

## Protocol for Amusement Parks, Theme Parks, Water Parks, and Fairs Reopening for Public Access: Appendix AA Effective Date: 12:01am on Thursday, May 06, 2021

### Recent Updates (Changes highlighted in yellow):

#### 5/5/2021:

- Amusement parks, theme parks and fairs may be open at 35% of the park's maximum capacity based on applicable building or fire code.
- Water parks are permitted to reopen with modifications under this protocol.
- Indoor dining is limited to a maximum of 35% occupancy.

COVID-19 case rates, hospitalizations, and deaths have decreased some and appear to be stable, but COVID-19 continues to pose a high risk to communities and requires all people and businesses to take precautions and modify operations and activities to reduce the risk of spread.

As of April 1, 2021, the State's Blueprint for a Safer Economy allowed amusement parks and theme parks to reopen in compliance with State and local public health protocols. On April 30, 2021, the State permitted Water Parks to reopen with modifications. Amusement parks, theme parks, water parks, and fairs (collectively referred to as "amusement parks") may be open for modified operations as provided by these protocols.

Amusement parks should proceed with caution and adhere to the requirements in this protocol to reduce the potential spread of COVID-19 within their business operations. Prior to reopening to the public and admitting more than 250 of the public to their venue, amusement park operators must receive written approval of their reopening plans from the Los Angeles County Department of Public Health (LACDPH). Park operators may submit their reopening plans to LACDPH using the email address [ehmail@ph.lacounty.gov](mailto:ehmail@ph.lacounty.gov) within 14 days of reopening.

The capacity requirements below are specific to amusement parks and fairs, as Water Parks have slightly different capacity requirements as described in Section D. These establishments may reopen to the public at a maximum capacity of 35% the park's total maximum occupancy based on applicable fire or building code occupancy. In addition, indoor areas located within the amusement park may be open at 50% of the total occupancy of the indoor area as determined by applicable building or zoning code.

Amusement parks, including Water Parks, must remind customers that customer groups are limited to a total of ten people, who can be from up to three different households. There should be no mixing of customer groups while at the park. Activity areas are reconfigured to enable customer groups to maintain a 6-foot physical distance from each other.

Amusement parks with restaurants, concessions stands, coffee shops, etc. must comply with the applicable protocols, including but not limited to, LACDPH [Protocol for Restaurants](#), [Protocol for Bars](#), and [Protocol for Retail Food Markets](#). Temporary concession stands are only allowed with the proper permits at Fairs. Food and beverages may only be purchased and consumed in designated outdoor and indoor dining areas in compliance with LACDPH Protocol for Restaurants. Eating or drinking anywhere else while in the amusement park or on the grounds of the establishment is prohibited. Indoor dining at amusement parks is limited to 35% of indoor capacity while the county is in the Yellow Tier.

Amusement parks with retail operations may open these businesses in compliance with LACDPH [Protocol for Retail Establishments](#).

Amusement parks may host indoor or outdoor **seated** live events in compliance with LACDPH [Protocol for Outdoor Live Seated Events and Performances](#) or the LACDPH [Protocol for Indoor Live Seated Events and Performances](#).

Amusement parks may rent space for private events such as parties, meetings or conferences in compliance with the LACDPH [Protocol for Private Events](#) (Meetings / Receptions / Conferences).

**Water parks should additionally comply with the LACDPH Protocol for Public Swimming Pools.**

Please note: This document may be updated as additional information and resources become available, so be sure to regularly check the LACDPH website <http://www.ph.lacounty.gov/media/Coronavirus/> for any updates to this document.

This checklist covers:

- (1) Workplace policies and practices to protect employee health
- (2) Measures to ensure physical distancing
- (3) Measures to ensure infection control
- (4) Communication with employees and the public
- (5) Measures to ensure equitable access to critical services.

These five key areas must be addressed as your facility develops any reopening protocols.

