



# Reopening New York

## Indoor Amusement and Family Entertainment Centers

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	Mandatory	Recommended Best Practices
Physical Distancing	<ul style="list-style-type: none"> <li>✓ Limit the workforce and patron presence to no more than 25% of the maximum occupancy, inclusive of employees and patrons, both of whom must only be permitted entry into the facility if they wear an acceptable face covering, provided that the individual is over age 2 and able to medically tolerate such covering.               <ul style="list-style-type: none"> <li>• Ensure that private events (e.g., birthday parties, corporate events) are limited to the lesser of: 25% of the maximum occupancy or the State’s current indoor social gathering limit (100 people as of 3/22/21).</li> </ul> </li> <li>✓ Ensure that a distance of at least 6 ft. is maintained among individuals, including employees and patrons, with the exception of patrons who are members of the same party/household/family, at all times (e.g., while waiting in line, when playing games), unless safety or the core activity requires a shorter distance (e.g., operating cash registers, moving equipment).</li> <li>✓ Enact physical barriers between employees and patrons where 6 ft. of distance is not possible (e.g., cash registers, concessions, ticket-taker stations), and indicate distances of at least 6 ft. where patrons form lines.</li> <li>✓ Reduce capacity for attractions, games, and activities as necessary to facilitate social distancing.</li> <li>✓ Ensure social distancing is maintained between individuals in multi-person attractions, games, and activities, unless individuals are members of the same party/household/family or appropriate physical barriers are in place.</li> <li>✓ Ensure that individuals, including employees and patrons, where acceptable face coverings at all times, except while seated in a designated area to eat/drink.</li> <li>✓ If attractions, games, and activities cannot be rearranged to ensure appropriate distancing, close or shut down adjacent attractions, games, or activities, or install physical barriers between them.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Stagger admission time slots or arrival times for patrons at entrances and/or individual attractions, games, or activities to minimize waiting lines or crowds.</li> <li>✓ Consider closing attractions, games, and activities at different times or in stages to reduce crowding and congregation during egress prior to closure.</li> <li>✓ Limit on-site interactions (e.g., designate an egress for individuals leaving the facility and a separate ingress for individuals entering) and movements (e.g., employees should remain near their workstations as often as possible).</li> <li>✓ Stagger schedules for employees to observe social distancing for any employee gathering.</li> <li>✓ Implement best practices for communal bathrooms, including installation of physical barriers and use of touch-free soap and paper towel dispensers.</li> </ul>

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	Mandatory	Recommended Best Practices
<b>Physical Distancing (Cont'd)</b>	<ul style="list-style-type: none"> <li>✓ Modify common seating areas to ensure individuals not from the same party/family/household are at least 6 ft. apart in all directions or appropriate physical barriers are in place, and close any seating areas that cannot meet these requirements.</li> <li>✓ Put in place practices for adequate social distancing in small areas, such as restrooms and breakrooms.</li> <li>✓ Monitor and control the flow of patron and employee traffic into, and within, the facility to ensure adherence to capacity and social distancing requirements.</li> <li>✓ Maintain sufficient employee presence to monitor traffic flow, ensure groups adhere to social distancing/gathering limitations, and eliminate loitering .</li> <li>✓ Be prepared to queue patrons outside while still maintaining physical distance including through the use of visual cues and/or queueing control devices (e.g., stanchions, line distance markers, arrows).</li> <li>✓ Establish designated areas for pickups and deliveries, limiting contact to the extent possible.</li> </ul>	
<b>Operational Activity</b>	<ul style="list-style-type: none"> <li>✓ Submit a plan to the respective county health department or local public health authority within 2 weeks of reopening, including specific health protocols in place to meet the requirements in this guidance. See <a href="#">“Interim COVID-19 Guidance for Indoor Amusement”</a> for full details.</li> <li>✓ Close all attractions, games, or activities where social distancing, physical barriers, and/or cleaning and disinfection standards outlined in this guidance cannot be maintained.</li> <li>✓ Evaluate each individual attraction, game, and activity to confirm that face coverings can be worn safely by patrons, and that face coverings will not present a loose article hazard or interfere with safe operation; close any attraction, game, or activity where face coverings cannot be worn safely by patrons at all times.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Implement touchless check-in, pay-ahead payment options, or advance reservation options to be used by patrons, when available, to minimize handling cash, credit cards, tokens, reward cards or tickets, and mobile devices, where possible.</li> <li>✓ Use digital tokens instead of paper redemption tickets.</li> <li>✓ For facilities or centers that require bag security checks or other security screening, require patrons to bring items in clear bags rather than opaque bags to speed up the process and avoid need for frequent employee contact with personal items; or, ask patrons to not bring large items into the facility or center.</li> <li>✓ Ensure designated eating areas are designed to limit interaction among patrons without face coverings.</li> </ul>

