



BEST PRACTICES FOR REOPENING

Many of us hosting special events are faced with new challenges as a result of COVID-19. As government officials have begun the phases of reopening states, we are now presented with the task of adjusting operational plans to accommodate standards to prevent the spread of the virus. The health and well-being of our guests, volunteers, employees and partners continues to be our first priority.

We recommend closely monitoring local government ordinances and guidelines by partnering with your local health officials for approval of your event plans. Additionally, updated information regarding best practices for preventing the spread of with COVID-19 can be found on the [Centers of Disease Control and Prevention](#) website, the [Public Health Agency of Canada](#) website and the [World Health Organization](#) website.

- [CDC: Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes](#)
- [CDC: Get Your Mass Gatherings or Large Community Events Ready](#)
- [WHO: Q&A on Mass Gatherings and COVID-19](#)

Protecting Your Employees & Volunteers



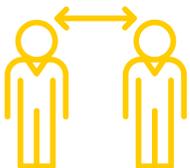
[“Prepare You Small Business and Employees for the Effects of COVID-19” CDC Poster](#)



Employees and volunteers are essential to operating a successful organization. It is important to develop and implement appropriate policies, in accordance with Federal, State, and local regulations and guidance to avoid the possibility of an outbreak at your organization. Consider implementing employee orientations to ensure employees are aware of new policies and procedures dealing with COVID-19. Continue to encourage employees and guests to stay home if they are feeling sick.

- [Prevention and Treatment](#)
- [What To Do If You Are Sick](#)
- [Groups at Higher Risk](#)

Social Distancing



Continue to encourage social distancing within your organization and build this measure into your event plans. Be sure to keep the recommended distance between all individuals in accordance with local guidelines. Below are recommendations for encouraging physical distancing.

- ✓ Signage at or near the entrance of the event promoting social distancing establishes the expectation for guests to follow this guideline. Consider asking employees who are scanning tickets to remind guests to social distance throughout their experience.
- ✓ Floor markings can be used to indicate the appropriate amount of space needed between individuals. These floor markers can be used in any area of your organization where a line may form such as admissions, gift shop, bathroom, dining and boarding areas.
- ✓ Wherever possible, implement social distancing into the event experience so that the onus is not placed on each guest to comply. Remove the guess work from guests by designing crowd flow, seating, lines, etc. around social distancing.
- ✓ As passengers are boarding the train ride, ask everyone to please stay in their seats, not to walk through the aisles or in between cars.

Face Coverings



["Use of Cloth Face Coverings to Help Slow the Spread of COVID-19" CDC Poster](#)



It is important to follow guidance from your local officials regarding masks and face coverings for employees and guests. Masks, face shields and face coverings are not a substitute for social distancing. It is imperative that each organization closely monitor the ongoing status of local requirements and guidelines regarding masks and face coverings. Below are recommendations for encouraging the use of face coverings.

- ✓ Ensure that all ticket purchasers are made aware of mask requirements at time of purchase.
- ✓ Send a reminder email to ticket purchasers approximately 3 days ahead of their event with a reminder to bring masks with them to wear at the event.
- ✓ Signage at or near the entrance of the event with a reminder to wear masks establishes expectation for guests to follow this guideline. Consider asking employees who are scanning tickets to remind guests to wear masks throughout their experience and before boarding the train.

Sanitization

▪ [CDC Information on Cleaning and Disinfection for Community Facilities](#)

▪ [WHO Protecting yourself and others from the spread COVID-19](#)



Sanitization is a major factor in protecting individuals at your organization from getting sick. A thorough sanitization plan is important in continuing operations during and post COVID-19. The below tips can help maintain the cleanliness of your organization.



- ✓ Assess high-touch point and interactive activities to determine whether they should be adjusted or replaced as needed.
- ✓ Clean and disinfect frequently touched surfaces throughout the day. This includes high-touch point areas on the train not limited to door handles, handrails, seat surfaces, tables, etc. Additional high-touch points areas in the museum are not limited to restroom surfaces, vending machines and play areas.



- ✓ Provide additional hand washing and sanitizer stations throughout the site. Alcohol-based hand sanitizers are recommended to protect against COVID-19. Consider providing hand sanitizer to each passenger as they board the train.
- ✓ Promote proper hygiene by encouraging employees and visitors to cover coughs and sneezes with a tissue or the inside of their elbow.



