

DRAFT: for presentation to Task Force 2/26/21

Safer at Home: Tourist Trains Guidelines

Safeguarding Guidance:

The Governor's Economic Re-Opening Task Force recommends protocols for safeguarding all New Hampshire businesses and individuals during the coronavirus disease 2019 (COVID-19) pandemic. This industry-specific guidance is based on what is currently known about COVID-19 and is intended to protect the public's health and allow New Hampshire to remain open for business.

The intent of these recommendations is to reduce transmission of COVID-19 among employees and customers; support healthy business operations; and maintain a healthy work environment.

In addition to strict adherence to [U.S. Centers for Disease Control and Prevention \(CDC\)](#), [Equal Employment Opportunity Commission \(EEOC\)](#) and [Occupational Safety and Health Administration \(OSHA\)](#) guidance, and [US Food and Drug Administration \(FDA\)](#) the State of New Hampshire recommends policies and procedures to protect consumers and employees, including:

General Guidance to Protect Employees and Consumers:

1. Review and follow the [Universal Guidelines](#) for All New Hampshire Employers and Employees.
2. Review and follow the [Retail](#) guidance.
3. Review and follow the [Golf](#) guidance for driving ranges.
4. Review and follow the State Parks guidance
5. Review and follow CDC [guidance for businesses and employers](#).
6. Review and follow CDC [guidance for cleaning and disinfection](#).
7. If providing Food Services, follow [Food Service Industry](#) guidance.
8. Staff must wear cloth face coverings **over their nose and mouth** at all times when in the retail facility, in public locations or shared staff areas (e.g. break rooms), even if other individuals are not immediately present, and when interacting with **clients/guests**.
 - ~~a. Provide training on cloth face coverings based on CDC guidance for [Use of Cloth Face Coverings](#).~~
 - ~~b.a. People wearing face coverings **must should be advised to** not touch their eyes, nose, mouth, or face, or adjust their face mask without first sanitizing hands. After touching face or adjusting mask, hands must be sanitized.~~
9. All **clients/guests** should be asked to wear a cloth face mask covering nose and mouth when within the facility or public spaces with other individuals present.
10. Alcohol-based hand sanitizer must be made readily available and must be placed throughout the facility, including on entry, in key walkways, in food and beverage locations, in shops, at checkout locations, and at exits. Hand sanitizer must also be provided in non-public settings such as maintenance areas, workshops, offices, and break areas.

11. Commonly touched surfaces, work areas, and public areas should be frequently cleaned and disinfected according to [CDC guidance](#) at least 3x daily or between uses as much as possible and at the end of each shift, a minimum every 2 hours and at the end of each shift.
12. Staff and ~~clients~~ guests should maintain a distance of at least 6 feet from others at all times even when wearing a cloth face covering.

Employee Protection:

1. Employees must be provided with education and training around safe practices as it relates to hand hygiene, sanitation (cleaning and disinfection policies), and illness policies outlined in the [Universal Guidance](#) and [Retail Store Guidance](#).
2. Employees must be screened (questioned about) symptoms of COVID-19 before each shift as outlined in the Universal Guidelines for All New Hampshire Employers and Employees. Staff with any symptoms should not be allowed to work.
3. Require all employees to report any symptoms of COVID-19 or close contact to a person with COVID-19 to supervisor.
4. One person per company vehicles (including trucks, over-the-road, UTV/ATV). unless all occupants are wearing face coverings/masks. The vehicle or work carrier should be cleaned and disinfected after each staff use.
- ~~5. Employees must work at least 6 feet apart at all times (whether indoors or outdoors) and must maintain at least 6 feet of distance with clients. Weather permitting, breaks and lunches should be outdoors when possible.~~
- ~~6.5.~~ Shared use tools and equipment will be cleaned and disinfected after each use.

Consumer Protection:

1. All facilities should have a communication plan to educate guests prior to their visit about the health and safety practices at the venue and what the guests need to be aware of when they arrive. Such communication plans shall include, but not be limited to, online methods (e.g., website, social media sites), email, print or other electronic communication, that provides facility information, such as reservations or confirmations for guests, and print mailings to the guest.
2. Facilities must build social distancing into the operation of restrooms.
3. Guests shall be presented the following questions when purchasing or accessing their admission ticket or reservation. A version of this checklist shall be on the business's website as part of purchasing tickets. If guests answer yes to any of these questions, they will be asked to not put employees and other guests at risk and to come back another day. Guests and visitors should be asked the following questions at check-in:
 - a. Do you have any of the following symptoms of COVID-19:
 - i. Fever (a documented temperature of 100.4 degrees Fahrenheit or higher) or are feeling feverish;
 - ii. Respiratory symptoms such as a runny nose, nasal congestion, sore throat, cough, or shortness of breath;
 - iii. General body symptoms such as muscle aches, chills, and severe fatigue;
 - iv. Gastrointestinal symptoms such as nausea, vomiting, or diarrhea; or
 - v. Changes in your sense of taste or smell?