**All Amusement Park operations covered by this protocol must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.**

**Business name:** \_\_\_\_\_

**Facility Address:** \_\_\_\_\_

**Maximum Occupancy, based on 35% occupancy, per Fire Code:** \_\_\_\_\_

**Approximate total square footage of space open to the public:** \_\_\_\_\_

**A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH  
(CHECK ALL THAT APPLY TO THE FACILITY)**

- Everyone who can carry out their work duties from home has been directed to do so.
- Vulnerable staff (those above age 65, those with chronic health conditions) are assigned work that can be done from home whenever possible.
- Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home.
- Alternate, staggered or shift schedules have been instituted to maximize physical distancing.
- All employees have been told not to come to work if sick, or if they are exposed to a person who has COVID-19. Employees understand to follow County DPH guidance for self-isolation and quarantine, if applicable. Workplace leave policies have been reviewed and modified to ensure that employees are not penalized when they stay home due to illness.

- ❑ Workers are provided information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on [government programs supporting sick leave and worker's compensation for COVID-19](#), including employees' sick leave rights under the 2021 [COVID-19 Supplemental Paid Sick Leave Law](#).
- ❑ Entry screenings are conducted before employees, vendors, delivery personnel, and other visitors may enter the workspace, in compliance with LACDPH [Entry Screening Guidance](#). Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills and whether the individual is currently under isolation or quarantine orders. These checks can be done upon the employee's arrival or through alternative methods such as on-line check in systems or through [signage](#) posted at the entry or the facility stating that employees with these symptoms must not enter the premises. A temperature check should also be done at the worksite if feasible.
  - Negative Screen (Cleared). If the person has no symptom(s) and no contact with a known COVID-19 case in the last 10 days, they can be cleared to enter and work for that day.
  - Positive Screen (Not Cleared):
    - If the person was not fully vaccinated<sup>1</sup> against COVID-19 and had contact with a known COVID-19 case in the last 10 days or is currently under quarantine orders, they may not enter or work in the field and must be sent home immediately to quarantine at home. Provide them with the quarantine instructions found at [ph.lacounty.gov/covidquarantine](#).
    - If the person is showing any of the symptoms noted above or is currently under isolation orders, they may not enter or work in the field and must be sent home immediately to isolate at home. Provide them with the isolation instructions found at [ph.lacounty.gov/covidisolation](#).
- ❑ Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all employees that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures. See the public health guidance on [responding to COVID-19 in the workplace](#).
- ❑ In the event that the owner, manager, or operator knows of three (3) or more cases of COVID-19 within the workplace within a span of 14 days the employer must report this outbreak to the Department of Public Health at (888) 397-3993 or (213) 249-7321 or online at [www.redcap.link/covidreport](#). If a cluster is identified at a worksite, the Department of Public Health will initiate a cluster response which includes providing infection control guidance and recommendations, technical support and site-specific control measures. A public health case manager will be assigned to the cluster investigation to help guide the facility response.
- ❑ Employers who have employees working at Amusement Parks and Theme Parks must develop a worker COVID-19 testing program for pre-employment and weekly optional testing of all employees who may encounter other employees, support staff, or performers. PCR or antigen are permissible diagnostic tests for workers/performers where the interval of tests is no greater than seven (7) days. For employees returning to work where the interval between a prior test has been greater than seven (7) days after receiving a prior test, only a PCR test is permissible.
  - Note: Employees participating in routine weekly testing are NOT counted toward any occupancy capacity limit. All workers not participating in a routine weekly testing program shall count toward any occupancy limit.
- ❑ Employees who have contact with the public or other employees during their shift(s) are offered, at no cost, an [appropriate face mask](#) that covers the nose and mouth. For more information, see LACDPH COVID-19 Mask webpage at <http://publichealth.lacounty.gov/acd/ncorona2019/masks>. The mask is to be worn by the

<sup>1</sup> People are considered fully vaccinated against COVID-19 two (2) weeks or more after they have received the second dose in a 2-dose series (e.g., Pfizer-BioNTech or Moderna), or two (2) weeks or more after they have received a single-dose vaccine (e.g., Johnson and Johnson [J&J]/Janssen).

employee at all times during the workday when in contact or likely to come into contact with others. Employees who have been instructed by their medical provider that they should not wear a face mask must wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves must not be used. All employees must wear face masks at all times except when working alone in private offices with closed doors or when eating or drinking.