- ✓ Encourage proper handwashing in restrooms and handwashing areas. The Thomas & Friends™ handwashing sing-a-long signage artwork can be provided for posting in restrooms to help children learn how to wash their hands for 20 seconds.



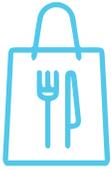
- ✓ Consider hiring professional sanitization services to assist with disinfecting high traffic areas during special events.
- ✓ If possible, prop open doors, entryways, windows and tents for ventilation as well eliminating potential high-touch point areas like door handles.
- ✓ No-touch options also include providing automatic soap and hand sanitizer dispensers.



Dining Facilities & Concessions



["COVID-19 and food safety: guidance for food businesses" WHO Poster](#)



Dining and concessions are commonly high-touch points areas. These locations should be greatly considered when adjusting operational plans around COVID-19. Below are helpful tips to assist with food service plans.

- ✓ Avoid buffets or self-service options. Instead, consider offering pre-wrapped options or preparing individual servings to be handed out by employees.
- ✓ Remove shared condiments from tables. Have employees offer individual servings of condiments with each order.
- ✓ Provide individually wrapped cutlery and napkins to be handed out by food servers with each order.
- ✓ Reduce capacity and reorganize seating to allow for ample social distancing, especially since masks may be taken off in dining areas.

Gift Shop



In addition to social distancing floor markings at register lines, spacing out merchandise aisles with one-way direction markers can aid customer traffic flow. As an alternative to a one destination gift shop, consider multiple smaller kiosks placed around the event site. Plexiglass protective screens can be placed in front of each point of purchase area for an additional barrier. In lieu of physical shops and browsing onsite, consider offering online shopping of merchandise for guests to buy in advance and pick up at event.

- [CAN Advice for essential retailers during COVID-19 pandemic](#)

No-Touch Payment Options



Providing credit, debit or touchless payment options will help eliminate physical contact between employees and visitors. Encourage online admission purchases and e-tickets with ticket scanners in lieu of printed tickets, will call, and walk up purchases. Common touchless payment options include Apple Pay, Google Pay, and Square. Consider implementing no touch payment options throughout the event site like dining areas and gift shops.

Capacity Restrictions



Reducing train and onsite capacity is imperative in maintaining appropriate post COVID-19 standards. Limit capacity in accordance to local regulations and guidance. This will include train rides, shuttle services, dining facilities and any other location where a crowd may form. Consider skipping rows between passengers, using markers to designate the appropriate spacing required between passengers and asking passengers not to change seats once boarded. Train conductors should also be available to aid on the train. Be sure to keep track of capacity as guests enter all indoor spaces in ordinance with your local requirements and guidelines.



Replace Hands-On Activities



Consider replacing interactive, hands-on activities with more entertainment that allows for spectators to social distance such as magic shows, music shows and science shows. Additionally, bounce houses are a high traffic and touch point activity. Try substituting bounce houses for hands-free activities like a dance party, bubble zone, scavenger hunt, etc.

Event Tents



Increasing the size of tents onsite will help visitors maintain social distancing. Additionally, leaving the sides of the tents open allow for ventilation and proper air flow. Avoid indoor spaces where air flow can be stagnant and spaces are confined by moving event plans outdoors, if possible. Be sure to keep track of tent capacity in ordinance with your local requirements and guidelines.

First Aid



It is good practice to have first aid available onsite for assistance. First Aid responders may not be equipped to deal with COVID-19 onsite but may provide further direction on how to deal with a suspected case of COVID-19.

Additional Resources

-  ["Stop the Spread of Germs" CDC Poster 8.5x11 \(English\)](#)
-  ["Stop the Spread of Germs" CDC Poster 8.5x11 \(Spanish\)](#)
-  ["Stop the Spread of Germs" CDC Poster 11x17 \(English\)](#)
-  ["Stop the Spread of Germs" CDC Poster 11x17 \(Spanish\)](#)
-  ["FAQ's for Event Organizers and Individuals" CDC Poster](#)
-  ["What you should know about COVID-19 to protect yourself and others" CDC Poster](#)
-  ["What Transit Workers Need to Know About COVID-19: RAIL TRANSIT OPERATORS" CDC Poster](#)
-  ["Getting your workplace ready for COVID-19" WHO Poster](#)

Although we are experiencing unprecedented challenges, we are confident that the industry can adapt and will come out of this stronger.

Feel free to reach out with your comments, questions or requests for more information by emailing dayoutwiththomas@mattel.com

Your Partners,

The Day Out With Thomas Team