COVID-19 INDUSTRY GUIDANCE:

Family Entertainment Centers

Release date: **June 5, 2020**

Recommended effective date
no sooner than: **June 12, 2020**

All guidance should be implemented only with county health officer approval following their review of local epidemiological data including cases per 100,000 population, rate of test positivity, and local preparedness to support a health care surge, vulnerable populations, contact tracing, and testing.

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OVERVIEW

On March 19, 2020, the State Public Health Officer and Director of the California Department of Public Health issued an order requiring most Californians to stay at home to disrupt the spread of COVID-19 among the population.

The impact of COVID-19 on the health of Californians is not yet fully known. Reported illness ranges from very mild (some people have no symptoms) to severe illness that may result in death. Certain groups, including people aged 65 or older and those with serious underlying medical conditions, such as heart or lung disease or diabetes, are at higher risk of hospitalization and serious complications. Transmission is most likely when people are in close contact with an infected person, even if that person does not have any symptoms or has not yet developed symptoms.

Precise information about the number and rates of COVID-19 by industry or occupational groups, including among critical infrastructure workers, is not available at this time. There have been multiple outbreaks in a range of workplaces, indicating that workers are at risk of acquiring or transmitting COVID-19 infection. Examples of these workplaces include long-term care facilities, prisons, food production, warehouses, meat processing plants, and grocery stores.

As stay-at-home orders are modified, it is essential that all possible steps be taken to ensure the safety of workers and the public.

Key prevention practices include:
- ✓ physical distancing to the maximum extent possible,
- ✓ use of face coverings by employees (where respiratory protection is not required) and customers/clients,
- ✓ frequent handwashing and regular cleaning and disinfection,
- ✓ training employees on these and other elements of the COVID-19 prevention plan.

In addition, it will be critical to have in place appropriate processes to identify new cases of illness in workplaces and, when they are identified, to intervene quickly and work with public health authorities to halt the spread of the virus.

PURPOSE

This document provides guidance for family entertainment center operators to support a safe, clean environment for workers and customers. Examples of such businesses include bowling alleys, miniature golf, batting cages, and arcades.

> **NOTE:** This guidance is not intended for ice rinks, roller rinks, laser tag arenas, etc., where guests are less able to maintain physical distancing of at least six feet, where a central part of the activity is circulating in shared space, and which can accommodate a large number of guests who are mainly from different households. It is not intended for amusement, theme, or water parks; however,

these types of parks that have stand-alone bowling alleys, miniature golf, arcades, etc., may open those operations provided they adhere to applicable state and local guidance and keep other attractions closed including amusement park rides. This guidance is also not intended for movie or performing arts theaters or similar venues which involve large gatherings of people coming together at the same time, in the same place, for the same purpose, and for the same duration, and which therefore pose particular risks of COVID-19 transmission. These venues will be the subject of separate guidance. Discontinue demonstrations, such as magic, live animal shows etc., **unless** physical distancing and sanitation protocols can be met. Family entertainment centers with convention space, rentable meeting rooms, other areas for private events such as birthday parties, etc., should keep those areas closed until such activities are allowed to resume modified or full operation through a specific reopening order and guidance. Family entertainment centers with restaurants, bars, coffee shops, gift shops, museums and interactive exhibits, etc., should refer to guidance on such industries as it becomes available on the COVID-19 Resilience Roadmap website.

This guidance is not intended to revoke or repeal any employee rights, either statutory, regulatory or collectively bargained, and is not exhaustive, as it does not include county health orders, nor is it a substitute for any existing safety and health-related regulatory requirements such as those of Cal/OSHA.[1] Stay current on changes to public health guidance and state/local orders, as the COVID-19 situation continues. Cal/OSHA has more comprehensive guidance on their Cal/OSHA General Guidelines on Protecting Workers from COVID-19 webpage. CDC has additional requirements in their guidance for businesses and employers.

Workplace Specific Plan

- Establish a written, worksite-specific COVID-19 prevention plan at every facility, perform a comprehensive risk assessment of all work areas, and designate a person at each facility to implement the plan.

- Identify contact information for the local health department where the facility is located, for communicating information about COVID-19 outbreaks among employees.

- Train and communicate with employees and employee representatives on the plan.

- Regularly evaluate the facility for compliance with the plan and document and correct deficiencies identified.

- Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.

- Identify close contacts (within six feet for 15 minutes or more) of an infected employee and take steps to isolate COVID-19 positive employee(s) and close contacts.

- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.

Topics for Employee Training

- Information on COVID-19, how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.

- Self-screening at home, including temperature and/or symptom checks using CDC guidelines.

- The importance of not coming to work if employees have symptoms of COVID-19 as described by the CDC, such as a frequent cough, fever, difficulty breathing, chills, muscle pain, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.

- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on CDC's webpage.

- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol (preferred) or 70% isopropanol (if the product is inaccessible to unsupervised children) when employees cannot get to a sink or handwashing station, per CDC guidelines).

- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).

- Proper use of face coverings, including:

  o Face coverings do not protect the wearer and are not personal protective equipment (PPE).

  o Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.

  o Face coverings must cover the nose and mouth.

  o Employees should wash or sanitize hands before and after using or adjusting face coverings.

  o Avoid touching the eyes, nose, and mouth.

  o Face coverings should be washed or discarded after each shift.

- Ensure temporary or contract workers at the facility are also properly trained in COVID-19 prevention policies and have necessary supplies and PPE. Discuss these responsibilities ahead of time with organizations supplying temporary and/or contract workers.

- Information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on government programs supporting sick leave and worker's compensation for COVID-19, including employee's sick leave rights under the Families First Coronavirus Response Act and the Governor's Executive Order N-51-20, and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's Executive order N-62-20.

Individual Control Measures and Screening

- Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any vendors, contractors, or other workers entering the establishment. Make sure the temperature/symptom screener avoids close contact with workers to the extent possible. Both screeners and employees should wear face coverings for the screening.

- If requiring self-screening at home, which is an appropriate alternative to providing it at the establishment, ensure that screening was performed prior to the worker leaving the home for their shift and follows CDC guidelines, as described in the Topics for Employee Training section above.

- Encourage workers and visitors who are sick or exhibiting symptoms of COVID-19 to stay home.

- Employers should provide and ensure workers use all required protective equipment, including eye protection and gloves where necessary.

- Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for workers who are screening others for symptoms or handling commonly touched items. Workers should wear gloves when handling items contaminated by body fluids.

- Face coverings are strongly recommended when employees are in the vicinity of others. Workers and volunteers should have face coverings available and wear them when in shared work areas, such as offices and other areas on the property. Face coverings must not be shared. Employers are generally encouraged to provide face coverings but must provide them when required by employer rules or these guidelines.

- Employers must take reasonable measures, including posting signage in strategic and highly-visible locations and in reservation confirmations, to remind the public that they should use face coverings, practice physical distancing, to not touch their face, to frequently wash their hands with soap for at least 20 seconds, and to use hand sanitizer.

- Guests and visitors should be screened for symptoms upon arrival, asked to use hand sanitizer, and to bring and wear a face covering when not eating or drinking. Babies and children under age two should not wear face coverings, in accordance with CDC guidelines.

- Display a set of clearly visible rules for customers and personnel at entrance(s) that are to be a condition of entry. The rules could include instructions to use hand sanitizer, maintain physical distance from other

customers, avoid unnecessary touching of restaurant surfaces, contact information for the local health department, and changes to services. Whenever possible, the rules should be available digitally, include pictograms, etc.

Cleaning and Disinfecting Protocols

- Perform thorough cleaning in high traffic areas such as customer waiting areas and lobbies, employee break rooms, etc., and areas of ingress and egress, including stairways and elevator banks. Frequently disinfect commonly used surfaces, including counters, credit card machines, touchscreens, buttons, doorknobs, armrests, toilets, hand washing facilities, coin-operated and redemption games, vending machines, etc.

- Disinfect rented or shared items before issuing to and when returning from customer use, including bowling balls, golf balls, putters, writing implements, bats, shoes, helmets, etc. Close self-service item selection areas for games or activities, such as bowling balls on accessible racks, and provide these items to customers individually.

- Provide hand sanitizer dispensers throughout activity areas, lobbies, and service areas, for use by customers and employees. Hand sanitizer should be available for customers to use when activity items come into contact with shared surfaces (e.g., golf balls and golf cups, bowling balls and return machinery, etc.). Encourage guests to wash hands and/or use hand sanitizer often while using equipment and items. Remind members of the public (with signs and/or verbally) not to touch their eyes, nose, and mouth. Consider providing disposable gloves at each activity area for use by members of the public. Make available a means of disposal at each location where gloves are provided.

- Provide disposable or single-use items whenever possible. This could include scorecards, pencils, 3D glasses, etc. If disposable replacements cannot be provided, properly disinfect items before and after customer use.

- Thoroughly clean and disinfect each customer activity area after every use. This can include disinfecting tables, chairs, booster seats, booths, touch screens, etc. Allow adequate time for proper disinfection, following product instructions. Environmental Protection Agency-approved disinfectants require a minimum contact time (seconds to minutes) to be effective against human coronavirus.

- Regularly clean and disinfect surfaces shared by employees between shifts or between users, whichever is more frequent, including but not limited to working surfaces, time clocks, copy machines, keys, cleaning

equipment, gaming machinery, etc. Avoid sharing equipment such as phones, tablets, office machinery, and tools wherever possible. Never share PPE.

- Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the employee's job duties.

- Equip terminals, desks, and help counters with proper sanitation products, including hand sanitizer and disinfectant wipes, and provide personal hand sanitizers to all staff directly assisting customers.

