WISCONSIN

GUIDANCE ON PREPARING WORKPLACES FOR COVID-19

ENTERTAINMENT AND AMUSEMENT

The entertainment and amusement sector includes a diverse array of businesses dedicated to bringing people together. The sector encompasses more than 4,000 businesses and 65,000 employees dedicated to providing meaningful social interactions among Wisconsin residents and visitors. However, almost all of these businesses have been shuttered completely to prevent the spread of COVID-19. This industry is important for social connections and fosters a sense of celebration and togetherness among residents, but the communal nature of these facilities makes it especially challenging to accommodate necessary social distancing and sanitation during this time. This document is intended to provide guidance for businesses looking to take steps to allow their businesses to reopen as soon as it is safe to do so.

This guide includes instructions for entertainment and amusement venues that cater to groups of people in indoor or outdoor settings, including but is not limited to theaters, amusement parks, waterparks, arcades, trampoline parks, sports simulator/practice facilities, bowling alleys and related establishments.

In addition, please see the "**General Guidance for All Businesses**" document for guidance that applies to all industries, and please consult the other available industry guides as relevant for your specific business type.

Keeping employees and customers safe is the number-one priority for all businesses. This resource provides guidelines for protecting both of these groups. Businesses are expected to be proactive about compliance with rules and take definitive action to enforce the rules. It is not sufficient to post signage requesting that guests maintain distancing or to anticipate that staff will be able to manage customer interactions in real time (e.g., by directing guests verbally to separated facilities or wiping down surfaces as guests approach).

Recommendations for Entertainment and Amusement

Entertainment and amusement businesses face unique challenges, as successful business operations typically require daily interaction with a large number of people. The following minimum requirements apply to businesses in this category that are planning to reopen.

Employee health and hygiene

- Employees who have a fever or other symptoms of COVID-19 will not be allowed to work.
- Maintain an adequate supply of paper goods, soap and hand sanitizer to allow proper hand hygiene among employees and customers.
- Provide tissues for proper cough/sneeze etiquette and no-touch disposal receptacles.
- Emphasize effective hand hygiene, including washing hands with soap and water for at least 20 seconds, especially before preparing or eating food; after using the bathroom; and after blowing your nose, coughing or sneezing.
- Wear single-use disposable gloves when performing cleaning and disinfection/sanitizing duties.
- Ensure first aid and lifeguard staff have proper personal protective equipment (PPE) to wear for first aid and rescues. (Visit the American Red Cross website for advice about safer first aid, CPR and lifeguarding.)

Clean and disinfect

- Single-use gloves should be worn.
- Rides or amusements that cannot be sanitized between uses (for example, play equipment in common areas) should be closed.
- High-contact areas such as doorknobs, buttons, counters, armrests, bleachers and stair rails should be cleaned frequently, or after each user if feasible.

- Bathrooms, locker rooms and shower rooms should be cleaned and sanitized frequently.
- Sanitizing wipes should be discarded after each use or when visibly soiled. Use one wipe per item/area.
- Guest touch locations such as kiosks, interactive displays and video/arcade games should have sanitizing wipes provided nearby.
- Attractions utilizing shared equipment (e.g., controls/handles, harnesses, helmets, shoes, balls, tables, seats) should be sanitized between uses.
- All cloth materials should be washed at the highest possible heat setting and dried thoroughly.
- Follow restaurant guidelines for food service areas.
- At swimming pools and waterparks, staff must monitor table and chair usage and sanitize chair and table surfaces between patrons.
- Lifeguards must not be assigned to additional duties.
- Sanitize surfaces using an U.S. Environmental Protection Agency-registered disinfectant or a bleach solution. Prepare a bleach solution by mixing:
    - 5 tablespoons (one-third of a cup) bleach per gallon of water for non-food contact surfaces.
    - 1 teaspoon bleach per gallon of water for food contact surfaces.
    - *Do not mix* bleach and ammonia-based chemical solutions.

Face masks and cloth face coverings

- Employers should recommend that employees wear face masks or cloth face coverings when social distancing is not feasible in the work environment. They may also recommend usage of face masks or cloth face coverings for public-facing activities.
- Ensure your employees are wearing face coverings properly. The U.S. Centers for Disease Control and Prevention (CDC) provides guidance on how to properly wear a face covering and offers tutorials for how to make one.
- If customers will not be able to stay six feet away from others, recommend that they bring their own face mask or covering. Provide face masks for customers to use at your facility if they did not bring one, and provide adequate trash receptacles for disposing of used masks. Considerations should be made for individuals who are unable or unwilling to wear a mask or cloth face cover.