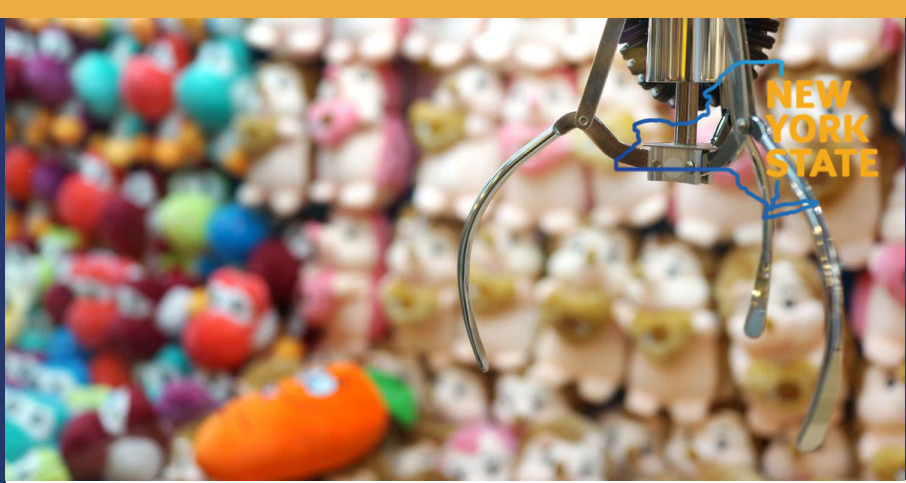
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	Mandatory	Recommended Best Practices
<b>Operational Activity (Cont'd)</b>	<ul style="list-style-type: none"> <li>✓ Assign sufficient staff to monitor attractions, games, and activities that are actively being used by patrons, and ensure compliance with all guidelines.</li> <li>✓ For any food services, operate in strict accordance with DOH's "<a href="#">Interim COVID-19 Guidance for Food Services</a>." However, abide by this guidance whoever it applies stricter standards.               <ul style="list-style-type: none"> <li>• Ensure patrons only consume food/beverages while seated.</li> <li>• Discontinue self-service food and beverage.</li> <li>• Abide by any applicable curfews on food and beverage services (as of 3/25/21, cease operations no later than 11:00 PM).</li> </ul> </li> <li>✓ Prohibit handling of prizes at gift counters and redemption centers by patrons before they have redeemed the prize for their own personal use.</li> </ul>	
<b>Air Handling and Building Systems</b>	<ul style="list-style-type: none"> <li>✓ For facilities with central air handling systems, ensure central HVAC system filtration meets the highest rated filtration compatible with the currently installed filter rack and air handling systems, at a minimum MERV-13, or industry equivalent or greater, as applicable, and as certified and documented by a certified HVAC technician, professional, or company, <a href="#">ASHRAE</a>-certified professional, certified retrocommissioning professional, or New York licensed professional building engineer.</li> <li>✓ For facilities with central air handling systems that cannot handle the abovementioned minimum level of filtration, have a certified HVAC technician, professional, or company, <a href="#">ASHRAE</a>-certified professional, certified retro-commissioning professional, or New York licensed professional building engineer certify and document that the currently installed filter rack is incompatible with abovementioned minimum level of filtration and/or the air handling system would be unable to perform to the minimum level of heating and cooling that it was otherwise able to provide prior to the COVID-19 public health emergency if such a high degree of filtration (i.e., MERV-13 or greater) was installed. Retain such documentation for review.</li> </ul>	<ul style="list-style-type: none"> <li>✓ For facilities with central HVAC system filtration at a minimum of MERV-13, or industry equivalent or greater, consider adopting additional ventilation and air filtration mitigation protocols per <a href="#">CDC</a> and <a href="#">ASHRAE</a> recommendations, particularly for buildings with air handling systems older than 15 years. (See "<a href="#">Interim COVID-19 Guidance for Indoor Amusement</a>" for full details).</li> </ul>