- Note: **Performers and employees in the performance sector** who cannot feasibly perform or work with a face mask are not required to wear a face mask during the time period in which such tasks are actually being performed on the condition that: (1) the unmasked performers or workers and any workers who come into contact with those people are routinely tested at least twice weekly for COVID-19 (PCR or antigen are permissible diagnostic tests for routine testing of performers or workers). All musicians, singers and performers who cannot perform or work in which they cannot wear a face mask (e.g. wind and brass instrument players, singers, et al.) should strive for a minimum of 12 feet of social distancing during rehearsal or performance or perform alone in a sound booth. Barriers such as Plexiglas may be used to supplement safety.
- Note: **Employees in the water park sector** who cannot feasibly work with a face mask (e.g., they are completing tasks that are in or near water and their face mask would get wet) are not required to wear a face mask during the time in which such tasks are actually being performed on the condition that:
  - (1) the unmasked worker is at least six feet away from another persons; or
  - (2) all unmasked workers and any workers who come into contact with those people are routinely tested at least twice weekly for COVID-19.

- Employees are instructed on the proper use of their face masks including the need to wash or replace their face masks daily.
- To ensure that masks are worn consistently and correctly, employees are prohibited from eating or drinking except during their breaks when they are permitted to remove their masks and physically distance from others. At all times when eating or drinking, employees must maintain at least a six-foot distance from others. When eating or drinking, it is preferred to do so outdoors and away from others, if possible. Eating or drinking at a cubicle or workstation is preferred to eating in a breakroom if eating in a cubicle or workstation provides greater distance from and barriers between workers. COVID-19 transmission is more likely to occur when employees are present together when not wearing face masks.
- Occupancy is reduced and space between employees is maximized in any room or area used by employees for meals and/or breaks. This has been achieved by:
  - Posting a maximum occupancy that is consistent with enabling a distance of at least six feet between individuals in rooms or areas used for breaks;
  - Staggering break or mealtimes to reduce occupancy in rooms or areas used for meals and breaks; and
  - Placing tables at least eight feet apart and assuring six feet between seats, removing or taping seats to reduce occupancy, placing markings on floors to assure distancing, and arranging seating in a way that minimizes face-to-face contact. Use of partitions is encouraged to further prevent spread but should not be considered a substitute for reducing occupancy and maintaining physical distancing.
- Resources are provided to support employee hygiene, including, but not limited to tissues, no-touch trash cans, hand soap, adequate time for handwashing, alcohol-based hand sanitizer, disinfectant wipes and disposable towels.
- All workstations are separated by at least six feet.
- Break rooms, restrooms and other common areas are disinfected at the below frequency, but no less than once per day during operating hours, on the following schedule:

- Break rooms \_\_\_\_\_
- Restrooms \_\_\_\_\_
- Other \_\_\_\_\_
- Disinfectant and related supplies are available to employees at the following location(s):  
\_\_\_\_\_
- Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):  
\_\_\_\_\_
- Employees are allowed frequent breaks to wash their hands.
- A copy of this protocol has been distributed to each employee.
- Each worker is assigned their own tools, equipment and defined workspace. Whenever possible, sharing held items (e.g., phones, tablets, laptops, desks, pens, etc.) is minimized or eliminated.
- All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may be on the premises as third parties.
- For outdoor operations, the employer should have an effective heat illness prevention plan with written procedures in both English and the language(s) understood by the majority of the employees. The plan must be available to employees at the worksite. See the Cal/OSHA heat illness prevention page for resources, including FAQs, a webinar, and a sample written plan. Elements of a heat illness prevention plan must include:
  - Access to potable drinking water
  - Access to shade
  - Cool down breaks
  - Emergency procedures for heat illness cases
  - High heat procedures when the temperature exceeds 95 degrees
  - Monitoring of employees who are acclimatizing during a heat wave
  - Training on heat illness prevention and symptoms.
- Note that working outdoors creates additional hazards including:
  - Rewiring and the use of electrical extension cords can increase the likelihood of electrical hazards, including fire and electrocution. Ensure that outdoor operations comply with Cal/OSHA and all code requirements. See [Cal/OSHA's Guide to Electrical Safety](#) for more information.
  - Ensure there are no tripping hazards from cords or other equipment in outdoor work areas.
  - Encourage employees who are working outdoors to use sunblock and offer breaks to encourage regular application of sunblock during a shift.
- Stop operations, move away from electrical wiring and equipment, and seek indoor shelter if there is lightning within 6 miles of your location.
- Optional—Describe other measures:  
\_\_\_\_\_