Business operations

- Ensure that you have an adequate supply of single-use paper towels, utensils, PPE (masks, if available and single-use gloves) and soap/sanitizer on hand to ensure employees are able to follow best practices. Enforce use of these items when interacting with customers unless otherwise specified in the guidelines.
- Encourage staff to avoid sharing work tools and equipment (such as desks and phones) if possible. If it is necessary to share, sanitize the tool/equipment before and after each use.
- Provide employees with training on new processes and procedures.
- Consider creating alternating work teams where possible, to ensure that should some staff become infected, you will have adequate staff to maintain operations while following isolation/quarantine guidelines for any team members who worked with infected persons.

Customer health and safety

- Customer capacity should be reduced to ensure adequate social distancing if at all possible.
- Customers should be denied entry once the maximum capacity for safe social distancing has been reached. Offer to notify waiting customers via text message when space becomes available.
- Eliminate unnecessary physical contact between staff and visitors, and maintain social distancing with a six-foot distance between individuals whenever possible.
- Install stickers or arrows on the floor/ground, directing customer traffic patterns to minimize interactions, and maintain a six-foot distance between customers at queuing areas such as cashier stations or loading areas.
- For businesses that require queuing, consider using a digital tool/platform to allow guests to reserve times, and thus minimize on-site lines. Space out appointment intervals to accommodate additional cleaning and sanitizing of equipment between users.
- Consider use of physical barriers between adjacent areas such as bowling lanes, driving range tees or queuing areas.
- Amusements with seating should maintain a minimum of six feet between household groups. Non-compliant benches, booths, seats and machines should be physically marked with tape or barriers to prevent use.
- Theater seating should provide at least two empty seats between household groups. The maximum household group size allowed should be six people. Offer cashless and contactless transactions whenever possible.
- When exchanging paper and coin money, do not touch your face afterward. Ask customers to place cash on the counter rather than directly into your hand. Place money on the counter (not in hand) when providing change back to customers. Clean the counter between each customer at checkout.
- Consider adding clear plastic barrier protection at the cashier or entrance desk with a pass-through opening to exchange items as necessary. Registration and/or cashier desks must be six feet apart.
- At swimming pools and waterparks, attendants must ensure that tables and chairs maintain adequate distance and that group size does not exceed 10 people.
- Lifeguards must not be assigned to additional duties.

Additional customer protections

- Post signage at entrances to facilities letting customers know about changes to your policies and reminding individuals experiencing COVID-like symptoms to stay at home.
- Install sanitizing stations (with at least 60% alcohol if hand sanitizer is provided) at the entrance to your facility and at key locations throughout the facility where customers are likely to contact shared equipment. Encourage customers to use them.

- Remove all unnecessary touchpoints, especially those that cannot be sanitized between uses. Examples include the use of pens to sign receipts (cashless and contactless transactions are recommended), benches, interactive displays, drinking fountains, photo props or shared equipment.
- No reusable items (e.g., theater popcorn boxes, refillable drink containers) should be allowed.
- Utilize disposable instead of reusable items whenever possible.
- Provide adequate trash receptacles and increase removal frequency to accommodate additional waste.
- Continue offering virtual experiences and curbside pickup of physical goods to accommodate all customers if possible.
- Discourage customers from touching other participants' equipment (e.g., retrieving other customer's stray ball).
- Equipment should be secured and provided to guests upon request. No shared equipment (e.g., tubes, balls, toys) should be used.

Programmed event guidelines

- Programmed events should be limited to 10 persons at a time in any given space, expanding to 50 people in Phase 2 of the Badger Bounce Back plan.
- Where possible, event attendance should be staggered to minimize overlap and reduce density of participants.
- Consider designating alternate offerings for at-risk populations.
- Gatherings should be invitation-only or include a process to collect participant lists, in case contact tracing becomes necessary.

Specific considerations for swimming pools and water attractions

- Follow the general guidance above and CDC guidance for swimming pools and water attractions when posted at CDC Healthy Swimming.
- Each licensed public pool or water attraction facility must develop and follow a safety plan that includes enhanced cleaning and sanitizing of surfaces, employee health and hygiene, and ensuring that the pool or water attraction is properly operated with appropriate disinfectant levels.
- Each licensed facility must have a designated person on site to ensure that guidelines and regulations are followed. A facility may appoint an attendant or other staff member to perform these duties, as long as the facility is otherwise properly staffed. **A lifeguard, while serving as a lifeguard, may not perform duties of the attendant** or be given additional duties that distract from the responsibilities of lifeguarding.
- For any pool, adequate disinfection will inactivate coronavirus, so careful attention must be paid to ensure that the pool has adequate disinfectant, proper ORP values in pools where that value is measured, and proper recirculation.
- The usual CDC protocol for fecal accidents must be followed.

