.





OPERATIONS SITE PLAN

As for placement, the shed will remain where it is. The porta-potty will be placed with its back to the back short side of our shed, door/front facing the water. About 15 ft off its right side when facing the water, the first pole of the tent will be set. The tent will be placed with the short side in line with the shed and the long side running towards the water. The two racks will be placed in line with the shed running towards the water. 10 Feet of space will be left between the shed and the first rack. The racks will be 4 feet apart. Six of the picnic tables will be placed under the tent in a grid 2 by 3 with the short sides of the tables in line with the short side of the tent. The Check In Desk will be placed in the space between the tent and shed with its short side in line. The Two paddle boxes will be along the long edge of the tent running towards the water. The Dock will be placed in approximately the same location as before. If you walk from between the tent and the shed directly towards the water the dock will be there. Paddleboats will be kept on the dock along with the two sailboats.

We are open to discuss other initiatives with the director of Wakefield Recreation on colors and placement should they find this unsatisfactory.

- Shed will remain as is. Some restorations can be made for upkeep. Shed is 12ft by 8ft by 10ft tall.
- Six Paddle Boats of various colors will be available (Blue/Green/Gold/Red/Pink).
- 12 BIC SUP Boards White/Blue, White/Red. 10.5 ft to 12 ft in length.
- 6 Double Kayaks of various colors (Red/Blue).
- 6 Single Kayaks of various colors (Red/Blue).
- Two Red Tech Dingy Sailboats. 5ft wide by 10 ft long.
- Two Kayak/Sup Racks using the specifications given by the Town of 6 by 10ft tall.
- Two PaddleBoxes, 8 ft by 2ft by 3ft tall (Brown).
- One white Group Events Tent the size of the specification given by the town of 20X30.
- One dock 5 ft wide by 31 ft long (Beige).
- Six picnic tables. About 4 ft wide by 6ft long (Brown).
- 1 handicapped porta-potty provided by ThroneDepot (Blue/Gray).
- 1 Check in Desk approx. 5 by 8 by 4 feet tall.

CLEANING PROCEDURES

Guest Services uses environmentally sustainable cleaning products from our chemical company partner Ecolab. All chemicals used will be approved and recommended by the CDC to eliminate the spread of COVID-19. Our housekeeping team will collaborate with the Town of Wakefield regarding the cleaning products used in guestrooms if necessary. Prominent signage will be displayed to promote social distancing and hand sanitizing stations.

SAFETY AND SECURITY

Our Safety and Security Department is responsible for developing and implementing Guest Services' comprehensive procedures for safety, security and loss prevention. The department performs essential training of management staff to ensure consistent compliance with established security and food safety procedures. Our corporate sanitarian and director of safety and security make visits to the units and advise management on compliance issues.

EMPLOYEE HEALTH

Our food employees are informed of their responsibility to immediately report any information about their health and activities to the manager, as they relate to diseases that are transmittable through food. Given the recent events over COVID-19, we have revamped our approach to include public safety measures to take to mitigate the virus from spreading. With the assistance of our Safety & Security Director, Bill Briggs, we have implemented best practices issued by the CDC at our managed units to take precautionary steps to stop the spread of the virus.

Each employee is required to read and sign Guest Services' Food Employee Health Policy and Reporting Agreement upon hire and annually, thereafter. Food service managers are required to monitor employee practices and procedures, including health condition, to prevent food-borne illness or injury.





EMPLOYEE SAFETY

The health and safety of our employees and guests is a primary concern of Guest Services, Inc. We are dedicated to the philosophy of providing a safe environment for everyone who enters our operations. Each employee is provided with an Employee Safety Manual upon starting with Guest Services, Inc. and ongoing safety training is administered at the units on a daily basis. We employ a safety committee that meets in person or remotely monthly to discuss safety initiatives and priorities. The General Manager must attend these meetings. It is our goal to protect our employees and guests and make Guest Services' facilities as safe as possible.

MEDICAL EMERGENCIES

Beyond minor first aid, all medical emergencies are immediately dealt with. Management will have AED training, choking training and CPR training. 911 is called for all serious incidents. The client and front desk are notified of the 911 request for medical personnel access. We require our managers to fill out incident reports and share them with the client and our insurance carrier. If an injured employee is admitted into a hospital, we notify OSHA and our Director of Safety & Security within 24 hours.

CRISIS MANAGEMENT

In an ever-changing world with new forms of disasters and security threats, Guest Services takes a proactive approach to providing a safe and healthy environment for our employees as well as the general public. With the recent outbreak of COVID-19, we have instituted guidelines mandated by the CDC at our managed units to mitigate the spread of the virus. To deliver additional education and awareness, our Director of Security and Corporate Sanitarian have recently co-hosted a series of webinars for our staff on best practices and procedures to prevent the spread of COVID-19 in the workplace. By working closely with our vendors, our Purchasing Department has ensured that we have an adequate supply of personal protective equipment (PPE) to implement safe practices and practical measures for our employees.

Below are a few client testimonials that we've recently received due to our proactive response and approach to addressing COVID-19.

Guest Services, Inc.

Thank you for forwarding this letter to us. We appreciate the responsible tone and approach to the current COVID-19 public health emergency and the calming nature of the letter.

Judy Quasney

Director, Office of Workplace Solutions

Office of Science Management Operations

National Institute of Allergy and Infectious Diseases

National Institutes of Health

GSI Team,

I just want to say thank you for everything you have done in response to our current situation and evolving instructions. You have all continued to be extremely accommodating, supportive and pro-active. All requests and actions have been addressed quickly, accurately and with a positive attitude. I know these are difficult times but I truly appreciate your flexibility and everything you have done for us. We will miss you and the services you provide. I am hopeful this temporary situation will end sooner than later.

If there is anything you need from us, please do not hesitate to reach out to Cindy, Brian or to me.

Thank you again.

Sincerely,

Julie A. Bellamy

Boeing Global Services

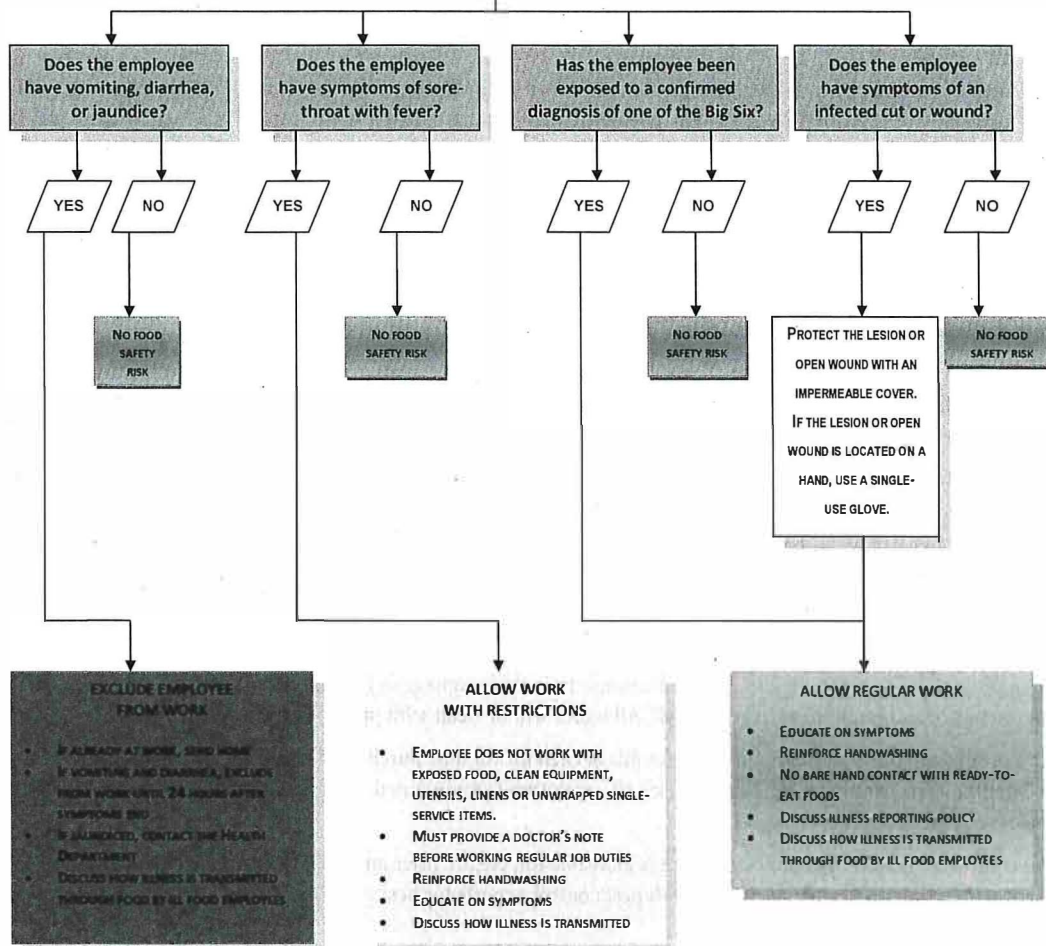




EMPLOYEE ILLNESS DECISION GUIDE FOR PIC/CFM (NON-HSP)

Use this flow chart to determine if an employee with an *undiagnosed* illness can spread the illness through food and should be restricted or excluded from work.