## B. MEASURES TO ENSURE PHYSICAL DISTANCING

- The maximum number of people in an amusement park is low enough to ensure physical distancing of at least 6 feet can be maintained between employees and customer groups, but at no time is more than 35% of total amusement park occupancy based on applicable building or fire code.
  - Amusement park occupancy is limited to: \_\_\_\_\_

- Indoor amusement park areas located within the amusement park are limited to 25% of total occupancy for the indoor area based on applicable building or fire code.
- Park operators must ensure that parking, entrance and exit areas are marked, monitored, and configured to allow for physical distancing and no crowding or congregating.
- Visitors may be from in-state only. At the time a guest makes a park reservation and purchases park tickets, the park operators must obtain an attestation that when visiting the park, the guest's party size will not contain more than 3 households and the guest, and all members of the guest's party will be in-state visitors.
- Fully vaccinated persons from out of state may purchase tickets for and visit or attend activities or events that are restricted to in-state visitors. Fully vaccinated persons should consult the current LADPH Travel Advisory and County Travel Advisories and adhere to any applicable recommendations.
  - VACCINATION STATUS – Verification
    - Customers should be made to attest their full vaccination status at the point of purchase. Customers that have attested to full vaccination must show the venue the required verification, which is both a photograph identification and proof of full vaccination, such as the vaccination card (which includes the name of person vaccinated, type of vaccination provided and date last dose administered) or a photo of a vaccination card as a separate document or a photo of the attendee's vaccine card stored on a phone or electronic device or documentation of vaccination from a health care provider, before being permitted entry into the venue.
    - People are considered fully vaccinated against COVID-19 two (2) weeks or more after they have received the second dose in a 2-dose series (e.g., Pfizer-BioNTech or Moderna), or two (2) weeks or more after they have received a single-dose vaccine (e.g., J&J/Janssen).
- Customer groups are limited to the members of three household units or 10 people max. There should be no mixing of groups while at the park. Activity areas are reconfigured to enable customer groups to maintain a 6-foot physical distance between parties.
- Timed and/or advanced online reservation, queuing systems and pre-assigned seating or activity areas are strongly encouraged to stagger customer visits, limit occupancy, and help maintain physical distancing. Consider ways to schedule staggered ingress in order to minimize lines for waiting, bag check and ticket scanning. Virtual queuing, for example, could provide metered access to the front of a line. Visitors should be asked to remain in their vehicle until their reservation time and to arrive and leave in a single group to minimize contact with other visitors and staff. Walk-up sales are permitted, but park operators must collect complete name and contact information (including a phone number) of the ticket purchaser for necessary contact tracing.
- The amusement park operator must strictly and continuously meter entry and exit of customers at all entrances and in all indoor areas of the amusement park in order to track occupancy to ensure compliance with capacity limits. Operators that are insufficiently or not metering or appear to be over-capacity, may, at the discretion of the public health inspector, be temporarily closed until these issues are rectified as determined by the onsite health inspector. Where possible, provide a single, clearly designated entrance and separate exits to help maintain distancing.
- Separate routes are designated throughout all areas of the amusement park including at entry and exit, in activity areas, seating areas, and employee work areas to help maintain physical distancing and lessen the instances of people closely passing each other. One-way directional hallways and passageways for foot traffic have been designated if feasible.
- A staff person (or staff people if there is more than one entrance) wearing a face mask is posted near the door but at least six (6) feet from the nearest customers to track occupancy and to direct customers to line up six feet apart outside the entrance if the establishment has reached its occupancy limit.
- Workers checking bags should modify activities to minimize directly touching guest items. This could include using styluses or other instruments to search bags, asking guests to open bags and move contents, etc.

