

NEW ENGLAND'S ENTERTAINMENT ASSOCIATION

NEAAPA

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Covid-19 Reopening Guidance



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COVID-19 REOPENING GUIDELINES

Statement from NEAAPA - New England's Entertainment Association

Safety has always been, and will continue to be, the foundation upon which our industry is built.

NEAAPA is the premier regional attractions association in the United States. We represent entertainment and recreation venues in the six New England states of Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and Vermont. Our members include fixed-site amusement and water parks, mobile attractions, family entertainment centers, zoos, arcades, and other attractions. We also have manufacturer and supplier members that support the industry.

The present COVID-19 public health crisis has our highest attention and we are tracking the latest developments as announced by federal and state governments. We believe that our historic focus on safety for not only our guests but our employees positions the attractions industry to deal with and properly execute protocols to create and maintain a safe environment for all. NEAAPA members have always made cleanliness of their facilities a priority, and are now adding additional requirements as identified by the CDC. NEAAPA and its members strive to provide our guests with the highest level of family entertainment and lifetime memories in safe and healthy venues.

NEAAPA members' facilities are able to address the Center For Diseases Control (CDC) requirements for protecting against COVID-19 transmittal and to make social distancing a priority. The capacities of our members' facilities will be reduced by adhering to the requirements of social distancing. Families who live together are welcome to visits all of our NEAAPA member venues and to remain together during their visit. Each facility's team members have been trained to respect social distancing while still ensuring each guest's safety.

As an industry association, NEAAPA follows legislative activity that will have an effect on the attractions industry at local, state, and federal levels. Education programs are offered throughout the year covering topics of importance to our members, including safety programs. NEAAPA and its members serve the public by providing amusement and recreational opportunities in entertaining and fun venues. Because of this NEAAPA and its members make the safety of our guests as the number one priority.

NEAAPA is providing the following Re-Opening Guidelines as a service to its members. These guidelines are a suggestion not a standard, and may be adapted for use as appropriate for each member's facility.



INTRODUCTION AND DISCLAIMER

These guidelines were assembled by reference to publicly-available information from federal, state, and local public authorities, other amusement and recreation industry guidelines and through the input of our industry members. We are grateful for the valuable guidance and ideas of all these sources. While these guidelines are written with the intent for NEAAPA members to use these in developing and implementing their own re-opening plans and protocols as not every guideline or the entirety of any guidelines will necessarily apply to each of our members or each member's facility. Due to the conditions at any NEAAPA member's unique facility, each member may need to modify the guidelines of their own use. In doing so, each NEAAPA member should feel free to reference other government or industry guides or recommendations. In developing re-opening plans, NEAAPA members should be sure the plans comply with federal, state, and local public health requirements and guidance.

As our membership encompasses all of New England, state and local business re-opening dates and requirements may differ among venues. As public health and safety metrics indicate the transmission of the novel coronavirus and the progression of COVID-19 are diminishing, public health authorities and regulatory agencies may adjust their guidance and requirements for business operations and for re-opening to the public. NEAAPA reserves the right to change this guidance and to periodically update this document with additional information as it becomes available.

IMPORTANT NOTE: DISCLAIMER FOR NEAAPA REOPENING GUIDELINES

This NEAAPA REOPENING GUIDELINES document (the "Document") is intended to provide information to those in the amusement and attractions industry and other interested parties and to assist in operating amusement devices and attractions in light of the COVID-19 pandemic. However, this Document is not intended and is not designed to serve as an industry standard or best practice and should not in any manner be considered a standard or best practice for the amusement and attractions industry or any other industry or business.

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Employee & Guest Health

The health and safety of both employees and guests must be the number one priority

Guest & Employee Screening

Points of entry may be limited to allow the facility's staff to conduct non-invasive screening checks of guests. For example, "Have you felt like you had a fever in the past day?" or "Do you have a new or worsening cough today?" If practical, employees can check guest temperature utilizing temporal thermometers or other non-invasive, temperature-reading equipment. Anyone displaying a temperature over 100.4° F (38.0° C) may be taken to a private area for a secondary temporal temperature screening.

