



Stay at Home 2.0

COVID-19 REOPENING GUIDANCE

GOVERNOR'S ECONOMIC REOPENING TASKFORCE



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 [Restaurant](#) guidance
4. Review and follow CDC [guidance for businesses and employers](#).
5. Review and follow CDC [guidance for cleaning and disinfection](#).
6. If providing Food Services, follow [Food Service Industry](#) guidance.
7. Staff must wear cloth face coverings 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.
 - a. Provide training on cloth face coverings based on CDC guidance for [Use of Cloth Face Coverings](#).
 - b. People wearing face coverings must 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.
8. All guests should be asked, but are not required, to wear a cloth face mask covering nose and mouth when within the facility or public spaces with other individuals present.
9. Alcohol-based hand sanitizer must be made readily available and must be placed throughout amusement park, 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.

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10. Commonly touched surfaces, work areas, and public areas should be frequently cleaned and disinfected according to [CDC guidance](#) at a minimum every 2 hours and at the end of each shift.
11. Staff and clients should maintain a distance of at least 6 feet from others at all times.

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). 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. 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 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.

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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 where other consumers might be present (e.g. bathroom facilities)

Pre-Opening Procedures:

1. Employees, contractors, vendors and visitors will submit to daily health screenings including temperature checks, symptom-based questions and other assessments recommended by the CDC.
2. Employees, contractors, vendors and visitors will be asked to self-screen and report any illness symptoms, as well as stay home if they feel sick.
3. Physical distancing is enforced for all employees.
4. Face coverings are provided to all employees and are required in all public spaces per safety guidelines.
5. Emphasis will be placed on personal hygiene in all training programs.
6. Regular cleaning and sanitizing of high-touch point locations and restroom facilities.
7. Isolation of contractors within job sites.
8. Installation of additional hand sanitizing stations in employee areas.
9. For staff that can work from home, they will be encouraged to continue to work from home.
10. Interviews for new employees will be done remotely via phone calls and online platforms.
11. Employee training programs will be administered remotely until on-site training can be conducted.

Operating Procedures:

1. All guests will be required to pre-register and pre-purchase tickets prior to arrival.
2. Communicate new health and safety guidelines to guests both prior to their arrival and during their visit.
3. Ask guests over the age of 3 to wear face coverings where possible.
4. Guest temperature screening prior to entry. Any guest with a temperature measured at 100.4 °F or higher will not be permitted to enter and will be advised to follow the instructions of local health officials.
5. Amusement parks will set a maximum capacity to reflect 36 square feet per person or 25% capacity, whichever is greater.

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6. Regular sanitation of high-touch point locations throughout the facilities.
7. Reduce capacity of attractions to promote physical distancing.
8. Reduce face-to-face transactions by providing mobile/on-line ticketing and where possible, grab-and-go food ordering.
9. Barriers and hygiene screens to limit contact between guests and employees.
10. Indoor dining areas are closed until permitted under Restaurant Guidance.
11. No self-service food options.
12. Installation of additional hand sanitizing stations throughout amusement parks.
13. Provide and require employees to wear face coverings as long as it is safe to do so.
14. Install signs and adopt symptoms communication plans.
15. Promote physical distancing with signs, ground decals and audible instructions.
16. Provide employees with face coverings and gloves for job function and physical distancing requirements.
17. Rearrange amusement park furniture to encourage physical distancing.
18. Employees communicating and promoting physical distancing.
19. All in-park entertainment such as character meet and greets, live shows, opening and closing shows, fireworks displays, and roaming entertainment will not be available until at a later date.

Shared Equipment:

1. Shared tools and equipment will be disinfected before and after each shift or anytime the equipment is transferred. This includes phones, radios, computers, tablets, tools, keys, time clocks and cleaning equipment.

Administrative Controls:

1. Enhanced training regarding hygiene and personal protection beyond what is covered in orientation and department training.
2. Encourage use of radio and telephone in place of face to face discussions.
3. Consider use of more mobile employee updates (text alerts, online resources, digital newsletters, etc.)
4. Limit access to indoor break areas as needed to maintain physical distancing of tables and chairs.
5. Provide additional outdoor break areas.
6. Promote frequent hand washing and hand sanitizing through signage in all employee restroom facilities.
7. Employees are required to follow CDC guidelines for self-isolation and symptom-free periods before returning to work.

