

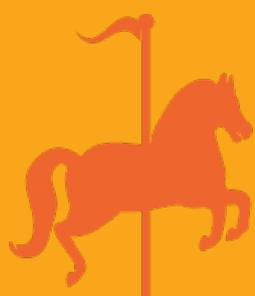
**PENNSYLVANIA'S**

# **"SAFE PLAY"**

**REOPENING GUIDELINES**



**SUGGESTED PLANS FOR OPERATING  
COMMERCIAL RECREATIONAL ATTRACTIONS**



# **PAPA**

**Pennsylvania Amusement Parks and Attractions**

# PENNSYLVANIA'S "SAFE PLAY" GUIDELINES

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# SAFETY

**HAS ALWAYS BEEN AND WILL CONTINUE TO BE THE FOUNDATION UPON WHICH OUR BUSINESSES ARE BUILT**

## 01

### INTRODUCTION

**For the Amusement/Attractions Industry, safety has always been and will continue be our #1 priority. It is the foundation upon which our businesses are built. While COVID-19 presents an unprecedented challenge with regard to both guest and employee safety, we believe our historic focus on safety positions us well to deal with and execute protocols to create and maintain a safe environment for all.**

We must move forward and include adaptive and innovative strategies to live, work, function, and recover in the time of COVID-19. The Stay-At-Home order was a tactical solution and we have learned much since it was implemented. We now move to employ what we have learned to be successful in an external environment.

The principles and considerations outlined below were largely gathered by IAAPA, the International Association of Amusement Parks and Attractions, from attractions operators around the world, the New Jersey Attractions Association and in consultation with an epidemiologist. The guidance is focused on medical science and operational know-how rather than general perceptions.

This “Safe Play” guideline was developed by members of the Pennsylvania Amusement Parks and Attractions Association. It is designed for opening once Governor Wolf removes the Stay-At-Home Executive Order and allows non-essential businesses to reopen.

**In time, as community transmission rates decline in our region and amongst our population, and as we learn more about COVID-19, these guidelines should be adjusted, relaxed, and/or eliminated based on current requirements, guidance from local health authorities and as permitted by local and state government. This guidance will also change and evolve as we learn more about best practices, government guidelines, and the latest recommendations from medical professionals.**

# 02 KEY PRINCIPLES



The operational adjustments contained herein are recommendations for reopening, prior to the development of a treatment or widely accessible vaccine for COVID-19.

These will be adjusted/simplified as time goes on, conditions improve, and new best practices are identified.

# HOW ATTRACTIONS ARE SAFE FORMS OF ENTERTAINMENT

## “SAFE PLAY” PRINCIPLES

- + ONLY HEALTHY PEOPLE SHOULD VISIT/WORK**  
Those who are sick/ill or who have been around those who are sick/ill should stay home.
- + TO BE SAFE, IT MUST BE ACKNOWLEDGED THAT CERTAIN CARRIERS OF COVID-19 SHOW NO SYMPTOMS**  
Certain precautions may be necessary, assuming some individuals may be sick/ill
  - PPE (masks, gloves, etc.)
  - Social distancing, which may require temporary reductions in attraction and facility capacities, to ensure at least 6 feet of space between groups of immediate family members, caretakers, household members, and romantic partners.
- + KEEPING A FACILITY CLEAN AND SANITIZED IS CRITICALLY IMPORTANT**
- + FOLLOWING LOCAL HEALTH DEPARTMENT GUIDELINES IN THE CASE WHERE SOMEONE GETS SICK AFTER ARRIVAL**



## CAPACITY

Capacity can be reduced/managed to allow for appropriate social distancing.



## EXPOSURE

Exposure time is limited. Guests generally move throughout their experience; much like on a town main street, public park, golf course, or a pedestrian district or zone within a city. Guests are not sitting in a single location, elbow-to-elbow for an extended period.



## FAMILY

A large percentage of attraction attendance is made up of family members and others who live in the same home (immediate family members, caretakers, household members, and romantic partners).

