



INTERIM GUIDANCE FOR INDOOR AMUSEMENT AND FAMILY ENTERTAINMENT DURING THE COVID-19 PUBLIC HEALTH EMERGENCY

When you have read this document, you can affirm at the bottom.

As of March 25, 2021

Purpose

This Interim Guidance for Indoor Amusement and Family Entertainment during the COVID-19 Public Health Emergency (“Interim COVID-19 Guidance for Indoor Amusement”) was created to provide owners/operators of indoor amusement facilities and family entertainment centers and their employees, contractors, vendors, and patrons with precautions to help protect against the spread of COVID-19.

This guidance applies to all indoor amusement facilities and family entertainment center activities, including but not limited to arcade and redemption games of skill and chance, air hockey, ping pong, Skee-Ball, obstacle or recreational courses, laser tag, soft play areas, escape rooms, virtual reality attractions, indoor trampoline parks, indoor merry-go-rounds or carousel, indoor train ride, indoor roller coasters, and/or indoor bumper cars.

Indoor amusement facilities and family entertainment centers may reopen beginning Friday, March 26, 2021 in accordance with this guidance. Responsible Parties – as defined below – must submit a reopening plan to the respective county health department or local public health authority, within two weeks of reopening, including specific health protocols in place to meet the requirements set forth in this guidance.

This guidance does not apply to outdoor amusement parks, theme parks, or water parks, which cannot reopen until Friday, April 9, 2021, and must follow forthcoming guidance issued by the New York State Department of Health (DOH).

Indoor amusement attractions or activities where appropriate social distancing and cleaning and disinfection standards outlined in this document cannot be achieved (e.g., ball pits) must remain closed.

Indoor amusement facilities and family entertainment centers may involve a variety of activities and owners/operators of indoor amusement and family entertainment centers should reference relevant industry-specific DOH guidelines, where applicable. Specifically, retail or gift shops must operate in accordance with DOH’s “Interim Guidance for Essential and Phase II Retail Business Activities During the COVID-19 Public Health Emergency.” Office-based activities must operate in accordance with DOH’s “Interim Guidance for Office-Based Work During the COVID-19 Public Health Emergency.” Restaurants, bars, and/or concessions must operate in accordance with DOH’s “Interim Guidance for Food Services During the COVID-19 Public Health Emergency;” provided, however, that wherever this guidance applies stricter standards, Responsible Parties must abide by those standards. Sports and recreation activities, such as rock climbing, mini-golf, batting cages, and/or bowling must operate in accordance with DOH’s “Interim Guidance for Sports and Recreation During the COVID-19 Public Health Emergency.” Pools and recreational aquatic spray grounds must operate in accordance with DOH’s “Interim Guidance for Pools and Recreational Aquatic Spray Grounds During the COVID-19 Public Health Emergency;” provided, however, that wherever this guidance requires face coverings, Responsible Parties shall allow patrons to temporarily remove such covering while they are in the water given health and safety concerns. Movie theaters must operate in accordance with DOH’s “Interim Guidance for Movie Theaters During the COVID-19 Public Health Emergency.” Live entertainment and performances must follow the guidelines

outlined in DOH's forthcoming "Interim Guidance for Small and Medium-Scale Performing Arts and Entertainment Venues During the COVID-19 Public Health Emergency," or "Interim Guidance for Large-Scale Performing Arts and Entertainment Venues During the COVID-19 Public Health Emergency," as applicable.

These guidelines are minimum requirements only and the owner/operator of any indoor amusement facility or family entertainment center is free to provide additional precautions or increased restrictions. These guidelines are based on the best-known public health practices at the time of publication, and the documentation upon which these guidelines are based can and does change frequently. The Responsible Parties – as defined below – are accountable for adhering to all local, state and federal requirements relative to indoor amusement and family entertainment activities and operations. The Responsible Parties are also accountable for staying current with any updates to these requirements, as well as incorporating same into any indoor amusement activities and/or Site Safety Plan.

Background

On March 7, 2020, Governor Andrew M. Cuomo issued [Executive Order 202](#), declaring a state disaster emergency in response to the COVID-19 public health emergency. Since May 15, 2020, New York State has developed and deployed a phased economic reopening strategy based on science and data, which has allowed specific industries to safely resume or increase activities and operations while protecting public health during the COVID-19 pandemic.

In addition to the following standards, businesses must continue to comply with the guidance and directives for maintaining clean and safe work environments issued by DOH.

Please note that where guidance in this document differs from other guidance documents issued by New York State, the more recent guidance shall apply.

Standards for Responsible Operation of Indoor Amusement Facilities in New York State

No activities or operations at an indoor amusement facility or family entertainment center can occur without meeting the following minimum State standards, as well as applicable federal requirements, including but not limited to such minimum standards of the Americans with Disabilities Act (ADA), Centers for Disease Control and Prevention (CDC), Environmental Protection Agency (EPA), and United States Department of Labor's Occupational Safety and Health Administration (OSHA).

The State standards contained within this guidance apply to all indoor amusement facilities and family entertainment centers in operation during the COVID-19 public health emergency until rescinded or amended by the State. The owner/operator of the indoor amusement facility or family entertainment center, or another party as may be designated by the owner/operator (in either case, "the Responsible Parties"), shall be responsible for meeting these standards.

The following guidance is organized around three distinct categories: people, places, and processes.

