

BEST PRACTICES FOR ATTRACTIONS

**KEEPING OUR GUESTS, OUR
COMMUNITY, AND YOU SAFE**

Physical Distancing - To ensure employee and guest safety by compliance with physical distancing requirements, we agree that we will enforce the following:

- ☐ Ensure 6 ft. distance between personnel, unless safety or core function of the work activity requires a shorter distance.
- ☐ Any time personnel are less than 6 ft. apart from one another, personnel must wear acceptable face coverings.
- ☐ Post social distancing markers using tape or signs that denote 6 ft. of spacing in commonly used and other applicable areas on the site (e.g. clock in/out stations, health screening stations)
- ☐ Limit in-person gatherings as much as possible and use tele- or video-conferencing whenever possible. Essential in-person gatherings (e.g. meetings) should be held in open, well-ventilated spaces with appropriate social distancing among participants.
- ☐ Establish designated areas for pick-ups and deliveries, limiting contact to the extent possible. Discuss safety procedures with vendors to require they comply as well.
- ☐ Schedule employees with staggered shift times to limit number of personnel at time clock and lunch break locations.

Physical Distancing (continued) - To ensure employee and guest safety by compliance with physical distancing requirements, we agree that we will enforce the following:

- ❑ Educate visitors - making visitors aware of company health policies prior to entry. This may include preregistration notices, emails prior to arrival to location as well as consistent and obvious posting of signage throughout location to remind guests of social distancing and safety requirements while on site.
- ❑ Require all guests and employees to wear face masks while on-site (some exceptions apply per NYS). Employees will remind guests, in professional way, of the policies in place for everyone's protection. Thoughtful management of these situations without confrontation is the best approach for safety.
- ❑ Tightly confined spaces will be occupied by only one individual at a time, unless all occupants are wearing face coverings. If occupied by more than one person, will keep occupancy under 50%/acceptable safe level of maximum capacity as determined by each business in their NYS Opening Plan.
- ❑ Post social distancing markers for guests using tape or signs that denote 6 ft. of spacing in commonly used and other applicable areas on the site (e.g. entrances, health screening stations).
- ❑ Limit in-person gatherings as much as possible and to NYS approved levels and use tele- or video-conferencing whenever possible. Essential in-person gatherings (e.g. meetings) should be held in open, well-ventilated spaces with appropriate social distancing among participants.

Physical Distancing (continued)- To ensure employee and guest safety by compliance with physical distancing requirements, we agree that we will enforce the following:

- ❑ Control maximum attendance with a combination of directions for movement, signage for 6 ft distancing as guests move through areas to maximize the space available for each guest.
- ❑ Encourage advance purchase policies to limit queues at entrances.
- ❑ Separate seating and reduce capacity to minimize contact and maintain social distancing.

These standards will assure the management of customers and visitors to adhere to CDC rules, NYS rules and business detailed safety rules.

Places

A. Protective Equipment. To ensure employees comply with protective equipment requirements, we agree that we will do the following:

- ☐ Employers will provide employees with an acceptable face covering at no-cost to the employee and have an adequate supply of coverings in case of replacement. Employee supplied face covering may be used if approved by management. Face coverings may not portray distasteful images or language.
- ☐ Cloth face coverings must be cleaned daily or replaced after use or when damaged or soiled, may not be shared, and should be properly stored or discarded.
- ☐ Limit the sharing of objects and discourage touching of shared surfaces; or, when in contact with shared objects or frequently touched areas, wear gloves (trade-appropriate or medical); or, sanitize or wash hands before and after contact.
- ☐ POS equipment, customer counters, company vehicles, pens and similar items should be cleaned and sanitized frequently. A written procedure will be developed that are applicable to each area where there is guest contact and included in the NYS Reopening Plan.

B. Hygiene and Cleaning. To ensure employees comply with hygiene and cleaning requirements, you agree that you will do the following:

- ☐ Adhere to hygiene and sanitation requirements from the Centers for Disease Control and Prevention (CDC) and Department of Health (DOH) and maintain cleaning logs on site that document date, time, and scope of cleaning.
- ☐ Conduct regular cleaning and disinfection at least after every shift, daily, or more frequently as needed, and frequent cleaning and disinfection of shared objects (e.g. tools, machinery) and surfaces, as well as high transit areas, such as restrooms and common areas, must be completed.
- ☐ Individual cleaners and cleaning teams will be established to clean and sanitize all high touch points such as chairs, tables, benches, display cases, doorknobs, railings, credit card machines, etc. Rides, food service areas, break rooms, rest rooms will be cleaned and sanitized on a more frequent schedule.
- ☐ Each manager of an area or a process will maintain a daily cleaning log for high touch/use areas in both guest and employee areas.
- ☐ Provide and maintain hand hygiene stations for personnel, including handwashing with soap, water, and paper towels, or an alcohol-based hand sanitizer containing 60% or more alcohol for areas where handwashing is not feasible. In addition all entrances, breakrooms, POS areas and throughout event, retail, restaurant and higher traffic areas will have hand sanitizer easily available to both visitors and employees.

