

Attractions Guidelines for Reopening



Any order enacted by local, state or federal governments regarding similar guidance and/or safety measures will supersede these suggested guidelines.

It is recommended that attractions focus on establishing social distancing guidelines as well as consistent sanitizing procedures in order to make their staff and their guest experience more comfortable and as safe as possible. Operating guidelines of attractions are inherently different from each other as well as from guidelines recommended for other industries like retail, restaurants, lodging or golf. Each "attraction facility" should establish procedures to fit their operation. It is suggested that facilities build these procedures with the recommendations below as a baseline.

Recommended General Guidelines

These recommendations are to be considered for general applications to any "Attraction Facility." Facilities can be encompassed by outdoor attractions, indoor attractions, theaters, and rides. OSHA and CDC recommend taking a systematic approach to planning for employee safety during a disruptive event. Please review all the information below and adjust procedures as needed for your business.

- ▶ Review federal, state, and local health department recommendations, and integrate them into your plan, taking into account OSHA and CDC recommendations.
- ▶ Consult manuals for manufacturer's advice on how to close/re-open rides with regards to extended closures.
- ▶ Ensure all licenses, inspections are up to date before opening.
- ▶ Identify possible exposures and health risks to employees while following HIPAA guidelines.
- ▶ Establish protocols to account for possible exposure in the workplace, including requiring workers to self-disclose to their HR departments if they have tested positive for COVID-19.
- ▶ Establish new training protocols for staff for social distance guidelines, particularly for common staff areas.
- ▶ Enhance previously available protocols of PPE for staff by encouraging mask use during guest facing shifts.
- ▶ Establish procedures for third party workers that enter the facilities to wear proper PPE while performing their duties.
- ▶ Capacity Metrics for Consideration
 - Install clear markers to queue lines that establish social distancing prior to reopening.
 - Create a "Guest Flow" plan of reworked queue lines for entry to the "attraction."
 - Post "Guest Flow" chart plan in public and staff areas.
 - Create social distance information graphic or videos and display throughout the "attraction" for visitors to view easily.
 - Establish hand sanitizing/cleaning locations at facility entry points.
 - Provide accessible sanitizing/cleaning locations throughout the facility (beyond restrooms), taking into consideration tables, buttons, handles and other multitouch surfaces.
 - Post signage regarding what procedures are in place (online and on location).

- Create a consistent sanitizing schedule for heavily used surfaces by guests as well as employees.
- Re-write routine building and attraction checklists to encompass sanitizing procedures as recommended by local health departments.
- Consistently monitor crowd levels and adjust entry points as needed.
- ▶ Plan for downsizing certain services and communicate those reductions to visitors appropriately.
- ▶ Encourage cashless payment methods through online payment/gift card pre-purchase/or credit card payment only to be used for ticket purchase or to purchase items while inside the facility.
- ▶ Identify a team to serve as a communication resource so that employees and customers have access to accurate information throughout the crisis.
- ▶ Provide training, education, and informational material about business-essential job functions and employee health and safety and ensure all employees receive training prior to re-opening.
- ▶ Ensure exits of attraction are set to avoid bottlenecks and large gatherings.
- ▶ Where possible, install sneeze guards in front of commonly used point of sale stations.
- ▶ Continue to meet SCDHEC standards for sanitation practices.
- ▶ Provide seating area consistent with social distancing by eliminating/closing select tables, seating or spreading them out to allow for significant spacing.

In addition to the baseline guidelines that can apply to all “Attraction Facilities,” the suggested guidelines below are broken down in more detail per particular attraction category.

ADDITIONAL OUTDOOR ATTRACTION RECOMMENDED GUIDELINES

- ▶ Follow cleaning and sanitization schedule for rides after each cycle.
- ▶ Queue lines should follow social distancing guidelines allowing 6-feet of space between parties.
- ▶ For souvenir photography areas: Guests should not sit or touch prop equipment and should be at least 6-feet away from photographer.
- ▶ Any outdoor equipment used by a guest such as mini golf clubs, golf balls, harnesses, helmets and any qualifying piece of equipment must be sanitized after each use.
- ▶ Sanitizing wipes should be made available for guests to use at their discretion.
- ▶ Outdoor common seating areas to be sanitized throughout the day on a consistent schedule.

