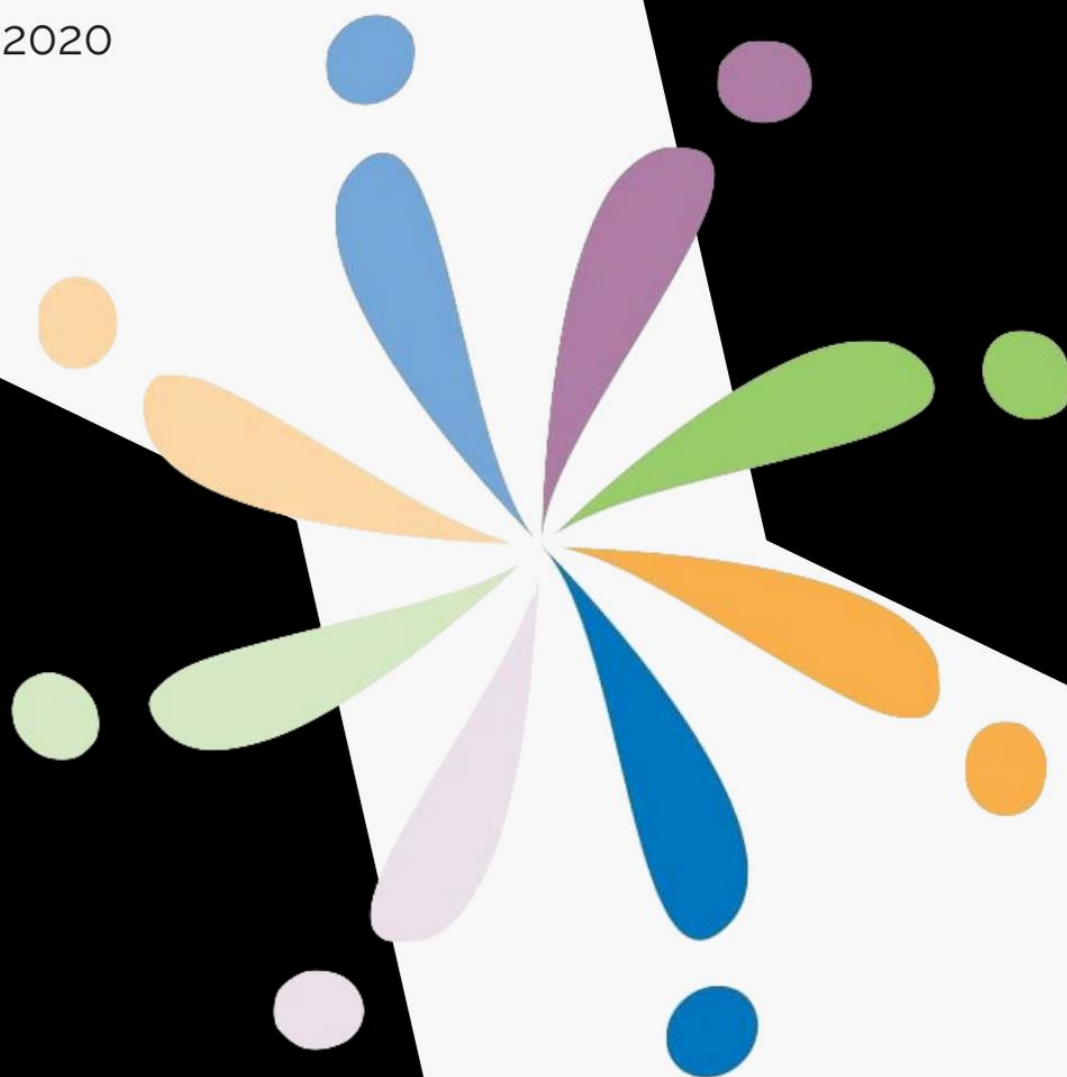


# COVID-19 REOPENING GUIDE

FIRST EDITION

MAY 2020



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CONSIDERATIONS FOR THE  
AUSTRALIAN ATTRACTIONS INDUSTRY

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## SUMMARY OF TOPLINE CONSIDERATIONS FOR REOPENING

These considerations regard operational adjustments for facilities to consider before reopening prior to the development of a treatment or widely accessible vaccine for COVID-19. They will be adjusted and simplified as time goes on, conditions improve, and new best practices are identified.

