



## MASSACHUSETTS EXECUTIVE OFFICE OF ENERGY AND ENVIRONMENTAL AFFAIRS

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### WORKPLACE SAFETY and REOPENING STANDARDS FOR ZOOLOGICAL PARKS, OUTDOOR WILDLIFE RESERVES, NATURE CENTERS AND BOTANICAL GARDENS

May 18, 2020

#### **INTRODUCTION**

On May 18, 2020, Governor Baker issued *COVID-19 Order No. 33 Order Implementing a Phased Reopening of Workplaces and Imposing Workplace Safety Measures to Address COVID-19*, implementing a phased reopening of workplaces and imposing workplace safety measures to address COVID-19. That same day, he issued *COVID-19 Order No. 34: Order Expanding Access to and Use of State Beaches and Addressing Other Outdoor Recreational Activities*, which directed the Secretary of the Executive Office of Energy and Environmental Affairs to issue guidance for the implementation of generally applicable COVID-19 workplace standards by operators of and participants in outdoor recreational activities.

This document provides guidance for operators of zoological parks, outdoor wildlife reserves, nature centers and botanical gardens on how to implement those general workplace safety standards and other public health guidance (“COVID-19 measures”) in the context of their outdoor recreational operations in the first phase (“Phase 1”) of the Commonwealth’s reopening. Operators who fail to implement applicable COVID-19 measures may be sanctioned in accordance with COVID-19 Order No. 33. Operators are further reminded that in addition to implementing COVID-19 measures in Phase 1, 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/>

Any questions regarding this guidance can be sent to [outdoor.recreation@mass.gov](mailto:outdoor.recreation@mass.gov)

#### **LIMITATIONS ON OUTDOOR RECREATIONAL ACTIVITIES AND FACILITIES**

COVID-19 Order No. 33 permits certain outdoor recreational activities and facilities to resume operations on May 25, 2020, provided that those operations meet safety standards and comply with the terms and conditions of the Order.

With respect to zoological parks, outdoor wildlife reserves, nature centers and botanical gardens, the Order provides that buildings, other than restrooms, be closed to the public; and provided, further that admission be capped at not more than 20% of overall outdoor capacity.



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

**IMPLEMENTING SAFETY MEASURES FOR YOUR OPERATION**

COVID-19 Order No. 33 organizes safety measures into four distinct categories, social distancing, hygiene protocols, staffing and operations, and cleaning and disinfecting. Operators of these facilities must ensure that the following COVID-19 Measures to protect consumers and employees.

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

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 to reduce crowding and ensure compliance with permitted capacity which shall not exceed 20% of overall outdoor capacity. 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.



- ❖ All pathways will be one-way wherever possible, and if not possible, capacity on pathways should be reduced or diverted to ensure social distancing protocols. 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, except where doing so may introduce a safety hazard to workers or where an individual is unable to wear a face covering due to a medical condition or disability
- ❖ Visitors shall abide by social distancing standards for bathroom lines and follow any established visual guidelines for maintaining a 6' 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 visitors and service providers 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
- ❖ Increased hand disinfecting stations throughout locations, especially at any common touchpoints and restroom facilities
- ❖ 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
- ❖ Water fountains are to remain closed
- ❖ Post visible signage throughout the site to remind employees on the hygiene and safety protocols.

## **III. Staffing and Operations**

- ❖ Operations are limited to outdoor/park areas only, and all buildings shall be closed to the public except restrooms.
- ❖ Playground/climbing structures, ride operations, shows, group programming, interpretative demonstrations, events or parties must be closed, and access blocked, if applicable. Operators shall also remove all non-fixed seating.
- ❖ Where applicable, parking limitations should be applied to support capacity management
- ❖ Any food service activities should follow any applicable restaurant or food service guidance for such activities



- ❖ Retail and gift shops on site shall comply with any applicable retail guidelines
- ❖ Log everyone who comes in contact with site to enable contact tracing, including customers.
- ❖ Information must be posted and distributed to 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 employees to self-identify symptoms or any close contact to a known or suspected COVID-19 case to the employer
- ❖ Employees who test positive for COVID-19 are encouraged to disclose to the employer for purposes of cleaning/disinfecting and contact tracing.
- ❖ Employers must post notice to employees, workers, and customers of important health information and relevant safety measures

#### **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