Where practices might cause direct contact with patrons or their items, workers should immediately sanitize hands or wear disposable gloves. In order to avoid touching guests' personal items, park operators should consider enforcing a small clear bag policy and ask guests to open their own bags for inspection. Consider necessary exceptions for medical and personal hygiene products.

- Implement security tools that allow workers to maintain at least six feet distance from patrons. This could include the use of walkthrough metal detectors rather than hand wand metal detectors. Any worker conducting a pat-down search must wear disposable gloves that are immediately discarded after interaction with a guest, followed by handwashing or hand sanitizer before putting on a fresh pair of gloves.
- Install and use touchless ticket scanners whenever possible. Ask guests to scan tickets themselves rather than passing digital electronic devices or paper tickets back and forth. When workers must assist patrons and touching is necessary, employees must wear a face mask and wash hands and/or use hand sanitizer afterwards.
- Measures to ensure physical distancing of at least six (6) feet have been implemented to ensure physical distancing between and among workers and customers in all locations within the establishment. This may include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where workers and customers should stand). Employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- Tape, chalk, or other markings assist customers in keeping a 6 feet distance between them and others in line. A marking identifies both a starting place for customers arriving in the line and 6-foot intervals for subsequent customers who are joining the line.
- One or more staff is dedicated to managing movement of customers when activities could bring people within six feet distance of each other, such as ushering customers to activity areas, preventing groups from congregating in bottleneck areas, or limiting groups from mixing with other groups.
- To the extent feasible, physical, impermeable barriers such as Plexiglas, have been installed in all areas where physical distancing between employees and customers is not always possible, including:
  - At ticket counters, will call, and customer service counters;
  - In close sections of switchback lines/queues for rides, games or concessions;
  - Between types of activity areas that cannot be properly distanced to limit exposure between customers.
- Public seating areas (e.g., chairs, benches and other public spaces) are reconfigured to support physical distancing.
- Break rooms and other common areas are configured to limit employee gatherings to ensure physical distancing of at least 6 feet. Where possible, outdoor break areas with shade covers and seating are created to help ensure physical distancing. In compliance with wage and hour regulations, employee breaks are staggered to help maintain physical distancing protocols.
- Physical distancing requirements are implemented at loading bays and contactless signatures have been implemented for deliveries.

### C. MEASURES FOR INFECTION CONTROL

- The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased. Effective ventilation is one of the most important ways to control small aerosol transmission. Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces. See California Department of Public Health [Interim Guidance for Ventilation, Filtration and Air Quality in Indoor Environments](#) for detailed information. Please Note: Ventilation and other indoor air quality improvements are an addition to, and not a replacement for, mandatory protections including wearing face

masks (except in certain high-risk environments that require using proper respiratory protection), maintaining at least six feet of distance between people, washing hands frequently, and limiting activities that bring together people from different households.