These considerations are designed to be a rough outline, subject to discussion and adjustment as needed with input from the local government and health authorities where the attraction operates. If government guidance is more stringent than this document, you should follow government guidance. You may want to share this document with Government officials to assist them in developing their guidelines for unique attractions.

Many AALARA Members have created their own attractions' Reopening Guideline document, which should be collated in conjunction with the AALARA Reopening Guide, recommendations from Safe Work Australia, Australian Government Department of Health, State and Territory Health Departments and <https://www.pmc.gov.au/sites/default/files/files/my-business-covidsafe-plan.pdf>

COVID-19 will be with us for some time, so it's important that your business has a plan - and continues to plan - to keep your workplace healthy, safe and virus-free. All Australian Governments have agreed to a set of National COVID-19 Safe Work Principles to guide us and ensure that our workplaces are healthy and safe. This planning toolkit will help your business prepare a plan for the different stages of the pandemic. You should revise your plan frequently, particularly as restrictions and conditions change.

### TOPLINE CONSIDERATIONS FOR OPENING:

1. Allow healthy people to enjoy the facility and encourage a high attention for personal hygiene for guests and staff.
2. Provide means to wash/sanitise hands frequently.
3. Manage density of people within the facility to keep people or family units that have been isolating together 1.5 metres apart.
4. Social distancing guidelines of 1.5 metres must be adhered to wherever possible — ensure your plan is aligned with Government guidance.
5. Reduce touch areas where possible and sanitise high touch surfaces frequently.
6. Protect employees with various approaches, including barriers, protective coverings, and distancing. Communicate with employees and guests effectively on how to prevent the spread of germs.
7. Have a plan in the event a guest or employee falls ill on site.

## WHY AUSTRALIAN OUTDOOR ATTRACTIONS ARE DIFFERENT FROM OTHER MASS GATHERINGS

It is important to remember the difference between attractions and other venues such as theme parks, outdoor attractions, go karting, and aquatic attractions, for mass gatherings such as events, festivals and concerts:

1. Capacity can be reduced/managed to allow for appropriate social distancing.
2. Seating positions in rides and attractions are controlled by venue team members.
3. Exposure time is limited. Guests generally move throughout their experience, much like in an inter-city district or shopping centre. The guests are not sitting in a single location, elbow-to-elbow, for an extended period.
4. A large percentage of attraction attendance is made up of family members and others who live in the same home and thus do not need to be physically distanced from each other.
5. If a positive case COVID19 was to be identified as having been at a venue, it is easily traceable back to a park or outdoor attraction on a day/time.

## GENERAL GUIDELINES – ALL TYPES OF ATTRACTIONS

The following guidelines can be applied to all facilities, regardless of attraction type. For attraction-specific guidance, see from page 25.

Here are the National COVID-19 safe workplace principles to ensure you are operating a COVID Safe attraction.

<https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/other-resources/national-covid-19-safe-workplace-principles>

## GENERAL HEALTH AND SAFETY

1. Frequent handwashing is essential and is the responsibility of all employees and guests. Facilities should remind everyone of the importance of frequently washing their hands with soap and water for 20 seconds.
2. Provide additional handwashing or hand sanitiser hygiene stations throughout facilities: on entry, in key walkways, at all attractions, in food and beverage locations, in merchandise shops, at attraction exits, etc. These should also be provided behind the scenes in maintenance areas, workshops, offices, and break areas.