# 03 GENERAL HEALTH & SAFETY

## COMMUNICATE GUIDELINES

Proactively communicate guidelines and expectations for health and hygiene procedures and precautions in the front-of-house areas for guests and in the behind-the-scenes areas for employees.

## REDUCE CAPACITY

Reduce attraction capacity to allow for appropriate social distancing.

## FREQUENT HANDWASHING

Frequent handwashing is essential and is the responsibility of all employees and guests. Facilities should remind everyone of the importance of frequently washing their hands with soap and water for 20 seconds.

## HAND SANITIZER

Provide additional hand washing or hand sanitizing hygiene stations throughout the attraction, in public areas as well as employee areas.

Resource: Handwashing (World Health Organization):

<https://www.who.int/docs/default-source/inaugural-who-partners-forum/who-interim-recommendation-on-obligatory-hand-hygiene-against-transmission-of-covid-19.pdf>

## FACE MASKS

Face masks are required for employees who are in guest contact. In addition, all requirements established by Pennsylvania Secretary of Health will be adhered to.

## PLEXIGLASS BARRIERS

Place acrylic/plexiglass or other types of barriers/hygiene screens to maintain social distance and reduce direct contact between guest and staff wherever practical. Clean the barriers/hygiene screens at least daily with disinfectant.

## SOCIAL DISTANCING

Clearly indicate through signage the social distancing parameters. This can be done in a variety of ways including, but not limited to, marking social distancing spaces/guidelines with floor markings, seat markings, or signs to make it easy for the guests to understand how to safely social distance themselves from others.

Resource: Social Distancing (U.S. CDC)

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/social-distancing.html>

## FIRST AID STATIONS

First Aid protocols should address how to manage guests or employees who experience COVID-19 symptoms while onsite. If First Aid is staffed internally, provide appropriate Personal Protective Equipment (PPE).

- Deep clean and sanitize locations visited by a guest or employee with COVID-19 symptoms.

# 04 GUEST RESPONSIBILITIES



## PLANNING

If you or any member of your party is not feeling well, do not visit. Plan to come when everyone is well.



## VULNERABLE GUESTS

Currently, government health organizations are recommending people 65 years and older, those who live in a nursing homes or long-term care facilities, and people with underlying medical conditions, particularly if not well controlled, should keep their distance from others. (Underlying medical conditions include chronic lung disease or moderate to severe asthma, serious heart conditions, immunocompromised, severe obesity (body mass index [BMI] of 40 or higher), diabetes, chronic kidney disease undergoing dialysis, liver disease.)

Resources:  
U.S. Centers for Disease Control (CDC)

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>

<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html>



## PROPER HYGIENE

Wash your hands frequently and practice good hygiene while visiting an attraction:

- Wash hands frequently with soap and water for at least 20 seconds throughout your visit. Use hand sanitizer as an alternative. (Wash them after coughing or sneezing, before eating, after toilet use, and when hands are visibly dirty.)
- When coughing or sneezing, cover your mouth and nose with a flexed elbow or tissue. Throw tissue into a trash receptacle after use and wash hands.



## DELAYS

We have enhanced our already-stringent cleaning protocols considering the COVID-19 pandemic. We apologize if you experience any delays or inconvenience as a result of these procedures.



