



## Statewide Reopening Guidance

Effective: June 3, 2020

Sector: Indoor and Outdoor Entertainment Facilities

Specific Statewide Guidance for Operators of Indoor and Outdoor Entertainment Facilities (Zoos, Museums and Outdoor Gardens ONLY)

**Note: All ideas in red have been added as potential resources for Oregon museums.**

## Statewide Reopening Guidance – Operators of Indoor and Outdoor Entertainment Facilities (Zoos, Museums and Outdoor Gardens ONLY)

This guidance is for zoos, museums and outdoor gardens located in indoor and outdoor facilities. These facilities are limited to activities for parties consisting of 10 people or fewer. Do not combine parties/guests at shared seating situations who have not chosen to congregate together. Interactive museums are not permitted to open or operate at this time.

### Operators of Indoor and Outdoor Entertainment Facilities (Zoos, Museums and Outdoor Gardens ONLY) are required to:

- Ensure all facilities are ready to operate and that all equipment is in good condition, according to any applicable maintenance and operations manuals and standard operating procedures.
- Review and implement [General Guidance for Employers](#).

### Physical Distancing Measures

- Limit the gathering capacity to a maximum of 250 people or the number of people, including staff, based on a determination of capacity (square footage/occupancy as specified below), whichever is less. Ensure compliance with the [OHA Guidance for Gatherings](#).
  - ✓ Take appointments only
  - ✓ Use a timed ticket system
  - ✓ Use a timed [sign-in sheet](#)

- ✓ Partner with local restaurants and attractions to cross-promote each other if there is a significant waiting period for entry
- Ensure that physical distancing of at least six (6) feet between people of different parties is maintained. Make clear that members of the same party can participate in activities together, stand in line together, etc. and do not have to stay six (6) feet apart.
  - ✓ A guide to social distancing in museums
  - ✓ Ask guests to start their visit in different galleries
  - ✓ Station volunteers in strategic areas to monitor numbers
  - ✓ Tape standing and waiting locations 6 ft. apart (consider incorporating sponsorships, sponsors can have their logo on the floor decal)
  - ✓ Create one-way flow if possible
  - ✓ Block areas that can't be managed (upstairs, small rooms, etc..)
- Set-up seating and/or game configuration to comply with all physical distancing requirements.
  - ✓ Mark 6ft squares on floor with blue tape
- Do not combine parties or allow shared seating for individuals not in the same party.
- Remove or restrict seating/consoles/lanes etc. to support the requirement of at least six (6) feet of physical distance between people not in the same party.
- Prohibit people in different parties from congregating in any area of the facility, both indoor and outdoor, including in parking lots.
- Prohibit operation and use of all play areas/ball pits/playgrounds.
- Prohibit contact sports.
- **Do not operate**, if unable to maintain at least six (6) feet of distance as required by this guidance, except for brief interactions or if unable to comply with all other requirements in this guidance. The requirement to close applies to both indoor and outdoor operations for entities that have both.

## Employees

- Require all employees to wear a mask, face shield, or cloth, paper or disposable face covering, unless an accommodation for people with disabilities or other exemption applies in accordance with Mask and Face Covering Guidance for Business, Transit and the Public. Employers must provide masks, face shields, or face coverings for employees.
  - ✓ Business Oregon [links to PPE suppliers](#)
  - ✓ Ask other organizations in your community to join in a bulk order

- Train all employees on cleaning operations (see below) and best hygiene practices including washing their hands often with soap and water for at least 20 seconds.
- Review and use [Mask and Face Covering Guidance for Business, Transit and the Public](#).

## Cleaning

- Employees must clean and sanitize work areas, high-traffic areas, and commonly touched surfaces in both customer and employee areas in indoor and outdoor facilities. Use disinfectants that are included on the Environmental Protection Agency (EPA) approved list for the SARS-CoV-2 virus that causes COVID-19. No product will be labeled for COVID-19 yet, but many products will have a label or information available on their websites about their effectiveness for human coronavirus.
  - ✓ [Convert doors to hands-free entry](#)
  - ✓ [Install hand sanitizer stations](#)
  - ✓ [Consider touchless pay options](#)
  - ✓ [Clean and disinfect historic objects](#)
  - ✓ [Enhanced cleaning guide for historical societies](#)
- Thoroughly clean restroom facilities at least twice daily and, to the extent possible, ensure adequate sanitary supplies (soap, toilet paper, hand sanitizer) throughout the day. Restroom facilities that cannot be cleaned twice daily should be kept closed or a sign should be posted stating that the restroom is unable to be cleaned twice daily.
- Employees must clean and disinfect ALL games, balls, shared equipment and any other commonly touched gaming devices or tools between use.
  - ✓ [Remove or block access to hands-on elements](#)
  - ✓ [Add QR codes to link activities to online content](#)
  - ✓ [Shift your hands-on activities to kits that can be cleaned and set aside between users](#)
  - ✓ [Create packets visitors can keep such as work sheets and scavenger hunts](#)
  - ✓ [Review \[OHA Early Learning Sanitation Recommendations\]\(#\) for ideas on cleaning interactives](#)