Employees or guests confirmed to have a temperature over 100.4° F (38.0° C), or that which public health authorities identify as a high temperature, may not be allowed entry to the property and may be directed towards appropriate medical care consistent with the guidance of state or local public health authorities.

Guest Face Masks

Guests should be encouraged to wear face masks and other protective devices, i.e. gloves, in adherence to state or local regulations and guidance. Each facility should continue to follow their state and local authorities requirements and guidelines regarding face masks and other protective devices. Use requirements may vary and may be different for employees and guests.

Personal Protective Equipment (PPE)

In general, an employer must assess the workplace to determine if hazards are present, or are likely to be present, which necessitate the use of personal protective equipment (PPE). (See *OSHA Standard 1910.132(d)(1)*). If such hazards are present, or likely to be present, the employer shall select, and have each affected employee use, the types of PPE that will protect the affected employee from the hazards identified in the hazard assessment. (See *OSHA Standard 1910.132(d)(1)(i)*). Protective equipment, including personal protective equipment for eyes, face, head, and extremities, protective clothing, respiratory devices, and protective shields and barriers, shall be provided, used, and maintained in a sanitary and reliable condition wherever it is necessary by reason of hazards of processes or environment, chemical hazards, radiological hazards, or mechanical irritants encountered in a manner capable of causing injury or impairment in the function of any part of the body through absorption, inhalation or physical contact. (See *OSHA Standard 1910.132(a)*). Employees should be required to face masks, gloves and, if necessary due to their job functions (e.g. first-aid or security) other protective equipment, such as, gowns or face shields.



Physical Distancing

Guests should be advised to practice physical distancing by standing at least six feet away from other guests who are not in the same guest group while standing in lines or moving around the property. Queue lines, restaurant tables, and other physical layouts should be arranged to ensure appropriate distancing.

Employees should be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All facility buildings (theaters, restaurants, shops) should comply with local or state mandated occupancy limits. Reduced occupancy or capacity limits should be considered.

Hand Sanitizer

Hand sanitizer dispensers may be placed at key guest and employee entrances and contact areas such as facility entrances and exits, amusement ride or attraction queue areas, entrances and exits, restaurant entrances or exits, restrooms, locker rooms, and pools. Use a hand sanitizer that contains at least 60% alcohol as recommended by the CDC.

Front of the House Signage

There should be health and hygiene reminders throughout the property including to remain at home if sick or not feeling well, the proper way to wear, handle and dispose of masks, and what to do if sick or feeling ill.

Back of the House Signage

Signage may be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.



Employee & Guest Health Concerns

Employees should be given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property to management. The facility's management and employees should be ready to provide support to guests. Employees should be instructed to stay home if they do not feel well and instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19¹. Employees and guests exhibiting any of the symptoms of COVID-19 while at the property should be instructed to immediately notify management.

Case Notification

If alerted to a presumptive case of COVID-19, facility management should, as may be required, work with the federal, state and local authorities (e.g., OSHA, state labor departments, local public health departments) to follow the appropriate recommended actions.

¹ Cough, Shortness of breath or difficulty breathing, *Or at least two of these symptoms:* Fever; Chills; Repeated shaking with chills; Muscle pain; Headache; Sore throat; and, New loss of taste or smell. See <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

Employee's Responsibilities

Employees are vital for an effective sanitation and health program

Hand Washing

Correct hygiene and frequent handwashing with soap and warm water is vital to help combat the spread of virus. All employees should be instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break, and before or after starting a shift.

COVID-19 Training

All employees should receive training on COVID-19 safety and sanitation protocols with more comprehensive training for employees with frequent guest contact including Amusement Ride Operators, Housekeeping, Food & Beverage, Guest Relations and Security.

