



# COVID-19 General Checklist for Amusement Parks and Theme Parks

October 20, 2020

This checklist is intended to help amusement parks and theme parks implement their plan to prevent the spread of COVID-19 in the workplace and is supplemental to the [Guidance for Amusement Parks and Theme Parks](#). This checklist is a summary and contains shorthand for some parts of the guidance; familiarize yourself with the guidance before using this checklist.

Businesses must identify and monitor the County Risk Level for the county the business is operating in and make required adjustments to their operations:

- **Purple – Widespread – Tier 1:** All operations must be closed.
- **Red – Substantial – Tier 2:** All operations must be closed.
- **Orange – Moderate – Tier 3:** Operations are permitted only for smaller parks (see definition below) and those operators must implement the following modifications:
  - Smaller parks are defined as parks with overall capacity fewer than 15,000 based on the design/operating capacity or fire department occupant limit.
  - Capacity must be limited to 25% of total facility occupancy based on the design/operating capacity or fire department occupant limit - whichever is fewer - or 500 people, whichever is fewer.
  - Only outdoor attractions are permitted to open; all other indoor attractions must remain closed.
  - Ticket sales must be limited only to those visitors who reside in the same county as the park's location.
  - Operators must follow the modifications in this guidance and must be prepared for inspections by public health officials to ensure adequate implementation of all required modifications. Operators must address and implement any resulting findings and recommendations
- **Yellow – Minimal – Tier 4:** Operations are permitted for all amusement park operators with the following modifications:
  - Capacity must be limited to 25% of total facility occupancy based on the design/operating capacity or fire department occupant limit, whichever is fewer.
  - Capacity on all indoor dining and drinking establishments within the park must be limited to 25%.
- Operators must follow the modifications in this guidance and must be prepared for inspections by public health officials to ensure adequate implementation of all required modifications. Operators must address and implement any resulting findings and recommendations.

For the most updated information on county tier status, visit [Blueprint for a Safer Economy](#). Please note that counties can have more restrictive criteria and different closures. Find [your county's local information](#).



## Contents of Written Workplace Specific Plan

- The person(s) responsible for implementing the plan.
- A risk assessment and the measures that will be taken to prevent spread of the virus.
- Use of face coverings, in accordance with the [CDPH guidance](#).
- Training and communication with workers and worker representatives on the plan.
- A process to check for compliance and to document and correct deficiencies.
- A process to investigate COVID-cases, alert the local health department, and identify and isolate close workplace contacts of infected workers.
- Protocols for when the workplace has an outbreak, in accordance with [CDPH guidance and recommendations and orders from the local health department](#).
- A process to notify in writing all employees and employers of subcontracted employees present when there is an outbreak, and report outbreaks to the local health department, as required under [AB 685](#).
- For outdoor operations, comply with the Cal/OSHA standard for [preventing heat illness in outdoor workers](#), including a written heat illness prevention plan made available to employees in both English and the language understood by the majority of the employees.



## Topics for Worker Training

- Information on [COVID-19](#), preventing spread, and who is [especially vulnerable](#).
- Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- The importance of not coming to work if employees have symptoms of COVID-19 as described by the CDC, such as a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, congestion or runny nose, nausea or vomiting, or diarrhea, or if they or someone they had contact with has been diagnosed with COVID-19.
- To return to work after a COVID-19 diagnosis only after meeting [CDPH Guidance on Returning to Work or School Following COVID-19 Diagnosis](#).
- When to seek medical attention.
- The importance of hand washing and types of hand sanitizers to use.
- The importance of physical distancing, both at work and off work time.
- Proper use of face coverings, including information in the [CDPH guidance](#).
- Heat illness symptoms and prevention, following [Cal/OSHA requirements](#).
- Information on paid leave benefits, including the [Families First Coronavirus Response Act](#) and other [government programs supporting sick leave and workers' compensation for COVID-19](#).



- Train independent contractors, temporary, or contract workers in these items and ensure they have necessary PPE.