I. PEOPLE

A. Physical Distancing

- Responsible Parties must ensure that the workforce and patron presence is limited to no more than 25% of the maximum occupancy or capacity for a particular area as set by the certificate of 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 the age of two and able to medically tolerate such covering.

- Responsible Parties must ensure that private events (e.g., birthday parties, corporate events) are limited to the lesser of: 25% of the maximum occupancy for a particular area as set by the certificate of occupancy or the State's current indoor social gathering limit, which is 100 or fewer people, as of March 22, 2021.
- Responsible Parties must ensure that a distance of at least six feet 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 being performed requires a shorter distance (e.g., operating cash registers, moving equipment).
 - In areas where employee-patron interactions frequently occur and six feet of distance is not possible between employees and patrons, Responsible Parties must enact physical barriers between employees and patrons (e.g., cash registers, ticket kiosks, concessions, and ticket-taker stations), and indicate distances of at least six feet for patrons who may form lines.
 - Responsible Parties must ensure that individuals not from the same party/household/family maintain at least six feet of distance from one another by reducing capacity for attractions as necessary and/or installing physical barriers.
 - Responsible Parties must ensure that 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. If Responsible Parties cannot rearrange attractions, games, and activities to ensure appropriate distancing, Responsible Parties must close or shutdown adjacent attractions, games, or activities, or install appropriate physical barriers between such attractions, games, or activities.
 - For attractions, games, and activities where patrons are not seated during play, six-foot intervals should be marked around the outside of the attraction or game to facilitate social distancing. Congregations of non-playing patrons to spectate attractions or games must only be permitted if social distancing can be maintained or physical barriers are installed.
 - Responsible Parties should avoid combining individuals from different parties/households/families for the purposes of any group activities that may require a certain number of individuals to participate, unless social distancing can be maintained, or appropriate physical barriers are installed to separate groups.
- Responsible Parties must ensure that all individuals, including employees and patrons, wear acceptable face coverings at all times, provided that individuals are over the age of two and able to medically tolerate such covering. However, patrons may temporarily remove their face covering when seated in a designated area to eat or drink. Face coverings must be worn at all other times, including but not limited to, while waiting in lines for attractions, games, or activities, waiting in ticket pick-up lines, and navigating any common areas. Responsible Parties must ensure that any attractions, games, or activities that require patrons to remove their face coverings are prohibited.
 - Acceptable face coverings for COVID-19 include but are not limited to cloth-based face coverings and disposable masks that cover both the mouth and nose.
 - However, cloth, disposable, or other homemade face coverings are not acceptable face coverings for workplace activities that typically require a higher degree of protection for personal protective equipment (PPE) due to the nature of the work. For those activities, N95 respirators or other PPE used under existing industry standards should continue to be used, as is defined in accordance with [OSHA guidelines](#).

- The face covering requirement must be applied in a manner consistent with the federal ADA and New York State and City Human Rights Laws, as applicable.
- Responsible Parties may modify the use and/or restrict the number of workstations, employee and/or patron seating areas, and attractions, games, or activities so that individuals are at least six feet apart in all directions (e.g., side-to-side and when facing one another) and are not sharing workstations, attractions, games, or activities without frequent cleaning and disinfection (e.g., between use), unless individuals are members of the same party/household/family. Distancing may be implemented through physically moving attractions, games, or activities or by deactivating attractions, games, or activities, where needed. When distancing is not feasible between workstations, attractions, games, or activities, Responsible Parties may install physical barriers (e.g., plastic shielding walls) in areas where they would not affect air flow, heating, cooling, or ventilation, or present a health or safety risk.
 - If used, physical barriers should be put in place in accordance with OSHA guidelines.
 - Physical barrier options may include: strip curtains, cubicles, plexiglass or similar materials, or other impermeable dividers or partitions.
- Responsible Parties must modify seating areas arrangements (e.g., chairs, tables) in common seating areas to ensure that individuals not from the same party/family/household are at least six feet apart in all directions (e.g., side-to-side and when facing one another), or appropriate physical barriers are in place. Common seating areas where distance cannot be maintained or physical barriers cannot be installed must be closed.
- Responsible Parties must prohibit the use of small spaces (e.g., behind cash registers, equipment checkout areas) by more than one individual at a time, unless all employees in such space at the same time are wearing acceptable face coverings or are members of the same party/household/family. However, even with face coverings in use, occupancy must not exceed 25% of the maximum capacity of the space, unless it is designed for use by a single occupant. Responsible Parties should increase ventilation with outdoor air to the greatest extent possible (e.g., opening windows, leaving doors open), while maintaining safety protocols.
 - If present, Responsible Parties should take additional measures to prevent congregation in elevator waiting areas and limit density in elevators, such as enabling the use of stairs.
- Responsible Parties must post signs throughout the amusement facility or family entertainment center, consistent with DOH COVID-19 signage. Responsible Parties can develop their own customized signage specific to a workplace or setting, provided that such signage is consistent with the Department's signage. Signage should be used to remind individuals to:
 - Stay home if they are feeling sick.
 - Cover their nose and mouth with a face covering at all times, except while seated and eating or drinking.
 - Adhere to DOH travel advisory requirements.
 - Properly store and, when necessary, discard PPE, including face coverings.
 - Adhere to physical distancing instructions.
 - Report symptoms of, or exposure to, COVID-19, and how they should do so.
 - Follow hand hygiene and cleaning and disinfection guidelines.
 - Follow appropriate respiratory hygiene and cough etiquette.

