

The health and safety of our team members and participants has always been our number one priority. The current situation has not altered that goal. However, we have changed our methods and procedures so that we can continue to provide the highest level of service and safety for our participants.

Current CDC guidelines give guidance regarding social distancing. In an effort to insure that we meet those guidelines and continue to provide a safe and sanitized environment, we have created the following procedures. These procedures should be followed when using any Viticus Group vehicle.

1) Drivers will wear proper Personal Protective Equipment (PPE) including mask and gloves at all times while using Viticus Group vehicles including transporting participants/passengers to and from the Viticus Group Campuses.

Drivers are welcome to wear safety goggles provided by Viticus Group at their discretion. Drivers should take responsibility for insuring that goggles are sanitized at the end of each shift.

2) Drivers should maintain a supply of gloves on each vehicle so gloves can be replaced should they become torn or soiled.

3) When feasible, one Driver will be assigned to each group/course/event for transportation needs to limit potential exposure to the driving team.

4) Drivers will maintain socially distancing guidelines at all times. Any exceptions must be essential (including taking temperatures) and be kept as brief as possible.

5) Drivers or a designated Viticus Group representative will take the temperature of each participant/passenger before they board the vehicle.

a) If a participant/passenger with a temperature of 100.4 or higher, please allow them to sit in an air-conditioned area for 5-10 minutes. Then retest. If participant still has a temperature of 100.4 or higher, they will not be permitted to board the vehicle.

b) Please do not delay departure for other passengers/participants unless absolutely unavoidable. If a Viticus Group representative is on-site for temperature testing, they will retest and let the Driver know if they need to return to pick up the passenger/participant. If a Viticus Group representative is not on-site, please depart on schedule and return to retest.

6) Drivers or a Viticus Group representative will indicate on the registration roster any participant that has presented with a temperature of 100.4 Fahrenheit to alert the Viticus Group Campuses staff and leadership so that participant can be contacted in regards to next steps. A complete registration roster will be provided by Member Service Coordinator prior to first day of course.

a) If a passenger/participant cannot board the vehicle, please let them know that our Registration Department will be contacting them regarding next steps. We will provide a full refund (if at the start of the course). If they present on day 2-3 of the course, we work with them to give a prorated refund.

7) Drivers or Viticus Group Representative will make every effort to insure that temperature information is kept as confidential as possible.

8) Drivers or a Viticus Group representative will provide a mask to any participant that is not wearing one of their own.

9) If a participant/passenger that presents with a fever becomes angry or insists on boarding the vehicle, Drivers or Viticus Group Representative is to call Viticus Group staff as follows:

Academy Courses:

- 1) Tomas | 702.513.2834
- 2) Jessica | 702.860.6740
- 3) Crystal | 702.371.5378

Human Courses:

- 1) Manny | 702.349.0575
- 2) Tammy | 702.443.9248
- 3) Shawna | 702.524.5771

Veterinary Rentals:

- 1) Jazmin | 702.504.9111
- 2) Jessica | 702.860.6740
- 3) Crystal | 702.371.5378

10) Drivers will insure that participants/passengers sit only in available seats. Unavailable seats will be marked with signage stating "Unavailable to maintain proper social distancing."
(See seating diagram of Coach below)

11) Drivers will instruct participants/passengers to begin sitting in the back and fill the front seats last.

12) When unloading participants/passengers will be asked to unload from front to back and to not stand and wait in the aisle to allow for proper social distancing while unloading.

13) Hand sanitizer will be available at the front of each vehicle. Hand sanitizer will be checked after each trip and will be refilled as needed.

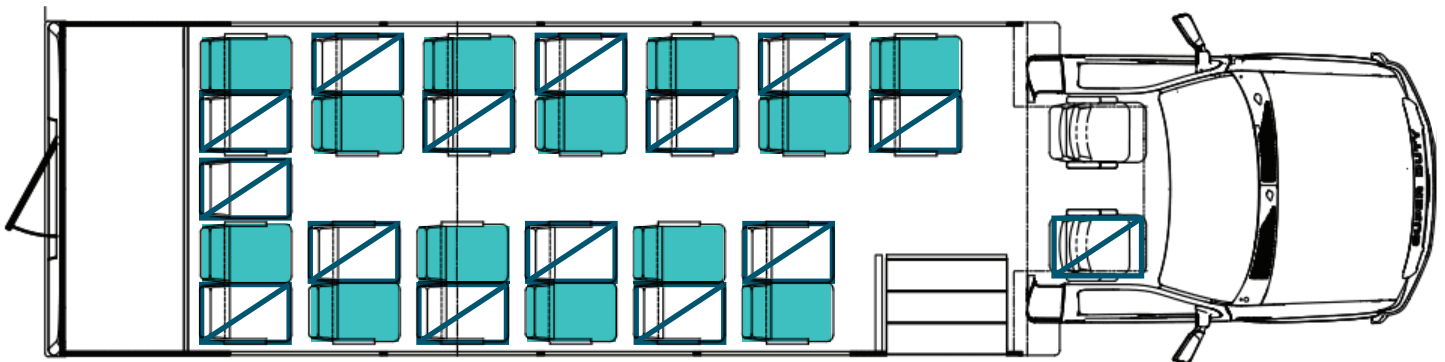
14) Vehicles will be sanitized after each trip by wiping down all seats, hand sanitizer dispenser, handrails, luggage storage (when used), etc. Please coordinate with Facilities Department regarding specific cleaners to be used and to schedule use of the fogger machine to spray disinfectant.

15) When luggage must be handled, Drivers will ask participants to leave luggage outside the vehicle and will load into the luggage storage area after all passengers are loaded.

16) When luggage is unloaded, Drivers will offer a wipe to participant so they can wipe down the handle of their luggage.

17) When luggage has been stored, the luggage storage area will also be cleaned and sanitized.

18) In order to accommodate the drastically reduced seating we will run loops for 45 minutes prior to the start of each course. For example if a course begins at 8:00a we will have our first pick-up at 7:15a and return by 7:40a for the second pick-up. With currently reduced course maximums two loops should be enough to accommodate all participants. As we move forward to larger groups the pick-up times and number of loops can be adjusted as needed.



 Available Seat

 Non-Available Seat