



MASSACHUSETTS EXECUTIVE OFFICE OF ENERGY AND ENVIRONMENTAL AFFAIRS

WORKPLACE SAFETY and REOPENING STANDARDS FOR ZOOLOGICAL PARKS, OUTDOOR WILDLIFE RESERVES, NATURE CENTERS, and BOTANICAL GARDENS – Phase III, Step 1

July 3, 2020

INTRODUCTION

In accordance with the authority granted to the Secretary of the Executive Office of Energy and Environmental Affairs (EEA) pursuant to [COVID-19 Order No. 43](#) to issue workplace safety standards for operators of and participants in outdoor recreational activities, the following guidelines apply to Zoological Parks, Outdoor Wildlife Reserves, Nature Centers, and Botanical Gardens as part of Phase III, Step 1 of the Commonwealth's reopening. Authorized Phase III, Step 1 activities may not begin until Phase III is initiated by Order of the Governor.

In Phase III, Step 1, Zoological Parks, Outdoor Wildlife Reserves, Nature Centers, and Botanical Gardens are permitted to increase admission capacity to 50% of overall outdoor capacity, subject to the limitations below. Indoor buildings and exhibits are permitted to open provided that admission is capped at no more than 40% of indoor capacity.

This document provides guidance for how to implement general workplace safety standards and other public health guidance ("COVID-19 measures") in the context of outdoor recreational operations in Phase III of the Commonwealth's reopening. Operators who fail to implement applicable COVID-19 measures may be sanctioned in accordance with COVID-19 Order No. 43. Operators are further reminded that in addition to implementing COVID-19 measures in Phase III, they must still comply with all federal, state and local laws.

The public health data and guidance on which this document is based can and does change frequently. The most recent version of this document can be found on the Commonwealth's website, <http://www.mass.gov/>

LIMITATIONS ON OUTDOOR RECREATIONAL ACTIVITIES AND FACILITIES

Zoological parks, outdoor wildlife reserves, nature centers, and botanical gardens may operate in Phase III, Step 1 with occupancy limits specific to outdoor and indoor areas. Outdoor areas and exhibits may operate at up to 50% occupancy of the overall outdoor capacity, and indoor exhibits and facilities may open with a limit of 40% of total indoor capacity.

In addition to complying with the aforementioned limitations, operators must implement the safety measures detailed below.



IMPLEMENTING SAFETY MEASURES FOR YOUR OPERATION

Operators of these facilities must ensure that the following COVID-19 Measures to protect consumers and employees.

Social Distancing	<ul style="list-style-type: none"> • All persons, including employees, customers, and vendors should remain at least six feet apart to the greatest extent possible, both inside and outside workplaces • Establish protocols to ensure that employees can practice adequate social distancing • Provide signage for safe social distancing • Require face coverings or masks for all employees and customers
Hygiene Protocols	<ul style="list-style-type: none"> • Provide hand-washing capabilities throughout the workplace • Ensure frequent hand washing by employees and adequate supplies to do so • Provide regular sanitization of high touch areas, such as workstations, equipment, screens, doorknobs, restrooms throughout work site
Staffing and Operations	<ul style="list-style-type: none"> • Provide training for employees regarding the social distancing and hygiene protocols • Employees who are displaying COVID-19-like symptoms do not report to work • Establish a plan for employees getting ill from COVID-19 at work, and a return-to-work plan
Cleaning and Disinfecting	<ul style="list-style-type: none"> • Establish and maintain cleaning protocols specific to the business • When an active employee is diagnosed with COVID-19, cleaning and disinfecting must be performed • Disinfection of all common surfaces must take place at intervals appropriate to said workplace

The application of these measures to zoological parks, outdoor wildlife reserves, nature centers, and botanical gardens is detailed below.

I. Social Distancing

- ❖ Facilities shall have controlled admissions via timed ticketing or other system for monitoring visitor capacity to reduce crowding and ensure compliance with permitted capacity for outdoor and indoor areas. Guests leaving sites should be counted by staff to ensure capacity compliance. Where possible, operators shall define a separate location for entrance and exiting locations.
- ❖ Visitors and employees must abide by social distancing protocols of at least six feet between individuals. Visitors from the same household are not required to social distance from each other.