- As applicable, use cleaning and disinfection supplies, following label instructions, after usage, provided that the individual is an adult employee or patron, and not a minor whose use of such supplies presents a potential hazard.

B. Gatherings in Enclosed Spaces

- Responsible Parties must limit in-person employee gatherings (e.g., employee meetings, break rooms, stock rooms) to the greatest extent possible and consider use of other methods for meetings, such as video or teleconferencing whenever possible, per CDC guidance "[Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 \(COVID-19\)](#)". When videoconferencing or teleconferencing is not preferable or possible, Responsible Parties should hold meetings in open, well-ventilated spaces and ensure that individuals maintain six feet of social distance between one another (e.g., leave space between chairs, have individuals sit in alternating chairs).
- Responsible Parties should encourage social distancing by limiting occupancy or closing non-essential amenities and communal areas that do not allow for social distancing protocols. If open, Responsible Parties must make hand sanitizer or disinfecting wipes available near such amenities (e.g., vending machines, communal coffee machines).
- Responsible Parties must put in place practices for adequate social distancing in small areas, such as restrooms and breakrooms, and should develop signage and systems (e.g., flagging when occupied) to restrict occupancy when social distancing cannot be maintained in such areas.
- Responsible Parties may implement best practices for communal bathrooms including, but not limited to:
 - installation of physical barriers between toilets, sinks, and soap/paper towel dispensers, if six feet of separation is not feasible (e.g., closing off every other stall or sink);
 - use of touch-free soap dispensers;
 - use of touch-free paper towel dispensers in lieu of air dryers; and
 - installing appropriate signage to encourage capacity restrictions in restrooms and distancing while waiting.
- To the extent possible, Responsible Parties should stagger schedules for employees to observe social distancing (i.e., six feet of space) for any employee gathering (e.g., coffee breaks, meals, and shift starts/stops).

C. Operational Activity

- Within two weeks of reopening, Responsible Parties must submit a plan to the respective county health department or local public health authority, including specific health protocols in place to meet the requirements set forth in this guidance (e.g., health screening, social distancing, face coverings, controlled movement, hand hygiene, cleaning and disinfection, communication).
 - Following receipt of the plan, local health officials may request additional information and/or perform an on-site or remote inspection to ensure compliance with the requirements of this guidance.
- Responsible Parties must follow DOH's "[Interim Guidance for Food Services During the COVID-19 Public Health Emergency](#)" for any on-premises food services provided, including any required

separation between tables with seating and social distancing between parties of patrons. However, wherever this guidance applies stricter standards, Responsible Parties must abide by this guidance; provided, further, that:

- Responsible Parties ensure that patrons only consume food and beverages while seated.
- Responsible Parties must discontinue self-service food and beverage (e.g., condiments, soda).
- Responsible Parties should offer food and beverages served in pre-packaged or pre-filled containers, where possible, and are not shared between individuals who are not members of the same party/household/family.
- Responsible Parties must abide by any applicable curfews on food and beverage services; as of March 25, 2021, such food and beverage services must cease operations by no later than 11:00 PM.
- Responsible Parties must close all indoor amusement facility and family entertainment center attractions, games, or activities where social distancing, physical barriers, and/or cleaning and disinfection standards outlined in this guidance cannot be maintained, or any attractions, games, or activities which would require patrons to remove their face coverings to participate (e.g., ball pits/pools).
- Responsible Parties must 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 the safe operation of the game, attraction, or activity.
 - Responsible Parties must close any attraction, game, or activity where face coverings cannot be worn safely by patrons at all times.
- Responsible Parties should encourage visits by patrons to be made in advance or by reservation only, where practicable.
- Responsible Parties must assign sufficient staff to monitor attractions, games, and activities that are actively being used by patrons, and ensure compliance with all guidelines, including capacity, PPE, and appropriate physical distancing at all times.
- Responsible Parties must take measures to reduce interpersonal contact and congregation, through methods such as:
 - adjusting workplace hours;
 - shifting design (e.g., A/B teams, staggered arrival/departure times);
 - considering “sign-up” or advance registration policies so patrons are given allotted times to participate in attractions, games, and activities;
 - batching activities, where possible, so employees can adhere to social distancing;
 - developing protocols for the safe use of common employee equipment, such as telephones, copiers, printers, registers, etc.; and/or
 - limiting the use of any shared equipment without proper cleaning and disinfection and/or appropriate hand hygiene between use.
- Responsible Parties must adjust hours as necessary to enable enhanced cleaning and disinfection procedures.

- Responsible Parties should consider closing attractions, games, and activities at different times or in stages to reduce crowding and congregation during egress prior to indoor amusement facility or family entertainment center closure.
- Responsible Parties must prohibit the handling of prizes at gift counters and redemption centers by patrons before they have redeemed the prize for their own personal use. No touching of prizes or gifts prior to redemption.
- To the extent practicable, Responsible Parties should consider using digital tokens instead of paper redemption tickets.
- For facilities or centers that require bag security checks or other security screening, Responsible Parties should 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.

