

WISCONSIN

GUIDANCE ON PREPARING WORKPLACES FOR COVID-19



OUTDOOR RECREATION



Outdoor recreation and natural amenities are among Wisconsin's best known and most loved features. Not only does the outdoor recreation sector encompass more than 30,000 direct employees, but it also has a strong impact on many other sectors, attracting visitors to rural markets and serving as a draw for residents relocating to the state. Because the Safer at Home Order took effect during the colder season, the initial effect for outdoor recreation businesses was limited, with some businesses needing to delay their seasonal opening dates. However, given the seasonality of the industry, maximizing revenues during the summer season is critical for these businesses' survival.

The rural and generally dispersed nature of many outdoor recreation activities bodes well for this industry, but customer safety is still of the utmost importance. Businesses will need to be sure they are allowing for the recommended social distancing and other measures to avoid the spread of COVID-19. Within those parameters, businesses have ample opportunities to create outdoor activities for individuals and household groups to enjoy.

This guide contains instructions for outdoor recreation businesses, including guide services, equipment rental, campground operators, golf courses and other outdoor experience operators. Keeping employees and customers safe is the number-one priority for all businesses. This document provides guidelines for protecting both of those groups. 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.

Businesses are expected to proactively ensure 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 installing signage instructing visitors to comply with distancing but not actually utilizing visual cues or physical barriers to support compliance).

Recommendations for Outdoor Recreation

If you utilize public lands for your business, understand that some areas and facilities may be closed. Check before you reopen, and abide by the land manager's rules.

Employee health and hygiene

- ▶ Employees who have a fever or other symptoms of COVID-19 should not be allowed to work.
- ▶ Maintain an adequate supply of paper towels, soap and hand sanitizer to allow employees to practice proper hand hygiene.
- ▶ Provide tissues for proper cough/sneeze etiquette and no-touch disposal receptacles.

Face masks and cloth face coverings

- ▶ Employers should recommend use of face masks or cloth face coverings by employees when social distancing is not feasible in the work environment. Usage may be recommended for public-facing activities.

- ▶ Instruct your employees in how to properly put on and remove a face mask or cloth face covering. 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 customer use in your facility if they did not bring their own, and provide adequate trash receptacles for used masks. Considerations should be made for individuals who are unable or unwilling to wear a mask or cloth face cover.



PROTECT



WASH OFTEN



DISINFECT



CAUTION



Clean and disinfect

- ▶ High customer contact areas such as doorknobs, buttons, touch screens and check-out counters should be cleaned every two hours, or after each user if feasible. Bathrooms should be sanitized frequently.
- ▶ For campgrounds, laundry facilities and shower buildings should be sanitized more frequently.
- ▶ Showers may be closed to the public.
- ▶ Toilets exceeding the minimum number of required toilets in [ATCP 79.16](#) may be closed to the public.
- ▶ Disinfecting wipes should not be used to wipe more than one surface. Discard after use or when wipe becomes visibly soiled.
- ▶ Cloth materials should be washed on the highest possible temperature setting and dried thoroughly.
- ▶ Equipment used in your business's activities (e.g., controls/handles, harnesses, helmets, shoes, paddles, rods, life vests) should be sanitized between uses. Equipment that cannot be sanitized should be quarantined for at least 24 hours between users.
- ▶ Remove or eliminate unnecessary touchpoints that cannot be sanitized between uses (e.g., rakes on golf courses, photo props, benches).
- ▶ For operator-provided camping units, after each guest stay:
 - ▶ If towels, linens or bedding are provided, launder these items at the highest appropriate temperature setting and dry completely.
 - ▶ Sanitize all multi-use utensils, dinnerware, ice buckets, coffeemakers and glassware.
 - ▶ Sanitize light switches, toilet, faucet handles and door handles.

Social distancing

- ▶ Eliminate unnecessary physical contact between staff and customers, and maintain social distancing with a six-foot distance between individuals whenever possible. Social distancing should occur both inside buildings and outside, such as on golf courses and boat launches. 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 registration/cashier desk with a pass-through opening to exchange items as necessary.
- ▶ Establish self check-ins whenever possible.
- ▶ Occupancy of a single campsite should be limited to members of a single household or living unit.
- ▶ Mark any indoor or outdoor waiting areas to ensure compliance with social distancing standards.
- ▶ Use floor markings in entry and cash wrap areas to encourage social distancing.
- ▶ Instruct customers to maintain social distancing for the duration of their visit. For example, boaters should not raft up or pull up on common sandbars/beaches, golfers should not congregate at holes, and anglers should maintain the proper distance from one another.
- ▶ Common areas (such as changing rooms, lounge areas, locker rooms, courtesy food and beverage bars and child play areas) should be closed if it is not possible to enforce social distancing and sanitize them after each user. Services requiring personal interaction (such as guides or instructors) should maintain social distancing to the extent possible, including providing face masks for situations where parties will be sharing confined spaces (e.g., car, boat, harness).