## SOCIAL DISTANCING

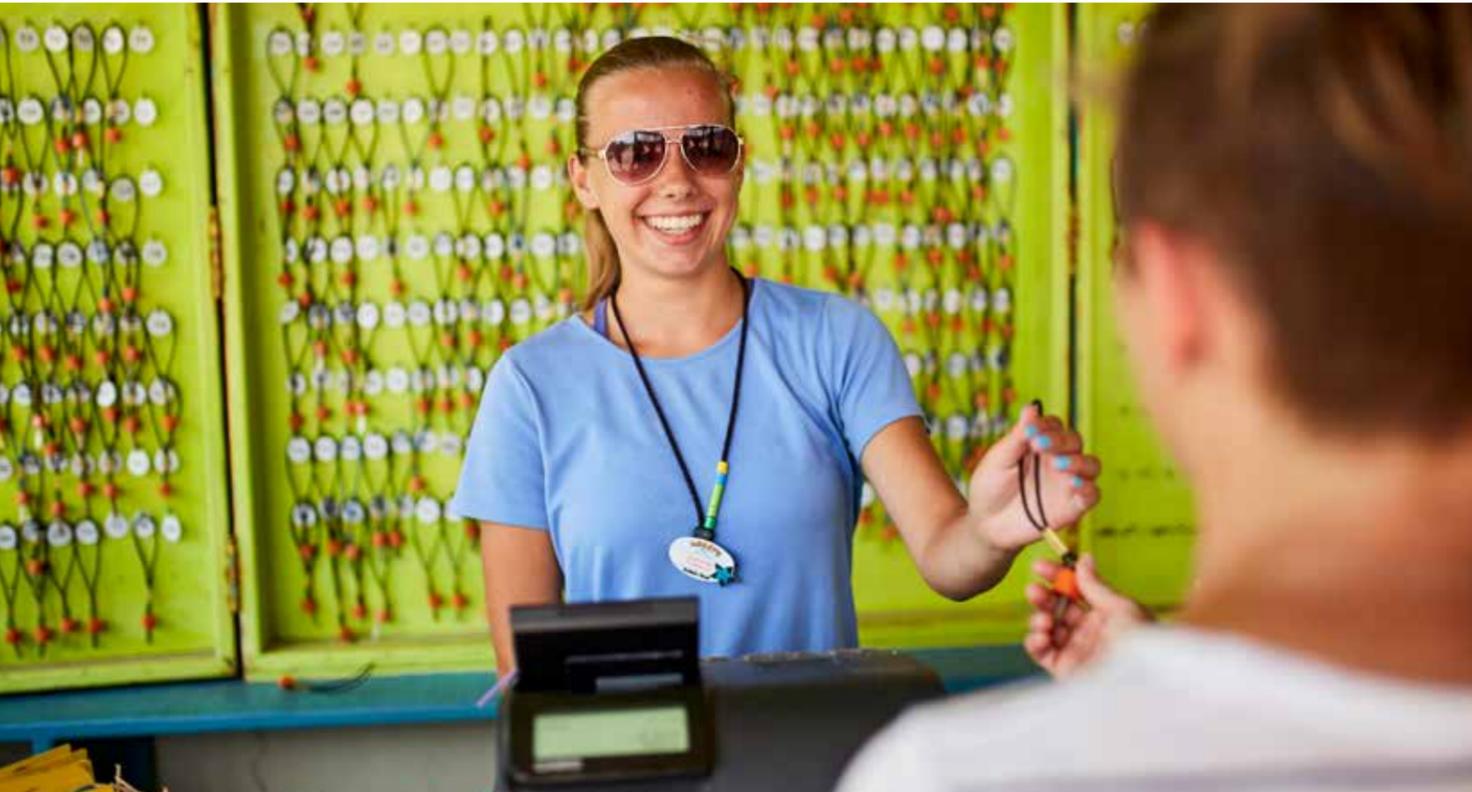
Follow social distancing guidelines carefully, maintaining 6 feet of space from others. Immediate family members and others (caretakers, household members, and romantic partners) who live in the same household can be closer together. All others should strictly adhere to the social distancing guidelines. This will apply throughout the attraction including on rides, in queue lines, shops, games, in show venues and theaters, and in restrooms.



## REDUCED CAPACITY

To facilitate adherence to social distancing guidelines, attractions may reduce capacity or close certain attractions. Please be patient and understanding with these necessary operational changes.

# 05 GUEST COMMUNICATION



Signs with health and hygiene reminders should be visible throughout the property. Consider communicating COVID-19 operational procedures to guests prior to arrival by including information on the business's website:

- Identify COVID-19 symptoms and recommend that guests come back another day if they or anyone in their party is experiencing the symptoms
- Share mandated and recommended safety requirements.
- Social Distancing requirements
- Possible Capacity Limits to Facilitate Social Distancing
- Enhanced Cleaning and Sanitizing Protocols

Signs should be placed in restrooms to remind guests of appropriate hand-washing standards (soap, water, 20 seconds).