D. Movement and Commerce

- Responsible Parties must monitor and control the flow of patron and employee traffic into, and within, the indoor amusement or family entertainment center to ensure adherence to maximum capacity and social distancing requirements.
 - Responsible Parties must maintain sufficient employee presence to monitor traffic flow and to ensure groups adhere to appropriate social distancing and gathering limitations.
 - Responsible Parties must prohibit congregating and loitering by patrons and maintain sufficient employee presence to eliminate congregating and loitering.
 - Responsible Parties should consider stagger arrival times for patrons at entrances and/or individual attractions, games, or activities to minimize waiting lines or crowds. Responsible Parties should consider staggered admission time slots for patrons.
- Responsible Parties should put in place measures to reduce bi-directional foot traffic using tape or signs with arrows in narrow aisles, hallways, or spaces, and post signage and distance markers denoting spaces of six feet in all commonly used areas and any areas in which lines are commonly formed or people may congregate (e.g., common areas, restrooms, entrances and exits, ticket stations, clock in/out stations, health screening stations).
 - Where possible, Responsible Parties should place markers or barriers to encourage one directional traffic.
 - Responsible Parties must mark areas for six feet apart at commonly congested areas (e.g., common seating areas in lobbies, restrooms).
- Responsible Parties should clearly designate separate entrances and exits, where possible.
- If necessary, Responsible Parties must 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).
- Responsible Parties should arrange patron waiting areas (e.g., lines, parking areas) to maximize social distance among other patrons and minimize interaction with others in the area.
- Responsible Parties should 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).

- Where practicable, Responsible Parties should limit the numbers of entrances in order to (1) manage the flow of traffic into the facility and monitor occupancy/capacity limits and (2) facilitate health screenings, as described below while remaining in compliance with fire safety and other applicable regulations.
- Responsible Parties must develop a plan for employees and patrons to maintain six feet of social distance while waiting inside or outside of the facility for screening, as applicable.
- Responsible Parties must ensure the cashier or check-in employee wears a face covering and should enact an appropriate physical barrier, as detailed above, between the employee and patron. Ticket or check-in processes should be contactless, to the extent practicable.
- Responsible Parties must establish designated areas for pickups and deliveries, limiting contact to the extent possible.
- For deliveries, Responsible Parties should implement a touchless delivery system whereby drivers stay in the cab of the vehicle while delivery takes place or, where not practicable, Responsible Parties must provide acceptable PPE appropriate to the anticipated activities that includes, at a minimum, a face covering to personnel involved in the delivery at no cost for the duration of the delivery process.
- Responsible Parties must ensure employees perform hand hygiene before and after transferring (e.g., from a delivery driver) a load of merchandise or equipment (e.g., perform hand hygiene before starting to load items; and once all items have been loaded, finish by performing hand hygiene again).
- Responsible Parties should implement touchless check-in, pay-ahead payment options, or advance reservation options to be used by patrons, when available. Responsible Parties should minimize handling cash, credit cards, tokens, reward cards or tickets, and mobile devices, where possible.
 - Responsible Parties should encourage patrons to purchase tickets in advance online or through mobile application, as applicable and practicable.

II. PLACES

A. Air Handling and Building Systems

- For facilities with central air handling systems, Responsible Parties must 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 (e.g., HEPA), as applicable, and as certified and documented by a certified HVAC technician, professional, or company, ASHRAE-certified professional, certified retro-commissioning professional, or New York licensed professional building engineer.
 - Responsible Parties should also consider adopting additional ventilation and air filtration mitigation protocols per CDC and ASHARE recommendations, particularly for buildings with air handling systems older than 15 years, including:
 - Performing necessary retro-commissioning of central systems, as well as testing, balancing, and repairs as needed;
 - Increasing ventilation rates and outdoor air ventilation to the extent possible;
 - Keeping systems running for longer hours, especially for several hours daily before and after occupancy;

- Disabling demand-controlled ventilation, where reasonable, and maintain systems that increase fresh air supply;
 - Maintaining relative humidity between 40-60% where possible;
 - Opening outdoor air dampers to reduce or eliminate recirculation to the extent possible;
 - Sealing edges of the filter to limit bypass;
 - Regularly inspecting systems and filters to ensure they are properly operating, and filters are appropriately installed, serviced, and within service life;
 - Opening windows to the extent allowable for occupant safety and comfort;
 - Installing appropriately designed and deployed ultraviolet germicidal irradiation (UVGI-C) to deactivate airborne virus particles; and/or
 - Using portable air cleaners (e.g., electric HEPA units), considering units that provide highest air change rate at appropriate performance level and do not generate harmful byproducts.
- For facilities with central air handling systems that cannot handle the abovementioned minimum level of filtration (i.e., MERV-13 or greater), Responsible Parties must have a certified HVAC technician, professional, or company, ASHRAE-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 (i.e., MERV-13 or greater) 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.
 - Further, Responsible Parties must retain such documentation for review by state or local health department officials to operate at a lesser filtration rating with additional ventilation and air filtration mitigation protocols.
 - In addition, Responsible Parties with 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 [CDC](#) and [ASHRAE](#) recommendations, including:
 - Performing necessary retro-commissioning of central systems, as well as testing, balancing, and repairs as needed;
 - Increasing ventilation rates and outdoor air ventilation to the extent possible;
 - Keeping systems running for longer hours, especially for several hours daily before and after occupancy;
 - Disabling demand-controlled ventilation, where reasonable, and maintain systems that increase fresh air supply;
 - Maintaining relative humidity between 40-60% where possible;
 - Opening outdoor air dampers to reduce or eliminate recirculation to the extent possible;
 - Sealing edges of the filter to limit bypass;
 - Regularly inspecting systems and filters to ensure they are properly operating, and filters are appropriately installed, serviced, and within service life;
 - Opening windows to the extent allowable for occupant safety and comfort;