**RESOURCES:** Handwashing (World Health Organization):

<https://www.who.int/docs/default-source/inaugural-who-partners-forum/who->

[interim-recommendation-on- obligatory-hand-hygiene-against-transmission-of-covid-19.pdf](#)

<https://www.health.gov.au/resources/videos/coronavirus-video-good-hygiene-starts-here>

3. Utilise touch-free/contactless payment options when possible.
4. Reduce attraction capacity to allow for appropriate social distancing of 1.5m. The capacity should be calculated for an attraction based on the guest-accessible square meterage in attractions, attraction queue lines, retail locations, and other common areas. These calculations should be adjusted if some of those locations are closed or not accessible even on a temporary basis. Be sure to consider how emergency procedures (i.e. a severe storm) could impact accessible space. If operationally you can't adhere to the social distancing requirements, you must get independent medical advice to feed into your risk-based plan on how to make it work.
5. Reduce face-to-face purchase transactions when possible. Encourage guests to purchase tickets online if possible. Consider all-inclusive package offers.
6. Ensure your First Aid protocols address how to manage guests or employees with COVID-19 symptoms.
  - a) If First Aid is staffed internally, provide the appropriate Personal Protective Equipment (PPE). If First Aid services are subcontracted to an outside organisation, insist that organisation provide the appropriate PPE for their employees.
  - b) Develop an isolation/quarantine area for the individual and his/her immediate party while assessment is completed.
  - c) Thoroughly clean and sanitise locations visited by a guest or employee with COVID-19 symptoms. Follow professional healthcare guidelines for these processes.
7. Place acrylic (plexiglass) or other types of barriers/hygiene screens between guest and staff in frequent, close interaction areas wherever practical to reduce contamination. Clean the barriers/hygiene screens regularly.
8. Proactively communicate guidelines and expectations for health and hygiene procedures and precautions in the front-of-house areas for guests and in the behind-the-scenes areas for team members.
9. Consider your communication protocols. Do you need to add codes or signals to address: COVID-19 specific emergency medical service calls? Social distancing violations? A need for an immediate cleaning or sanitation service?

10. Limiting face-to-face contact with others is the best way to reduce the spread of COVID-19. Clearly mark social distancing spaces/guidelines with floor markings, seat markings, or signs to make it easy for the guests to understand what is expected.

#### **RESOURCES:**

<https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/how-to-clean-disinfect-your-workplace-covid19.pdf>

[https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-19\\_Cleaning-Checklist.pdf](https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-19_Cleaning-Checklist.pdf)

<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/how-to-protect-yourself-and-others-from-coronavirus-covid-19/social-distancing-for-coronavirus-covid-19>

<https://www.safeworkaustralia.gov.au/doc/signage-and-posters-covid-19>

<https://swa.govcms.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/ppe?tab=tab-toc-employer>

#### **GUEST CONFIDENCE/GUEST COMMUNICATION**

1. Consider the importance of warning guests about the risk of contracting COVID-19 in any public space, including posting signs/messages like the following example:

*We are committed to keeping you healthy and safe, but we cannot guarantee you won't be exposed to COVID-19. We rely on you to protect yourself too:*

- *Wash your hands often and avoid touching your face*
- *Maintain your distance from others*
- *Sneeze or cough into elbow*
- *Avoid touching surfaces*
- *If you're sick, please don't participate and encourage your family not to participate until you are well.*

2. Signs with health and hygiene reminders should be visible throughout the property.

#### **RESOURCE:**

<https://www.safeworkaustralia.gov.au/doc/signage-and-posters-covid-19>

3. Communicate new operational procedures to guests prior to arrival, on the attraction's website, and through social media to establish expectations and instil confidence, including:



- Identifying COVID-19 symptoms and messaging that asks guest to come back another day if anyone in their party is experiencing the symptoms
  - Physical distancing guidelines and capacity limits that facilitate social distancing
  - Enhanced cleaning and sanitising protocols
  - Use of temperature checks/thermal scanning cameras (if required)
4. Take a proactive approach with messaging to guests prior to arrival and on arrival of methods being deployed for employee and guest safety.
  5. Consider marketing campaigns about the actions put in place to show the guest safety measures that are being taken.
  6. Signs should be placed to remind guests of social distancing requirements and throughout facilities to remind guests of appropriate handwashing standards (soap, water, 20 seconds).
  7. Ensure in-attraction cleaning/sanitising team is highly visible to provide reassurance.
  8. Consider a guest hotline (phone number), website form or app that would allow guests to report health, safety, or cleanliness concerns to management in a timely manner.