Places-cont.

C. Communication - To ensure the business and its employees comply with communication requirements, you agree that you will do the following:

- ☐ Post signage throughout the site to remind personnel and guests to adhere to proper hygiene, social distancing rules, appropriate use of PPE, and cleaning and disinfecting protocols.
- ☐ Establish a communication plan for employees, visitors, and customers with a consistent means to provide updated information.
- ☐ Maintain a continuous log of every person, including workers and vendors, who may have close contact with other individuals at the work site or area; excluding deliveries that are performed with appropriate PPE or through contactless means; excluding customers, who may be encouraged to provide contact information to be logged but are not mandated to do so. Tracking logs will be turned into HR department daily.
- ☐ If a worker tests positive for COVID-19, employer must immediately notify state and local health departments and cooperate with contact tracing efforts, including notification of potential contacts, such as workers or visitors who had close contact with the individual, while maintaining confidentiality required by state and federal law and regulations.

D. Guest strategies – To assure guest safety at events and attractions:

- Recommend there is coordination with participants to lower guest time within events. Limit the number of tables to assure 6ft spacing, allowing for social distancing success. No guest personal objects should be placed within area unless cleaning protocol is possible. Guests should bag their own purchases.
- Assure consistent and complete communication via social media, event/attraction websites, emails and use of County and Chamber available opportunities for access to public.
- Any sampling of goods will be in prepackaged take out containers.
- Movement at events will be clearly marked in one way corridors to assure little exposure between guests.
- Events now often being creatively presented in drive-in format to assure appropriate distancing where possible.
- Tickets to be primarily sold in advance on-line and in many cases, for reserved times of entry to attraction or event.
- Guest bathrooms will have consistent and often cleaning procedures in place as well as sanitizing opportunities for guests.

PROCESS

- A. Screening - To ensure the business and its employees comply with protective equipment requirements, we agree that we will do the following:
- ☐ Implement mandatory health screening assessment (e.g. questionnaire, temperature check) before employees begin work each day and for essential visitors, asking about (1) COVID-19 symptoms in past 14 days, (2) positive COVID-19 test in past 14 days, and/or (3) close contact with confirmed or suspected COVID-19 case in past 14 days. Assessment responses must be reviewed every day and such review must be documented.
 - ☐ Employees will be screened before starting their shift. This will include non-invasive temperature checks, wellness questions and general observation. This data will be captured by each employee and submitted on tracing form to HR.
 - ☐ The personnel responsible to carry out the screening will wear a face covering at all times. Thermometer will be sanitized after temperature taking is complete. The thermometer will be kept in a closed container between uses.
- B. Contact tracing and disinfection of contaminated areas - To ensure the business and its employees comply with contact tracing and disinfection requirements, you agree that you will do the following:
- ☐ If an employee exhibits a temperature of 100 degrees or more, they will immediately be sent home and self-quarantine until symptoms subside. A doctor's clearance may be required before the employee is permitted to resume their duties.
 - ☐ In the case of an employee testing positive for COVID-19, the work area will be thoroughly cleaned and sanitized with approved products effective against COVID-19. These will be obtained from local supplies and kept in stock for immediate use.
 - ☐ In the case of an employee testing positive, HR will review the daily tracing sheets and contact those that have been in close contact in the workplace. HR will inform them that they may have been exposed to COVID-19 and provide a written procedure of the steps to take to safeguard their health while maintaining confidentiality.

OTHER

A. Please use this space to provide additional details about your business's Safety Plan, including anything to address specific industry guidance.

A. *Break down by businesses involved who have their own detail safety plans available for review -*

A. Museums

- 1. Fort William Henry*
- 2. Hyde Museum*

B. Boats

- 1. Lake George Steamboat Co.*

C. Events

- 1. Adirondack Wine & Food Festival*
- 2. LG Music Fest*
- 3. Americade*

D. Recreation - outdoor

- 1. Dino Roar Valley*
- 2. The Great Escape & Hurricane Harbor*

E. Recreation - indoors

- 1. Escape LG*

The businesses noted above have worked in conjunction with their various federal and state associations to assure safety compliance. This includes CDC, NYS Department of Health, Passenger Vessel Association (PVA), American Alliance of Museums, NYS Department of Agriculture and Markets and the Parks Council as an example of a few of the sources for our safety plans.