- Installing appropriately designed and deployed ultraviolet germicidal irradiation (UVGI-C) to deactivate airborne virus particles; and/or
 - Using portable air cleaners (e.g., electric HEPA units), considering units that provide highest air change rate at appropriate performance level and do not generate harmful byproducts.
- For facilities that do not have central air handling systems, Responsible Parties must adopt additional ventilation and air filtration mitigation protocols per [CDC](#) and [ASHRAE](#) recommendations, including:
 - Regularly inspecting any room ventilation systems (e.g., window units, wall units) to ensure they are properly operating, and filters are appropriately installed, serviced, and within service life.
 - Keeping any room ventilation systems running for longer hours, especially for several hours daily before and after occupancy;
 - Setting room ventilation systems to maximize fresh air intake, set blower fans to low speed, and point away from occupants to the extent possible;
 - Maintaining relative humidity between 40-60% where possible;
 - Opening windows to the extent allowable for occupant safety and comfort;
 - Setting any ceiling fans to draw air upwards away from occupants, if applicable;
 - Prioritizing window fans to exhaust indoor air where possible;
 - Avoiding using fans that only recirculate air or only blow air into a room without providing for appropriate exhaust;
 - Installing appropriately designed and deployed ultraviolet germicidal irradiation (UVGI-C) to deactivate airborne virus particles; and/or
 - Using portable air cleaners (e.g., electric HEPA units), considering units that provide highest air change rate at appropriate performance level and do not generate harmful byproducts.
- Before occupants return to a building that has been entirely closed, Responsible Parties must 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.
 - Depending on the length of time equipment has been inactive, Responsible Parties should run systems with careful observation to ensure machinery (e.g., valves and switches) are operating correctly.
 - Specific system actions may be required to restart systems after prolonged shutdown. Responsible Parties may determine necessity for each of these items based on length of shutdown and condition as inspected.
 - As appropriate and applicable, Responsible Parties should flush building with fresh air based on the design of the makeup/outside air system for a minimum of 24 hours.
 - Responsible Parties must ensure air filters are replaced as needed (e.g., after flushing the building).
 - Responsible Parties must ensure maintenance and monitoring of cooling towers have been conducted in accordance with state regulations and that chemical and microbial levels are within defined ranges for any closed water systems and/or water features, and drain any devices that may contain stagnant water.

- Responsible Parties must flush cold- and hot-water systems in accordance with building water management plan, if applicable.
- Responsible Parties must ensure any water filters are replaced as needed after flushing the building's water systems.
- For buildings that were entirely closed, Responsible Parties should ensure that the operation of all mechanical equipment and systems has been restored prior to reopening the building.

B. Protective Equipment

- Responsible Parties must ensure that employees and patrons are only permitted entry into the indoor amusement facility and family entertainment center if they wear an acceptable face covering; provided, however, that they are over the age of two and able to medically tolerate such covering.
 - Per Executive Order 202.34, Responsible Parties may deny admittance to individuals who fail to wear face coverings.
- Responsible Parties must ensure patrons wear face coverings at all times, unless eating or drinking while seated in a designated area, or patrons are in an aquatic setting subject to separate DOH guidance referenced above.
 - Responsible Parties should ensure designated eating areas are designed to limit interaction among patrons without face coverings.
- In addition to the necessary PPE as required for certain workplace activities, Responsible Parties must procure, fashion, or otherwise obtain acceptable face coverings, and provide such coverings to their employees while at work at no cost to the employee. Responsible Parties should have an adequate supply of face coverings, masks, and other required PPE on hand should an employee or patron need a replacement.
 - Acceptable face coverings include, but are not limited to, cloth (e.g., homemade sewn, quick cut, bandana), surgical masks, and N95 respirators.
- Face coverings must be cleaned or replaced after use and may not be shared. Please consult the CDC guidance for additional information on cloth face coverings and other types of PPE, as well as instructions on use and cleaning.
 - Note that cloth face coverings or disposable masks shall not be considered acceptable face coverings for workplace activities that require a higher degree of face or respiratory protection. For example, if N95 respirators are traditionally required for specific activities, a cloth or homemade mask would not suffice. Responsible Parties must adhere to OSHA standards for such safety equipment.
 - Responsible Parties must advise employees to regularly clean or replace their face coverings if they become wet or soiled.
 - Responsible Parties must allow employees to use their own acceptable face coverings but cannot require employees to supply their own face coverings. Further, this guidance shall not prevent employees from wearing their personally owned additional protective coverings (e.g., surgical masks, N95 respirators). Responsible Parties may require employees to wear more protective PPE due to the nature of their work. Employers should comply with all applicable OSHA guidelines.
- Responsible Parties must train workers on how to adequately put on, take off, and clean (as applicable), and discard PPE, including but not limited to, appropriate face coverings.

- Responsible Parties must install physical barriers at common points of employee-patron interaction (e.g., check-in, cashier, prize redemption counters) and in between attractions, games, and activities where six feet of social distancing between individuals is not possible. Responsible Parties should consider installing these barriers even if facility allows for such attractions, games, and activities to be socially distanced, where feasible.
 - As mentioned above, if used, physical barriers (e.g., plexiglass or similar materials) should be put in place in accordance with [OSHA guidelines](#).
 - Responsible Parties may consider providing employees who have regular close contact to patrons (e.g., check-in) with a face shield, gloves, and/or eye protection.
- Responsible Parties must 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 workers to wear gloves (trade-appropriate or medical) when in contact with shared objects or frequently touched surfaces; or, require workers to perform hand hygiene before and after contact.