- ❑ Entry screening is conducted before patrons may enter any of the establishment's indoor or outdoor areas. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills, and whether the individual is currently under isolation or quarantine orders. (See County [Entry Screening](#) guidance.) These checks can be done in person or through alternative methods such as on-line check in systems or through [signage](#) posted at the entrance of a facility stating that visitors with these symptoms should not enter the premises.
  - Negative Screen (Cleared). If the person has no symptom(s) and no contact with a known COVID-19 case in the last 10 days, they can be cleared to enter for that day.
  - Positive Screen (Not Cleared):
    - If the person has had contact with a known COVID-19 case in the last 10 days or is currently under quarantine orders, they may not enter and must be sent home immediately to quarantine at home. Provide them with the quarantine instructions found at [ph.lacounty.gov/covidquarantine](https://ph.lacounty.gov/covidquarantine).
    - If the person is showing any of the symptoms noted above or is currently under isolation orders, they may not enter and must be sent home immediately to isolate at home. Provide them with the isolation instructions found at [ph.lacounty.gov/covidisolation](https://ph.lacounty.gov/covidisolation).
- ❑ Customers arriving at the establishment are reminded to wear a face mask at all times while in the establishment or on the grounds of the establishment. This applies to all adults and to children 2 years of age and older. Individuals who have been instructed by their medical provider that they should not wear a face mask must wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is firm fitting under the chin is preferred. Masks with one-way valves must not be used. To support the safety of your employees and other visitors, a face mask should be made available to visitors who arrive without one.
  - Customers may remove face masks while seated at a table and eating and/or drinking in a designated dining area.
  - Customers who refuse to wear a face mask may be refused service and asked to leave the park.
  - PLEASE NOTE: Water Park customers may remove their face masks when they are on a ride, going between rides, or in a setting that would cause the face mask to become wet. Customers without a face mask must remain six feet from people who are not in the same household, when in lines for rides, walking between rides, or when on a ride (to the extent feasible). Advise customers with face masks to NOT wear them in the water. A wet face mask can make it difficult to breathe and will likely not work correctly. Water park customers should be encouraged to bring several face masks to the park in case their other masks get wet.
    - When Water Park customers are not actively going on or in-between water-based rides, they must keep their facemasks on, except when eating or drinking at a designated dining area.
- ❑ Customers arriving at the establishment with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are wearing a face covering that permits.
- ❑ If the establishment sells food or beverages for on premises consumption, the business must comply with all requirements as specified in the DPH protocols for restaurants or other food establishments, including the requirement to create a designated outdoor dining area that is physically separate from all other operations. Indoor dining capacity is limited to 35% of occupancy. Customers must be reminded that they may only eat/drink in designated areas. Eating/drinking anywhere else on-premises is prohibited, including while queuing or using rides or attractions, including cinematic attractions.



Rides:

- Evaluate the speed and other dynamics of each attraction to ensure face masks of various types can be safely worn and secured on rides. Face masks must not present a loose-article hazard or interfere with the safe operation of the attraction when use by either riders or ride operators. If necessary, consult with the ride manufacturer/supplier to decide which types of face masks are appropriate for specific rides.
- Indoor rides must be limited to no more than 15 minutes.
- All queuing for rides must be performed in outdoor settings only and guests from different households or other parties must be at least six feet apart during queuing. Consider alternative queuing methods where possible to manage capacity and facilitate physical distancing. Consider using a virtual queue system where practical (e.g., guests could make online reservations for certain attractions). Provide staffing to monitor guest compliance with distancing and face masks while in queues.
- Consider refining height check operations to make them touch-free and easy to manage and view from a few feet away (e.g., highly visible height markers, elevated bar for the guest to stand under.)
- Riders from the same household should be boarded together, when ever possible. Passengers from different households must be at least six feet apart.
- Seat-loading patterns should be adjusted as needed to enable all guests to comply with physical distancing requirements. For example, passengers could be boarded in every other ride vehicle or in every other row, further limiting capacity on a ride to allow for space between household groups.
- Discontinue use of a ride or attraction where use of a face mask presents a safety issue or high risk that a face mask could be lost during operation of the ride.
- Carefully evaluate attractions that require time-consuming personal harnessing like ropes courses, climbing walls, and steel-cable swing rides because of the difficulty managing physical distancing during the harnessing process. The increased cleaning and disinfection of the harnesses and other equipment between each use may also be difficult.