Personal Protective Equipment (PPE)

Appropriate PPE should be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. (See *OSHA Standard 1910.132*). Training on how to properly use and dispose of all PPE should be mandatory. Every employee entering the facility may be provided a mask and required to wear that mask while on property. Masks may include, but are not limited to, N95 respirators, surgical masks, commercially available masks, cloth masks and plastic face shields. Gloves may be provided to employees whose responsibilities require them as determined by medical experts including amusement ride operators, guest relations and security officers in direct contact with guests.

Daily Pre-Shift & Timekeeping

Employee pre-shift meetings may be conducted virtually or in areas that allow for appropriate physical distancing between employees. Hand sanitizer should be available at locations convenient to employees. Employees should be required to sanitize their hands after clocking in. The management team should ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest federal, state and local public health guidance.



The Guest Journey

Visit Planning

- Encourage the use of the facility's website or smart-phone apps to purchase or reserve admission.
- Be sure the facility's website and smart-phone apps are mobile friendly and ADA compliant.
- Consider the use of the use of pre-purchase or reservation-only admissions, including for guests with seasonal or annual passes.
- Have options available for those with limited or no access to remote based purchasing or offers.

Guest Arrival

Personnel should greet each guest to the facility. Guests may be screened and asked to use hand sanitizer and, consistent with the recommendations or requirements of public health authorities, to wear a face mask.

Appropriate signage may also be prominently displayed outlining proper mask usage, if required by public health authorities, and current physical distancing practices in use throughout the facility.

- **Guest Arrival by Taxi or Ride Share**
 - Guests should enter the facility through the main entrance or gate which is operated by guest relations employees or security personnel.
 - Employees should not open the doors of cars or taxis.
- **Guest Arrival by Facility Parking**
 - Social distancing in the parking areas may be encouraged through the use of signage or other methods
 - Parking shuttles should be thoroughly and regularly cleaned and disinfected.
 - Parking shuttle occupancy should be reduced to assist guests in maintaining social distancing.
 - Guest Groups that consist of individuals who live together and do not need to adhere to social distancing requirements should be asked to identify themselves to the shuttle driver or any shuttle loading attendant. This could be done by public announcements and/or signage.
 - Guests should not be permitted in the front passenger seat, if any, adjacent to the driver.
- **Ticket Lines and Entry Queue Lines**
 - If practical an employee may administer infra-red thermometer screening of guests at the facility entrance.
 - Consider the use of no-contact or touchless payment systems. Encourage the use of the facility's own website or smart-phone app or the use of third-party smart-phone payment systems or apps for sales, pre- or advance sales and reservations.
 - An employee may disinfect equipment that has guest contact on a regular schedule using COVID-19 effective cleaning solutions and following the instructions for method and frequency of application.
 - Hand sanitizer dispensers may be made available for guest use when entering the queue line, just before they board, and/or as they exit to reduce the likelihood of guests leaving germs behind on surfaces.
 - Signage should be posted to explain the current procedures.
 - If possible, public address system announcements may be made to explain current procedures.
 - Queue and waiting areas should be marked to meet social distancing guidelines.



Cleaning Products and Protocols

Cleaning products and protocols, which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens, should be used throughout the facility. The facility should work with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

Public Spaces and Communal Areas

The frequency of cleaning and sanitizing should be increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, check-in and ticket counters, point of sale locations, door handles, public bathrooms, ATMs, stair and ramp handrails, dining surfaces and seating areas.

Back of the House

The frequency of cleaning and sanitizing should also increase in high traffic back of house areas with an emphasis on the employee dining areas, employee entrances, employee locker rooms, changing areas, break rooms and restrooms, loading docks, offices, kitchens, and training classrooms. Uniforms and costumes should be washed, cleaned and disinfected after each use and before use by more than one employee.



Shared Equipment

Shared tools and equipment should be disinfected before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, maintenance and trade tools, safety buttons, cleaning equipment, keys, time clocks and all other direct contact items used throughout the facility. The use of shared food and beverage equipment in back of the house office areas and employee locker rooms or break areas (including shared coffee brewers and vending equipment) should be discontinued.

