



# 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 \(EEOC\)](#), [Occupational Safety and Health Administration \(OSHA\)](#), and [US Food and Drug Administration \(FDA\)](#) guidance, 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 when in a 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. Outdoor employees may temporarily remove their masks when no other individuals are nearby.
  - 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 shall be strongly encouraged to wear cloth face coverings when within the facility or public spaces with other individuals or guests present.
9. Alcohol-based hand sanitizer must be made readily available and must be placed throughout amusement parks, 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 and work areas, workshops, offices, and break areas.

10. Commonly touched surfaces, attractions, work areas, restrooms, 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 guests 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, contractors and vendors 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 shall not be allowed to work.
3. Employers shall require all employees, contractors and vendors to report any symptoms of COVID-19 or close contact to a person with COVID-19 to a supervisor.
4. One person per company vehicles (including trucks, over-the-road, UTV/ATV/golf cart) unless all occupants are wearing 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 or guests unless they are wearing a mask. Weather permitting, breaks and lunches should be outdoors when possible.
6. It is recommended that contractors be isolated within their job sites to the greatest extent feasible.
7. Shared use tools and equipment shall be cleaned and disinfected after each use.
8. It is recommended that face-to-face communication to and between staff be minimized by using mobile updates and electronic means of communication.
9. It is recommended that interviews for new employees be done remotely via phone calls and online platforms. It is also recommended that employee training programs be administered remotely until on-site training can be conducted in advance of opening to the public.
10. Staff that can work from home should be encouraged to continue to work from home.

### **Consumer Protection:**

1. Amusement parks will set a maximum capacity to reflect 36 square feet per person or 25 percent occupancy capacity, whichever is greater.
2. All guests will be required to pre-register and/or pre-purchase tickets for admission prior to arrival. It is recommended that guests be given a time range to enter an amusement park.

3. 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.
4. Facilities must build social distancing into the operation of restrooms.
5. Guests and visitors shall 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. Guests shall be informed of this checklist through the amusement park's website or upon making their reservation.
6. In addition to the checklist, amusement park guests shall be subject to a temperature screening prior to entry. Any guest with a temperature measured at 100.0°F or higher will not be permitted to enter an amusement park and will be provided with resources and recommendations based on the CDC and local health authority guidelines. Any deposits will be returned.
7. 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).

**Business Process Adaptations:**

1. Reduce capacity of attractions and rides to promote social distancing. For example, this may entail removing ride vehicles or separating guests by empty rows and/or seats.

2. Game equipment, rafts, and tubes shall be cleaned and sanitized between each use. Rides shall be cleaned and sanitized at least every 2 hours and at the end of each shift. Cleaning and disinfecting for rides is recommended to be conducted more frequently.
3. Rearrange amusement park furniture to encourage physical distancing.
4. Where possible, amusement parks are encouraged to install barriers and hygiene screens to limit contact between guests and employees.
5. All in-park entertainment such as character meet and greets, live shows with direct guest contact, opening and closing shows, fireworks displays, and roaming entertainment will be unavailable until a later date. However, character meet and greets may be conducted in a fixed location with controlled access under conditions that maintain at least six feet of social distancing between characters and guests. Characters in costume shall not be visible or accessible to guests outside of this controlled environment.
6. All dining and food service areas must follow the guidelines outlined in the Restaurant Guidance and Food Service Industry Guidance.
7. All retail facilities or points of sale must follow the guidelines outlined in the Retail Guidance. Additionally, all rental locations must be properly spaced for social distancing and rental equipment must be cleaned and properly disinfected after each use.
8. To reduce face-to-face transactions, it is recommended that amusement parks provide mobile or online ticketing as well as grab-and-go food ordering.
9. Guests should consider and are encouraged to limit the number and size of personal items.
10. Guests waiting in line to enter an amusement park, or for an attraction within an amusement park such as a ride or game, must follow social distancing guidelines. To that end, amusement parks must ensure all areas that create waiting lines have clear demarcations that space customers 6 feet apart.
11. Amusement parks should create a parking management plan that promotes social distancing and eliminates congregations of guests when arriving on-site.
12. Indoor arcades and games shall be identified with capacity maximums with employee(s) present to enforce capacity and social distancing. It is recommended that competition games only permit the use of every other station to provide distance between groups and midway games only permit the active player and their group to be present during gameplay.
13. If consistent with manufacturer recommendations, restraint verification for rides should be done by the rider and visually verified by the operator/attendant.
14. Where guests require stability assistance to get on rides, employees should minimize touching guests with their hands by first offering a shoulder or elbow.
15. It is recommended that fixed height markers be added to attractions with height minimums to allow for visual verification.

16. Centralized attraction verification locations are encouraged to allow for height, age, and weight checks. Wristbands may be issued for verification.
17. It is recommended that amusement parks implement modified loading methods to ensure physical distancing while entering rides and attractions. Where possible, ride operators should use automated audible messages and/or PA systems as well as direct communications to instruct and enforce loading and unloading procedure while following social distancing guidelines.
18. Standard Operating Procedures for on-site EMS personnel shall 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:
  - a. Additional use of PPE by EMTs as outlined in medical protocols;
  - b. Assessment of symptoms prior to patient entering First Aid buildings;
  - c. Surgical masks available and provided to patient, based on medical protocol and assessment result;
  - d. Only the patient is allowed in the treatment area (unless patient is under 18);
  - e. Clean and sanitize all touchpoints after each patient and throughout the day using hospital-grade disinfectant.
  - f. Beds are required to be spaced out at least 6 feet in order to maintain proper physical distancing.
19. It is recommended that security personnel and amusement park employees frequently remind guests of the social distancing policies in place.