**Employee calls manager to report illness,
PIC/CFM asks EACH of the following questions:**



If a food employee reports a diagnosis of **Norovirus, E.coli O157:H7, Shigella, non-typhoidal Salmonella, Hepatitis A virus, Salmonella Typhi**, or others such as **COVID-19**, immediately exclude the employee and contact the regulatory authority.





MAINTENANCE PLAN

MAINTENANCE

Boston Outdoor Recreation will employ a Computerized Maintenance Management System (CMMS). Our current CMMS will be modified to meet the requirements and the level of effort necessary. The requirements include: (1) the maintenance and repair schedule, (2) equipment condition inventory, (3) equipment compliance with the Americans with Disabilities Act, and (4) according to the following language from the ITB:

- Install and pay for any services and utilities consumed on the Site, including, without limitation, garbage and telephone.
- Any and all equipment and structures on the Premises used by Boston Outdoor Recreation to perform the activities authorized by the Permit Agreement will be maintained in good operable condition. All such equipment will be cleaned, tested, and repaired by Boston Outdoor Recreation. We will bear all costs related to such repairs.
- Any damage to any structure on the Premises or surrounding area caused by the installation or removal of equipment by Boston Outdoor Recreation will be repaired to a condition satisfactory to Wakefield at our sole expense.
- Boston Outdoor Recreation will identify and notify Wakefield of any leased equipment to be used and affixed on the Premises prior to the execution of the permit or whenever acquired by us. Boston Outdoor Recreation will be solely responsible for any obligations under any leases.
- At the termination of this agreement, it will be Boston Outdoor Recreation's responsibility to fulfill any remaining obligations under the lease arrangement so that title to said equipment can be passed directly to the Town of Wakefield prior to Permittee vacating the Premises.
- Equipment will be described in detail that includes brand name, type of equipment and serial number, if applicable.
- Any equipment that is affixed in a permanent manner including but not limited to: plumbing fixtures, sinks, hard-wired appliances, built-in refrigeration equipment, or exhaust, fume, and fire suppression systems, poles, awnings, fences, etc. affixed to a wall, ceiling, or in or on the grounds of the Premises shall become the property of Wakefield unless otherwise agreed in writing by the parties.
- We commit to have staff members check both bathrooms a minimum of three (3) times daily; once upon opening, again at lunch, last before closing. We also commit to include signage in the bathroom that asks all visitors to report maintenance and cleanliness issues to staff. All issues will be dealt with promptly.
- At a minimum, our staff maintains the grounds at each location by purchasing and using standard equipment such as lawnmowers, trimmers, etc. to make sure all vegetation is maintained. We take the initiative and complement the Town of Wakefield's efforts.
- We commit to maintain vegetation we are responsible for, ensure litter and waste is properly disposed of daily, implement a recycling program and consult with pest control experts for best practices.





MARKETING

BOR is supported by Guest Services' in-house public relations, marketing, digital media and ad agency. Creative Director, Dave Schall heads up marketing with a staff of two graphic designers while Director of Digital Marketing, Kat Summers leads a team of two for all digital needs spanning social media, website development and other digital media experts. BOR integrates the skillsets available from our in-house team to implement the marketing plan below.

Boston Outdoor Recreation recognizes the significance of the resources provided by Department of Conservation and Recreation and the importance of educating visitors who pass through on a daily basis. It is important to promote the Park as a whole and educate the public on the resources and services available to them. Boston Outdoor Recreation will take the following promotional initiatives and fund the marketing plan to educate and increase visitors and enhance the visitor experience:

MEDIA PLANNING

Blog, Website and Marketing Content: Aligned with Boston Outdoor Recreation' marketing plan (BOR), Boston Outdoor Recreation's (BOR) blog and social media platforms are an excellent place to promote and educate our customers (and the public at large) on the history and local significance of the Park and its resources. Snapshots, factoids and historical photos are an excellent way to engage with our audience while staying relevant and informative to our customers. We update our blog regularly and will continue to provide in-depth highlights from various angles on the parks; individual water sports activities, and the rental resources available to the public.

Each operation that Boston Outdoor Recreation operates has its own unique page on our website, www.boatinginboston.com, to provide relevant information to customers such as hours of rentals, services provided, basic techniques and instructions, all forms, directions, and contact information. In addition to general information, each page will also feature a brief history of the town and cover the role it plays as part of the community.

SIGNAGE TYPES

Signage and Infographics: To promote water sports services, informative and educational infographics, as well as social distancing, will be on display in the form of flyers, advertisements, brochures, and other marketing collateral throughout the grounds. Infographics depicting historical pictures, timeline, rental information, featured water sports events, and other information on Stoneham. The historical marketing collateral will be made easily available to the general public passing through park property.

SIGNAGE DESIGNS

Educational Programming: Boston Outdoor Recreation will offer guided paddling tours designed to educate customers on the local and historical significance of Lake Quannapowitt. Leaving from the boathouse, tours will provide an informative overview of the park and the parks' transformative significance to Wakefield's rich history.

PROGRAM MARKETING

The core of Boston Outdoor Recreation' mission statement embodies providing boating access to people of all ages and abilities—it's what we love most. Beyond our general rental services, which we cater to all ages and abilities, Boston Outdoor Recreation has thirteen years of experience offering a variety of programming specifically targeted to novices, persons with disabilities and youth. In support of this effort, we will use the methods outlined below to promote the specific program initiatives that we have proposed.

- Boston Outdoor Recreation markets youth programs through email marketing to existing customers with children, working with local town parks and recreation departments, and will make summer activity announcements to local middle and high schools in the area
- Boston Outdoor Recreation markets instruction programs through third party ticket sellers, social deal platforms, internal marketing to existing customers, partnerships with local business improvement districts, local middle and high schools, and the local boating community





SAMPLE PRINTED PROMOTIONAL COLLATERAL (DIRECT MAILER)

2019 RENTAL PRICING

Rental Type	Available For	Pricing
Single Kayak	Anyone (17 yrs + only)	\$15/hr
Double Kayak	2 Adults + 1 small child	\$22/hr
Canoe	2-3 People	\$25/hr
Paddleboard	Up to 1 Person	\$15/hr
Grand Paddle Boat	4 Adults + 2 small children	\$35/hr

2019 HOURS OF OPERATION

Month	Hours	Days	Open	Close	All Boats In
MAY	10:00am - 5:00pm	CL/SED	4:00pm	6:00pm	
JUNE-JULY	10:00am - 5:00pm	CL/SED	4:00pm	7:00pm	
AUG 1-SEP 4	10:00am - 5:00pm	CL/SED	4:00pm	7:00pm	
SEP 5-SEP 26	10:00am - 5:00pm	CL/SED	4:00pm	5:00pm	

BOATING
BOSTON

2020 Rental Hours
Extended Hours: 2020
(202) 624-1133 • rentals@boston.com



BOATINGBOSTON.COM

**YOUR ADVENTURE AWAITS AT
BOATING IS FUN CAMP**

BOATING IS FUN CAMP

These week-long sessions are filled with lots of time on the water learning paddling strokes, sailing terms and independence on the water. Choose sailing or kayaking and days can include either or both! And watch your W skippers transform into a commander of the sea!