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<b>Air Handling and Building Systems (Cont'd)</b>	<ul style="list-style-type: none"> <li>Facilities that have a central air handling system who are unable to meet a filtration rating of MERV-13 or greater must adopt additional ventilation and/or air filtration mitigation protocols per <a href="#">CDC</a> and <a href="#">ASHRAE</a> recommendations. (See "<a href="#">Interim COVID-19 Guidance for Indoor Amusement</a>" for full details).</li> </ul> <p>✓ Facilities that do not have central air handling systems must adopt additional ventilation and air filtration mitigation protocols per <a href="#">CDC</a> and <a href="#">ASHRAE</a> recommendations. (See "<a href="#">Interim COVID-19 Guidance for Indoor Amusement</a>" for full details).</p> <p>✓ Before occupants return to a building that has been entirely closed, complete pre-return checks, tasks, and assessments to ensure a healthy and safe environment. These systems include, but are not limited to, mechanical systems, water systems, elevators, and HVAC systems.</p>	
<b>Protective Equipment</b>	<p>✓ Ensure that employees and patrons are only permitted entry into the facility if they wear an acceptable face covering at all times, unless eating or drinking while seated in a designated area; provided, however, that they are over age 2 and able to medically tolerate such covering.</p> <ul style="list-style-type: none"> <li>Acceptable face coverings include, but are not limited to, cloth (e.g., homemade sewn, quick cut, bandana), surgical masks, and N95 respirators.</li> </ul> <p>✓ Provide employees with an acceptable face covering at no-cost to the employee.</p> <p>✓ Advise employees to regularly clean or replace their face coverings if they become wet or soiled, and prohibit sharing of face coverings. Consult <a href="#">CDC guidance</a> for additional information.</p> <p>✓ Train employees on how to adequately put on, take off, and clean (as applicable), and discard PPE, including but not limited to, face coverings.</p>	<p>✓ Consider providing employees who have regular close contact to patrons (e.g., check-in) with a face shield, gloves, and/or eye protection.</p>