Air Filter and HVAC Cleaning

The frequency of air filter replacement and HVAC system cleaning should be increased and fresh air exchange should be maximized. Consider the use of ultraviolet light for disinfection.

Locations for Face Masks, Hand Sanitizer and Personal Protection Equipment (PPE) should be available to employees at convenient locations.

Physical Distancing

Throughout the facility comply with state and local health authority guidelines on proper physical distancing.

Queuing

Any area where guests or employees queue may be clearly marked for appropriate physical distancing. This includes facility entrances and exits, waiting areas for amusement rides and attractions, food and beverage stands or kiosks, coffee shops and casual dining, and shuttle waiting areas. Where applicable and practical, the path through a queue should avoid “double backs” that will bring guests below social distancing recommendations of the CDC and the state and local public health authorities.

Ticket sales, point-of-sales areas and Guest Relations

Employees should utilize every other workstation, if appropriate, to ensure proper separation whenever possible. Use of touchless/mobile ordering, purchasing and payment systems. Encourage the use of the facility’s website or mobile app for ticket sales, food & beverage orders, and retail purchases.

Food and Beverage

Food and beverage location should reduce seating capacities to allow for a minimum of six feet between each seated guest group. Use of touchless/mobile ordering, purchasing and payment systems. Encourage the use of the facility’s website or mobile app for food & beverage orders.

Games and Attractions

Customer participation stations should be turned off and/or reconfigured with the chairs removed to allow for physical separation between guests. Supervisors and managers should ensure that guests do not congregate in a manner contrary to social distancing guidelines. If practical and possible, contactless purchasing may be considered for games and attractions.

Retail Spaces

Guest occupancy limits should be enforced to allow for appropriate distancing at or in retail spaces. If practical and possible, facilities may consider restricting direct access to merchandise by guests. For example, limited display items on the sales floor and keeping display items in retail packaging or clear plastic packaging prior to purchase. Contactless purchasing may be considered for retail sales.

Back of the House

Physical distancing protocols should be used in the employee dining rooms, locker rooms, changing areas, break areas, training classrooms, shared office spaces, and other high-density areas in order to ensure appropriate distancing between employees.



DEPARTMENT SPECIFIC GUIDELINES

Additional department and protocols are under review and will be added/modified as developed

Ride Operations

Cleaning & Sanitizing Protocol

- a) Disinfect amusement ride passenger vehicles including seating surfaces and restraint systems on a regular schedule using COVID-19 effective cleaning solutions and following the instructions for method and frequency of application.
- b) Clean operator stations, including phones, computers, all hard surfaces and counters, on a regular schedule using COVID-19 effective cleaning solutions and following the instructions for method and frequency of application.
- c) Choose cleaning solutions that are effective against COVID-19, such as EPA recommended disinfectants.

Physical Distancing Protocol

- a) Use of staggered seating unless members of a Guest Group and/or following updates on guidance from local authorities.
- b) Six-foot intervals to be marked for queues
- c) Seats, benches, and booths to be reconfigured or removed to allow for appropriate physical distancing



Guest Considerations

- a) For those rides or attractions with mandatory minimum or maximum height requirements, the facility should consider the use of fixed required height markings. These height markings should be located in an area observable to and convenient for the ride operator or attendant and the guests, such as at the gate or entrance to the ride or attraction. The rider operator or attendant may direct any guest whose height is in question to the measurement area for observation without approaching or having direct contact with the guest. This task should be able to be accomplished without physical contact between the ride operator or attendant and the guest.
- b) For those rides with age and/or height requirements, the facility may consider having screening areas available for guests to receive a credential such as a wrist band or bracelet to show for that category of rides or attractions.
- c) Follow manufacturer guidelines/standard operating protocols to ensure restraints are locked, seatbelts are fastened, and riders are properly secured. The guests and employees should wear face masks/face coverings during the process as long as the masks/face coverings do not interfere with the safe operation of the ride.
- d) Ride operators or attendants may confirm perimeter gate security while avoiding touching the perimeter gate (such as through the use of knees or feet) while confirming its security prior to the ride cycle.
- e) During loading and unloading, ride operators or attendants may offer guests a shoulder or elbow if the guest requires stability assistance. Ride operators or attendants should avoid touching guests with their hands. If ride operator or attendant touches a guest's hands, the ride operator or attendant should immediately wash their hands or apply hand sanitizer.
- f) To ensure compliance with distanced loading and seating arrangements, ride operators or attendants may assign seats to riders.