- b. Have you been in close contact with someone who is suspected or confirmed to have had COVID-19 in the past 10 days? (Note: healthcare workers caring for COVID-19 patients while wearing appropriate personal protective equipment are not considered to have a close contact exposure and should answer “No” to this question).
- c. Have you traveled on non-essential travel in the past 10 days outside of New Hampshire, Vermont, Maine, Massachusetts, Connecticut, or Rhode Island (this includes any international travel or travel by cruise ship and any domestic travel, within the US, outside of NH, VT, RI, CT, MA or ME, regardless of the mode of transportation)? (NOTE: You do NOT need to quarantine for 10 days or get tested for COVID-19 if either of the following apply:
1. You are fully vaccinated against COVID-19 and more than 14 days have passed since you received the second dose of your COVID-19 vaccine.
 2. You have previously tested positive for active COVID-19 infection (by PCR or antigen testing) in the last 90 days (if you had a previous infection that was more than 90 days ago, you must still follow all quarantine requirements) 10 days? (NOTE: Healthcare workers caring for COVID-19 patients while wearing appropriate personal protective equipment should answer “no” to this question)
- a. Are you experiencing any respiratory symptoms, including a runny nose, sore throat, cough, or shortness of breath?
- b. Have you had a fever or felt feverish in the last 24 hours?
- c. Are you experiencing any new muscle aches or chills?
- d. Have you had any new changes in your sense of taste or smell?
- e. If you answered yes to any of these questions, please do not put our employees and other guests at risk and come back another day when you feel better. Any deposit will be returned.
- f. A version of this checklist should be included in reservation confirmations.
- g. Signage must be prominently posted at the entrance informing customers about symptoms of COVID-19 and guests/visitors should be asked to:
- h. remain home if experiencing symptoms of COVID-19 (list common symptoms of COVID-19); and
 - i. keep a safe distance of at least 6 feet from other people visiting the attractions and amusement parks at all times; and
 - j. Practice frequent hand hygiene/washing; and wear a cloth face covering over mouth and nose to protect others when in public locations where other consumers might be present (e.g. bathroom facilities)

Business Process Adaptations:

1. Capacity is limited to the number of people where social distancing is able to be safely maintained with at least 6 feet of separation between guests or parties of guests, such as families and other groups. Family members and related parties are allowed closer than 6-feet to each other, individuals and between groups at all times.

~~Close household contacts (e.g. a parent and child) are allowed closer than 6 feet to each other.~~

2. Admission limits will be determined for daily and hourly capacities to ensure appropriate social distancing pursuant to the Universal Guidelines at recreational facilities. Advance reservations will have priority and general admission will be permissible based on availability.
- ~~3. Groups of more than 10 people are not allowed.~~
- 4.3. Where possible, clearly mark physical distancing spaces/guidelines with floor/ground markings, seat markings, or signs.
- 5.4. Visitors will enter and exit via separate areas and facilities will develop plans to make traffic flow one directional, wherever possible. One-directional flow will be mapped out at all facilities, including clearly marked ingress and egress points and easy-to-understand directional signage that will show the direction of traffic flow.
- 6.5. Utilize touch-free/contactless payment options when possible, reducing face-to-face purchase transactions. Guests should purchase tickets or schedule appointments online whenever possible.
- 7.6. Place plexiglass or other types of barriers/hygiene screens between guests and staff who are in frequent close interaction areas wherever practical to reduce exposure to a person's respiratory droplets. Clean the barriers/hygiene screens regularly.
- ~~8. Indoor seating will be closed. Any outdoor seating will be spaced more than 6 feet apart to maintain social distancing. [Covered under Food Guidelines]~~
- 9.7. Limit surfaces touched by visitors and employees, i.e. leave doors open where possible, no access to public water fountains and remove lids from trash cans.
- ~~10. All Camps and Organized Groups will remain suspended.~~
- ~~11. Amusement park type rides will remain closed.~~
- 12.8. Retail settings must follow the guidelines outlined in the New Hampshire [Retail Store Guidance](#).
- 13.9. For Tourist Sightseeing Trains, in addition to the Guidance contained in this document:
 - a. Avoid congregating in waiting areas.
 - b. ~~Total passenger car capacity limited to 50% with assigned seating required.~~ Seating assignments should provide a minimum of 6 feet of distancing within passenger cars when possible. Family members and related parties may ~~sit in close proximity to one another~~ be seated together. Passengers will be required to wear cloth face coverings while in the passenger car except while consuming food or beverage unless they are in compartmentalized seating.
 - c. Lines waiting to board should have demarcations so that people are standing 6 feet or more from others at all times.
 - d. All guests will be boarded directly onto the cars in which they are assigned to ride. Guests ~~will should~~ [sometimes guest arrive late] be seated from back to front to limit anyone walking closer than needed. Guests ~~will be prevented~~ shall be discouraged from moving from car to car or trading seats with other guests except for the use of rest rooms that are located in other cars or other extenuating circumstances.

- e. Exiting the car should be done in a controlled fashion ~~so that those closest to the door exit first, followed by other individuals sequentially so that guests/customers are not walking past other people who are seated to exit.~~
- f. On days where circumstances permit, all windows in passenger coaches will be kept open to enhance the flow of fresh air within the passenger coaches. If windows are unable to be opened ~~due to weather~~, increase outdoor air circulation inside the car using the cars' air conditioning/ventilation system. Do not re-circulate internal air. Car filters should be routinely serviced.
- g. Seats and touch surfaces will be cleaned and decontaminated after each ride/use.
- h. All tourist trains that operate specific meal rides (i.e. dinner tours) must comply with the Restaurant/Food Service Guidance for those events.

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