## Individual Control Measures & Screening

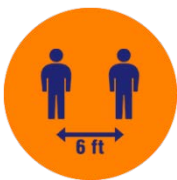
- Require use of face coverings throughout the park in all indoor and outdoor settings unless actively eating or drinking in designated dining areas or exempted per the [CDPH Face Covering Guidance](#). Immediately remove customers who do not comply.
- Symptom screenings and/or temperature checks.
- Encourage workers and customers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Encourage frequent handwashing and use of hand sanitizer.
- Provide and ensure workers use all necessary PPE, including eye protection, gloves, and face shields where necessary.
- Provide disposable gloves to workers handling items contaminated by body fluids and as a supplement to frequent handwashing for other cleaning, tasks such as handling commonly touched items or conducting symptom screening.
- Provide workers who must consistently be within six feet of guests or co-workers (e.g., fitting and securing guests with safety equipment) secondary barriers (e.g., face shield, safety goggles) and ensure they use them in addition to face coverings.
- Contact customers before visits and ask if they or someone in their household has COVID-19 symptoms, and if so, reschedule.
- Implement a reservation system or virtual queuing system for individual attractions.
- Require guests to wear face coverings and remind them in advance. Make face coverings available to anyone who arrives without one.
- Screen customers on arrival and refuse entry to those who indicate signs of illness.
- Display guidelines for customers as a condition of entry, including to wear face coverings, use hand sanitizer, and maintain physical distancing. Also make the guidelines available digitally.
- Designate sufficient staff to enforce face covering requirements.



## Ventilation, Cleaning, and Disinfecting Protocols

- Implement ways to minimize time indoors and minimize the number of household groups indoors and stationary at the same time.
- Install upgrades to improve air filtration and ventilation.
- Check the CDPH website periodically for updates on indoor air quality and ventilation guidance for airborne diseases in indoor settings.
- Thoroughly clean in high-traffic areas. Frequently disinfect commonly used surfaces.
- Thoroughly clean and disinfect each guest activity area after every use.

- ❑ Adjust or modify operating hours to provide adequate time for regular thorough cleaning and disinfection.
- ❑ Encourage use of credit cards and contactless payment.
- ❑ Assign one worker to each Point-of-Sale (POS) terminal. Clean and disinfect terminals between each user and after each shift.
- ❑ Clean and disinfect strollers, electric conveyance vehicles, and wheelchairs between every rental. Consider providing additional disinfectant wipes to guests.
- ❑ Provide disposable or single-use maps, pamphlets, guides, etc., and make them available digitally. Properly disinfect any reusable items before and after guest use.
- ❑ Ensure that sanitary facilities stay operational and stocked at all times.
- ❑ Provide additional handwashing or hand sanitizer stations throughout the amusement park.
- ❑ Make hand sanitizer available for guests to use when activity items come into contact with shared surfaces.
- ❑ Regularly clean and disinfect surfaces shared by workers between shifts or between users, whichever is more frequent.
- ❑ Discontinue shared use of audio headsets, tools, and other equipment between workers unless properly disinfecting between each use. Provide time for workers to implement cleaning practices during shifts as part of the workers' job duties. Equip terminals, desks, and help counters with proper sanitation products, including hand sanitizer and sanitizing wipes and provide personal hand sanitizers to all staff directly assisting guests.
- ❑ [Ensure all water systems are safe](#) to use to minimize risk of [Legionnaires' disease](#).
- ❑ Use hospital grade products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved](#) list to clean and disinfect anything the client came in contact with. Train workers on chemical hazards, product instructions, ventilation requirements, Cal/OSHA requirements, and the CDPH [asthma-safer cleaning methods](#).



## Physical Distancing Guidelines

- ❑ Consider one-way foot traffic and clear directions to control the flow of guests. Limit entry to crowded areas to allow for appropriate physical distancing
- ❑ Dedicate workers to direct guests at high-traffic and bottleneck areas.
- ❑ Use Plexiglas dividers on switchback lines/queues for attractions and concessions or close sections or switchback lines/queues to ensure physical distance between visitors.
- ❑ Implement measures to ensure physical distancing of at least six feet using measures such as physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers should stand). Post and enforce indoor capacity limits.
- ❑ Implement timed and/or advanced reservation ticketing systems and pre-assigned seating or activity areas.
- ❑ Limit tours or guided experiences to household units. Tour guides must maintain at least six feet of physical distance from guests.