Games Operations

Cleaning & Sanitizing Protocol

- a) Disinfect the game controls when the game attendant enters a game
- b) Disinfect table game rails, chair areas, and game devices (buttons, paddles, water guns, etc.) on a regular schedule using COVID-19 effective cleaning solutions and following the instructions for method and frequency of application.
- c) Choose cleaning solutions that are effective against COVID-19, such as EPA recommended disinfectants.

Physical Distancing Protocol

- a) Every other seat open
- b) Reduce the maximum number of players to maintain social distancing
- c) Discourage unrelated guests from congregating behind players

Guest Considerations

- a) Guests will be reminded to use hand sanitizer prior to the start of play and, consistent with the recommendations or requirements of public health authorities, reminded of proper mask usage.



Public Area (PAD)

Cleaning & Sanitizing Protocol

- a) Employees to disinfect the following areas:
 - Entry doors and turn-styles
 - Handrails at queue lines and entryways
 - Dining tables, seats and counters
 - Exterior benches and tables
 - Trash bins
- b) All Front of House (FOH) restrooms to be disinfected. Consider the use of no-contact or touchless soap or detergent dispensers, water faucets and paper towel dispensers.
- c) Disinfecting to occur on a regular schedule using COVID-19 effective cleaning solutions and following the instructions for method and frequency of application.
- d) Choose cleaning solutions that are effective against COVID-19, such as EPA recommended disinfectants.



Physical Distancing Protocol

- a) No department-specific requirements

Guest Considerations

- a) No department-specific requirements

Front Office

Cleaning & Sanitizing Protocol

- a) Disinfect all guest touchpoints including credit card devices, pens, and registration countertops. Consider the use of touchless or no-contact alternatives such as smart-phone apps or on-line payment. Ride pagers and VIP passes to be disinfected before stocking
- b) Offices, call centers, registration desks to be deep cleaned and disinfected upon a shift change
- c) Disinfecting to occur on a regular schedule using COVID-19 effective cleaning solutions and following the instructions for method and frequency of application.
- d) Choose cleaning solutions that are effective against COVID-19, such as EPA recommended disinfectants.

Physical Distancing Protocol

- a) Restructure stanchions to provide appropriate six-foot intervals
- b) Staff every other workstation if necessary to achieve six foot distancing
- c) Guest relations or security to provide guidance to arriving and departing guests to ensure physical distancing measures are followed
- d) Implement peak period queuing procedures, including a guest relations employee, when the number of guests exceeds the reduced social distancing capacity
- e) Consider reducing the facility's capacity to manage and to meet or exceed social distancing requirements and encouraging the use of the facility's website or mobile app for ticket sales and reservations. Factors that may be considered in determining the available space/square footage per guest include, but are not limited to, the attractions that are open to the guests, queue lines, open public space such as pathways, midways, patios or plazas, seating or rest areas, and open retail space.

Guest Considerations

- a) No department specific requirements



Retail Stores & Kiosks

Cleaning & Sanitizing Protocol

- a) Checkout counters, phones, workstations, hard surfaces, handles, and other frequently touched surfaces to be regularly disinfected.
- b) Consider the use of touchless/mobile payment systems
- c) Disinfect carts and hand-trucks, handles, knobs, and stock room surfaces
- d) Disinfecting to occur on a regular schedule using COVID-19 effective cleaning solutions and following the instructions for method and frequency of application.
- e) Choose cleaning solutions that are effective against COVID-19, such as EPA recommended disinfectants.