*Note: Consider placing back-of-house signage reminding team members of the proper way to wear, handle, and dispose of PPE. Also remind team to wash hands with soap for 20 seconds frequently, how to cough or sneeze into their elbow, and to avoid touching their face.*

*Tip: Team Members could wear badges to remind guests they are there to help, but the guests should do their part by maintaining 1.5m distance when talking with team members.*

<https://swa.govcms.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/ppe?tab=tab-toc-employer>

## **GUEST RESPONSIBILITY**

Consider the following suggestions when communicating to guests about their responsibility:

1. If you or any member of your party or family is not feeling well, don't visit. Plan to come when everyone is well.
2. Currently, government health organisations are recommending people 65 years and older, those who live in a nursing homes or long-term care facilities, and people with underlying medical conditions (particularly if not well controlled) should either remain home or keep their distance from others. Underlying medical

conditions include chronic lung disease or moderate to severe asthma, serious heart conditions, immunocompromised, severe obesity (body mass index [BMI] of 40 or higher), diabetes, chronic kidney disease undergoing dialysis, and liver disease.

**REFERENCE:** <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/advice-for-people-at-risk-of-coronavirus-covid-19/coronavirus-covid-19-advice-for-older-people>

3. Wash your hands frequently and practice good hygiene while visiting an attraction:
  - a) Wash hands frequently with soap and water for at least 20 seconds throughout your visit. Use hand sanitiser as an alternative. (Wash them after coughing or sneezing, before eating, after toilet use, and when hands are visibly dirty.)
  - b) When coughing or sneezing, cover your mouth and nose with a flexed elbow or tissue. Throw tissue into a trash receptacle after use.

**RESOURCE:**

<https://www.health.gov.au/resources/videos/coronavirus-video-good-hygiene-starts-here>

4. At some attractions, you may be asked to apply hand sanitiser before, during, and/or after the experience.
5. We have enhanced our already-stringent cleaning protocols considering the COVID-19 pandemic. We apologise if you experience any delays or inconvenience as a result of these procedures.
6. Follow social/physical distancing guidelines carefully, maintaining 1.5 meters from others. Family members and others (a “family unit”) who live in the same household can be closer together. All others should strictly adhere to the physical distancing guidelines. This will apply throughout the attraction including on rides, in queue lines, in exhibits, in food and beverage facilities, in show venues and theatres, and in restrooms.
7. To facilitate adherence to physical distancing guidelines, attractions may reduce capacity or close some attractions. Please be patient and understanding with these necessary operational changes.
8. If you feel ill once you are at the attraction go to First Aid or let an employee know. You and your party may be asked to move to a special area within a facility for further assessment.

## HUMAN RESOURCE MANAGEMENT

1. It is important to understand and communicate to employees that they have a duty to take reasonable care for their own health and safety and to not adversely affect the health and safety of others.

## RESOURCES:

<https://swa.govcms.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/duties-under-whs?tab=tab-toc-employer>

<https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/cleaning>

<https://swa.govcms.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/workers-rights?tab=tab-toc-employer>