C. Hygiene, Cleaning, and Disinfection

- Responsible Parties must ensure adherence to hygiene and cleaning and disinfection requirements as advised by the CDC and DOH, including "[Guidance for Cleaning and Disinfection of Public and Private Facilities for COVID-19](#)," and the "[STOP THE SPREAD](#)" poster, as applicable. Responsible Parties must maintain logs that include the date, time, and scope of cleaning and disinfection.
- Responsible Parties must provide and maintain hand hygiene stations on site, as follows:
 - For handwashing: soap, running warm water, and disposable paper towels.
 - For hand sanitizing: an alcohol-based hand sanitizer containing at least 60% alcohol for areas where handwashing facilities may not be available or practical.
 - Responsible Parties must make hand sanitizer available throughout common areas (e.g., entrances, exits, gift shops, prize counters, games, attractions). Touch-free hand sanitizer dispensers should be installed where possible.
 - Responsible Parties should place signage near hand sanitizer stations indicating that visibly soiled hands should be washed with soap and water; hand sanitizer is not effective on visibly soiled hands.
 - Responsible Parties should place receptacles around the facility for disposal of soiled items.
- Responsible Parties must 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 and should occur frequently throughout the hours of operations and whenever needed. Please refer to DOH's "[Interim Guidance for Cleaning and Disinfection of Public and Private Facilities for COVID-19](#)" for detailed instructions on how to clean and disinfect facilities.
 - Responsible Parties must ensure equipment or objects that are shared between patrons who are not members of the same party/family/house and/or employees (e.g., attractions, game machines) are cleaned and disinfected between every user or, at least, every two hours during operations, if not more frequently.

- However, if patrons rent or borrow equipment to play games or participate in attractions or activities, Responsible Parties must have employees clean and disinfect all returned equipment (e.g., rental shoes, harnesses) after each use.
- Specifically, for any attractions that involve or require shared accessories among patrons during play (e.g., 3D glasses, VR headsets, laser tag, helmets, board games, cards), Responsible Parties must properly clean and disinfect each item between patron use.
- Responsible Parties must provide appropriate cleaning and disinfection supplies for shared and frequently touched surfaces (e.g., railings, doors, games, attractions, 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.
- Responsible Parties must have sufficient number of employees, who are visible to patrons, designated for the cleaning and disinfection of attractions, games, activities, and other high-touch surfaces. Responsible Parties must provide patrons the option of requesting that attractions, games, and activities are cleaned and disinfected prior to their use.
 - Responsible Parties may consider leaving cleaning and disinfecting supplies such as disposable wipes, as well as hand sanitizer, next to attractions, games, or activities for adult patrons to use before they or their accompanying minor patrons begin playing or participating in the attraction, game, or activity. However, minor patrons should not handle any cleaning and disinfecting supplies given the danger posed by ingestion or misuse.
- Responsible Parties must ensure regular cleaning and disinfection of restrooms. Restrooms should be cleaned and disinfected at least every two hours, or more often depending on frequency of use.
 - Responsible Parties must ensure distancing rules are adhered to by using signage, occupied markers, or other methods to reduce restroom capacity where feasible.
- Responsible Parties must ensure that shared workstations (e.g., check-in or prize counters) are cleaned and disinfected between use by different employees.
- Responsible Parties must ensure that equipment, tools, attractions, and games are regularly cleaned and disinfected using registered disinfectants. Refer to the Department of Environmental Conservation (DEC) list of products registered in New York State and identified by the EPA as effective against COVID-19.
 - If cleaning or disinfection products or the act of cleaning and disinfecting causes safety hazards or degrades the material, equipment, attractions, or games, Responsible Parties must keep such attraction or games closed to patrons, and put in place hand hygiene stations for between employee use, supply disposable gloves for employees, or set limitations on the number of employees using such materials or equipment.
- Responsible Parties must provide for the cleaning and disinfection of exposed areas in the event of a positive case of COVID-19 among any individual at or within the facility, with such cleaning and disinfection to include, at a minimum, all heavy transit areas and high-touch surfaces (e.g., seats, attractions, games, shared or rented equipment, handrails, handles, doorknobs).
- CDC guidelines on “Cleaning and Disinfecting Your Facility” if someone is suspected or confirmed to have COVID-19 are as follows:
 - Close off areas used by the person suspected or confirmed to have COVID-19.

- Responsible Parties do not necessarily need to close operations, if they can close off the affected areas.
- Open outside doors and windows to increase air circulation in the area.
- Wait 24 hours before you clean and disinfect. If 24 hours is not feasible, wait as long as possible.
- Clean and disinfect all areas used by the person suspected or confirmed to have COVID-19, such as offices, bathrooms, common areas, and shared equipment.
- Once the area has been appropriately cleaned and disinfected, it can be opened for use.
 - Employees without close or proximate contact with the person suspected or confirmed to have COVID-19 can return to the work area immediately after cleaning and disinfection.
 - Refer to DOH's "[Interim Guidance for Public and Private Employees Returning to Work Following COVID-19 Infection or Exposure](#)" for information on "close or proximate" contacts.
- If more than seven days have passed since the person suspected or confirmed to have COVID-19 visited or used the facility, additional cleaning and disinfection is not necessary, but routine cleaning and disinfection should continue.
- To the extent that it does not pose a fire or safety hazard, particularly for minors, Responsible Parties should consider leaving doors within the facility propped open, where feasible, to reduce potential touch points and improve air circulation.
- Responsible Parties may consider closing or limiting access to communal fixtures or amenities in the venues that might present a risk of patron congregation or multiple touchpoints, such as promotional brochure stands in favor of individual distribution upon request.

