



Guidelines for Visitor Center Operations in Response to COVID-19

August 6, 2020

Introduction

Visitor and welcome centers fall under the Oregon Health Authority's (OHA) retail sector for reopening guidance. Please see:

- Guidance for Retail Stores

<https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le2342A.pdf>

- General Guidance for Employers on COVID-19

<https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le2342C.pdf>

This document utilizes the format and much of the original content from the Oregon Wine Industry Task Force's "Guidelines for Wine Tasting Room Operations in Response to the COVID-19 Coronavirus" document and we wish to thank the task force and Oregon Wine Board. This version is tailored to visitor center considerations and serves to highlight key guidelines based on more comprehensive information made available by Governor Brown's office, OHA, OR-OSHA, FEMA and the CDC (as of August 6) for operating retail establishments (visitor centers) in response to COVID-19. It is intended to be a resource for developing your own operational rules and procedures. It is not intended to provide or replace legal, financial, or operational advice.

Additional local laws, regulations and guidelines may apply that are not addressed here. It is strongly recommended that each organization regularly check for updates from the sources relied on herein and other appropriate sources made available by state, local and other authorities to remain current regarding ongoing recommendations.

For purposes of this guidance the following definitions apply: "business" means "visitor center" and "employees" include paid staff and/or volunteers.

Key Guidance Highlights for Phase I & II Reopening

Physical Distancing Protocols

- Maintain physical distance of at least six (6) feet per person or between parties. Members of the same party do not have to maintain physical distance. Prohibit people from different parties from congregating.
- In lieu of six (6) feet distance spacing, businesses may install acrylic or other nonpermeable physical barriers between areas, that can easily be cleaned.
- Rearrange furnishings, if necessary, to accommodate appropriate physical distancing.
- Where possible, separate entrances and exits to have a one-way flow through the center but do not block egress for fire exits. If there is only one door, notice should be posted to please wait for others to enter/exit before going through the door.
- Use signs or stanchions to direct one-way flow of traffic, where needed.
- Use signs and tape on the floor to maintain physical distancing.

Occupancy Protocols

- The number of visitors inside the center should be limited. Capacity will vary by room size (square footage) and should be posted at the entrance and maximum occupancy should be monitored by employees.
- For Phase I and Phase II: Maximum occupancy should be determined based on the number of visitors that can be accommodated while maintaining six (6) foot distancing between parties, including employees. One way of converting the CDC's six-foot separation criteria to occupant load is to simply calculate the area of a circle with a radius of six feet, which is equal to approximately 113 square feet per person. This represents a conservative approach that accounts for instances when people might be standing along a wall or might not be standing in the center of the circle.

Post Signs

- [Face Covering Requirement](#).
- [Maximum Occupancy](#).
- List of [COVID-19 Symptoms](#). Request people with symptoms stay home.
- Requirement for [Physical Distancing](#).
- [Personal Protection Guidelines](#), e.g., washing hands.
- [COVID-19 Risk Awareness](#).

Face Covering Protocol

- [Masks, face shields and face coverings](#) are currently required statewide in indoor public spaces. This applies to employees, visitors, contractors and volunteers. In addition, face coverings are now required in outdoor public spaces when physical distancing is not possible.
- People with a disability or medical condition may request accommodation from the business if they cannot wear a mask, face shield or face covering.
- Children age 5 and up are required to wear a mask, face shield or face covering. Children over the age of 2 are recommended, but not required, to wear a mask, face shield or face covering as long as they're able to remove it themselves.
- Businesses must provide masks, face shields, or face coverings for employees and volunteers.
- Best practices: Keep a supply of inexpensive disposable face coverings to offer visitors who do not have one. Keep a supply of face shields that can be loaned and then sanitized between uses for visitors who cannot wear a mask due to a medical condition.

Infection Prevention Measures – [Protecting Yourself and Others](#)

- Provide hand sanitizers (60-95% alcohol content) throughout the facility for employees and visitors, including in reception areas.
- Employees should avoid "close contact" during customer interactions, e.g., avoid interactions at less than a six-foot distance for extended periods.
- Employees should wash hands for at least 20 seconds frequently throughout their shift, and after touching face, mask, eating, drinking, using the restroom, etc. If staff is unable to step away to wash with soap and water, hand sanitizer should be used in the interim.
- Employees must wear gloves when performing cleaning, sanitizing, or disinfecting.
- Employees should avoid using other workers' iPads, phones, desks, or work tools.
- Suspension of complementary coffee and beverages to decrease the risk of spreading infection.
- Visitors should be encouraged to touch only brochures they need, and there should be a discard box available for touched, but unwanted brochures. This box should be placed in a dry, cool area for six days* before brochures can be placed back into circulation. *Note: studies on the length of time for virus survivability on paper surfaces vary. Some strains of coronavirus have been shown to live for only a few minutes on paper, while others can live up to five days.