- Ensure that sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.

- Provide resources to promote employees' personal hygiene.
  This will include tissues, no-touch trash cans, hand soap, adequate time for handwashing, alcohol-based hand sanitizers, disinfectant wipes, and disposable towels.

- To minimize the risk of Legionnaires' disease and other diseases associated with water, take steps to ensure that all water systems and features (e.g., drinking fountains, decorative fountains) are safe to use after a prolonged facility shutdown.

- When choosing cleaning chemicals, employers should use products approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide employees training on manufacturer's directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves and other protective equipment as required by the product instructions. Follow the asthma-safer cleaning methods recommended by the California Department of Public Health.

- Adjust or modify facility hours to provide adequate time for regular thorough cleaning.

- Install and encourage the use of credit cards and hands-free devices, if possible, including motion sensor lights, contactless payment systems, automatic soap and paper towel dispensers, and timecard systems.

- Inspect deliveries and take all necessary and feasible disinfection measures when receiving goods.

- Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces.
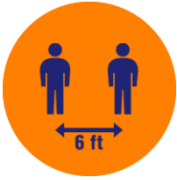
Physical Distancing Guidelines

- Adjust maximum occupancy rules to limit the number of people at family entertainment centers as appropriate to support physical distancing.

- Limit customer groups to a household unit. People from the same household do not need to be six feet apart.

- Close ball pits, foam pits, indoor playgrounds, climbing structures, enclosed bounce houses, etc., in accordance with CDC guidelines, as these areas promote congregation and are difficult to properly disinfect between uses.

- Family entertainment centers with prize redemption counters, gift shops, etc., should refer to and follow the guidelines for retail available on the COVID-19 webpage.

- Family entertainment centers that offer food and drink concessions should encourage customers to order online or over the phone, whenever possible, and make items available for counter pick-up. Use visual cues to ensure customers maintain physical distances of at least six feet while waiting in line. Install impermeable barriers at concession counters, if possible. Customers should wear face coverings when picking up pre-ordered items from the concessionaire.

- Install physical, impermeable barriers or partitions between game, seating, and other types of activity areas to minimize exposure between customers. If this is not possible, discontinue activity areas from use (using visual cues, removing items, etc.) so that customers can maintain at least six feet of distance at all times. Employers should take into consideration whether an activity may cause a customer to require additional space and make modifications to ensure adequate physical distances.

- Implement timed and/or advanced reservation ticketing systems and pre-assigned seating or activity areas, whenever possible, to stagger customer visits and help maintain physical distances. Ask visitors to wait in their vehicle until their reservation time and to arrive and leave in a single group to minimize crossflow of visitors and staff.

- Dedicate staff to manage movement of customers when activities could bring people within six feet of distance from each other, such as ushering

customers to seats, preventing congregation in bottleneck areas, limiting groups from playing through courses, etc.

- Implement measures to ensure physical distancing of at least six feet between people, such as when customers are waiting in line. This can include use of physical partitions or visual cues (e.g., floor markings or signs to indicate to where employees and customers/visitors should stand).

- Install impermeable barriers where physical distancing cannot be maintained to minimize exposure between employees and customers.

- Face coverings are strongly encouraged for all employees, however, they are required for any employee who must be within six feet of customers (e.g., fitting and securing guests with safety equipment). All workers should minimize the amount of time spent within six feet of guests.

- Designate separate routes for entry and exit into facilities, activity areas, seating areas, employee work areas, etc., if possible, to help maintain physical distancing and lessen the instances of people closely passing each other. Establish one-way directional hallways and passageways for foot traffic, if possible, to eliminate employees and guests from passing by one another.

- Consider offering workers who request modified duties options that minimize their contact with customers and other employees (e.g., managing inventory rather than working as a cashier or managing administrative needs through telework).

- Reconfigure workspaces, if possible, to allow for six feet between employees. Hold smaller meetings at facilities to maintain physical distancing guidelines and consider holding meetings outside or via online platforms or telephone.

- Close or limit access to breakrooms, use barriers, or increase distance between tables/chairs to separate workers and discourage congregating during breaks. Where possible, create outdoor break areas with shade coverings and seating arrangements that ensures physical distancing.

- Place additional limitations on the number of workers in enclosed areas, such as supply rooms and counter areas, to ensure at least six feet of separation to limit transmission of the virus.

- Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.

- Ask vendors who are required to enter facilities to have their employees follow the guidance of local, state and federal governments regarding wearing face coverings.

- Redesign parking lots to limit congregation points and ensure proper separation (e.g., every other space, contactless payment, etc.)

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[1] Additional requirements must be considered for vulnerable populations. Employers must comply with all Cal/OSHA standards and be prepared to adhere to its guidance as well as guidance from the Centers for Disease Control and Prevention (CDC) and the California Department of Public Health (CDPH). Additionally, employers must be prepared to alter their operations as those guidelines change.