D. Phased Reopening

- Responsible Parties are encouraged to phase-in reopening activities so as to allow for operational issues to be resolved before activities return to normal levels. Responsible Parties should consider limiting the number of employees, hours, and number of patrons available to be served when first reopening so as to provide operations with the ability to adjust to the changes.
 - Responsible Parties should consider prioritizing early access to the facility for season pass holders and/or local patrons as visitation increases during the beginning days and weeks of operation.
 - Responsible Parties should consider any appropriate revisions to their ticket cancellation and refund policies to encourage any ill patrons to stay home.

E. Communications Plan

- Responsible Parties must affirm that they have reviewed and understand the State-issued industry guidelines, and that they will implement them.
- Responsible Parties must develop a communications plan for employees and patrons that includes applicable instructions, training, signage, and a consistent means to provide employees and patrons with information. Responsible Parties may consider developing webpages, text and email groups, and social media.
- Responsible Parties must encourage individuals to adhere to CDC and DOH guidance regarding the use of PPE, specifically face coverings, through verbal communication and signage.

- Responsible Parties must post signage inside and outside of the facility to remind individuals to adhere to proper hygiene, social distancing rules, appropriate use of PPE, and cleaning and disinfection protocols.

III. PROCESSES

A. Screening

- Responsible Parties must implement mandatory health screening practices for employees and patrons prior to or upon entering the facility. Such screening is recommended but not required for delivery personnel, contractors, and vendors.
 - Screening may be performed remotely (e.g., by e-mail, by telephone, electronic survey, at ticket purchase, via signage), before entrance to the venue, to the extent possible.
 - Screening should be coordinated to prevent individuals from intermingling in close or proximate contact with each other prior to completion of the screening.
 - As part of the health screening, Responsible Parties must require 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 the febrile patron within the past 10 days (e.g., family members, individuals who share the same residence).
 - Responsible Parties may allow patrons who present with a temperature of 100.4° F or greater on their first temperature check to temporarily step aside from the screening line, wait a few minutes for their body temperature to normalize, and then perform a second temperature check. If the second check confirms the results of the first check, the individual must be denied entry; however, if the second check does not indicate a temperature of 100.4° F or greater than the patron may be admitted to the event/competition.
 - Temperature checks must be conducted in accordance with U.S. Equal Employment Opportunity Commission or DOH guidelines. Responsible Parties are prohibited from keeping records of individual health data (e.g., the specific temperature data of an individual) but are permitted to maintain records that confirm individuals were screened and the result of such screening (e.g., pass/fail, cleared/not cleared), unless expressly given permission to do so by the individual.
- At a minimum, screening must use a questionnaire that determines whether the individual has:
 - COVID-19 Symptoms: Is currently experiencing, or has recently (within the past 48 hours) experienced, any symptoms of COVID-19;
 - CDC advises that COVID-19 symptoms may include fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, or diarrhea; however, a few of these symptoms may occur with pre-existing medical conditions, such as allergies or migraines, that have been diagnosed by a health care practitioner. In those cases, individuals should only answer "yes" if symptoms are new or worsening.
 - COVID-19 Contacts: Has had close contact (or proximate contact as determined by health authorities) in the past 10 days with any person confirmed by diagnostic test, or suspected based on symptoms, to have COVID-19;

- DOH advises that close contact is being within 6 feet of an individual for 10 minutes or more within a 24-hour period, starting from 2 days before their symptoms developed or if asymptomatic, 2 days before they were tested. (Close contact does not include individuals who work in a health care setting wearing appropriate, required personal protective equipment.)
 - This exclusion shall not apply for individuals who (1) have been fully vaccinated against COVID-19 – defined as 14 days after completion of the vaccine series – within the past 90 days or (2) fully recovered from a lab-confirmed COVID-19 case within the past 3 months. (In lieu of quarantine following close contact, such individuals will need to monitor for COVID-19 symptoms for 14 days following an exposure.)
- COVID-19 Positive Test: Has tested positive for COVID-19 through a diagnostic test in the past 10 days; and/or
- Recent Travel: Has traveled to New York State from a noncontiguous state, United States territory, or CDC level 2 or greater travel advisory country within the past 10 days and failed to follow the State’s [travel advisory](#).
 - Effective April 1, 2021, the State’s travel advisory will no longer require domestic travelers to quarantine after entering New York from another US state or territory. Federal CDC requirements for [international travelers](#) remains in effect.
- Responsible Parties must 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.
- Responsible Parties should coordinate with employees to facilitate the screening process. Screening best practices include:
 - Communicating in advance to patrons that they cannot enter the venue if they fail the screening, which may impact the other members of their party if they have had close contact with the individual who is suspected or confirmed to have COVID-19 based on symptoms or positive test result.
 - Identifying individuals who have completed and passed their screening questionnaire in advance.
 - If space and facility configuration allow, screening individuals at or near the entrance to minimize the impact in case of a suspected or confirmed case of COVID-19.
 - Allowing for adequate social distancing while individuals queue for screening and/or facility entry.
- Responsible Parties must ensure that any employees performing screening activities, including temperature checks, are appropriately protected from exposure to potentially infectious individuals entering the facility. Personnel performing screening activities should be trained by employer-identified individuals who are familiar with CDC, DOH, and OSHA protocols.
 - Screeners must be provided and use PPE, including at a minimum, an acceptable face covering, and may include gloves, a gown, goggles, and/or a face shield.
- Responsible Parties must deny facility entry to any patron who fails the screening questionnaire, as 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 (e.g., family members, individuals who share the same residence).