CAMP DATES:

WEEK	DATE	SPOT POND
Week 1	June 19-23	None
Week 2	June 26-30	None
Week 3	July 3-7	✓
Week 4	July 10-14	✓
Week 5	July 17-21	✓
Week 6	July 24-28	✓
Week 7	July 31-August 4	✓
Week 8	August 11-15	✓
Week 9	August 14-18	✓
Week 10	August 21-25	✓

Limited spots are still available!
Please call (517) 229-2392 or visit us online at Boating-Boston.com/Activities/Boating-Camps to register today.



OUTDOOR FUN WITH THE FAMILY

Life is great but for the beautiful and refreshing Lake Quannapowitt. Come enjoy the fun and relaxation by way of a sailboat, kayak, canoe, or paddleboard. It's all here at Boating Boston.

Don't miss out on the water's edge watching everyone else having a great time...but your water, water, water! Don't let the kids go anywhere, alone, or without supervision and paddle too far from shore. And most of all, have fun!

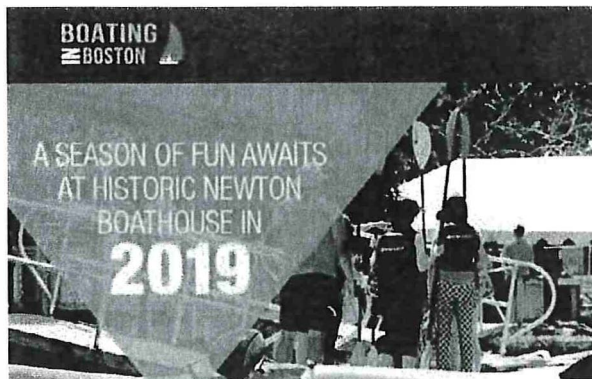
Don't miss out on the water's edge watching everyone else having a great time...but your water, water, water! Don't let the kids go anywhere, alone, or without supervision and paddle too far from shore. And most of all, have fun!

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PROMOTIONAL EVENTS COLLATERAL (EMAIL PROMOTION, DIGITAL AD)



**BOATLOADS OF GUEST FAVORITE AND NEW ACTIVITIES
ARE LINED UP FOR A NEW YEAR AT NEWTON**

Boating in Boston will be offering a wide variety of activities this season with experienced team members and affordable pricing! Come out and cruise the open water with other novices and experts alike at this historic location!

Activities Include:

- Kayak Orientations (Sunday Mornings)
- SUP Orientations (Sunday Mornings)
- Kayak Mixalup (Sunday Afternoons)
- SUP Yoga (Sunday Mornings)
- Full Moon Tour (Friday Nights)
- Kilt Rowing Trip (Mondays)
- Community Walk and Pick (Mons. & Sat.)
- Day Days of Summer (Tuesdays)
- Lame Evenings (Tuesday Afternoons)
- Adaptive Paddling (Wk. only)
- Fishing Fly (Weekend Evenings)
- Birthday Packages (By Reservation)
- Private Instruction (By Reservation)
- Boating in Fun All-Day Camps (Mon. thru Fri.)

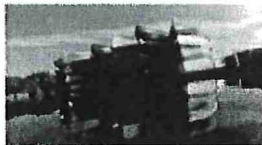
[READ MORE](#)



**2019 SEASON PASSES
ARE NOW ON SALE**

Our 2019 season passes are on sale now. Come enjoy the beautiful Spring weather out on the water.

[BUY NOW](#)



**KAYAKING AND
SAILING LESSONS**

Beginner to the intermediate classes available. Gear and equipment provided or bring your own!

[REGISTER NOW](#)



BOATING IS FUN CAMP

KIDS AGES 8-15
FULL DAY, HALF DAY, AND EXTENDED DAY PROGRAMS

Visit BoatingCamps.com
Questions? Call (617) 290-3302 or email us at Camps@BoatingIn.com

BOATING BOSTON

- HOPKINTON & NATICK -
EARLY BIRD SPECIAL
10% OFF thru FEBRUARY 28TH

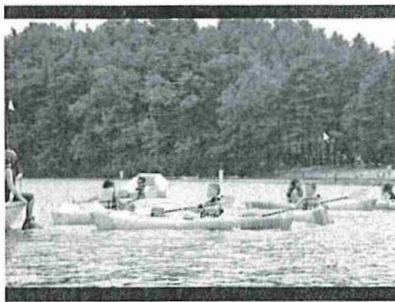
ACCREDITED

BOATING BOSTON
(617) 290-3302 | [Facebook](#) | [Twitter](#) | [Instagram](#)





SOCIAL MEDIA POSTS (FACEBOOK, TWITTER, INSTAGRAM)

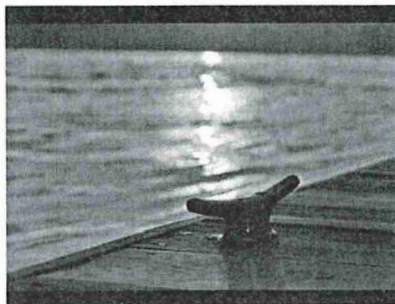


boatingboston • 1,100 likes

boatingboston is excited to announce the start of our summer season! We are now open for the season and we are looking for the best of the best to join our team. We are looking for people who are passionate about boating and who can help us grow our business. If you are interested, please contact us at info@boatingboston.com.

Jim Jones 12779 We have a job for you! We are looking for a person who is passionate about boating and who can help us grow our business. If you are interested, please contact us at info@boatingboston.com.

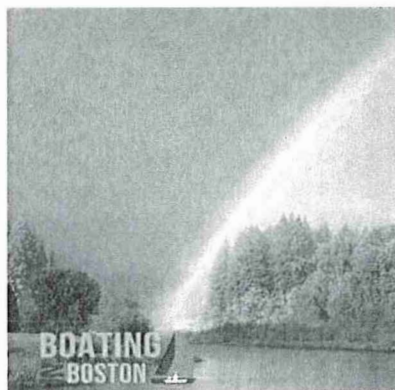
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boatingboston • 1,100 likes

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22 likes



boatingboston • 1,100 likes

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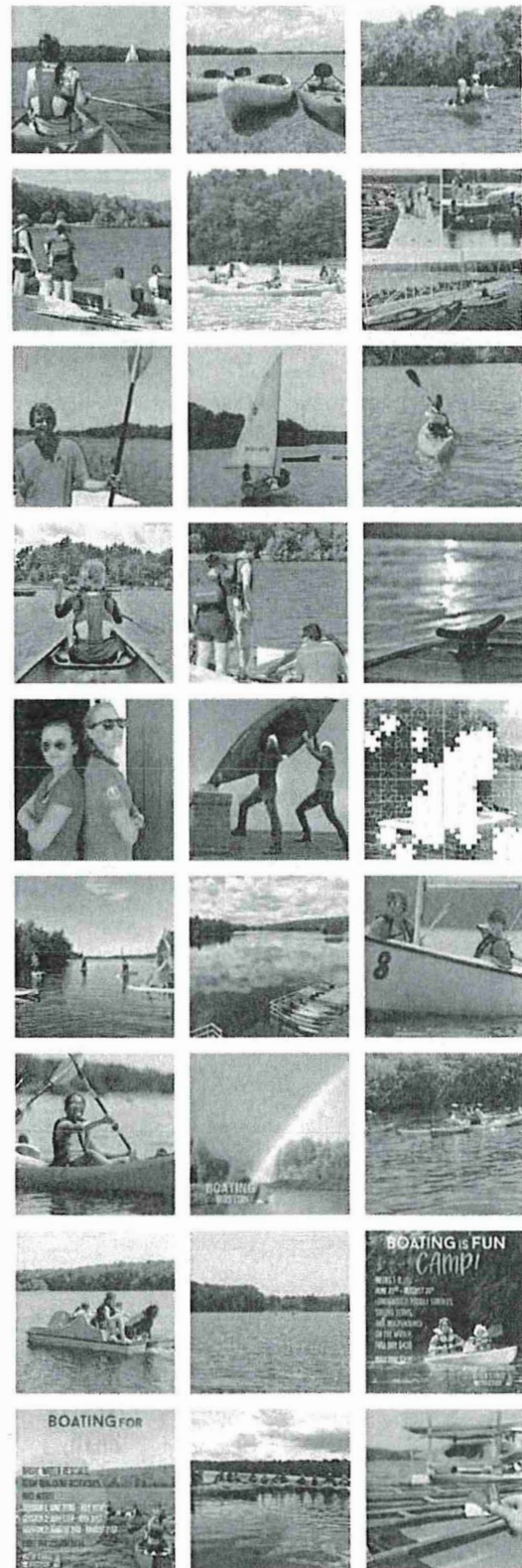
79 likes



boatingboston • 1,100 likes

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79 likes





RELATED EXPERIENCE

MASSACHUSETTS

- **Lake Quannapowitt (Since 2013)**

The water sports services that we offer are public boat rentals in the form of kayaks, canoes, paddle boats, rowboats, Stand-Up Paddle Boards (SUP), sailboats, windsurfers.