ADDITIONAL INDOOR ATTRACTION RECOMMENDED GUIDELINES

- ▶ Sanitizing wipes made available throughout the indoor facility for guests to use on common contact surface areas.
- ▶ Retail/Redemption counters must be sanitized after each guest has been served.

ADDITIONAL THEATER ATTRACTION RECOMMENDED GUIDELINES

- ▶ Follow all recommended guidelines for sanitizing multi-use equipment such microphones, stands and any other shareable equipment.
- ▶ Assigned seating with reduced usher staff (with suggested PPE) and sectioned seating with blocked off seating or rows to account for social distancing guidelines.
- ▶ Where possible add more booth seating to enhance social distancing.
- ▶ Cast/Production Crew – Live Family Onstage shows:
 - Temporarily eliminate/reduce direct guest interaction during the show, at intermission, and after the show.
 - Temporarily eliminate/reduce any performance numbers that performers go into the audience, or audience is encouraged to go on-stage.
 - Work to minimize wardrobe changes and plan them to allow distance between performers.
 - Alter choreography and blocking to allow for distance between performers.

- Change out towels daily, increase towel service and deliveries.
- Encourage performers to bath/shower and get prepared (hair and makeup) as much as possible at home, not at the theater.
- Stage management to handle disinfectant of key backstage areas two hours before cast arrives.
- Minimize rehearsals where possible.
- Plan backstage activities to allow for distancing between employees/cast members.
- Stagger dressing times and reconsider flow of show to minimize quick large-scale cast transitions.

RIDE/TRACK CATEGORY RECOMMENDED GUIDELINES

- ▶ Sanitation wipes should be provided at all tracks and rides to allow guests to sanitize their kart or ride before use should they choose to do so.
- ▶ Staff should wipe down and disinfect ride after each cycle of use by a guest.

ADDITIONAL STAFF RECOMMENDED GUIDELINES

- ▶ Encourage indoor staff to wear masks during shift, with gloves being optional/available for any guest facing interactions. Outdoor staff are not required due to overheating & breathing risks.
- ▶ Staff must continue to follow uniform and hygiene guidelines.
- ▶ Staff must wash hands for no less than 20 seconds with each restroom use (and as needed).
- ▶ Staff must follow recommended social distancing guidelines when possible, while still abiding by required safety precautions set forth by the attraction.
- ▶ Staff must self-disclose to appropriate HR department if tested positive for COVID-19 or feel ill for any reason and follow all recommendations from the CDC regarding isolation.
- ▶ Stagger breaks in breakrooms to allow social distancing by employees.
- ▶ Staff must sanitize all designated multi-use and sharable equipment used to complete job duties, before and after each shift.
- ▶ Time clock areas must have hand sanitizer within reasonable reach and sanitizing wipes made available if possible.

TRAINING MATERIALS TO BE REVIEWED

OSHA - preparing workplace: <https://www.osha.gov/Publications/OSHA3990.pdf>

CDC - if you're sick: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>

CDC - visiting parks and rec facility: <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/visitors.html>

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

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

CDC - cloth face covers: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

CDC - cleaning hands: <https://www.cdc.gov/healthywater/hygiene/hand/handwashing.html>

CDC - coughing/sneezing: https://www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html

EPA - list of cleaning supplies approved for COVID:

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

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/2019-ncov-factsheet.pdf>

VIDEO

US DOL on handwashing: <https://www.youtube.com/watch?v=lvT-HAVJPVA>

IAAPA about COVID-19: <http://iaapa.learningcart.com/content/Coronavirus-Free-Content.aspx>

IAAPA cleaning: <https://www.iaapa.org/media/21361>