Interactive Exhibits and Attractions:

- Park operators may host outdoor live performances and shows with strict adherence to the LA County DPH Protocol for Outdoor Live Events. Only outdoor live performances and shows are allowed in amusement parks.
- 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 to ensure physical distancing can be maintained. Designate arrival times as part of reservations, if possible, so that guests arrive and enter the venue in staggered groups.
- Establish directional entry and exit into the performance area whenever possible.
- Allow extra time for guests to enter venues, theaters and forums to facilitate the new seating arrangements.
- Deploy staff to help people maintain distances during activities. This could include ushering guests to seats prior to the start of a show and dismissing guests in an orderly fashion to reduce the crossflow of traffic. 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 base on physical distancing requirements and adherence to face mask requirements. Consider canceling post show meet-and-greets. Modify photo opportunities and sets to maintain a minimum of six feet of distance between workers and guests.

- Evaluate locker arrangements where guests store personal belongings to ensure those spaces can be regularly cleaned and disinfected and appropriately spaced to allow for physical distancing. Consider closing

or rotating some sections to allow for appropriate physical distancing during busy times. Post signs reminding guests to maintain a physical distance of at least six feet and to wait for others to vacate before approaching.

- To minimize the risk of Legionnaire's disease and other diseases associated with water, take steps to ensure that all water systems and features (e.g., drinking fountains, decorative fountains) are safe to use after a prolonged facility shutdown.
- Contactless payment systems are in place or, if not feasible, payment systems are sanitized regularly. Describe:  
\_\_\_\_\_
- Customers and employees have access to hand sanitizer dispensers throughout the outdoor area, including in the activity areas, at entrances and exits and customer service areas. Customers are encouraged to wash hands and/or use hand sanitizer before and after using equipment.
- Common and high traffic area such as customer waiting areas and lobbies and areas of ingress and egress, and frequently touched objects and surfaces (e.g., counters, credit card machines, coin operated and cash redemption machines, vending machines, handrails, ATM pin pads, etc.) are disinfected at least once per day during business hours using EPA approved disinfectants following the manufacturer's instructions for use.
- Increase cleaning and disinfection for surfaces that are in high traffic areas or for surfaces that are exposed to unmasked individuals.
- Terminals, desks, and help counters are equipped with proper sanitation products, including hand sanitizer and disinfectant wipes.
- Customer activity areas (e.g., tables, chairs, touch screens, etc.) are thoroughly cleaned and disinfected at least once per day with EPA-approved disinfectants following the manufacturer's instructions for use.
- All workspaces and items that are frequently touched (e.g., working surfaces, time clocks, copy machines, keys, cleaning equipment, gaming machines, etc.) by employees is disinfected at least once per day, with EPA-approved disinfectants following the manufacturer's instructions for use.
- Public restrooms and handwashing stations are stocked at all times and provide additional soap, paper towels and hand sanitizer. Public restrooms are cleaned and disinfected at least once per day or more frequently as determined is necessary using EPA approved disinfectants and following the manufacturer's instructions for use, on the following schedule:  
\_\_\_\_\_
- Public drinking water fountains are turned off and have signs informing customers that they are inoperable.
- Employee restrooms are not available for customer use.
- Customer entrances and exits, and other common-space areas are equipped with proper sanitation products, including hand sanitizer, tissues and trash cans.
- Optional (Describe other measures (e.g., encouraging online reservations, incentivizing non-peak visits to the business):  
\_\_\_\_\_

#### D. ADDITIONAL MEASURES FOR WATER PARKS AND SPLASH PADS

- The maximum number of people in an outdoor Water Park is low enough to ensure physical distancing of at least 6 feet can be maintained between employees and customer groups, but at no time is more than 40% of total amusement park occupancy based on applicable building or fire code.
  - Amusement park occupancy is limited to: \_\_\_\_\_