2. Provide pre-opening training to employees to ensure they understand and feel confident managing the physical distancing and hygiene aspects of their roles. They should also know how to handle unsafe conditions and emergency situations.
3. Train employees thoroughly on their core responsibilities and on new, COVID-related protocols. Provide clear direction and guidance about what is expected. They should understand:
  - When to stay away from the workplace
  - What action to take if they become unwell
  - What symptoms to be concerned about
4. Instruct employees to wash their hands or use hand-sanitiser at frequent intervals and after any of the following: using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, eating, drinking, smoking, entering or leaving a guest area, and before starting their shift. This is a critical protocol to keep employees and guests healthy.
5. Review employee sick leave policies and update as needed. Make sure policies don't inadvertently encourage employees to come to work when they aren't feeling well. Remind them to stay home if they are sick or not feeling well and not return to work until they are symptom-free for 72 hours. Encourage them to seek medical advice if they have a fever, cough, sore throat, loss of sense of taste or smell, or shortness of breath.
6. Consider operating only with essential personnel. Others (who can) should work from home, particularly in the early stages of reopening.
7. Separate work teams into groups (i.e. a Team A and Team B structure) to keep employees separate on different working days in case one person tests positive for COVID-19. That will allow operations to continue if one entire team or work group must be quarantined. Carefully consider employee rotation cycles to keep work teams together to reduce interactions with different groups of employees.
8. Personal Protective Equipment (PPE) should be worn by employees based on their role and responsibilities and in adherence to state and federal, or local

regulations, or guidance. Training on how to properly use, clean, and dispose of PPE is extremely important.

9. If possible, based on capacity or budget concerns, a facility can consider not opening all attractions for the entire day. Instead, some attractions/areas can be open in the morning, while others are operated later in the day. This allows guests to enjoy the entire experience during their visit. Be sure to communicate these operational changes to guests prior to their visit and as they enter the park. Consider cross-training employees so they can operate one or two attractions in the morning and then move across the park to operate other attractions in the afternoon.
10. Alternate schedules to avoid employees taking breaks at the same times in the same locations.
11. Consider reducing the use of shared equipment (computers, phones, radios, etc.). If equipment must be shared, employees should wash/sanitise their hands before and after using that equipment and the high-touch surfaces on the equipment should be sanitised frequently.
12. Employee/guest interactions should not be prolonged and social conversation that would extend interactions should be minimised.
13. Communicate regularly with employees to keep them informed of changes in operation or COVID-19-related protocols.
14. Ensure human resource offices, hiring centres, conference rooms, and training facilities are managed to facilitate physical distancing and to provide 1.5 metres of space between individuals.
15. Evaluate laundry services and meal delivery options available to staff in company accommodations to make sure they have access to what they need.
16. Re-evaluate procedures and policies for washing shared uniforms, props, and miscellaneous items to insure proper sanitation.
17. Outside contractors should follow the same policies, procedures, and protocols as team members.
18. Think through how your existing policies and procedures apply when working from home, including:
  - a. Notification of incidents, injuries, hazards, and changes in circumstances
  - b. Consultation and review of work health and safety processes
  - c. Attendance, timesheets, leave, and other entitlements and arrangements

19. Provide team members with a point of contact to discuss their concerns and access to support services, including employee assistance programs.

**RESOURCES:**

[https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/how\\_to\\_keep\\_workers\\_safe\\_covid-19.pdf](https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/how_to_keep_workers_safe_covid-19.pdf)

## **PHYSICAL DISTANCING: CALCULATING CAPACITIES**

A key tenant of this guidance is based on managing physical/social distancing between guests in a facility and within attractions and other spaces within your attraction. There are formulas below to assist you with these calculations, but you will need to take into account movement within your facility and the visitor dynamics for your attraction, including how many individuals visit versus family units (a group of individuals living in the same home together). Here are some guidelines to help you think about capacities that allow for physical distancing.

1. Identify realistic capacities and distancing measures for your attractions based on queue length, waiting areas, pre-shows, and vehicle capacity, adjusted to allow for 1.5 metres of physical distancing between individuals. The requirement of capacity is no more than 1 person per a 4sqm space. It is important to confirm these guidelines with your local health advice.
2. When considering physical distancing, we know many guests visit with family members and others living in the same household. If that is the case, those family members can be closer to each other. Just be sure each individual or party from another household is separated by the physical distancing requirement of 1.5 metres. It is important to assess this “family” dynamic for your individual facility as it may allow you to increase your physical distancing capacity.
3. Identify realistic capacities for common areas. Keep in mind that limiting attraction queue and attraction capacity may increase the number of people in common areas. Do not include spaces that cannot be accessed in your common areas (i.e. water fountains, landscaped areas, etc.) Only evaluate guest accessible areas.
4. Combining items 1 and 3, you can estimate your guest areas that can be used to measure and estimate capacity for your facility. Be careful to not include attraction queues or capacities for closed attractions.
5. It is better to be conservative on your initial estimates, monitor guest flow, resolve problem areas, and adjust your plan frequently. As health conditions improve, you may be able to gradually increase your capacities. Be sure to include your local health authorities in those decisions to ensure alignment.
6. To calculate capacities, divide your total square meterage by the number of square meters required per person. For example, if you have 46,000 square meters of guest-accessible space and your region is requiring at least 2 metres as the recommended physical distance between people (which therefore requires