Low-use pools (condo, apartment, homeowner association, hotel/motel)

- The maximum number of patrons allowed in an enclosure must be based on the consideration that patrons may travel between the deck and the basin. Pool capacity must be reduced to half of the normal maximum patron load to allow for six feet of space (a six-foot radius, or 144 square feet) for each patron (except for family groups) in the pool and on the deck at all times. Occupancy of the enclosure will be limited to the number of patrons allowed in the pool basin, as patrons are expected to move into and out of the water, and will need adequate space to do so given limited deck space.
- For whirlpools, measure the whirlpool and ensure six feet of distance and enforce this. This means a whirlpool may potentially need to be limited to one person using it at a time.
- Low-use pools may want to consider a reservation system to control access. For example, a family could reserve the pool for half an hour at a time, depending on demand.

Competition pools or pool areas used for lap swimming (with lanes seven to eight feet wide)

- One patron per lane at a time is allowable for lap swimming or competition. Patrons are expected to swim in the middle of the lane to allow for maximum distance between heads (approximately seven feet).

Wading pools and splash pads

- Wading pools and splash pads must be staffed by an attendant who is on site to monitor use.
- Maintain six feet of distance between people not from the same household group.
- Travel routes through a splash pad must allow for six feet of distance, so patrons should be encouraged to take turns moving through the splash pad.

Municipal pools, fitness centers, school pools and all pools at waterparks

- There must be an adequate number of attendants on hand to ensure proper distancing and limit group sizes to 10 people or families.

Leisure rivers

- Traffic in the river must allow for six feet of distancing between riders who are not members of the same family.

Slides

- Timing of sending riders down the slide must allow for only one person to be in the plunge basin at a time.
- Wave pools and other rides that involve water moving patrons in a manner that may cause unavoidable close contact between patrons
- Patron load must always be restricted to ensure adequate spacing during the activity.

Swimming lessons

- Follow " Learn to Swim" guidance from the American Red Cross. This is likely to mean that only lessons for more advanced swimmers or parent-child lessons will be allowable initially, in order to avoid close contact of non-family members.

IN PARTNERSHIP WITH WISCONSIN'S REGIONAL ECONOMIC DEVELOPMENT ORGANIZATIONS:

7 Rivers Alliance
Centergy
Madison Region Economic Partnership
Milwaukee 7
Momentum West
Prosperity Southwest
Grow North
The New North
Visions Northwest

CHECKLIST GUIDE FOR REOPENING

Your Entertainment or Amusement Business

After reading through the available guidance for your business sector at wedc.org/reopen-guidelines use this checklist to ensure that you have taken the necessary steps to open your business safely, protecting the health of your employees and customers. In addition to reviewing this checklist, be sure to consult your local health department, as some communities may have additional local regulations in place.

☑ Policy Checklist

- ☐ Create a policy for identification and isolation of sick people, including employee self-monitoring, required reporting of illness, sick leave policies and isolating employees who become ill at work.
- ☐ Assess leave policies for quarantined/isolated workers and those caring for sick family members.
- ☐ Create a policy on personal protective equipment (PPE). Recommend that employees wear face masks or cloth face coverings when social distancing is not feasible. You may also wish to recommend usage of face masks or cloth face coverings for public-facing activities, and first aid or lifeguard staff should wear proper PPE for first aid and rescues.
- ☐ Connect employees to employee or community assistance resources such as the Wisconsin COVID-19 hotline (211) or COVID-19 Resilient Wisconsin dhs.wisconsin.gov/covid-19
- ☐ Create a client service policy. To the extent possible, clients should wear face coverings when receiving services. Recommend clients bring their own face mask or covering, and also provide them for clients who don't bring their own. Considerations should be made for clients who are unable or unwilling to wear a mask or cloth face cover. Refuse service to any client who arrives with symptoms.
- ☐ Create a response plan in the event that an employee has COVID-19 symptoms or is suspected or confirmed to have COVID-19. This should include criteria for impacted employees to return to work and guidance for identifying, communicating with and accommodating potentially exposed workers.