- This guidance will also change and evolve as we learn more about best practices, government guidelines and the latest recommendations from medical professionals.

Below is a well presented summary of safety standards prepared by the Parks Council.

PARKS COUNCIL

- Amusement parks and water parks are a key component of tourism throughout New York. The safety of our guests and team members is our top priority in consideration of every aspect of our plans to reopen. In the wake of the COVID-19 pandemic, and as New York State transitions to open business, be assured we are actively ready to REIMAGINE our facilities to create a safe and fun-filled experience for all guests and team members.
- The principles and considerations outlined below were gathered from attraction operators around the world in consultation with Dr. Marc Tack, a prominent epidemiologist from Kingston N.Y. They are designed to provide some approaches that our Theme Parks, Amusement Parks, and Water Parks in NY State are considering as we attempt to reopen the facilities in the wake of the pandemic. Not all of these will apply to every operation or facility type; the information outlined, however, is designed to outline the key principles of planned implementation that ensure we operate safely and within guidance of all local regulatory mandates.

- PARKS Council – Continued
- In consideration of the Governor's plan to reopen, each attraction will have a plan to protect employees and consumers, make the physical workspace safer, and implement processes that lower risk of infection in the business.
- Our parks have the unique ability to manage, limit or control attendance levels based on policies or procedures. This ensures social distancing and the reduction of density, while providing families much needed recreational time.
 - • We can control and/or limit our attendance via ticketing processes.
 - • We can control and limit the density of our guests within our parks via procedures and protocols to ensure recommended social distancing is practiced and contact is reduced.
 - • Parks are established local community recreational areas and places of leisure in an outdoor environment.
 - • Parks are spread out geographically across the State of New York. Please consider the attached plan overview in support of safely reopening New York State Amusement Parks, Water Parks and Attractions.

- PARKS Council –continued
- PLAN OVERVIEW (Base Principles/Core Strategies):
- • Social Distancing
 - • Limit Park Capacity (ensure less density and provide proper social distancing ratios)
 - • Reduce capacity to 50% and/or achieve 1 guest per 36 square foot
 - • Exposure time is limited too. Guests generally move throughout their experience. The guests are not sitting in a single location, elbow-to-elbow for an extended period.
- • Install distance markers in all queue lines throughout the park.
- • Set up all guest and team member areas to meet social distance protocols.
- • Seating adjustments made in dining areas, patios, etc.
- • Reduce guest and team member contact with operational adjustments (i.e.)
 - • Ticket Reservation Systems/Pre-Sale Tickets
 - • Adjusted Operating Hours
- • Limited marketing outreach to draw local/regional
- • Screening
 - • Implement screening procedure for both guests and team members.
 - • Guest and team members will be screened at all entrance points
- • Sanitization and Disinfecting
 - • Increase hand sanitization stations throughout the parks – Have it at all Rides, all POS locations, & midways
 - • Provide handwashing stations for guests throughout the park
 - • Continue existing and increased sanitization and disinfecting procedures park wide with concentration on high touch points (Rides, Railings, Counters, POS, etc.)
 - • Staff dedicated clean teams
 - • Increase sanitization frequency of public seating, patios, tables, entertainment venues, etc.

- PARKS Council-continued
- • Signage - Communication – Training Touchpoints
 - • Implement multi-tier guest and team member communication for health, hygiene and social distancing to ensure coverage throughout the park.
 - Audio/Video if available
 - • Signs inside and outside of the park
 - • Reinforced on Website for pre-visit planning
- • Implement COVID-19 training and in-services for team members
 - • Post Hygiene standards in common workplace break areas, time clocks and high frequency team member locations
- • Employee Training
 - • Pre-Opening Training – Provide training to ensure employees understand and are confident in managing social distancing, the hygiene aspect of their role and the proper use of PPE
 - • Core Responsibilities – Train employees thoroughly on new, COVID-related protocols.
 - • Hygiene Instruction – Instruct employees to wash their hands or use hand sanitizer frequently following actions (i.e. - bathroom use, sneezing, cleaning).
- • PPE Equipment – Supplies
 - • Team Member PPE (each team member will be required to have and use PPE)
 - Cloth face mask, Hand sanitizer and Specific items if required (I.e. Safety Glasses, Gloves)
 - • Spray bottles, Low pressure sprayers, Sanitizers and disinfectants
 - • Plexi-Glass separators
- This guidance will also change and evolve as we learn more about best practices, government guidelines and the latest recommendations from medical professionals.