



Reopening Florida Attractions

Reopening America

Individual's Responsibility

CONTINUE TO PRACTICE GOOD HYGIENE

- Wash your hands with soap and water or use hand sanitizer, especially after touching frequently used items or surfaces.
- Avoid touching your face.
- Sneeze or cough into a tissue, or the inside of your elbow.
- Disinfect frequently used items and surfaces as much as possible.
- Strongly consider using face coverings while in public, and particularly when using mass transit.

PEOPLE WHO FEEL SICK SHOULD STAY HOME

- Do not go to work or school.
- Contact and follow the advice of your medical provider.

Employer's Responsibility

Develop and implement appropriate policies, in accordance with Federal, State, and local regulations and guidance, and informed by industry best practices, regarding:

- Social distancing and protective equipment
- Temperature checks
- Sanitation
- Use and disinfection of common and high-traffic areas
- Business travel

Monitor workforce for indicative symptoms. Do not allow symptomatic people to physically return to work until cleared by a medical provider.

Develop and implement policies and procedures for workforce contact tracing following employee COVID+ test.

Phase 1 - LARGE VENUES (e.g., sit-down dining, movie theaters, sporting venues, places of worship) can operate under **strict physical distancing protocols.**

Phase 2 - LARGE VENUES (e.g., sit-down dining, movie theaters, sporting venues, places of worship) can operate under **moderate physical distancing protocols.**

Phase 3 - LARGE VENUES (e.g., sit-down dining, movie theaters, sporting venues, places of worship) can operate under **limited physical distancing protocols.**

(Source: White House and CDC *Opening Up America Again*)

This document was created by the Florida Attractions Association (FAA) to provide “industry best practices” enumerated in the White House and Centers for Disease Control’s plan for Opening America. This document should not be considered all-inclusive nor can it address every situation or circumstance of every attraction member. It is intended as a guide for our members to use in their deliberations and planning for reopening. This document should not be construed as legal advice and you should develop your attraction specific plan in concert with legal counsel. The FAA neither warrants this information nor assumes liability for its content.

Due to the nature of rapid changes in the status of the pandemic, these considerations may quickly change. Rely on official government resources for the most up to date status. This document is the result of a collaborative effort of many attraction industry professionals and the FAA welcomes your suggestions to improve or clarify its contents for the benefit of our industry. Contact lupfer@floridaattractions.org

Operational Considerations

Safety

Employees will not report to work if they are symptomatic

Employers will develop and implement policies and procedures for workforce contact tracing following employee COVID+ test.

Train/Re-train staff on operation of equipment, rides, machinery, vehicles, etc.

Train staff on operational changes, including enhanced cleaning program process, occupancy/capacity limits, social distancing goals and enforcement policy.

Touch-less and touchless guest transactions

Evaluate cash and cash alternative systems

To include pre-payment/online transactions

Auxiliary hand wash stations

Hand sanitizing dispensers

Protective face masks (employees/guests)

Additional restroom facilities / additional or alternative soap dispensers

Plexiglass or partition between employee and customer where appropriate

Temperature Checks

Provide temperature checks for staff prior to the start of their shift

Consider temperature checks for all guests

Social Distancing

Consider occupancy/capacity limits to promote social distancing

Visual cues to remind guests of social distancing goals

Spacing indicators such as stickers or tape

Signage

Announcements over attraction public address systems

Reduced capacity or alternating rows of ride vehicles, theaters, transportation modes

Distribute or alternate entry points or registers where available

Staggered Parking arrival to distribute customer traffic patterns/arrival

Consider timed entry to distribute peak arrival/congestion

Additional outdoor dining capacity

Monitor “pinch points” such as queue lines, restrooms, retail shops, etc. for appropriate social distancing

Signage

Notice of intent to deny entry to guests with high fever

Notice of COVID-19 specific rules regarding

- Social distancing
- Capacity/occupancy limits
- Special rules and procedures in effect

Enhanced cleaning/sanitizing statement

Cleaning and Sanitizing

Implement enhanced cleaning and sanitizing program

Seek assistance from your cleaning supplies vendor or other cleaning professional on the availability and use of products and equipment for enhanced cleaning/sanitizing

Ensure proper training programs and access to all safety data sheets (SDS)

Reduced or staggered operating times to allow appropriate cleaning protocol

Schedule staff time to complete enhanced cleaning/sanitizing

Enhanced cleaning supplies and equipment

Janitorial supplies

Cleaning products and equipment

Sanitizing products and equipment

Employee Personal Protective Equipment (PPE)

Gloves

Masks

Goggles/eye protection

Disposable paper products

Auxiliary hand wash stations (employees, guests)

Special cleaning considerations

Food service facilities (front and back of house)

Utensils, condiments, trays, distribution process (napkins, cups, etc.)