- For outdoor operations, create outdoor break areas with shade covers and seating that ensures physical distancing.
- Consider offering workers who request modified duties options that minimize their contact with customers and other employees.
- Reconfigure workspaces to allow for at least six feet between workers and the public. Hold smaller meetings or hold them outside or via online platforms or phone.
- Ensure physical distancing in breakrooms, using barriers, increase distance between tables/chairs, etc. Provide outdoor break areas with shade and seating arrangements that ensure physical distancing.
- Place additional limitations on the number of workers in enclosed areas.
- Stagger work breaks, in compliance with wage and hour regulations.



## Additional Considerations for Admission, Entry, and Security

- Ensure parking, entrance, and exit areas are marked, monitored, and configured to allow for physical distancing.
- Remove guests from the facility who do not wear face coverings, allowing for exemptions identified in the [CDPH Face Covering Guidance](#).
- Consider ways to schedule staggered entry to minimize lines for wandering, bag check, and ticket scanning, such as virtual queuing.
- Protect ticketing offices and will call with impermeable barriers, like Plexiglas and instruct guests where to queue.
- Install Plexiglas dividers on any switchback lines/queues.
- Encourage guests to make purchases online (prior to their visit) or from apps once inside the park. Avoid paper tickets that require workers to handle them for scanning.
- Consider offering all-inclusive package deals/wristbands that combine park admission, parking, food and beverage, etc.
- Workers checking bags should modify activities to minimize directly touching guest items. Workers should sanitize hands immediately after any direct contact with patrons or their items.
- Consider implementing a small clear bag policy and ask guests to open their own bags for inspection. Consider exceptions for medical and personal hygiene products.
- Implement security tools that allow workers to maintain at least six feet of physical distance from patrons.
- Have workers wear disposable gloves that they immediately discard after conducting a pat-down search with a guest and wash their hands or use hand sanitizer before putting on a fresh pair of gloves.
- Install and use touchless ticket scanners whenever possible and have guests scan tickets themselves rather than passing tickets or digital electronic devices back and forth between workers and patrons.
- Use protocols to allow for physical distancing at lockers where guests store personal items. Post signs to remind guests to maintain physical distance of at least six feet and to wait for others to vacate before approaching the locker. Position a worker in the area to limit the number of people in the area. Clean and disinfect lockers between each use or provide bags.
- In the event of an emergency, amusement park operators should consider and plan for physical distancing in areas of ingress/egress and guest staging areas.



## Additional Considerations for All Rides and Attractions

- Require face coverings when people are engaged with attractions and rides, including while in lines/queues, allowing for exemptions identified in the [CDPH Face Covering Guidance](#).
- Install Plexiglas dividers on switchback lines/queues or close sections of switchback lines/queues to ensure sufficient physical distance between visitors.
- All queuing must be performed in outdoor settings only, including for indoor attractions.
- Consider alternative queuing methods, such as virtual queues.
- Ensure face coverings of various types can be worn safely and securely on rides.
- Discontinue use of rides and attractions where face coverings present a safety issue or there is high incidence of loss of face coverings during operation.
- Provide face coverings to visitors who lose theirs during a ride or attraction.
- Regularly clean and disinfect all surfaces frequently touched by guests or workers. Consider virus kill times and drying times prior to opening the attraction or loading guests for the next cycle. Make sure the ride is secured and follow appropriate hazardous energy control procedures (including lockout/tagout) so workers can safely access the areas they need to clean.
- Frequently clean and disinfect all control and dispatch panels, buttons/switches, or other operator contact surfaces used to control the ride at a minimum between each worker rotation, and provide workers operating the rides with hand sanitizer and time for handwashing.
- Follow manufacturer guidelines/standard operating protocols to ensure restraints are locked, seatbelts are fastened, and riders are properly secured.
- If workers must use their hands to ensure a gate is locked and ride is secured, those workers must wash or sanitize their hands before moving on to another task.
- Conduct height checks according to existing protocols. Make height checks touch-free and easy to manage and view from a few feet away.
- Adjust seat-loading patterns, as needed, to comply with physical distancing requirements, such as seating every other ride vehicle or row, while still complying with the manufacturer's load/balance criteria.
- Board household members in the same vehicle when possible. Passengers from different households must be at least six feet apart.
- Eliminate single-rider lines.
- Carefully evaluate attractions that require time-consuming personal harnessing.
- Avoid physically assisting/lifting guests, except in the event of a ride evacuation.
- Provide nonporous gloves and face coverings for workers conducting maintenance and inspection activities. Clean and disinfect the ride thoroughly after maintenance activities prior to allowing patrons access.