Outside of standard rental concessions, we also offer our guests a variety of programs and amenities including; season passes, our Universal Access Adaptive Program, Boating is Fun Camp, Leaders in Training Program, boating lessons and clinics, group outings, corporate events & themed birthday parties, and our annual "lightly used" discounted boat sale.

- **Hopkinton State Park (Since 2002)**

The watersports services that we offer are public boat rentals in the form of kayaks, canoes, paddle boats, rowboats, Stand-Up Paddle Boards (SUP), sailboats, windsurfers.

Outside of standard rental concessions, we also offer our guests a variety of programs and amenities including; season passes, our Universal Access Adaptive Program, Boating is Fun Camp, Leaders in Training Program, boating lessons and clinics, group outings, corporate events & themed birthday parties, and our annual "lightly used" discounted boat sale.

- **Lake Cochituate (Since 2013)**

The watersports services that we offer are public boat rentals in the form of kayaks, canoes, paddle boats, rowboats, Stand-Up Paddle Boards (SUP), sailboats, windsurfers.

Outside of standard rental concessions, we also offer our guests a variety of programs and amenities including; season passes, our Universal Access Adaptive Program, Boating is Fun Camp, Leaders in Training Program, boating lessons and clinics, group outings, corporate events & themed birthday parties, and our annual "lightly used" discounted boat sale.

- **Spot Pond (Since 2005)**

The watersports services that we offer are public boat rentals in the form of kayaks, canoes, paddle boats, rowboats, Stand-Up Paddle Boards (SUP), sailboats, windsurfers.

Outside of standard rental concessions, we also offer our guests a variety of programs and amenities including; season passes, our Universal Access Adaptive Program, Boating is Fun Camp, Leaders in Training Program, boating lessons and clinics, group outings, corporate events & themed birthday parties, and our annual "lightly used" discounted boat sale.

WASHINGTON DC METRO

- **Key Bridge Boathouse (Since 2013)**

Boston Outdoor Recreation currently provides watersports recreation to Key Bridge Boathouse in Washington D.C. We offer our guests a tailor-made experience that showcases the beautiful waters of our nation's capital.

The services that we provide include but are not limited to: Non-Motorized Vessel Storage, Universal Access Adaptive Paddling, Season Passes, Community River Cleanup, Sunrise Community Paddle, and instructional classes for novice, intermediate, and expert enthusiasts.

We also offer our guests the opportunity to experience D.C. in all of its historical monuments by offering guided boat tours. Some of the tours that our instructors provide are; the Twilight Monuments Tour, the Daytime Monuments Tour, the Full Moon Monuments Tour, Stargazing on SUPs, the Historic Georgetown C&O Canal Tour, the Fall Foliage Tour, the July 4th Fireworks Guided Paddle, the Cherry Blossom Festival Tour, and of course Private Tours.





- **Thompson Boathouse (Since 1986)**

Boston Outdoor Recreation provides similar services to that of the aforementioned Key Bridge Boathouse. Thompson's Boathouse, also located in the Washington D.C. area offers our guests an extensive list of watersports and recreational programming. For example, we provide non-motorized rental services, retail, guided boat tours, bike tours, classes, youth programming, community outreach, and supported events.

A list of the supported events held at this site include but are not limited to:

- › George Washington Invitational Regatta
- › TBC Tussle Regatta
- › Charlie Butt High School Regatta
- › Carr/Foley Cup
- › WMIRA Novice Championships
- › WMIRA Championships
- › Charlie Butt Scullers Head of the Potomac

- **The Boathouse at Fletcher's Cove (Since 2002)**

At our location at the Boathouse at Fletcher's Cove, Boston Outdoor Recreation provides non-motorized fishing rowboats, canoes, and kayak rentals for the visiting public. We also provide promotional incentives and special events like our Kid's Day.

Recreationally, we also offer youth programming, and community and environmental outreach programs. In addition, we provide bike rentals, fishing tackle, fishing licenses, bait, food, and beverage offerings.

- **Tidal Basin (Since 1986)**

FLORIDA

- **Weeki Wachee State Park (Since 2016)**
- **Rainbow Springs State Park (Since 2018)**
- **Blue Spring & Hontoon Island State Parks (Since 2020)**
- **St. Andrews State Park (Since 2021)**

NATIONAL MEMBERSHIP ORGANIZATIONS: BOATING

- **US Sailing Patron Member**
- **American Canoe Association Pro School**
- **American Camp Association Accredited**
- **Four Certified Clean Marinas**

Clean Marina Pledge – The Clean Marina Initiative promotes and celebrates voluntary adoption of measures to reduce waste and prevent pollution from marinas, boatyards, and recreational boats. Designated "Clean Marinas" are recognized as environmentally responsible businesses. We pledge to do our part to keep District of Columbia and local waterways free of harmful chemicals, excess nutrients, and debris. We will identify opportunities and implement practices to control pollution associated with vessel maintenance and repair, abandoned boats, petroleum storage and transfers, sewage disposal, hazardous and nonhazardous waste, storm water runoff, and facilities management.

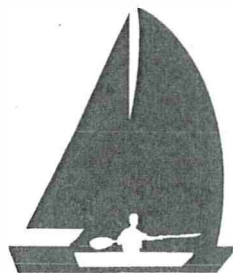




REFERENCES

NAME/ COMPANY	CONTACT NAME & TITLE	CONTACT INFO.	RELATIONSHIP/TYPE OF CONTRACT	EST. CONTRACT VALUE
Department of Conservation and Recreation	Kevin Hollenbeck, Central Valley District Manager	kevin.hollenbeck @state.ma.us	Contract POC-Water Rentals and Concessions for Hopkinton State Park	\$640,000
National Park Service	Jason Freeze, Concessions Management Specialist	jason_freeze@nps.gov	Contract POC/Non-Mo- torized Boathouses; Key Bridge, Thompsons and Fletcher's	\$1,900,000
Florida State Parks	Jim Brook, Bureau Chief of Operational Services	jim.brook @dep.state.fl.us	Contract POC/Non-Mo- torized Rentals, Food & Beverage, Retail for mul- tiple Florida State Parks	\$5,700,000





**BOSTON OUTDOOR
RECREATION, LLC**

THE POWER OF PARTNERSHIP



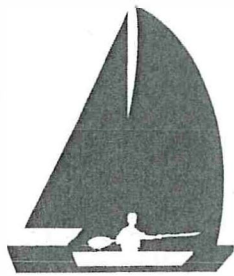
PROFORMA

We are pleased to provide the following three year proforma for the boating operation at Lake Quannapowitt. We commit an annual rent of \$3,000 for each year of the permit and will continue to do so if contract is extended beyond the initial three years.