☑ Communications Plan Checklist

- ☐ Establish an employee communications schedule and develop a training plan for employees with modules on social distancing, hygiene and sanitation best practices, what to do if they feel sick, proper use of PPE and cloth face coverings, and how to educate customers about the new policies and practices.
- ☐ Develop a marketing plan for customers that addresses business signage, social media communications, new business policies and customer instructions (stay home if you are sick, limit items you touch, closure of common areas, hygiene including handwashing, social distancing reminder).
- ☐ Communicate with vendors/suppliers for contactless dropoff or to arrange deliveries during non-customer hours.
- ☐ Establish a system for continually updating customers on activity or service options and policies as circumstances change.

☑ Facility Plan Checklist

- ☐ Post signage about policy changes for customers and employees.
- ☐ Provide tissues and no-touch trash receptacles.
- ☐ Set up sanitizer or handwashing stations in convenient locations around the business.
- ☐ Remove unnecessary touchpoints and items that cannot be sanitized between uses (e.g., photo props, extra equipment). Store any shared items behind counters and provide them to guests upon request so they can be sanitized between uses.

- ❑ Install social distancing markers or directional arrows on floors to encourage distancing of at least six feet where possible, and to minimize contact. Reduce capacity to ensure adequate social distancing. Consider using a digital platform to allow guests to reserve times to minimize lines. Leave time between appointments for adequate cleaning.
- ❑ Amusements with seating (including vehicles) should maintain six feet of distance or an empty row between household groups. Theater seating should provide at least two empty seats between household groups. Non-compliant seating should be physically marked to prevent use.
- ❑ Rides or amusements that cannot be sanitized between uses should be closed.
- ❑ Provide disinfectant wipes at guest touch locations such as kiosks, interactive displays and video/arcade games. Consider disabling nonessential kiosks and displays.
- ❑ Consider adding clear plastic barrier protection at the cash register or entrance desk.
- ❑ Implement touchless payment systems/options.
- ❑ Close common areas (locker rooms, showers, etc.) or sanitize after each use.
- ❑ Minimize the need of employees to share equipment/tools (pens, markers, scissors, walkie-talkies, etc.) by purchasing additional sets as needed. If sharing cannot be avoided, provide a means to sanitize the shared items after each use.

☑ Operations Plan Checklist

- ❑ Before you reopen, sanitize. Consult a professional on HVAC and water systems, possibly increasing air flow. Ensure that fans are not blowing air directly from one person toward another.
- ❑ Assign one or more staff members (ideally one per shift) to take the lead on cleaning and disinfecting.
  Review cleaning/disinfecting/sanitizing product labels to determine glove and other PPE requirements.
  Provide chemical hazard training to employees.
- ❑ Consider creating alternating work teams to ensure you will have adequate staff to maintain operations should some staff become infected and other team members need to follow isolation/quarantine guidelines.
- ❑ Eliminate unnecessary physical contact between staff and customers.
- ❑ Stagger event attendance to reduce density of participants, minimize overlap and accommodate adequate cleaning. Programmed events should include registered individuals only, or include collection of participant information to assist with contact tracing.
- ❑ Use disposable items instead of reusable items whenever possible. No refills (such as popcorn boxes and drink containers) should be allowed.
- ❑ Purchase face masks or cloth face coverings for customers and PPE for staff.
- ❑ Purchase cleaning supplies appropriate to sanitize the type of surfaces and products found in your facility.
- ❑ Create a plan for accommodating at-risk customers by continuing virtual offerings, offering curbside pickup or delivery of physical items, or adding designated by-appointment-only hours.

☑ Specific Considerations for Swimming Pools and Water Attractions

- ☐ Visit CDC Healthy Swimming to ensure you are following current general guidance. cdc.gov/healthywater/swimming
- ☐ All pools must have an adequate number of attendants to ensure distancing and limit group sizes to 10 people or families. Lifeguards must not be assigned to additional duties while serving as a lifeguard.
- ☐ Low-use pools may wish to consider a reservation system to control access.
- ☐ Competition or lap pools may only have one person per lane at a time.
- ☐ Wading pools and splash pads should be staffed by an attendant to monitor use and ensure distancing.
- ☐ Swimming lessons should only be held for advanced swimmers or parent-child lessons to eliminate staff-child contact.
- ☐ Please review more detailed information within this guide referring to leisure rivers, slides and wave pools.

☑ Cleaning Schedule

Between Customers/Frequently

- ☐ Common areas (balls, shoes, harnesses, helmets)
- ☐ Restrooms
- ☐ Locker rooms
- ☐ Showers

Daily

- ☐ Clean HVAC intakes.
- ☐ Keep shared equipment that has been used (harnesses, lifejackets, etc.) out of circulation for 72 hours or sanitize it before returning to inventory.
- ☐ Follow restaurant guidelines for food service areas. wedc.org/reopen-guidelines