Operational Measures

- Businesses are required to review and implement [General Guidance for Employers](#).
- Consider new strategies that reduce or limit visitor-facing exposure where feasible. For example, one staff member engages with visitors while supported by a team member who gathers pertinent brochures. After several hours, the employees rotate duties.
- Assign a designated greeter or host to monitor physical distancing and occupancy levels, and to ensure that all visitors who enter the building are wearing face coverings.

- Prohibit visitor self-service operations where needed, e.g. water dispensers, coffee stations.
- If the center has an indoor play area, temporarily remove play equipment, plush toys, stuffed animals, pillows, or fabric furnishings. These items are difficult to properly clean and disinfect between visitors.

Cleaning and Sanitization Guidelines

- Routinely [clean and disinfect](#) frequently touched surfaces in both work and break areas, such as doorknobs, counter tops, light switches, handles, electronics, telephones, keyboards, etc.
 - Cleaning refers to the removal of germs, dirt, and impurities from surfaces. It does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.
 - Disinfecting refers to using chemicals, for example, EPA-registered disinfectants, to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.
- Develop a cleaning and disinfecting check list with timing required for various surfaces, and log activities.
- Use [EPA-registered disinfectants](#) in accordance with label instructions.
- Employees must wear gloves when performing cleaning, sanitizing, or disinfecting.

Personnel Illness Management Guidelines

- Employees with symptoms of respiratory illness must stay home. This includes those with a fever (100.4° F or greater), or other symptoms:
 - 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
 - Diarrhea
- The CDC provides guidance for managing an employee that has had exposure to persons with known or suspected COVID-19 illness: [Public Health Recommendations for Community Related Exposure](#).
- If an employee tests positive for COVID-19, or has symptoms of COVID-19, they must follow CDC guidelines for [self-isolating](#) prior to returning to work.

Organizational and Administrative Considerations

- Provide employees with education and training on: [COVID-19 risk factors](#), Occupancy and Physical Distancing Protocols, Infection Prevention Measures, Cleaning and Sanitization Guidelines, and Personnel Illness Management.
- Establish a confidential process for employees to report personal illness or contact with individuals that have COVID-19 or flu symptoms (e.g., temperature, cough, etc.).
- Develop and communicate a policy on [sick leave](#) and [FFCRA](#).
- Ensure availability of masks, soap, hand sanitizers (60-95% alcohol), paper towels, and EPA-registered disinfectants. Be aware of and avoid hand sanitizer products that may contain [methanol contamination](#).

COVID-19 Guidance Documents

The following are links to documents or general resources, in addition to those noted above, that provide specific guidance on the various aspects of managing businesses in response to COVID-19.

Oregon PPE Producers

<https://supplyconnector.org/states/oregon/>

Reopening FAQs

<https://sharesystems.dhsoha.state.or.us/DHSForms/Served/le2390e.pdf>

Guidance for General Public (5/16/20)

<https://sharesystems.dhsoha.state.or.us/DHSForms/Served/le2342D.pdf>

General Guidance for Employers (6/5/20)

<https://sharesystems.dhsoha.state.or.us/DHSForms/Served/le2342C.pdf>

Mask and Face Covering Guidance (6/3/20)

<https://sharesystems.dhsoha.state.or.us/DHSForms/Served/le2288K.pdf>

Workplace Face Covering Advisory Memo, Oregon OSHA

<https://osha.oregon.gov/Documents/COVID19-Face-Covering-Advisory-Memo.pdf>

Maximum Occupancy Sign Guidance (6/5/20)

<https://sharesystems.dhsoha.state.or.us/DHSForms/Served/le2697.pdf>

Guidance for Social Distancing Occupancy

https://www.usfa.fema.gov/coronavirus/planning_response/occupancy_social_distancing.html

Reopening Guidance Matrix (6/5/20)

<https://sharesystems.dhsoha.state.or.us/DHSForms/Served/le2689.pdf>

OSHA Guidance on Preparing Workplaces for COVID-19

<https://www.osha.gov/Publications/OSHA3990.pdf>