- ❖ Pathways must be one-way wherever possible. Where applicable, physical barriers should be used to guide guests in redesigned one-way pathway flow and clear markers should be used to delineate appropriate safe social distancing spacing.
- ❖ Face coverings are required for all workers and visitors in accordance with COVID-19 Order 31: [*Order Requiring Face Coverings in Public Places Where Social Distancing is Not Possible*](#) to prevent against the transmission of COVID-19 while at the facility.
- ❖ Visitors shall abide by social distancing standards for bathroom lines and follow any established visual guidelines for maintaining a 6-foot distance in all restroom facilities.
- ❖ Stagger employee lunch and break times, regulating maximum number of people in one place and ensuring at least 6 feet of physical distancing during any meeting.
- ❖ Minimize the use of confined spaces by more than one individual at a time; all employees in such spaces at the same time are required to wear face coverings.
- ❖ Remote and credit-card transactions are encouraged.
- ❖ Limit non-essential personnel on site; shipping and deliveries should be completed in designated areas, outside the facility, if possible.

II. Hygiene Protocols

- ❖ Ensure access to handwashing facilities on site, including soap and running water, and allow sufficient break time for employees to wash hands to frequently; alcohol-based hand sanitizers with at least 60% alcohol may be used as an alternative.
- ❖ Supply employees at workplace location with adequate cleaning products (e.g., sanitizer, disinfecting wipes).
- ❖ Require regular and not less than daily cleaning and sanitation of all high-touch areas such as workstations, door handles, and restrooms.
- ❖ Allow water fountains to be used as refill stations only, provided that social distancing can be maintained. Customers and workers should bring their own water bottles or purchase from the business.
- ❖ Post visible signage throughout the site to remind employees and visitors of hygiene and safety protocols.

III. Staffing and Operations

- ❖ Facilities that have outdoor playground/climbing structures, pools and spray decks should follow the guidance for such activities, including EEA's [*Safety Standards for Public and Semi-Public Swimming Pools*](#) and [*Safety Standards for Playgrounds, Spray Decks and Outdoor Fitness Areas*](#).
- ❖ Organized events and large group programming, such shows, interpretative demonstrations, or other organized events, must be conducted in a manner consistent with any group size requirements in the gatherings order, all other applicable sector or activity-specific guidance (including the [*Indoor and Outdoor Events guidance*](#) and the [*Theaters and Performance Venues guidance*](#)), and social distancing requirements. Notwithstanding the foregoing, guided tours at facilities should be limited to a single reservation groups and in no event more than 12 people including guides. Children's birthday parties, if offered by the facility, may



- resume provided that there are no more than 25 participants (including children, parents/chaperone, and assisting staff). The use of any indoor space is discouraged, but if used, must comply with the 40% capacity limitation for indoor areas. All participants of any organized group activities must follow all social distancing protocols at all times and comply with all mask requirements.
- ❖ Interactive exhibits (i.e. touch and feel exhibits, play areas) should be closed or be operational with 6 feet of distancing marked and modified with frequent cleaning and disinfection. Hand hygiene station (soap and water or alcohol-based hand sanitizer) should be accessible to promote safe use.
 - ❖ Where applicable, parking limitations should be applied to support capacity management.
 - ❖ Any food service activities should follow applicable [restaurant or food service guidance](#) for such activities.
 - ❖ Retail and gift shops on site shall comply with any applicable retail guidelines.
 - ❖ Log persons (name and phone number or name and email address) who are present at the facility, to enable contact tracing, including temporary visitors. It is recommended that at least one member per household/car is logged so as to assist with contact tracing.
 - ❖ Operators must use signage, social media and other means of distributing information for all employees and visitors of the need for social distancing, frequent hand hygiene/washing, facial coverings and limited activities and facilities.
 - ❖ Employees who are particularly vulnerable to COVID-19 according to the Centers for Disease Control (e.g., due to age or underlying conditions) are encouraged to stay home.
 - ❖ Encourage workers who test positive for COVID-19 to disclose to the workplace employer for purposes of cleaning / disinfecting and contact tracing. If the employer is notified of a positive case at the workplace, the employer shall notify the local Board of Health (LBOH) in the city or town where the workplace is located and assist the LBOH as reasonably requested to advise likely contacts to isolate and self-quarantine. Testing of other workers may be recommended consistent with guidance and / or at the request of the LBOH.
 - ❖ Employers should take measures to ensure employees comply with all State-issued rules concerning out of state travel for any employer-paid or employer-reimbursed travel.

IV. Cleaning and Disinfecting

- ❖ Conduct regular and not less than daily cleaning and sanitation of all high-touch areas such as workstations, door handles, handrails, and restrooms. Restrooms should be cleaned and sanitized following the [EEA COVID-19 Outdoor Recreation Facility Restroom Cleaning Best Practices](#).
- ❖ In event of a positive case, shut down site for a deep cleaning and disinfecting of the workplace in accordance with current guidance.
- ❖ Keep cleaning logs that include date, time, and scope of cleaning.