

This guidance applies to Tourist Trains operating in the State of New Hampshire

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 re-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 CDC guidance for businesses and employers.
4. Review and follow CDC guidance for cleaning and disinfection.
5. If providing Food Services, follow Food Service Industry guidance.
 - a) Tables will be only available as assigned seating
 - b) Guest that are traveling together will be separated by six feet from other guests or by a sneeze divider constructed to be rigid or a plastic curtain as applicable
 - c) Tables will be sanitized between uses
 - d) Food & beverage service will be available in other parts of the train delivered by a waitress which is wearing a face mask.
6. Staff must wear cloth face coverings at all times when in the retail facility or public locations when interacting with clients.
 - a. Provide training on cloth face coverings based on CDC guidance for Use of Cloth Face Coverings.
 - b. People wearing face coverings must avoid touching their eyes, nose, mouth, or face, or adjust their face mask without first sanitizing hands. After touching face or adjusting mask, hands should be sanitized.

8. All clients should be asked to wear a cloth face mask covering nose and mouth when within the facility or public spaces when standing closer than six feet of other individuals.
9. Alcohol-based hand sanitizer must be made readily available and must be placed in 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.
10. Commonly touched surfaces in public areas should be frequently cleaned and disinfected according to CDC guidance.
11. Staff should maintain a distance of at least 6 feet from clients at all times unless wearing face coverings.

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. Two people per company vehicles (including trucks, over-the-road, UTV/ATV). The vehicle or work carrier should be cleaned and disinfected after each staff use.
5. When practical, employees should work 6 feet apart when possible (whether indoors or outdoors) and should maintain at least 6 feet of distance with clients unless a face covering is being worn. Weather permitting, breaks and lunches should be outdoors when possible.
6. 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 or other electronic communication, such as reservations or confirmations, and print mailings to the guest.
2. Facilities must build social distancing into the operation of restrooms.

3. Guests and visitors should be asked the following questions verbally or by electronic means at check-in:

- a. Have you been in close contact with a confirmed case of COVID-19 in the last 14 days?
- b. Are you experiencing any respiratory symptoms, including a runny nose, sore throat, cough, or shortness of breath?
- c. Have you had a fever or felt feverish in the last 72 hours?
- d. Are you experiencing any new muscle aches or chills?
- e. Have you had any new changes in your sense of taste or smell?
- f. 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.
- g. A version of this checklist should be included in reservation confirmations.

4. Signage must be prominently posted at the entrance informing customers about symptoms of COVID-19 and guests/visitors should be asked to:

- a. Remain home if experiencing symptoms of COVID-19 (list common symptoms of COVID-19); and
- b. Keep a safe distance of at least 6 feet from other people visiting the attractions and amusement parks at all times; and
- c. Practice frequent hand hygiene/washing; and
- d. Wear a cloth face covering over mouth and nose to protect others when in public locations when closer than six feet to where other consumers might be present (e.g. bathroom facilities)

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Business Process Adaptations:

Phase 1 (June 1st to June 30th)

1. Capacity is limited to up to 50% of the normal capacity in all passenger cars and all passengers will be required to wear cloth face coverings unless they are six feet or more away from other guests. Assigned seating will be implemented and restricted to provide whenever practical (based upon capacity allowance in each Phase) 6 feet of distancing within passenger cars. Family members will be allowed to sit in closer proximity to one another. NH residents providing proof of residency with a valid driver's license or other form of proof shall be seated on the train cars specifically designated for them. All others will be seated on other cars specifically designated for them. All guests will be boarded directly onto the cars in which they are assigned to ride in. Guests will be seated from back to front to limit anyone walking closer

than needed. Guests will be prevented from moving from car to car or trading seats with other guests.

2. Admission limits will be determined for daily and hourly capacities to ensure appropriate social distancing whenever practical pursuant to the Universal Guidelines and these Business Process Adaptations. Advance reservations will have priority and general admission will be permissible based on availability.

3. Family & friend groups of more than 10 people traveling together are not allowed.

4. Where possible, clearly mark physical distancing spaces/guidelines with floor/ground markings, seat markings, or signs.

5. Visitors will enter and exit via separate areas and facilities will develop plans to make traffic flow one directional, wherever possible.

6. Utilize touch-free/contactless payment options when possible, reducing face-to-face purchase transactions. Guests should purchase tickets or schedule appointments online whenever possible.

a) Guests will pick up tickets utilizing outdoor windows which are designated for NH and non-NH residence.

7. 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. 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.

9. Retail settings must follow the guidelines outlined in the New Hampshire Retail Store Guidance.

10. On all days in where circumstances permit all windows in passenger coaches will be kept open to enhance the flow of fresh air within the passenger coaches. Cars equipped with air-conditioning systems will have their filters serviced after each day of operation.

Phase II (June 30th to July 15th)

1. Individuals from any state will be allowed in any car that they choose.

2. Groups of any size will be allowed as long as they do not exceed the capacity constraints set forth in Phase I.

3. All other guidance remains the same as Phase I.

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Phase III (July 1st to July 15th)

1. Passenger car capacities will be limited to up to 75% of normal capacity and individuals from any state will be allowed.
2. Groups of any size will be allowed as long as they do not exceed the capacity constraints set forth in Phase III
3. All other guidance remains the same as Phase I.

Phase IV July 15th to July 31st

1. There will be no limit on passenger capacity for individuals or groups and individuals from any state will be allowed.

We acknowledge that our guidance is a working document and we may find it necessary to modify procedures to enhance worker and guest safety. Once we begin operating, we may find things that need to be addressed.