# 06 CASH HANDLING



## ADVANCE PURCHASE

When possible, encourage guests to make purchases online (prior to their visit) or from apps once inside the attraction to minimize on-site payment transactions.



## CREDIT CARD READERS

Try to arrange credit card readers so guests can insert/swipe their own credit cards, to avoid employee handling.



## CASH BAGS

Clean/sanitize cash bags/employee tills prior to distribution and upon return.



## 1 TO 1

Assign one person to each Point-of-Sale (POS) terminal if possible. Terminal should be sanitized between each user and after each shift. If multiple employees are assigned to one POS terminal, employees should sanitize their hands before and after each use.



## SANITIZE

When cash handling is required, employees should wash or sanitize their hands frequently.



## CLEANING

Clean credit, cash machines/ATMs frequently. Provide hand sanitizer nearby.



## PHYSICAL BARRIERS

Use physical barriers (acrylic, plexiglass) to separate staff from guests at cash registers when practical.



## LOCKERS

Evaluate locker arrangements. Close or rotate certain sections to allow for appropriate physical distancing as needed. Post signs reminding guests to maintain physical distances of 6 feet and to wait for others to vacate before approaching the locker. Sanitize lockers between each use or provide single-use disposable bags so guests may stow their personal items in those bags before placing them in a locker.

# 07 SANITATION & CLEANING



## SCHEDULE

Establish a schedule and document procedures to sanitize high-touch areas frequently. Those include, but are not limited to: door handles, trash receptacle touchpoints, control equipment, phones, computers, office equipment, counters, elevator buttons, handrails, tables, seats, benches, high chairs, toilets, sink faucets and toilet handles, soap dispenser push plates, baby changing stations, ice scoops, refrigerator handles, towel dispenser handles, cleaning tools, counter tops, door knobs, light switches, sinks, queue rails, harnesses, restraints, ATM machines, dining surfaces, etc.

## FACTORS

It is difficult to recommend a single approach to cleaning/sanitizing frequency as a number of factors should be taken into account when making that decision. Those factors include traffic/number of touches, environment (indoor/outdoor, warm/cold, wet/dry), location, the surface being cleaned, and the cleaning agent properties (including virus kill times and drying times)/guidelines/instructions. As a result, throughout this document, you will see the term that cleaning/sanitizing should be done “frequently.” That means each facility should access the factors listed above and consult product specifications to determine how often cleaning should take place.



## FREQUENCY

The frequency and approach to sanitizing should be based on the guidelines provided on the cleaning chemicals which should be determined based on the surface being cleaned. Make sure virus kill times/drying times are considered carefully prior to reopening an area for guest access.



## CLEANING AGENTS

Carefully select the right chemicals/cleaning agents to ensure they will kill COVID-19. Follow application guidelines and safety precautions carefully. Follow product guidelines on application frequency and PPE required. Remember that different products may be required for different surfaces:

### Resources:

U.S. Environmental Protection Agency (EPA)

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

U.S. Centers for Disease Control (CDC):

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

## SANITIZER

Sanitizer should be an anti-microbial agent that kills or renders inactive 99.9% of all known bacteria, viruses, and fungi that are present on surfaces. (Hand sanitizers should contain at least 60% alcohol.)

## BEHIND THE SCENES

Cleaning and sanitization are also required in behind-the-scenes areas.

## HAND WASHING AREAS

Consider appropriate posters in hand-washing areas, detailing good hand-washing practices

# 08 RESTROOM OPERATIONS

- Create restroom capacity to comply with social distancing requirements and post high profile signage.
- Consider dedicating employees to cleaning/disinfecting restrooms frequently.
- Be extra vigilant with cleaning, disinfecting, and sanitizing protocols. Establish a frequency schedule and document processes and procedures to ensure they are effective.
- Pay extra attention to high-touch surfaces in restrooms including door handles, trash receptacle touchpoints, countertops, benches, toilets, sink faucets and toilet handles, soap dispenser push plates, baby changing stations, towel dispenser handles, doorknobs, light switches, and sinks.