## Signage

- Post [clear signs](#) listing COVID-19 symptoms, asking employees, volunteers and visitors with symptoms to stay home and who to contact if they need assistance.
  - ✓ [Printable signage templates](#)
  - ✓ <https://www.albertahealthservices.ca/topics/Page17000.aspx>
  - ✓ [Also put these expectations on your website and social media](#)
- Use [clear signs](#) to encourage physical distancing.
  - ✓ [Printable signage templates](#)

## Additional Requirements

- Keep areas that are prone to attracting crowds (including but not limited to playgrounds, indoor play structures and drop-off play structures) closed.
- Keep drop-in childcare closed.
- Limit parties to 10 people or fewer. Do not combine parties/guests in shared seating who have not chosen to congregate together. People in the same party seated at the same table do not have to be six (6) feet apart.
- Prohibit parties (a group of 10 or fewer people that arrived at the site together) from congregating in parking lots and other common areas for periods longer than reasonable to retrieve/return gear and enter/exit vehicles.
- Keep common areas, such as picnic tables, day-use shelters, and buildings open to the public, arranged so at least six (6) feet of physical distance between parties (chairs, benches, tables) is maintained. Post clear signs to reinforce physical distancing requirements between visitors of different parties.
- End all facility activities by 10 p.m.
- Follow the [Retail Stores Guidance](#) if operating a retail store on the premises.

**To the extent possible, operators of indoor and outdoor entertainment facilities (zoos, museums and outdoor gardens ONLY) should, but are not required to:**

## Additional Physical Distancing Measures

- Encourage reservations or advise people to call in advance to confirm facility capacity. Consider a phone reservation system that allows people to wait in cars and enter facility only when a phone call or text indicates space is available.
- Assign a designated greeter or host to manage visitor flow and monitor physical distancing while waiting in line, ordering, and during entering and exiting. Do not block access to fire exits.
- Position staff to monitor physical distancing requirements, so that parties are no larger than 10 people, and to help visitors understand these requirements.
- Assign staff to monitor visitor access to common areas such as restrooms so that visitors do not congregate.
- Route foot traffic in a one-way direction to minimize close contact between visitors. Post signs for one-way walking routes to attractions, if feasible.  
✓ [Printable decals](#)

- Limit the number of staff who serve or interact with each party.
- Encourage visitors to recreate with their own household members rather than with those in their extended social circles.
- Encourage visitors to recreate safely and avoid traveling to or recreating in areas where it is difficult to maintain at least six (6) feet from others not in their household.
- Place clear plastic or glass barriers in front of cashiers or visitor center counters, or in other places where maintaining six (6) feet of physical distance between employees, volunteers and visitors is more difficult.

### Visitor Face Coverings

- Strongly encourage all visitors to wear a mask, face shield, or face covering. Review and use [Mask and Face Covering Guidance for Business, Transit and the Public](#).
  - ✓ Make face coverings available for visitors
  - ✓ Understand this is a [stressful time](#) for visitors and staff and volunteers
  - ✓ Document a plan for how your organization will respond if visitors don't want to comply
  - ✓ Have staff and volunteers take turns responding to escalated situations

### Cleaning /Hygiene

- Consider providing hand-washing facilities for customer use in and around the facility. Hand sanitizer is effective on clean hands; businesses may make hand sanitizer (60-95% alcohol content) available to customers. Hand sanitizer must not replace hand washing by employees.

### Outdoor Facilities

- Consider closing every other parking spot to facilitate at least six (6) feet of physical distance between parties.
- Encourage visitors to bring their own food, water bottles and hygiene supplies (including hand sanitizer).
- Encourage visitors to take their trash with them when they leave.

### Additional Resources:

- [OHA Guidance for the General Public](#)
- [OHA General Guidance for Employers](#)
- [Mask and Face Covering Guidance for Business, Transit, and the Public](#)
- ✓ [Oregon Heritage COVID-19 Resources](#)

For individuals with disabilities or individuals who speak a language other than English, OHA can provide documents in alternate formats such as other languages, large print, braille or a format you prefer. Contact Mavel Morales at 1-844-882-7889, 711 TTY or [OHA.ADAModifications@dhsoha.state.or.us](mailto:OHA.ADAModifications@dhsoha.state.or.us)