



REOPENING CONSIDERATIONS FOR ATTRACTIONS & TOURISM INDUSTRY

Planning for Employees/Volunteers Returning to the Workplace

- Develop practical guidelines for working in the office (i.e., PPE usage such as face coverings, personal hygiene, use of amenities and meeting spaces, and related expectations)
- Implementing symptom screening/temperature checks for employees and volunteers prior to the start of their shift. Require staff/volunteers to wash hands at beginning of shift and communicate importance of staying home when sick.
- Develop guidelines for social distancing (i.e., meeting size limits, identification of “no sitting/gathering” areas, protocols for safe entry/exit/circulation, establish split-shifts and staggered work schedules to limit people in facility)
- Consider providing separate breakroom space for at-risk employees
- Reconfigure facility space to achieve social distancing, including removal of seats and closure/repurposing of conference rooms and cafeterias
- Assess configuration of, and access to, frequently shared areas (e.g., storage closets) and amenities
- Establish safe distance zones or ground level markers (i.e., stickers) around reception desks and other common gathering points
- Increase availability of sanitation options (i.e., wipes, hand sanitizer), provide self-serve desk and conference room kits, and plan for safe disposal of PPE
- Encourage and evaluate individual food and beverage options vs. shared food consumption
- Provide staff and volunteer training regarding modifications to the workplace before opening to the public and plan to provide refreshers as health updates are made available

Planning to Reopen the Facility

- Develop a phased timeline to prioritize health and safety while building in flexibility to refine the plans based on the latest health science. Follow CDC, OSHA, state and local guidance and define phased approach which gradually increases employee, volunteer and guest capacity after first few weeks of reopening
- Provide staff and volunteers with appropriate protective equipment. Face masks should be worn by staff and volunteers who regularly interact with the public.
- Take measures to consistently ensure physical distancing for all employees, volunteers and customers.



- Make sure to install ground level markers (i.e., stickers) in front of facility entry before opening to public
- Implement comprehensive sanitation protocols with signage and appropriate stations. Increase the frequency of cleaning high-touch surfaces, allocate resources to cleaning supplies and train staff to wipe down surfaces after every interaction.
- Restrict contact, capacity and access by considering the following:
 - Online ticket sales only
 - Providing digital visitor guides and materials
 - Decreasing touchpoints on displays and exhibits
 - Use of disposable items (pens, bags, etc. vs. reusable)
 - Restricting capacity for guests by implementing timed tickets
 - Restrict or limit access to theatres, cafes or other tight/highly-trafficked areas
 - Cancel or restrict group tours and private special events
 - Use signage or barriers to enforce physical distancing
 - Establish one-way flow through indoor space
- Develop procedures for first aid responders and fire wardens and adjust muster points for flexible working and social distancing

Outdoor/Event Setup Considerations

- Maintain physical distancing for box office and ticket line waiting area to also account for outdoor climate/weather conditions (i.e., provide shade, hand sanitizer and ground markers for those in line)
- Reconfigure event venue space to achieve social distancing, including removal/restricting of seats and closure/repurposing of restroom facilities, picnic areas, signage to encourage one-way entry/exit flow
- Establish safe distance zones or ground level markers (e.g., stickers) in front of outdoor vendors and other common gathering/waiting points or where lines form
- Increase availability of sanitation options (e.g., wipes, hand sanitizer), provide self-serve sanitation stations and plan for safe disposal of PPE