Drink stations

Water fountains

Trash cans/recycling containers

Vending machines and kiosks

Turnstiles

Ride vehicles, loading and unloading areas

Medical transfer devices

Queue areas

Seats, tables, benches

Elevators, escalators

Retail displays and counters

Doorknobs, handles, panic bars

Railings

Guest interaction devices/touchpoints (Buttons, knobs, touch screens, headsets, 3D glasses)

Photo Ops/Statues/props

Rental strollers, wheelchairs, scooters, bikes, recreational equipment

P.O.S. system (cash handling, credit card terminals, pin pads, handheld scanners, etc.)

Animal encounters

Technology (Computer keyboards, mouse)

Pens (for guest use)

Security bag check (tables, gloves, flashlights, poke sticks)

Supply Chain Stability

Ensure your vendors/suppliers provide you with the required goods, supplies, products to sustain your attraction operations. Disruption in standard supply chain distribution and logistics will require weeks of reconfiguration before the marketplace is back to stability.

Business Travel

Establish policy for employee travel to minimize exposure risks

Government / Regulatory / Administration / Accounting Considerations

REOPENING: Understand State of Florida and your local government jurisdiction regarding reopening policies.

VISIT FLORIDA: Check out their website and resources at: <https://www.visitflorida.com/en-us/current-travel-safety-information.html> and be sure to sign up for email updates.

LICENSE RENEWALS OR CERTIFICATIONS: Do you have a state agency license or certification that is set to renew during the time your facility is closed? Contact that agency (in writing) and request for an extension of time - and get confirmation.

INSPECTIONS: Do you have pending inspections for your attraction? The Florida Department of Agriculture and Consumer Services has indicated that inspections during the stay at home executive order ending April 30 are “on hold” until there is a date for re-opening. Ensure all permits and licensing are current or that such expiration dates have been extended by Special Order of the issuing authority

ANNUAL CORPORATE REPORTS: Florida corporations must file reports annually no later than May of each year. Corporate reports have now been extended to June 30, 2020:
<https://dos.myflorida.com/sunbiz/manage-business/efile/annual-report/>

ANIMALS IN HUMAN CARE: Check with state and federal agencies responsible for regulation of animals in human care to obtain pandemic-related provisions, permit and inspection extensions. Florida Fish and Wildlife Conservation Commission, Your Florida Water Management District, US Department of Agriculture, National Marine Fisheries Service, U.S. Fish & Wildlife Service.

CHECK YOUR INSURANCE POLICIES: Be sure to check your property, casualty and health insurance policies for renewals, coverage for business interruption, making a claim, etc.

REVIEW YOUR EMPLOYEE MANUALS: Do you have a policy for a pandemic? Does your leave policy include caring for children during school closings?

APPLY FOR FEDERAL FINANCIAL ASSISTANCE: Be sure to consult with your CPA about what financial information is needed to apply for any applicable Federal funds under the CARES Act.

AUTO-DELIVERY: Review any items that are being automatically ordered or delivered on an automatic basis and cancel or delay those items not needed during closure.

AUTO-PAYMENTS: Review any automatic payments or automatic debits and determine whether or not the payments can be delayed during closure.

BANKING: Do you have online banking or hard copy statements? Be sure to check your bank balances, payments and ask for your bank to reverse any maintenance or overdraft fees.

COMMERCIAL RENT: If you rent your building or facility, have you contacted your landlord to ask for a deferment or reduction of rent?

PARKING: Do you pay for parking or transportation for employees? Cancel or delay these payments while not open and not in use.

CABLE/INTERNET: Do you have services like cable or internet that are not being used due to closure? Contact your provider and ask for – in writing – a delay of your services while they are not being used.

DRIVER'S LICENSES/TAG RENEWALS: Do any of your employees drive for your facility or do you have commercial vehicles? If their driver's licenses or tags are set to renew during the stay at home period and they cannot renew online, go to the Florida Department of Highway Safety and Motor Vehicles to see the emergency orders: <https://www.flhsmv.gov/COVID-19/>

Marketing Considerations

Align and leverage resources with your county DMO on reopening communications, marketing, sales and PR

Align and leverage resources with VISIT FLORIDA

Initial focus on local and drive markets

Honor law enforcement, first responders, medical providers, transportation, logistics ad supply chain, essential businesses

Avoid "[tone deafness](#)" in messaging

Allow marketing and sales agencies/providers to be a part of your reopening planning team

Consider using the goods and services of **Florida Attractions Association Associate Members** first