LAKE QUANNAPOWITT 3-YEAR PROFORMA

	Year 1		Year 2		Year 3	
Revenue						
Rental Of Equipment	\$ 50,000	73%	\$ 52,500	71%	\$ 55,125	71%
Camp programs	7,500	11%	10,000	14%	10,500	14%
Season Passes	11,000	16%	11,550	16%	12,128	16%
Total Revenue	68,500	100%	74,050	100%	77,753	100%
Operating Expenses						
Salary and Wages	35,963	53%	37,041	54%	38,153	56%
Total Salary and Wages	35,963	53%	37,041	54%	38,153	56%
Payroll Taxes	4,316	12%	4,402	12%	4,490	12%
Workers Comp Insurance/LTD	1,169	3%	1,192	3%	1,216	3%
Group Medical & Life	2,877	8%	2,935	8%	2,993	8%
Bonus Plan Provision	500	1%	510	1%	520	1%
401K Employee Savings	180	1%	183	0%	187	0%
Total Employee Benefits	9,041	25%	9,222	25%	9,406	25%
Total Payroll/Labor	45,004	66%	46,263	68%	47,559	69%
Direct Operating Expenses						
Advertising Via Internet	1,028	1.50%	1,048	1.42%	1,069	1.44%
Utilities-Telephone	1,370	2.00%	1,397	1.89%	1,425	1.92%
Utilities-Electricity	171	0.25%	175	0.24%	178	0.24%
Utilities-Cable	2,569	3.75%	2,620	3.54%	2,673	3.61%
Miscellaneous Expense	685	1.00%	699	0.94%	713	0.96%
Office Supplies	514	0.75%	524	0.71%	535	0.72%
Bank Service Fees	137	0.20%	140	0.19%	143	0.19%
Employee Business Expense	137	0.20%	140	0.19%	143	0.19%
Employee Meals & Entertainment	685	1.00%	699	0.94%	713	0.96%
Training Costs	856	1.25%	873	1.18%	891	1.20%
Misc. Licenses, Fees & Tax	219	0.32%	224	0.30%	228	0.31%
Liability Insurance	206	0.30%	210	0.28%	214	0.29%
Commission On Credit Card Sales	1,713	2.50%	1,851	2.50%	1,944	2.50%
Internet Credit Card Comm Exp	2,055	3.00%	2,096	2.83%	2,138	2.89%
Maintenance	685	1.00%	699	0.94%	713	0.96%
Cost of Paper Supplies	343	0.50%	349	0.50%	356	0.50%
Cost of Cleaning Supplies	685	1.00%	699	1.00%	713	1.00%
Replacements-Other	343	0.50%	349	0.47%	356	0.48%
Replacements-Uniforms	34	0.05%	37	0.05%	39	0.05%
Equipment Rental	1,028	1.50%	1,048	1.42%	1,069	1.44%
Computer Hardware Expense	171	0.25%	175	0.24%	178	0.24%
Computer Software Expense	685	1.00%	699	0.94%	713	0.96%
Recruiting Expenses	343	0.50%	349	0.47%	356	0.48%
Contracted Services	343	0.50%	349	0.47%	356	0.48%
Allocation - Quality Assurance	192	0.28%	196	0.26%	200	0.27%
Property Insurance	34	0.05%	35	0.05%	36	0.05%
Franchise Fee	3,000	4.38%	3,000	4.05%	3,000	4.05%
Depreciation-Misc Equipment	5,000	7.30%	5,000	6.75%	5,000	6.43%
Depreciation-Computer Hardware	343	0.50%	349	0.47%	356	0.48%
Division and Corporate Overhead	4,110	6.00%	4,443	6.00%	4,443	6.00%
Total Direct Operating Expenses	29,680	43.33%	30,471	44.48%	30,888	45.09%
Total Operating Expenses	74,684	109.03%	76,735	103.63%	78,447	100.89%
Total Profit/(Loss)	\$ (6,184)	-9.03%	\$ (2,685)	-3.92%	\$ (695)	-1.01%





**BOSTON OUTDOOR
RECREATION, LLC**

THE POWER OF PARTNERSHIP



APPENDIX

LAKE QUANNAPOWITT SAFETY PLAN

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Emergency Action Communication Plan:

- 1- Manager on Duty to determine the nature of the hazard or emergency.
- 2- Relay communication of situation to the other employees and on-site customers who might be affected. Have everyone meet in the designated emergency gathering point.
- 3- Determination as to calling 911 and/or other authorities. Proceed with action discussed.
- 4- account for all employees and customers/ Shift lead/ manager to do a head count.
- 5- Make a decision whether a unit shut-down is appropriate. Shutdown down if employee or customer safety is threatened.
- 6- When the situation is stabilized, call your district manager and security-safety chief to inform them of the status of unit safety.
- 7- All under age of 18 employees to call family contact or guardian at first reasonable opportunity (if possible).





THE LAKE QUANNAPOWITT SAFETY PLAN

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Safety Procedures

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Show Respect

- Respect all markers, boundaries, signals and rules of the road
- Respect each other, the environment and the equipment
- Respect the knowledge and experience of the Boating In Boston staff and crew

Be Responsible

- Always wear your lifejacket, and keep it snug
- Avoid Alcohol and drugs; be a responsible boater
- Know the waters before you go in. Watch the weather and your map!

Be Responsive

- Stay alert and visible, and be ready to move away from hazards
- If you flip over, it's ok. Stay calm and stay with the boat
- If you hear three blasts from a horn, return to the shore
- Always properly wear your lifejacket and keep it on at all times
- Always hold onto your boat

**When it comes to our Summer Camp for kids, our Universal Access program or any other program where we agree to provide water supervision, then we absolutely supervise every participant.

Facility Maintenance and Storage

Staff shall do their part to keep egresses near the boathouse free from obstruction. The operator shall take steps to maintain the boathouse free from insect infestations, rodents, and other pests. Extermination methods shall conform to the requirements of 333 CMR.

Sanitary sewage is connected to the public sewage system or is maintained by a third-party company.

If brush or weeds are causing a problem or are unsightly the staff will cut them back. Any noxious plants shall be dealt with immediately with approved methods of off the shelf products.

All manual tools, power tools, and hazardous materials are kept in a locked room and/or cupboard only accessible to staff. The only outboard motors in each location are resident on the rescue boat and is only available to staff personnel. There is no smoking or tobacco use permitted anywhere.

Potable water is provided locally with water fountains and sinks. There is bottled water available as well.

Storage and operation of power equipment/hazardous materials





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Boston Outdoor Recreation, inc. takes safety very seriously. All Power, hazardous equipment must be locked when not in use and should only be used by employees trained.

When power or hazardous equipment/materials are being used staff must be properly trained and of the proper age to handle that equipment/materials. Customers and campers must be cleared from the area at least 25 feet away.

Hazardous Conditions

In case of emergency, such as fire, earthquake, or accident, your first priority should be your own safety. Boston Outdoor Recreation, inc.. shall keep emergency supplies on hand. First aid kits are located in designated areas in each location. In the event of an emergency causing serious injury, staff shall **IMMEDIATELY DIAL 9-1-1** to alert police and rescue workers of the situation.

In the event that other people or situations require assistance in an emergency, staff will assist in any way possible while still maintaining the safety of campers and themselves. This shall include but shall not be limited to emergencies involving lost park patron, child abduction, and lost swimmer. All Lifeguards, CPR and First Aid trained staff shall act as first responders, and shall NOT neglect their duty to act, commit negligence and/or abandonment. Staff is reminded that they are protected under the Good Samaritan Law as long as they act within their standard of care until higher qualified emergency personnel arrive.

General Disaster

1. If advised by authorities to evacuate an area, do so immediately
2. Execute all means of notifying occupants to evacuate or retreat to shelter, e.g. intercom, megaphone, ect.
3. In the event of a disaster involving numerous injuries, EMT personnel shall be called to the facility immediately





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Fire

1. Evacuate building structures and surrounding areas and assist others in evacuation
2. Notify anyone in the immediate area of danger
3. Close doors to confine fire/smoke, but do not lock them
4. In the case of wildfire, follow the direction of rangers for the safest escape route
5. Call the fire department and give them the following information

There is a fire at (name of site) located at (name of park or location). The fire is in (name the location of the fire in the building or the surrounding area). Give all known information about the fire/smoke. Give a call-back telephone number. Do not hang up until the emergency services operator does so.