# 09 HUMAN RESOURCES



## COMMUNICATE TO EMPLOYEES

It is important to understand and communicate to employees that they have a duty to take reasonable care for their own health and safety and to not adversely affect the health and safety of others.

## PRE-OPENING TRAINING

Provide pre-opening training to employees to ensure they understand and feel confident managing the social distancing and hygiene aspects of their role.

## CORE RESPONSIBILITIES

Train employees thoroughly on their core responsibilities and on new, COVID-related protocols. Provide clear direction and guidance about what is expected. They should understand:

- When to stay away from the workplace
- What action to take if they become unwell
- What symptoms to be concerned about



## HYGIENE INSTRUCTION

Instruct employees to wash their hands or use hand-sanitizer frequently and after any of the following: using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, eating, drinking, smoking, entering or leaving a guest area, and before starting their shift. This is a critical protocol to keep employees and guests healthy.

## SICK LEAVE

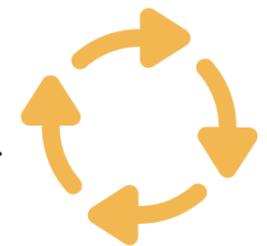
Review employee sick leave policies and update as needed. Make sure policies don't inadvertently encourage employees to come to work when they aren't feeling well. Remind them to stay home if they are sick or not feeling well and not return to work until they are symptom-free for 72 hours. Encourage them to seek medical advice if they have a fever (over 100.4°F or higher), cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, and a new loss of taste or smell.

## ESSENTIAL PERSONNEL

Consider operating only with essential personnel; others (who can) should work from home, particularly in the early stages of reopening.

## ROTATIONS

Carefully consider employee rotation cycles to keep work teams together to reduce interactions with different groups of employees.

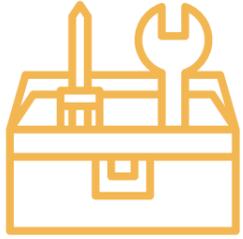


## PPE

Personal Protective Equipment (PPE) should be worn by employees based on their role and responsibilities and in adherence to local and state guidance and OSHA mandates. Training on how to properly use, clean, and dispose of PPE is extremely important.

## ALTERNATE BREAKS

Alternate break schedules so employees aren't all taking breaks at the same times in the same locations.



## EQUIPMENT

Employees should not share equipment (computers, phones, radios, etc.). If equipment must be shared, employees should wash/sanitize their hands before and after using that equipment and the high-touch surfaces on the equipment should be sanitized frequently.

## COVID-19 UPDATES

Communicate regularly with employees to keep them informed of changes in operation or COVID-19-related protocols.

## REEVALUATE

Reevaluate procedures and policies for washing shared uniforms, props, and miscellaneous items to ensure proper sanitation. Laundry should be cleaned in accordance with government health authority guidelines.

Resource: CDC Guidelines

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

## OUTSIDE CONTRACTORS

Outside contractors and concessionaires should follow the same policies, procedures, and protocols as employees.



## HEALTH SCREENING FOR EMPLOYEES

As stated above, each property/facility should clearly communicate to employees that if they aren't feeling well, are running a fever, or are displaying any symptoms of COVID-19, they should stay home. Due to the unreliable nature of temperature checks, particularly in outdoor environments, they are not recommended as a primary operating principle.

According to the U.S. CDC, as of 25 April, 2020, COVID-19 symptoms include: fever (over 100.4°F or higher), cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, and a new loss of taste or smell. Employees who have any of these symptoms should not report to work.

Resource: CDC <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

Should an employee become symptomatic at work, a temperature check may be performed.



## PPE

Those checking temperatures must wear the appropriate Personal Protective Equipment (PPE): Gowns, masks, eye protection, gloves.

## 100.4°F

Temperature should be below 100.4°F (according to the U.S. Centers for Disease Control). If temperature is above this threshold, the individual should be given a mask and moved to an isolated area for further evaluation.