Additional customer protections

- ▶ Post signage at the entrance area and other locations letting customers know about changes to your policies and instructing them to stay away if they are experiencing COVID-like symptoms.
- ▶ Ensure handwashing or sanitizing stations (with at least 60% alcohol if providing hand sanitizer) are available for employees and customers, and encourage people 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), golf ball washers, rakes on golf courses, water coolers, photo props and benches.
- ▶ Use disposable instead of reusable items whenever possible. Provide adequate no-touch trash receptacles and increase trash removal frequency to accommodate increased waste.
- ▶ Continue offering virtual experiences and curbside pickup of physical goods to accommodate all customers if possible.
- ▶ Whenever possible, stagger participant start times to minimize interaction.
- ▶ Require all customers to make reservations, to ensure their information is available if contact tracing becomes necessary.
- ▶ If your business offers multiple product or service lines (e.g., a facility with on-site food and beverage, lodging or pools), adhere to all the relevant guidelines by industry.

Group activity guidelines

- ▶ Do not congregate in parking lots, at trailheads, at boat launches, at overlooks etc. Wait for others to leave before entering a crowded area.
- ▶ Shared transport in vans, cars, etc., should be avoided unless a seat can be left empty between all riders who are not part of the same party. Encourage passengers to wear face masks, and sanitize vehicle after each use.
- ▶ Group events should be limited to 10 people. Use floor markings or chair placement to encourage safe spacing of participants.
- ▶ Conduct orientation or group training in large, well ventilated rooms, or outdoors.
- ▶ Campsites should be limited to members of a single household or living unit.



More outdoor recreation resources

CDC Resources for Parks and Recreational Facilities:
www.cdc.gov

CDC Guidance for Administrators in Parks and Recreational Facilities: www.cdc.gov

Wisconsin Department of Agriculture, Trade and Consumer Protection: datcp.wi.gov

Industry-specific resources:

[International Mountain Biking Association](#)

[Wisconsin State Golf Association](#)

[Outdoor Industry Association](#)

[National Association of RV Parks and Campgrounds](#)

[United States Parachute Association](#)



WISCONSIN DEPARTMENT
of HEALTH SERVICES

WISCONSIN
—DEPARTMENT OF TOURISM—

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 Outdoor Recreation 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 the event.
- ☐ Assess leave policies for quarantined/isolated workers and those caring for sick family members.
- ☐ Create a policy for PPE 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, such as point-of-sale interactions.
- ☐ 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 customer service policy. To the extent possible, customers should wear face coverings when receiving services. Recommend customers bring their own face mask or covering, and also provide them for customers who don't bring their own. Considerations should be made for customers who are unable or unwilling to wear a mask or cloth face cover. Refuse service to any customer 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. Provide disinfectant wipes near items requiring touch (e.g., registration stations).

- ☐ Remove unnecessary touchpoints and items that cannot be sanitized between uses (e.g., extra equipment, magazines). Store any shared items behind counters and provide them to customers upon request so sanitizing can be completed after each use.
- ☐ Install social distancing markers or directional arrows on floors to encourage maintaining distance 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. Accommodate space between appointments for adequate cleaning.
- ☐ Establish self check-in systems whenever possible.
- ☐ Seating areas (including vehicles) should maintain six feet of distance or an empty row between household groups. Theater-style seating should provide at least two empty seats between household groups. Non-compliant seating should be physically marked to prevent use.
- ☐ Consider adding clear plastic barrier protection at the registration or cashier desk.
- ☐ Implement touchless payment systems/options and enable self check-ins whenever possible.
- ☐ Close common areas (locker rooms, showers, etc.) if it is not possible to enforce social distancing or sanitize after each use.
- ☐ Minimize the need for employees to share equipment/tools (e.g., pens, markers, scissors, walkie-talkies) by purchasing additional sets as needed. If items must be shared, provide a means to sanitize them 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.
- ☐ Increase cleaning frequency for restrooms, showers and locker rooms, and consider design changes to separate users.
- ☐ Eliminate unnecessary physical contact between staff and customers.
- ☐ Hold meetings and activities outdoors or in open, well-ventilated spaces when possible. Discourage handshaking. Shared transport in vans, cars, etc. should be avoided unless unrelated passengers can be separated with an empty seat.
- ☐ For programmed events, stagger start times to reduce density of participants, minimize overlap and accommodate adequate cleaning. Programmed activities should include registered individuals only, or include collection of participant information to assist with contact tracing.
- ☐ Disposable items should be used 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, curbside pickup or delivery of physical items or adding designated by-appointment-only hours.
- ☐ Cloth materials should be put in a plastic bag after use, laundered at the highest appropriate temperature and dried thoroughly between uses.
- ☐ Limit campsites to members of a single household or living unit. Campground facilities should be cleaned between users.
- ☐ See Entertainment and Amusement guidelines for specific guidance related to pool operations. wedc.org/reopen-guidelines
- ☐ Follow restaurant guidelines for food service, or encourage guests to bring their own meals and snacks. wedc.org/reopen-guidelines

☒ Cleaning Schedule

Between Customers/Frequent

- ☐ Common areas (door handles, payment machines)
- ☐ Customer touchpoints (gear, harnesses, helmets)
- ☐ Restrooms
- ☐ Shower buildings
- ☐ Laundry facilities

Daily

- ☐ Keep shared equipment that has been used (harnesses, lifejackets, etc.) out of circulation for 72 hours or sanitize before returning to inventory.