Physical Distancing Protocol

- a) Signage will be prominently posted at each store reminding guests of maximum occupancies and distancing guidelines
- b) Point of Sale queue area to be clearly marked for social distancing
- c) Consider the installation of simple barriers, such as acrylic shields, to separate guests and retail employees at point of sale locations
- d) Use of touchless/mobile payment systems

Guest Considerations

- a) If practical and possible, limited display items on the sales floor and keeping display items in retail packaging or clear plastic packaging prior to purchase.
- b) Facilities may consider restricting direct access to merchandise by guests. For example, all merchandise will be served/handled by a retail attendant; no self-serve available.
- c) Offer masks and/or gloves (these may display the facility's logo).
- d) Use of touchless/mobile payment systems available to guests on mobile phones, or credit card processing terminals which minimize physical contact.
- e) All sales final until further notice (including phone orders)



Food & Beverage Locations

Cleaning & Sanitizing Protocol

- a) Host podiums, service stations, food preparation stations, service carts, beverage stations, counters, handrails, trays, tray stands, dining tables, bar tops, stools and chairs to be disinfected including all associated equipment
- b) POS terminals to be assigned to a single server where possible and disinfected between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will disinfect their hands after each use
- c) Use single-use disposable placemats or non-porous placemats that can be machine washed and disinfected
- d) Disinfecting to occur on a regular schedule using COVID-19 effective cleaning solutions and following the instructions for method and frequency of application.
- e) Choose cleaning solutions that are effective against COVID-19, such as EPA recommended disinfectants.
- f) Condiments to be served in single use containers (either disposable or washed after each use)
- g) Menus to be single use and/or disposable
- h) Utensils, straws, forks, spoons and knives, to be single use, wrapped or packaged and disposed of after use
- i) Storage containers to be disinfected before and after each use
- j) Kitchens to be deep cleaned and disinfected at least once per day
- k) Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.)

Physical Distancing Protocol

- a) Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
- b) Reduced capacity for sit-down service restaurants
- c) Peak period queuing procedures to be implemented when guests are not able to be immediately sat
- d) Tables, booths, chairs and stools to be utilized with appropriate physical distancing (six feet or as otherwise advised by local authorities)
- e) Manage the line flow at quick service outlets to ensure beverage and food pick up areas remain appropriately distanced
- f) Additional quick service beverage options to open based on demand and length of physically distanced lines

Guest Considerations

- a) Use of touchless/mobile payment systems available to guests on mobile phones, or credit card processing terminals which minimize physical contact.
- b) Consider the use of smartphone apps and online ordering for ordering of food and notification to guests that food is ready for pick-up.
- c) All self-serve condiments and utensils to be removed and available from cashiers or servers
- d) All single use utensils, straws, forks, spoons and knives, to be wrapped or packaged
- e) Remove grab and go offerings
- f) All food and beverage items to be placed on the table, counter, slot or other surface instead of being handed directly to a guest



Entertainment Venues

Cleaning & Sanitizing Protocol

- a) Performers in close contact with each other should disinfect themselves at the conclusion of each performance
- b) Theater seating and public areas should be disinfected at the conclusion of each performance
- c) All equipment to be individually assigned when possible to eliminate equipment sharing
- d) Disinfect on a regular schedule using COVID-19 effective cleaning solutions and following the instructions for method and frequency of application.
- e) Choose cleaning solutions that are effective against COVID-19, such as EPA recommended disinfectants.