Tornado or High Wind

1. Direct anyone in the immediate area into the nearest shelter. To determine the nearest shelter, see the **Nearest Shelter** section of this document.
2. Direct occupants to remain away from the doors and windows
3. Direct occupants to crouch down against the floor and to cover the back of their heads and necks with their hands
4. If no suitable structure is nearby, direct anyone in the immediate area to lie flat in the nearest ditch or depression and to use their hands to cover their heads and necks

Lighting

When Inside

1. Avoid using the telephone (except for emergencies) or other electrical appliances

When Outside

1. Direct anyone in the immediate area into the nearest shelter
2. If boating, get out of the water immediately and move to safe shelter away from the water
3. If in a wooded area, seek shelter under a thick growth of relatively small trees
4. Avoid isolated trees and other tall objects, bodies of water, sheds, or fences
5. If you feel your hair standing on end, squat down with your head between your knees
6. Do not lie flat.





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Weather Precautions and Procedures

Fog

When dealing with fog you need to be very careful. Fog can move upon you quickly and quietly.

1. If you are on the docks and see a dense fog approach call all customers closer to the docks. If the fog is really dense, call all boats into shore.
2. Do NOT enter any areas of really dense fog.
3. If fog is forecasted for the day, warn customers to stay closer to shore.

Rain

Light Drizzle

- Enjoy it! Please dress appropriately and enjoy kayaking or sailing.

Medium

- Most likely you will close down the facilities. If the temperature is warm (70+) allow customers to come back in on their own. If the temperature is cooler please announce to all customers to head back.
- Summer camp should seek shelter and enjoy some boating games!

Heavy

- Call all customers off the water.
- Summer Camp should stay indoors for games.

Extreme Temperatures

Heat

- Staff should wear hats, sun glasses, sunscreen and drink lots of water
- Temperatures of 85+ degrees and high humidity can be a cause of heat stroke and heat exhaustion. Please warn customers to wear a hat, drink water, and keep cool.
- Summer Camp should keep the campers well hydrated, seek shade when needed and keep activities on the water shorter than normal.

Cold

- Staff should wear sweatshirts, long-sleeves, and pants
- Cold air and water temperatures increase the risk of hypothermia. Please warn customers to wear sweaters, long-sleeves, and pants. Remind customers that the water temperature may be colder than the air temperature; this is especially important during the Spring and Fall.
- Summer Camp should watch campers for signs of hypothermia such as shivering or blue lips and to seek shelter and warmth immediately if such signs appear.





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SunBurn

- Staff should wear hats, sunglasses and sunscreen
- On days where the sun is out and strong please advise customers and campers to wear hats and sunscreen. It is their responsibility to protect themselves from the sun; however we can remind them.

Wind

- Staff should remind guests that the wind can make boating difficult
- Remind guests to paddle into the wind to start, that way they can float with the wind back to the boathouse
- Remind guests that wind can shift suddenly, possibly making the return to the boathouse difficult
- Wind blows things away! Secure all items that are at risk such as but not limited too; umbrellas, waivors, SUP boards, tents and hats!
- Wind can make a sunny day even better! Beware however that too much wind can make any day worse. Use your best judgement when it comes to wind.

Sewer Line Break

- No customers or staff allowed in or near the water until 24-48 hours after the sewer line is fixed
- Two days after sewer line fix, staff can rent canoes and kayaks to customers
- Commence normal operating procedures four days after sewer line fix

Major Storm Preparedness

Boston Outdoor recreation, Inc. wants to ensure its customers, employees and equipment are safe during storms. This is a guide meant to assist the local manager in preparing for a severe weather event. **All locations will be closed and customers notified via facebook/twitter and email 24 hours in advance.** Any staff working in ANY storm conditions must wear a life jacket, have a working VHF radio and have a buddy at all times.

Tropical Storm

Sustained winds 39 mph - 72 mph

- All bow lines must be checked, if questionable replace them.
- Schedule extra staff the day before to prepare
- Schedule an on call staff member who can show up every few hours to ensure boats are secure and be pumped out if needed.
- All radios charged and available
- If staff are working in windy or stormy conditions to prepare they must wear a lifejacket at all times and have a VHF radio
- All tents must be taken down and secured
- All small items such as clocks, signs, and other items must be taken indoors





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- All gas cans must be filled and motor boats in good working order or fixed before the storm
- Secure porta potties
- Docks pulled to shore and secured

Hurricane Category 1

Sustained winds 73mph - 110mph

- All of the "tropical Storm tasks
- All sailboats put on known good moorings
- Secure all lightweight boats on shore that cannot be put inside easily
- All canoes and any open boats flip upside down and secure on shore or docks.
- Foul weather gear on hand
- Flags lowered and removed
- Small high performance boats removed from the water and any small launches
- Docks taken out if in open or moving water (Oceans, large lakes, rivers)

Major hurricane Category 2 and above

Sustained Winds >110mph

- All of the "Tropical Storm" tasks and "Category 1" tasks
- All small boats removed from the water and secured in a safe location away from trees or objects
- All sailboats tied to moorings and secured well. Must be known good moorings. Double line secured.





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Flood Preparedness

Boston Outdoor recreation, Inc. wants to ensure its customers, employees and equipment are safe during storms. This is a guide meant to assist the local manager in preparing for a severe weather event. **All locations will be closed and customers notified via facebook/twitter and email 24 hours in advance.** Any staff working in ANY storm conditions must wear a life jacket, have a working VHF radio and have a buddy at all times.

Minor Flooding

- Schedule extra staff the day before to prepare
- Ensure all radios are charged and available
- If staff are working near flooded conditions they must wear a lifejacket at all times and have a VHF radio
- All canoes and any open boats flip upside down and secure on shore
- Secure all boats to dock
- Remove any items that might be subjected to the flooded waters (e.g. PFD's, paddles, chairs, picnic tables, ect.)

Major Flooding

- All of the "Minor Flooding" tasks
- Remove boats, and all other unsecured items from the dock
- Separate the gangway from the seawall
- Tow docks to safe location





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Health and Safety

First Aid

Cleaning Up Body Fluid Spills

Body Fluids, including blood, m feces, and vomit are all considered potentially contaminated with blood borne or other germs. Therefore, spills of the fluids on any surface should be cleaned up and the contaminated surfaces disinfected immediately.

Clean-Up Procedure Using Bleach Solution

1. Block off the area of the spill from the campers and guests until clean-up and disinfection is complete.
2. Put on disposable gloves to prevent contamination of hands.
3. Wipe up the spill using paper towels or absorbent material and place it in a garbage bag.
4. Gently pour bleach solution onto all contaminated areas of the surface
5. Let the bleach solution remain on the contaminated area for 30 minutes.
6. Wipe up the remaining bleach solution.
7. All non-disposable cleaning materials used such as mops and scrub brushes should be disinfected by saturating with bleach solution and air dried.
8. Remove gloves and place them in a plastic garbage bag with all soiled cleaning materials.
9. Double bag and securely tie-up plastic garbage bags and discard.
10. Thoroughly wash hands with soap and water.





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Accident and Injury

Medical Emergencies

1. Tell a nearby staff member or adult to call EMT's or 9-1-1 immediately (See individual site locations for emergency numbers) and get the health supervisor or manager of the day.
2. Do not leave the scene
3. Administer First Aid as able. Follow "ABC's": Airway, Breathing, Circulation
4. Check for other injuries and profuse bleeding
5. Do not permit an injured person to sit up or stand until you know how serious his/her injury is. Do not move him/her until you are sure it can be done safely .
6. Do not give liquids to an unconscious person. It might enter the windpipe and strangle him/her.
7. Keep calm and act quickly and quietly. Speak in a natural voice. Do not handle the person hurriedly or roughly. Try to protect him/her from worry. Keep others away from the site. Continue administering First Aid or CPR until emergency personnel take over.
8. Complete and incident Report.

Other Injuries

1. Administer First Aid
2. Record the incident in the Medical Log

Health Emergencies

1. In the event of an injury, certified staff will administer basic first aid, call an ambulance if needed, and then turn over care to the ambulance crew.
2. Parents or the emergency contact person will be notified as soon as possible.
3. A senior staff member will accompany the injured or ill person to the hospital and remain with him or her until a family member arrives.