## Additional Considerations for Dining and Concessions

- Limit capacity at all indoor eating and drinking establishments to 25% capacity.
- Allow park visitors to eat and drink only in designated dining areas.
- Increase fresh air circulation in designated indoor dining areas.
- Position tables indoors near open windows and doors but without having air flow from where one party is seated directly toward another party.
- Separate indoor dining tables by more than the required six feet. Consider installing impermeable barriers between service tables. For outdoor dining areas, maintain physical distancing standards of at least six feet.
- Require all workers to wash their hands frequently. Provide and require all staff to wear gloves.
- Frequently clean and disinfect host stands and service areas.
- Provide mobile vendors with gloves and personal hand sanitizer. Ensure food and beverage items sold are packaged in sealed containers. Implement payment methods that minimize passing cards or cash back and forth.
- Only place pre-packaged food in self-service counters. Add signs that remind guests to only handle what they intend to purchase. For added safety and to reduce contact, consider removing pre-packaged items and make them only available from a worker.
- If using beepers or pagers to manage waiting times, disinfect them between each use. Message guests on their phones instead when possible.
- Replace reusable menus with single-use, disposable paper menus, or menu signs.
- Wrap silverware or plastic ware individually within a napkin.
- Reduce seating to support physical distancing in seating areas.
- Encourage guests to order/pay for food and beverage through mobile devices, whenever possible, and make items available for counter pick-up. Use visual cues to ensure guests maintain physical distances of at least six feet while waiting in line. Install impermeable barriers at quick service restaurants, carts, kiosks and concession stand counters, if possible.





## Additional Considerations for Performances, Interactive Exhibits, and Events

- Limit performances per day to allow for sufficient time to implement cleaning and disinfecting protocols.
- Disinfect microphones and stands, podiums, and other equipment between each show.
- To the extent it is consistent with the facility's obligations to individuals with disabilities, discontinue the use of equipment lent to guests unless it can be properly disinfected after each use.
- Implement a reservation system to ensure the venue can maintain the required capacity limits and monitor the number of attendees in the venue, theater, or performance area.
- Establish directional entry and exit into the performance area whenever possible. Install Plexiglas dividers on all switchbacklines.
- Allow extra time for guests to enter venues, theaters, and forums to facilitate the new seating arrangements.
- Reconfigure close seats or otherwise remove seats from use to ensure physical distancing of at least six feet between guests.
- Dedicate staff to help people maintain distances during activities. Manage egress by inviting guests nearest exits to leave seating areas first.
- Review procedures for close contact meet-and-greet interactions with costume characters or animals based on physical distancing requirements and adherence to the [CDPH Face Covering Guidance](#). Consider cancelling post show meet-and-greets.
- For walk-through exhibits, monitor entrance and venue capacity to ensure possibility of physical distancing, limit the amount of time guests can remain in the exhibit, implement a one-way traffic flow through the exhibit when practical, frequently clean and disinfect high-touch surfaces and viewing windows, and provide hand sanitizer and/or handwashing stations throughout the exhibit.



## Additional Considerations for Uniform, Costume, and Wardrobe Protocols

- Follow guidance for hair salons and barbershops.
- Ensure that only the costume or wardrobe department, if applicable, touches clothing and other items until a costume is fitted for and assigned to a worker. Keep each individual worker's costume separate from others'. Keep each worker's costume and wardrobe in separate labeled plastic bags.
- Require workers who handle dirty linens or laundry to wear disposable gloves that they discard after each use. They must wash hands after removing gloves. Do not shake dirty laundry.
- Launder items as appropriate in accordance with the manufacturer's instructions, using the warmest appropriate water setting for the items and dry items completely.
- Clean and disinfect clothes hampers according to guidance. Place a bag or liner.
- Provide hair and makeup workers face coverings and necessary PPE.
- Require workers receiving hair or makeup services to wear face coverings any time it does not interfere with the service, unless exempted per the [CDPH Face Covering Guidance](#).
- Routinely and frequently clean workstations, including between each use.
- Thoroughly clean hair extensions or wigs according to the manufacturer's directions after each use.
- Purchase makeup application tools and supplies per worker and use them only on that individual. Keep these supplies in individual bags.
- Mix foundation, powders, lipstick, and other makeup items on a disposable palette for each individual. Use disposable, single-use applicators for each person.