Resource: CDC [https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID-19-CAREKit\\_ENG.pdf](https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID-19-CAREKit_ENG.pdf) symptoms.html



## PROTOCOLS

Follow local government health agency protocol for those with COVID-19 symptoms.

# 10 RIDES & ATTRACTIONS



## ALTERNATE QUEUING

Consider alternative queuing methods where possible to manage capacity and facilitate social distancing.



## CLEANING PROTOCOLS

Cleaning and sanitizing protocols are particularly important for rides and attractions. Several approaches include:

- Sanitize ride surfaces guests frequently touch, including handrails, arm rests, restraints, lap bars, grips, seatbelts, over-the-shoulder harnesses, etc. The frequency and approach to sanitizing should be based on the guidelines provided on the cleaning chemicals which should be determined based on the surface being cleaned. Make sure kill times/drying times are considered prior to opening the attraction or loading guests for the next cycle.
- Attractions may also consider doing some combination of sanitizing guests' hands and sanitizing the ride surfaces.



## HEIGHT SAFETY CHECKS

Conduct height safety checks according to existing protocol to ensure they are accurate. Consider centralized height check location to limit employee and guest contact.



## STANDARD OPERATING PROTOCOLS

Follow manufacturer guidelines/standard operating protocols to ensure restraints are locked, seatbelts are fastened, and riders are properly secured.



## ADJUST ATTRACTIONS

Adjust queue, waiting areas, and pre-show to allow for proper social distancing. Mark the floor, utilize audio announcements and/or add signs to denote the appropriate 6 feet of social distance space between parties of immediate family members (caretakers, household members, and romantic partners).



## SIDE TO SIDE DISTANCE

To maintain side to side distance some switchback queue lanes may need to be closed to maintain appropriate social distance. If queue involves steps, consider guidelines to specify some steps should remain empty between guests.



## GROUP HOUSEHOLDS

Board immediate family members, caretakers, household members, and romantic partners in the same vehicle when possible.



## SEATING

Adjust seating to comply with social distancing requirement. Examples would include: seating every other ride vehicle, limiting capacity on a ride to allow for space between groups, etc.



## AVOID CONTACT

Employees should avoid physically assisting/lifting guests. If a guest needs assistance, ask another member of their party to help.



## STORAGE AREAS

Ride storage areas used for guests' personal belongings must be sanitized frequently.



## SINGLE RIDER LINES

Attractions should consider eliminating sider-rider lines as they are typically designed to fill open seats with members from different parties.



## CUSTOMIZATION

Determine distancing and sanitizing on a ride by ride basis. It may not be possible to open some attractions if social distancing/sanitation can't be implemented or upheld (i.e. soft play, interactive mazes, touch pools, props-based experiences, etc.)

# 11 WATER PARKS



## SOCIAL DISTANCING

Social distancing is critical and can be effectively managed in a water park.

## HIGH TOUCH SURFACES

High touch surfaces (handrails, ladders, arm rests, etc.) on lifeguard stands are to be sanitized between lifeguard rotations.

## MASKS

The owner/operator is to determine specific positions where masks are necessary while lifeguards are on duty (in accordance OSHA mandates).

## SIGNAGE

Install signs regarding social distancing and/or consider audio reminders.

## PROVIDING CARE

Social distance guidelines should be followed except for times when lifeguards are providing first responder care (water rescue, emergency treatment, etc.) In these circumstances, lifeguards will use appropriate PPE for the situation (ex: masks, buffs, gloves) and will follow best practices for first responders.

## SHARED EQUIPMENT

Shared equipment including, but not limited to: rescue tubes, bull horns, pool hooks, etc. are to be sanitized between uses.

## TRAINING

- Virtual learning encouraged when and where possible.
- Manikins should be used when and where possible.

## WATER TREATMENT

Properly treated swimming pool water at 1 part per million (ppm) free chlorine and pH of less than 7.5 kills viruses in seconds. Therefore, if a surface is covered in chlorinated pool water, that surface does not require additional sanitation. If a high-touch surface is not covered in chlorinated pool water, it should be sanitized frequently.