Physical Distancing Protocol

- a) Theater seating and capacity to be managed to allow for appropriate distancing between guest groups and guests based on CDC and local public health authority guidelines
- b) Show schedules to be reviewed and adjusted to accommodate cleaning and sanitization between performances
- c) Costume dressing and quick-change protocols are staggered and supervised by wardrobe attendants
- d) Maximum occupancy limits and appropriate face mask usage enforced

Guest Considerations

- a) Food & Beverage follow similar protocols as other locations at the venue.
- b) Ushers to assist in guest movement and flow to ensure physical distancing protocols are followed

Security Operations

Cleaning & Sanitizing Protocol

- a) Equipment and contact surfaces to be disinfected on a regular schedule using COVID-19 effective cleaning solutions and following the instructions for method and frequency of application.
- b) Choose cleaning solutions that are effective against COVID-19, such as EPA recommended disinfectants.
- c) All contact surfaces to be disinfected at the completion of an incident (in addition to standard sanitization protocols)

Physical Distancing Protocol

- a) Standard protocols will be followed unless a specific incident requires more invasive contact (i.e. taking a subject into custody for a criminal offense)
- b) Security Officers to assist with enforcing physical distancing protocols in guest queuing areas as required (amusement rides, games, restaurants, registration areas, etc.)

Guest Considerations

- a) Security Officers to familiarize themselves with hand sanitizer and mask distribution points for guests and coworkers



ENTRY SCREENING & CASE REPORTING PROTOCOLS

Entry Screening: Consider providing non-invasive temporal thermometers, or other non-invasive temperature reading equipment, to employees at each entry point to the facility. Any person displaying a cough, shortness of breath or other known symptoms of COVID-19 or a temperature above 100.4° F (38.0° C) will be discreetly offered a secondary screening.

The visitor displaying an elevated temperature will be escorted to a designated, private and isolated area and provided with a face mask, gloves or other protective devices.

Secondary Screening: An employee using appropriate PPE (including a surgical mask, gloves and eye protection) and a temporal thermometer will record a second temperature.

If the visitor refuses the secondary reading, they should be denied entry to the property and may be provided a COVID-19 information card.

Visitors with Elevated Temperature: If the secondary reading confirms that the visitor has a temperature above 100.4° F (38.0° C) or that which public health authorities identify as a high temperature, the visitor should be denied entry to the property and may be directed towards medical care and provided with resources and recommendations based on CDC and local health authority guidelines.

If a visitor refuses to provide information or cooperate with screening measures, the visitor may be denied entry to the property.

Local Health Department: If and as required by state or local public health authorities, notify the local health department at (____) ____-____ and advise the operator that there is a possible case of COVID-19.

Reporting: If the visitor is requesting medical care or refusing to cooperate and leaving the property follow COVID-19 protocol as established by state or local public health authorities. If there is no COVID-19 protocol as established by state or local public health authorities, offer to call an ambulance and, in the case of a belligerent guest who has been asked to leave, follow the facility protocol for a trespasser.

Transportation: If the visitor has their own vehicle the visitor may leave in their own vehicle.

If the visitor does not have their own vehicle an ambulance will be called to transport the person to the appropriate medical care facility as directed by the local health authorities.

Visitors who are displaying the symptoms of COVID-19 should NOT be directed to use public transportation, taxis, Uber, Lyft or other shared transportation options.



REFERENCES

The President's Coronavirus Guidelines for America

https://www.whitehouse.gov/wp-content/uploads/2020/03/03.16.20_coronavirus-guidance_8.5x11_315PM.pdf

Interim Infection Prevention and Control Recommendations for Patients with Suspected or Confirmed Coronavirus Disease 2019 (COVID-19) in Healthcare Settings

<https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html>

Visiting Parks and Recreational Facilities

<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/visitors.html>

Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 (COVID-19)

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

Guidance for Administrators in Parks and Recreational Facilities

<https://www.cdc.gov/coronavirus/2019-ncov/community/parks-rec/park-administrators.html>

Get Your Mass Gatherings or Large Community Events Ready

<https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/mass-gatherings-ready-for-covid-19.html>

Recommendation Regarding the Use of Cloth Face Coverings, Especially in Areas of Significant Community-Based Transmission

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html>

Symptoms of Coronavirus

<https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

List N: Disinfectants for Use Against SARS-CoV-2

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

Cleaning and Disinfecting Your Facility

<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