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4. A Massachusetts Injury Report Form shall be completed by the group leader or camp director, in the event of a serious occurrence that requires medical care.

First Aid Kits

1. A First Aid Kit and manual shall be kept in the boathouse at all times.
2. In addition, each group leader shall carry a waterproof first aid kit (and Epi-Pen when applicable) while on outings with campers away from the boathouse.
3. The first aid kit contents are reviewed by the Health Care Consultant at the beginning of the campe season and periodically, thereafter. It is the responsibility of the camp director to keep the first aid kits fully stocked from the main supply source, as needed.

First Aid Procedures

Allergic Reaction

1. Treat symptoms
 - a. Administer oral or topical Benadryl with permission from the parent.
 - b. Monitor symptoms
2. If serious (respiratory arrest, cardiac arrest), call 911 then contact parent.
 - a. Try to keep the person calm. Put in a cool space away from environmental stressors.
 - b. Never attempt to give oral medication to someone who is having trouble breathing.
 - c. If serious and the person is prescribed an EpiPen, ask the person to self-administer Epi-Pen.

Asthma Attack

1. Restore Normal Breathing
 - a. Ask the person to self-administer asthma medication.
 - b. Try to keep the person calm. Put in a cool space away from environmental stressors.
2. Call a parent or, if serious, call 911 if





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- a. Symptoms get worse or last more than 20 minutes.

Dizziness

1. Treat symptoms

- a. The person should sit down or lie still.
- b. If the person gets light-headed when standing up the person should stand up slowly.
- c. Avoid sudden changes in position.
- d. If the person is thirsty, have him/her drink fluids.
- e. Avoid bright lights.

2. Assess for concussion symptoms or method of injury.

Fainting/Unconscious

1. Prepare for possible CPR.

- a. Assess the environmental cause (Allergic reaction, hit to the head)
- b. Position the person on his/her back.
- c. Check the person's airway to be sure it is clear.

2. If breathing and pulse is found:

- a. Place the person into the recovery position.
- b. If unable to awaken call 911

3. If no pulse and or not breathing, call 911 and begin CPR.

Head Injury

Minor head injuries in young children are scary. Although the wounds are usually small, some head injuries need immediate medical care. For any head injury, the parent must be notified.

1. Reduce Swelling

- a. Apply an ice pack.

2. Call parent or if serious call 911, in the event of the following symptoms:

- a. Neck pain
- b. Continuous crying
- c. Needs stitches
- d. Has a severe dent in the skull or severe swelling





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- e. Vomited several times
- f. Presence of a clear fluid coming from the ear or nose
- g. Has blurry vision
- h. Has a bad headache
- i. Had memory loss
- j. Fell from a height greater than three feet
- k. Was struck in the head by an object travelling at high speed

Heat Exhaustion

- 1. Lower Body Temperature
 - a. Get the person out of the heat into a cool environment.
 - b. If air conditioning is not available, fan the person.
 - c. Remove excess clothing.
 - d. Spray the person with a garden hose, get him/her into a cool shower, apply cool compresses, or give the person a sponge bath.
 - e. Rehydrate.
 - f. Give cool water as long as the person is alert.
- 2. Rest
 - a. Have the person avoid physical activity for the rest of the day.
 - b. With permission of the parent, give acetaminophen if the person has a mild headache.
- 3. Call a parent or, if serious, call 911 if
 - a. Symptoms get worse or last more than an hour.
 - b. The person is nauseated or vomiting.

Hypothermia

- 1. Raise Body temperature
 - a. Get the person out of the cold and into a warm environment.
 - b. Have the person change out of wet cloths.
 - c. Add layers of warm, dry clothing, towels, or blankets.
- 2. Call a parent or, if serious, call 911 if
 - a. Weak pulse.
 - b. Slow, shallow breathing.





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- c. Confusion and poor decision-making
- d. Slurred speech or mumbling.
- e. Progressive loss of consciousness.

Insect Bites and Stings

If the person does not have severe allergy symptoms:

1. Remove Stinger
 - a. Use a straight edge (like a credit card) to remove the stinger.
 - b. Do not pinch the stinger, as this may release more venom.
2. Control swelling
 - a. Wash with soap and water, then ice the area.
 - b. If stung on the arm or leg, elevate it.
 - c. Remove any tight fitting jewelry from the area of the sting. As it swells, rings or bracelets might become hard to get off.
3. Treat Symptoms
 - a. Continue to ice the area.
 - b. You may apply calamine lotion with parent approval
4. If the person has severe allergy symptoms call 911.

Nosebleeds

1. Stop the bleeding.
 - a. Have the person sit up straight and lean forward slightly. Don't have the person lie down or tilt the head backward.
 - b. With your thumb and index finger, firmly pinch the nose just below the bone up against the face.
 - c. Apply pressure for 5 minutes.
 - d. If bleeding continues after 5 minutes, repeat the process.
2. Call a parent or 911 if serious
 - a. Nosebleed does not stop after 10 minutes of treatment.
 - b. The person is taking blood thinners, such as warfarin (coumadin) or aspirin, or has a bleeding disorder.
 - c. The nosebleed occurs after a severe head injury or blow to the face.





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Major Cuts

Call a parent to come get the camper or if serious, call 911. Major cuts may exhibit the following traits.

- The cut is deep or over a joint
- You cannot get the cut or laceration clean
- The injury is a deep puncture wound
- The cut is from an animal or human bite
- Excessive bleeding

Minor Cuts

1. Stop the bleeding
 - a. Apply direct pressure to the area.
2. Clean and protect
 - a. Clean the area with warm water and gentle soap.
3. Put a sterile bandage on the area.

Sunburn

1. Take the camper/guest out of the sun.
2. Call parents if there is any blistering, serious burns or puss.

Infection Control

Mild illness

1. If a child is mildly ill and does not feel well enough to participate in daily activities, that child shall be placed in a comfortable area away from other campers and monitored by a staff member until a parent or guardian is available to pick the child up.
2. An entry in the medical log as well as a camp incident report will be filed as a result of a camper or staff person pulled from normal routine camp activities for treatment of illness.





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Communicable Disease

1. Any camper or staff person with fever vomiting, diarrhea, undiagnosed rash or other potentially contagious condition shall be placed in a comfortable area away from other campers and monitored by a staff member until a parent or guardian is available to pick up that child.
2. The camp director or shift lead will notify the camper's parent, guardian, or emergency contact by telephone.
3. The child or staff member may return to camp with a note from a physician clearing him/her for camp activities.

Quarantine

If a communicable disease is suspected and a child must be quarantined, that child will be kept in a comfortable location and monitored by a staff member until the parent, guardian, or emergency contact arrives.

Handling Bodily Fluids

When handling bodily fluids (whether during administering First Aid or sanitation of surfaces), the person should use a barrier (non-latex gloves), diligently and properly wash hands, and dispose of waste products with proper care. Contaminated surfaces should be cleansed with a mixture of water and bleach.

Appropriate disinfectants

Bleach- one of the most commonly used chemicals for disinfection is a solution of household bleach and water. Since a solution of bleach and water loses its strength quickly, it should be mixed fresh before each use.

Water Safety

All staff and participants in watercraft shall at all times wear a Type III U.S Coast Guard approved personal floatation device (unless specifically trained in the use of a different class Coast Guard approved device) while on the docks and in watercraft. Three blasts from the megaphone siren or





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blow horn shall be used to signal all participants to leave the water and return to the docks. VHF handheld radios shall be used by staff to communicate information.

Capsize training drills are run immediately out from shore. All participants shall be supervised by lifeguards.

Active Guest Monitoring

Key factors in actively monitoring guest safety while offshore include identifying persons on the water, communicating safety guidelines before and during recreational use of equipment, and communication with renters and the local boating community. Our custom point of sale software tracks all guests on the water with real time access to guest information and emergency contacts should we need to reach out to them at any time. On busy days, or when special events taking place on the water, we put guest service-oriented staff members out on the water (in motor boat or kayak) to monitor the scene in general and help people with equipment usage, safety tips, and so on as needed.