- Patrons who are denied entry for failing the screening questionnaire because of recent symptoms or a recent positive diagnostic test result should contact a healthcare provider for assessment.
- Responsible Parties must deny facility entry to any employee who fails the screening questionnaire. Such employees must be sent home with instructions to contact a healthcare provider for assessment and, if applicable, diagnostic testing.
 - Responsible Parties should remotely provide the employee with information on healthcare and testing resources.
 - Responsible Parties must immediately notify the state and local health department about the case if diagnostic test results are positive for COVID-19.
- Responsible Parties should refer to DOH's "[Interim Guidance for Public and Private Employees Returning to Work Following COVID-19 Infection or Exposure](#)" regarding protocols and policies for employees seeking to return to work after a suspected or confirmed case of COVID-19 or after the employee had close or proximate contact with a person with COVID-19.
 - Responsible Parties must designate a central point of contact or contacts, which may vary by activity, location, shift or day, responsible for receiving and attesting to having reviewed all employee questionnaires, with such contact or contacts also identified as the party for employees to inform if they later are experiencing COVID-19 related symptoms, as noted on the questionnaire. Identified point(s) of contact for the facility should be prepared to receive notifications from individuals of suspected or positive cases and, in consultation with the site safety monitor, initiate the respective notification, communication, contact tracing, and cleaning and disinfection procedures, as applicable for the situation.
- Responsible Parties must designate a site safety monitor whose responsibilities include continuous compliance with all aspects of the site safety plan, for all individuals.
 - 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, the site safety monitor must:
 - notify the state and local health department of the confirmed positive case,
 - assist with contact tracing efforts to identify close or proximate contacts who may need to quarantine,
 - 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
 - dispatch appropriate employee(s) to clean and disinfect the exposed areas, in accordance with the above protocols.
- Responsible Parties must 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 and patrons whose attendance will be separately maintained by the Responsible Parties.
 - The log should contain contact information, including each individual's full name, address, and phone number, such that all contacts may be identified, traced, and notified in the event of a positive COVID-19 case. The log should be maintained for a period of 28 days and made available to state or local health departments upon request.

B. Tracing and Tracking

- Responsible Parties must notify the state and local health department immediately upon being informed of any positive COVID-19 test result by any individual, including employees and patrons, and, as applicable, contractors and vendors, who is currently or was recently at the facility.
- In the case of an individual who interacted at the facility testing positive for COVID-19, Responsible Parties must cooperate with state and local health department contact tracing efforts by identifying individuals at the facility who may have been in, or around, the same area at, or around, the same time as the positive individual within the 48 hours before such individual began experiencing COVID-19 symptoms or had their sample collected for the diagnostic test, whichever is earlier. Such tracing efforts may include review of facility information, such as employee log/schedule, screening records, attendee sign-in, and/or video footage of common areas (e.g., entry/exit, lobbies).
 - Confidentiality must be maintained as required by federal and state law and regulations.
 - In the case of an employee showing symptoms of COVID-19 while in the facility, Responsible Parties must notify individuals in the surrounding area(s) or individuals who may be considered a close contact immediately with information on where the individual has been throughout the venue and further notify them if the symptomatic person tests positive for COVID-19 through a diagnostic test.
- State and local health departments may, under their legal authority, implement monitoring and movement restrictions of infected or exposed persons including home isolation or quarantine, as applicable.
- Employees who are alerted that they have come into close or proximate contact with a person with COVID-19, and have been alerted via tracing, tracking or other mechanism, are required to self-report to their employer at the time of alert and shall follow the protocol referenced above.
- Responsible Parties must require each patron (or, if patron is a minor, an adult from their party/household/family) in attendance to provide contact information before or immediately upon arrival to the facility, providing their full name, address, and phone number or e-mail for use in potential contact tracing efforts.
 - The contact information collection process may be conducted through any means that the Responsible Parties establish to collect the above information, including but not limited to: at point of ticket purchase, through a digital application or paper form, through a swipe card or barcode reader, or through a ticket management system.
 - Responsible Parties must 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.

IV. EMPLOYER PLANS

Responsible Parties must conspicuously post completed safety plan(s) on site for employees. The State has made available a business reopening safety plan template to guide business owners and operators in developing plans to protect against the spread of COVID-19.

Additional safety information, guidelines, and resources are available at:

New York State Department of Health Novel Coronavirus (COVID-19) Website
<https://coronavirus.health.ny.gov/>

Centers for Disease Control and Prevention Coronavirus (COVID-19) Website
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Occupational Safety and Health Administration COVID-19 Website
<https://www.osha.gov/SLTC/covid-19/>

[At the link below, affirm that you have read and understand your obligation to operate in accordance with this guidance:](https://forms.ny.gov/s3/ny-forward-affirmation)

<https://forms.ny.gov/s3/ny-forward-affirmation>