- Chemical readings for water should continue as per normal protocols/frequency and in compliance with local regulations/health codes.

## WADING POOLS

- Social Distancing must be maintained in all wading pools including but not limited to: Hot Tubs, Lazy Rivers, Wave Pools, etc.
- This can be accomplished through a variety of methods, including but not limited to: audio reminders, signage, capacity limits, visual cues, etc.

## PLAY STRUCTURES

Features/elements which are immersed in treated pool water do not need additional sanitization. Features/elements which are not immersed should be sanitized frequently, put out of service, or sectioned off from guest access.

## RIDE VEHICLES

All ride vehicles (tubes, mats, etc.), as well as lifejackets should be sanitized frequently.

## CHAIRS & LOUNGERS

Chairs and Loungers should be sanitized daily and placed in a manner which allows social distancing between parties.

## MULTI PERSON RIDES

Immediate family members, caretakers, household members, and romantic partners may ride together. All others should be dispatched using acceptable social distancing.

## CABANAS

Cabanas should be sanitized after each rental.

**Note:** These guidelines only apply to water park attractions/rides where the pool water is treated in accordance with health department regulations. They do not apply to water rides where the water is not treated to these standards.

# 12 GAMES, ARCADES & MINIATURE GOLF



## HAND SANITIZER

Hand sanitizing/hand washing stations should be easily accessible in games and arcades areas.



## SANITIZE

All games, props, counters, seats, and playing fields will be properly sanitized and cleaned throughout the day.

- Game components must also be cleaned regularly (balls, rings, buttons, darts, water race guns, pucks, bean bags, etc.)



## PLAYER SPACES

Players will be spaced to allow for proper social distancing. Immediate family members, caretakers, household members, and romantic partners need only follow Social Distancing requirements from other guests.



## PHYSICAL BARRIERS

Attractions should consider adding physical barriers between players and between players and employees where practical.



## MACHINE PLACEMENT

Machines should be placed to allow for 6 ft of social distancing. Where necessary some machines can be turned off or otherwise deactivated to keep guests from using machines which can't easily be relocated.



## MINI GOLF SPECIFIC

For miniature golf courses, implement methods to reduce the number of surfaces guests touch frequently. Consider modifications to holes, flag sticks, obstacles, etc. as needed. Sanitize balls, putters, and pencils after each use.

# 13 RETAIL & MERCHANDISE



## EDUCATE

Educate customers with appropriate signage to only touch what they intend to purchase.



## MARKINGS

Create floor markings that provide minimum social distances between customers queuing for service or cashiers to only touch what they intend to purchase.



## BARRIERS

Use physical barriers to separate staff from guests at cash registers and in merchandise pick-up locations when practical.



## BAGGING

Allow guests to put their purchased items into shopping bags themselves to reduce employee touchpoints.

# 14 FOOD & BEVERAGE

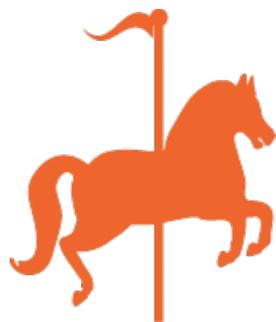
Food and Beverage operations should follow the National Restaurant Association and Pennsylvania Department of Agriculture Guidelines.

<https://www.prla.org/uploads/1/0/0/7/100794970/national-restaurant-association-covid19-reopening-guidance.pdf>

# 15 CONCLUSION

It is safe and practical to begin reopening commercial recreational attractions. Operating and visiting these facilities during the reopening phases of COVID - 19 is a shared responsibility between the public and facility operators. Guidelines such as those listed above, but especially focused on: good communication of requirements, not visiting attractions nor coming to work if you feel ill, hand washing/hand sanitizing, wearing PPE in appropriate circumstances, and social distancing, must be followed by all participants.

These guidelines serve as minimum recommendations for both the public and commercial recreational attraction operators. These guidelines should be adjusted, relaxed, and/or eliminated based on current requirements, guidance from local health authorities and as permitted by local and state government



# PAPA

Pennsylvania Amusement Parks and Attractions