During the safety orientation, previously described, we educate guests to be responsible for their personal safety, and provide them with tools and equipment to facilitate safe boating on the water. To support them further we do the following.

- Track all on-water guests using our Point of Sale (in real time)
- Document all guest information and emergency contacts
- Close one hour before sunset to allow a safe window of daylight hours
- Perform regular on-water guest checks via motorboat and kayak
- Work with local officials and neighboring boathouses
- Use air horns, bull horns, binoculars and whistles to observe and communicate with guests on the water





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Support Systems

Outside our direct intervention in visitor activities, BOR puts a heavy emphasis on doing everything we can within our scope of influence to educate and support our guests and employees. Support systems such as informative signage, weather flags, and boundary signs are visible and readily available to clients. Training, electronic support systems (including cell phones, radios, and weather monitoring systems), and relationships with local resources (neighboring boathouses, Coast Guard, Harbor Patrol) aid our staff in the monitoring of offshore activities.

Daily Brief: Each morning prior to opening, we gather all staff for daily safety briefs and identify the risks or potential challenges of the day, such as high winds, sudden afternoon showers, or extreme heat. Staff are reminded to report and respond to the day's challenges.

Weather Flags: We use weather flags to alert staff and guests to changes in the weather and/or water conditions in real time, and regularly update location statuses on our website to reflect present conditions and set expectations for guests before their visit. Criteria that define each flag type are set up such that there is no confusion about the conditions being described when they are flown- which is when one or any of the corresponding conditions are met.

Boundary Signs: Boundary signs are used to demarcate the effective boundaries of the recreation area. We emphasize in orientation why the boundaries law where they do and the ramifications of crossing them. Boundary signs also explain what the weather flags mean.

Lighting/ Hazard Detection: In addition, BOR partners with Accuweather Skywarn, which alerts our staff and management to lighting, weather threats, terror threats, and other similar conditions immediately upon official notification. We also have permanent weather stations set up onsite to





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monitor weather and water temperature: we do not allow guests on the water if water and temperature do not permit safe boating.

Trained SkyWarn Weather Spotters: BOR has employees who have attended the National Weather Service's (NWS) SkyWarn weather spotters certification class, which teaches students how to identify hazardous weather conditions in accordance with (NWS) definitions and guidelines. Successful completion of the SkyWarn class enables certification holders to officially report to NWS.

Support from Outside Sources: BOR maintains close and regular communication with neighboring boathouses, coordination of water events, and voluntary on water support as needed. In cases where external resources are needed to ensure the safety of a guest, we can communicate directly with local authorities through direct phone lines or the use of marine VHF radios (which we also use to stay in contact with our own staff). We have the contacts to mitigate emergency situations and procure certified individuals for specific incident response.

Communications

VHF Marine Radios: All on the water staff, office and dock staff are equipped with marine radios.

Cell Phones: all Shift Leads are required to carry the site phone at all times. Staff are required to drop everything and pick up the phone if it rings, as it acts as a direct line of communication between the guest service team and senior management.

Bull Horns: Used by dock staff and on the water staff to communicate with guests and other boat traffic.





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Air Horns: Used to signal guests on the water to return to the dock. This is used at closing time, inclement weather conditions, ect. And is referenced to our guests during safety orientation.

Whistles: Attached to every PFD and used to alert nearby boaters. This is referenced to in our guest safety orientation.

Binoculars: used to monitor waterways and guests on the water.

Weather Flags: Green, yellow or red flags are chosen by site manager during the daily opening brief and are used to alert staff and guests to the conditions of the day.

Location Status Update: Posted daily and updated as necessary by the site managers on our website. Updates show conditions of the day and any special notification such as local events or what to expect during their visit.





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First Aid Kit Checklist

Small Kits

West Marine 3.5 Medical Kit Item #10209534

- Various band-aids
- Sterile gauze squares
- Waterproof adhesive tape
- A mask with a one way valve
- Barrier protection gloves

Medium Kits

West Marine 5.0 Medical Kit Item #10209542

- Non perfumed soap
- Sterile gauze squares
- Compresses
- Adhesive tape
- Bandage scissors
- Triangular and rolled bandage
- A mask with a one way valve
- Tweezers
- Cold packs
- Barrier protection gloves

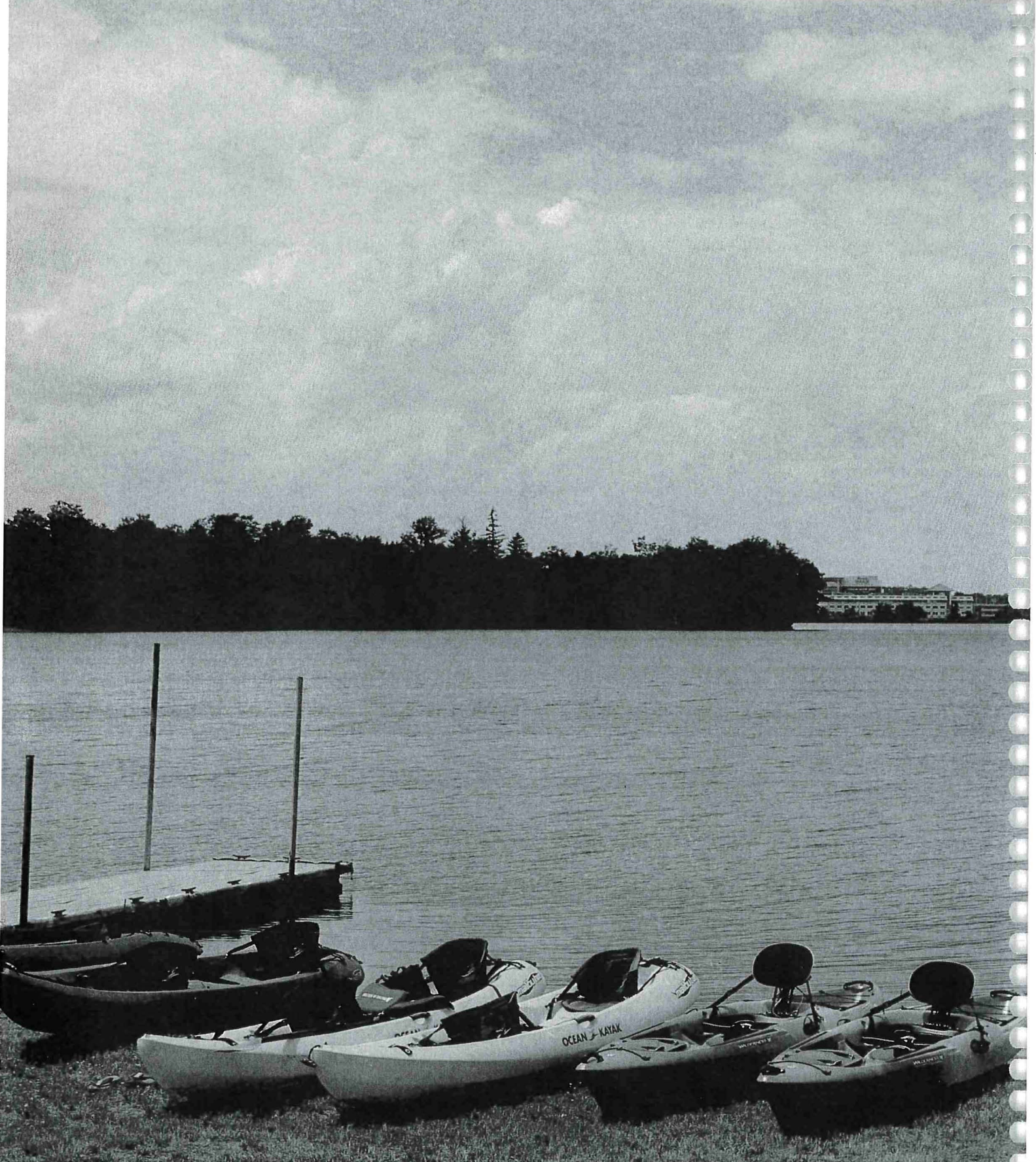
Replacement pieces can be purchased at a local pharmacy. Replacement kits can be purchased at West Marine under our Boston Outdoor Recreation Account.





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