- Indoor Water Park areas, pools and rides are limited to 25% of total occupancy for the indoor area based on applicable building or fire code, or indoor pool or ride capacity.
- Indoor dining is limited to 40% indoor capacity following Protocols for Restaurants.
- Walk-up ticket purchases are permitted. Park operators must collect complete name and contact information (including phone number) of the ticket purchaser for necessary contract tracing.
- Conduct a safety check to ensure water chemistry is adequate for disinfection and that the water park attractions have been evaluated for safety equipment.
  - It is recommended that the water in a water park facility undergoes ultraviolet light and Diatomaceous earth filters, and an automated chemistry system to ensure that all water meets the state required levels of chlorination.
  - Maintain proper disinfectant levels (1-10 parts per million free chlorine or 3.0ppm bromine) and pH (7.2-8).
  - Consult with the company or engineer that designed the aquatic venue to decide which List N disinfectants approved by EPA are best for the aquatic venue.
- Ensure that lifeguards who are actively lifeguarding are not expected to monitor handwashing, use of face coverings, or physical distancing. Assign these monitoring responsibilities to other employees.
- Set up a system so that furniture and equipment (e.g., lounge chairs) that need to be cleaned and disinfected is kept separate from furniture that has already been cleaned and disinfected.
- Encourage patrons to bring and use their own towels wherever possible. If providing towels, launder towels according to the manufacturer's instructions. Use the warmest appropriate water temperature and dry items completely. Employees handling patrons used towels should use disposable gloves and not shake prior to placing in soiled holding bins.
- Discourage patrons from sharing items, particularly those that are difficult to clean and disinfect or those that are meant to come in contact with the face (e.g., goggles, nose clips, and snorkels).
- Equipment, such as kick boards, pool noodles, and other flotation devices are to be cleaned and disinfected after each use.
- Deck layout and other areas surrounding the water attractions are evaluated to support physical distancing requirements. This could include removing lounge chairs or taping areas to discourage use.
- Limit occupancy of enclosed spaces (such as locker rooms) to make it easy for employees and patrons to stay at least 6 feet (a few inches longer than a typical pool noodle) away from people from other customer groups.

#### E. MEASURES THAT COMMUNICATE TO THE PUBLIC

- A copy of this protocol, or if applicable, the facility's printed Los Angeles County COVID-19 Safety Compliance Certificate is posted at all public entrances to the facility. For more information or to complete the COVID-19 safety compliance self-certification program, visit [http://publichealth.lacounty.gov/eh/covid\\_2cert.htm](http://publichealth.lacounty.gov/eh/covid_2cert.htm). Facilities must keep a copy of the Protocols onsite at the facility for review, upon request.
- Signage at the entry and/or where customers line up notifies customers of occupancy limit, reminds customers to maintain physical distancing of six feet, and the requirement to wear a face mask at all times. See the County DPH COVID-19 Guidance: <http://publichealth.lacounty.gov/media/Coronavirus/guidances.htm#business> for additional resources and examples of signage that can be used by businesses.
- Signage at the entry is posted that reminds customers to maintain physical distancing of six feet, the need to wear a face mask at all times, the importance of regular handwashing and the need to stay home if they are feeling ill or have symptoms of COVID-19.
- Signage throughout the amusement park indicates to customers where to find the nearest hand sanitizer

dispenser.

- Signage throughout the outdoor activity area reminds customers to use hand sanitizer frequently and to avoid touching their eyes, nose, and mouth.
- Signage throughout the outdoor activity area reminds customers that eating, or drinking is only permitted in the designated dining areas.
- Online outlets of the establishment (website, social media, etc.) provide clear information about operating hours, required use of face coverings, limited occupancy, any policies in regard to preordering, prepayment, advanced ticketing, and other relevant issues.

**F. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES**

- Services that are critical to the customers/clients have been prioritized.
- Transactions or services that can be offered remotely have been moved online.
- Measures are instituted to assure access to goods and services for customers who have mobility limitations and/or are at high risk in public spaces.

**Any additional measures not included above should be listed on separate pages, which the business should attach to this document.**

**You may contact the following person with any questions or comments about this protocol:**

**Business Contact Name:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Date Last Revised:** \_\_\_\_\_