Guest Entry:

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1. Amusement parks should create a parking management plan that promotes social distancing and eliminates congregations of guests when arriving on-site.
2. Guests should consider limiting the number and size of personal items.
3. Guests waiting in line to enter an amusement park must follow social distancing protocols.
4. If possible, amusement parks should have an area for secondary screening. If the secondary screening confirms that the guest has a temperature at or above 100.4 °F, the guest will not be permitted to enter.

First Aid and Security:

Standard Operating Procedures for EMS personnel follow Medical Director and State of NH Bureau of EMS protocols for all on-site Nationally Registered Emergency Medical Technicians (EMT), CDC guidance, and industry best practices for the department.

Additionally, the following modified operating procedures and medical protocols shall apply to First Aid locations at amusement parks:

1. Additional use of PPE by EMTs;
2. Assessment of symptoms prior to patient entering First Aid buildings;
3. Surgical masks available and provided to patient, based on medical protocol and assessment result;
4. Only the patient is allowed in the treatment area (unless patient is under 18);
5. Clean and sanitize all touchpoints after each patient and throughout the day using hospital-grade disinfectant.
6. Beds are required to be spaced out at least 6 feet in order to maintain proper physical distancing.

Security:

1. All security equipment and contact surfaces to be disinfected at open and at close, using COVID-19 (EPA-recommended) effective cleaning solutions, and by following the instruction method and frequency of application.
2. Standard protocols will be followed unless a specific incident requires more invasive contact, in which case provided PPE shall be worn.
3. Security personnel will assist with enforcing physical distancing policies in the guest areas (entrance, ride/game queuing, midways, food stands, waterpark, etc.).
4. Security personnel to familiarize themselves with hand sanitizer and mask distribution locations for guests and employees.

Points of Sale or Retail Locations:

1. Any points of sale and/or retail locations within an amusement park must conform to the Retail guidance.

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2. Rental locations will be properly spaced for physical distancing. Rental equipment will be cleaned and properly disinfected after each use.

Rides:

1. Attraction operators/attendants will clean and sanitize their attractions at regular intervals throughout the day.
2. Operator stations, including phones, computers, all hard surfaces and counters will be cleaned on a regular schedule.
3. Ground markers placed every 6 feet in queue lines.
4. In order to reduce rider capacity, ride vehicles will be reduced or removed.
5. Guests will be separated by empty rows and/or seats on all attractions.
6. Ride operators will use automated audible messages and/or PA systems as well as direct communications to instruct and enforce loading and unloading procedures while following physical distancing.
7. Centralized attraction verification locations will be implemented to allow for height/age/weight checks. Wristbands will be issued for verification.
8. Fixed height markers will be added to attractions with height minimums to allow for visual verification.
9. Where possible, restraint verification will be done by the rider and visually verified by the operator/attendant.
10. Where guests require stability assistance, ride operators/attendants will avoid touching guests with their hands - instead offering a shoulder or elbow.

Aquatics:

1. Attraction operators/attendants will clean and sanitize rafts and tubes after each use.
2. Lifeguard stations, including phones, computers, all hard surfaces and counters will be cleaned on a regular schedule.
3. Lounge chairs, tables, and cabanas will be cleaned on a regular schedule.
4. Modified training practices that eliminate shared equipment with disinfection between each use.
5. Ground markers placed every 6 feet in queue lines.
6. Modified loading methods to enable physical distancing.
7. Employee instruction and enforcement of physical distancing.
8. HEPA/Viral/Bacteria filters to deliver oxygen through BVM and resuscitation mask as outlined by Ellis & Associates.
9. Additional PPE as outlined by Ellis & Associates.

Games:

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1. Games will be cleaned on a regular schedule.
2. Employees are required to use gloves for all cash handling and to use hand sanitizer before and after handling game equipment.
3. Indoor arcades will be identified with capacity maximums with employee(s) present to enforce capacity and physical distancing.
4. Ground markers will be placed every 6 feet to promote physical distancing.
5. Competition games will only permit the use of every other station to provide distance between groups.

Food Service:

- Any food service within an amusement park must conform to Restaurant and Food Service Guidance.