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<b>Protective Equipment (Cont'd)</b>	<ul style="list-style-type: none"> <li>✓ Put in place measures to limit the sharing of objects, such as equipment, as well as the touching of shared surfaces, such as cash registers; or, require employees to wear gloves (trade-appropriate or medical) when in contact with shared objects or frequently touched surfaces; or, require employees to perform hand hygiene before and after contact.</li> </ul>	
<b>Hygiene, Cleaning, and Disinfection</b>	<ul style="list-style-type: none"> <li>✓ Adhere to hygiene, cleaning, and disinfection requirements from the <a href="#">CDC</a> and <a href="#">DOH</a> and maintain cleaning logs on site that document date, time, and scope of cleaning and disinfection.</li> <li>✓ Adjust hours as necessary to enable enhanced cleaning and disinfection procedures.</li> <li>✓ Provide and maintain hand hygiene stations, including handwashing with soap, water, and paper towels, or alcohol-based hand sanitizer containing 60% or more alcohol.</li> <li>✓ Make hand sanitizer available throughout common areas (e.g., entrances, exits, gift shops, prize counters, games, attractions).</li> <li>✓ Conduct regular cleaning and disinfection of the facility on, at least, a daily basis and more frequent cleaning and disinfection for high-risk areas used by many individuals and for frequently touched surfaces. Cleaning and disinfection must be rigorous and ongoing. Refer to DOH <a href="#">guidance</a>.</li> <li>✓ Ensure equipment or objects that are shared between patrons who are not members of the same party/family/household and/or employees (e.g., attractions, game machines) are cleaned and disinfected between every user or, at least, every 2 hours during operations, if not more frequently.               <ul style="list-style-type: none"> <li>• For equipment rented or borrowed to play games or participate in attractions or activities, clean and disinfect all returned equipment (e.g., rental shoes, harnesses) after each use.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>✓ Install touch-free hand sanitizer where possible.</li> <li>✓ Consider leaving doors within the facility propped open, where feasible, to reduce potential touch points and improve air circulation.</li> <li>✓ Leave cleaning and disinfecting supplies, such as disposable wipes and hand sanitizer, next to attractions, games, or activities for adult patrons to use before they or their accompanying minor patrons begin playing. <u>However, minor patrons should not handle any cleaning and disinfecting supplies given the danger posed by ingestion or misuse.</u></li> <li>✓ To the extent that it does not pose a fire or safety hazard, particularly for minors, leave doors within the facility propped open, where feasible, to reduce potential touch points and improve air circulation.</li> <li>✓ Close or limit access to communal fixtures or amenities in the facility that might present a risk of patron congregation or multiple touchpoints, such as promotional brochure stands in favor of individual distribution upon request.</li> </ul>

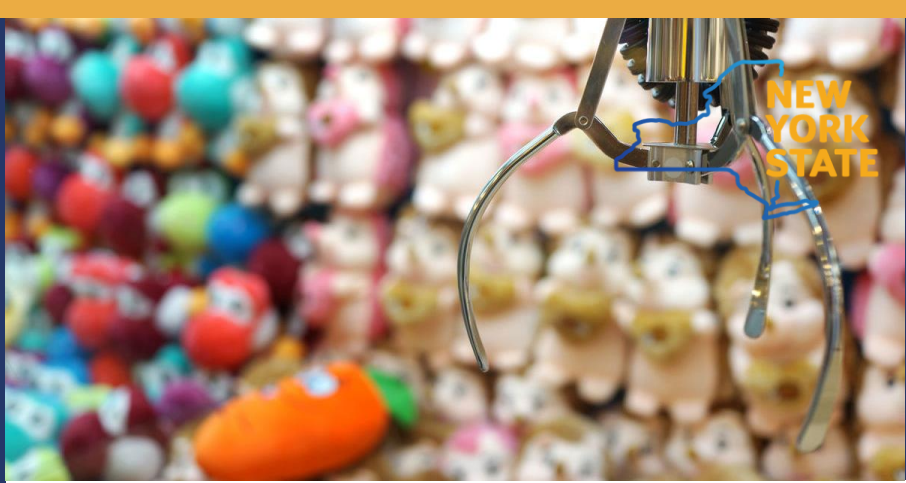
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Hygiene, Cleaning, and Disinfection (Cont'd)	<ul style="list-style-type: none"> <li>For attractions that involve or require shared accessories among patrons during play (e.g., 3D glasses, VR headsets, laser tags, helmets, board games, cards), properly clean and disinfect each item between patron use.</li> <li>✓ Provide appropriate cleaning and disinfection supplies for shared and frequently touched surfaces (e.g., railings, doors, games, touchscreens, buttons, counters for prize redemption) and require employees to use these supplies following manufacturer's instructions, before and after use of these surfaces or at frequent intervals during operations, followed by hand hygiene.</li> <li>✓ Have a sufficient number of employees, who are visible to patrons, designated for the cleaning and disinfection of attractions, games, activities, and other high touch surfaces. Provide patrons the option of requesting that attractions, games, and activities are cleaned and disinfected prior to their use.</li> <li>✓ Ensure regular cleaning and disinfection of restrooms.</li> <li>✓ Ensure that shared workstations (e.g., check-in or prize counters) are cleaned and disinfected between use by different employees.</li> <li>✓ Ensure that equipment, tools, attractions, and games are regularly cleaned and disinfected using registered disinfectants. Refer to the Department of Environmental Conservation <a href="#">list of products</a> registered in New York State and identified by the EPA as effective against COVID-19.</li> </ul>	
Communication	<ul style="list-style-type: none"> <li>✓ Affirm you have reviewed and understand the state-issued industry guidelines, and will implement them.</li> <li>✓ Develop a communications plan for employees and patrons that includes applicable instructions, training, signage, and consistent means to provide individuals with information.</li> </ul>	

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<b>Communication (Cont'd)</b>	<ul style="list-style-type: none"> <li>✓ Encourage individuals and post signage reminding them to adhere to proper hygiene, social distancing rules, appropriate use of PPE, and cleaning and disinfection protocols.</li> <li>✓ Conspicuously post completed safety plans on site.</li> </ul>	
<b>Screening and Testing</b>	<ul style="list-style-type: none"> <li>✓ Implement mandatory health screening practices for employees and patrons prior to or upon entering the facility, including:               <ul style="list-style-type: none"> <li>• Temperature checks using contactless thermometers or thermal cameras for all patrons. Any patron who presents with a temperature of 100.4° F or greater must be denied entry, as well as any members of the patron's party who may have been in close contact with them within the past 10 days.</li> <li>• A questionnaire that determines whether the individual has <a href="#">COVID-19 symptoms</a>, contacts, positive COVID-19 test, or recent <a href="#">travel</a>.</li> </ul> </li> <li>✓ Require employees and, while they are in the facility, patrons to immediately disclose if and when their responses to any of the aforementioned questions changes, such as if they begin to experience symptoms.</li> <li>✓ Deny entry to any employee or patron who fails the screening questionnaire, well as any members of the patron's party who may have been in close contact with such patron within the past 10 days if they reported recent symptoms or recent positive diagnostic test for COVID-19.</li> <li>✓ Provide PPE to any employees performing screening activities including, at a minimum, an acceptable face covering.</li> <li>✓ Designate a central point of contact or contacts responsible for receiving and attesting to having reviewed all questionnaires.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Perform screening remotely (e.g., by e-mail, by telephone, electronic survey, at ticket purchase, via signage) before entrance to the facility, to the extent possible.</li> <li>✓ Refer to DOH <a href="#">guidance</a> regarding protocols and policies for employees seeking to return to work after a suspected or confirmed case of COVID-19 or after the close or proximate contact with a person with COVID-19.</li> </ul>



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Screening and Testing (Cont'd)	<ul style="list-style-type: none"> <li>✓ Maintain a log of employees, contractors, and vendors who may have close or proximate contact with other individuals at the facility; excluding deliveries that are performed with appropriate PPE or through contactless means.</li> <li>✓ Require each patron in attendance to provide contact information before or immediately upon arrival to the facility, including their full name, address, and phone number or email for use in potential contact tracing efforts. Maintain a record of the aforementioned sign-in data for a minimum period of 28 days and make such data available to State and local health authorities upon request.</li> <li>✓ When notified of a confirmed positive COVID-19 case through a diagnostic test result for an individual who is currently or was recently present at the facility: <ul style="list-style-type: none"> <li>• notify the state and local health department of the confirmed positive case,</li> <li>• assist with contact tracing efforts to identify close or proximate contacts who may need to quarantine,</li> <li>• communicate to known individuals who may have been exposed to the positive case at the facility that a positive case was reported, contact tracing will be performed, close contacts will be notified, and additional cleaning and disinfection of the exposed area will be performed, and</li> <li>• dispatch appropriate employee(s) to clean and disinfect the exposed areas, in accordance with the above protocols.</li> </ul> </li> </ul>	

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