4 square meters per person), divide 46,000 by 4 and your capacity would be 11,500 people. (This calculation assumes each individual must have at least 4 square feet of space. If family members living in the same household are visiting the park together, you can have more than one person in 4 square metre. Just make sure there's at least 1.5 metres of separation between parties.)

7. If, operationally you can't adhere to the social distancing requirements, you must get independent medical advice to feed into your risk-based plan on how to make it work.

## FACE MASKS/CLOTH FACE COVERINGS

In Australia, surgical masks in the community have been deemed only helpful in preventing people who have COVID-19 from spreading it to others. Our national direction from the Australian Dept of Health is, if you are well, you do not need to wear a surgical mask as there is little evidence supporting the widespread use of surgical masks in healthy people to prevent transmission in public. Please see below link for more information:

### RESOURCE:

<https://swa.govcms.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/ppe?tab=tab-toc-employer>

[https://www.health.gov.au/sites/default/files/documents/2020/04/coronavirus-covid-19-information-on-the-use-of-surgical-masks\\_0.pdf](https://www.health.gov.au/sites/default/files/documents/2020/04/coronavirus-covid-19-information-on-the-use-of-surgical-masks_0.pdf)

## ADMISSION AND ENTRY

1. Reconsider attraction capacity. It should be a calculation based on square meterage that meets for the requirement of no more than 1 person per 4sqm. Family groups residing at the same physical address can stay together without this restriction.
2. Place signs or markings on the pavement to outline physical distancing guides/spaces.
3. It is better to start with a smaller initial capacity, assess physical distancing behaviour, and increase capacity gradually.
4. Where possible, stagger arrival times to minimize queue lines or crowds at the attraction entrance. Consider a timed ticketing program that staggers arrivals.
5. Encourage (and consider incentivising) advance, online ticket purchases to reduce transactions on site and reduce congestion at the attraction entrance. Consider offering all-inclusive package deals/wristbands that combine park admission, parking, food and beverage, and special upgrades like reserved seating and cabana rental to drive revenue and reduce transactions.

6. Encourage guests to reduce the number of personal items they bring into the facility. Consider requiring all items fit into a clear plastic bag where they can be reviewed without touching them. (Some sporting venues require all items fit into a (30x15x30 cm) clear bag. Bags may need to be larger for water park guests.)
7. Evaluate locker arrangements. Close or rotate some sections to allow for appropriate physical distancing during busy times. Post signs reminding guests to maintain physical distances of 1.5 metres and to wait for others to vacate before approaching the locker. Consider positioning a team member in the locker area to limit the number of people in the space at one time.
8. Sanitise lockers frequently.

## **PAYMENTS**

1. Encourage guests to make purchases online (prior to their visit) or from apps once inside the attraction to minimize on-site payment transactions.
2. Cash handling should be avoided if possible. If cash handling is required, employees should wash or sanitise their hands frequently.
3. Try to arrange credit card readers so guests can insert/swipe their own cards, so the employees don't have to do it for them. If the credit card machines are still close, the employee should step back while the guest makes payment. Work with your payment partners to increase the dollar limits for purchases that do not require a Personal Identification Number (PIN) or a signature.
4. Clean credit, cash machines/ATMs frequently. Provide handwashing stations or sanitiser nearby.
5. Clean/sanitise cash bags/team member tills prior to distribution and upon return.
6. Assign one person to each Point-of-Sale (POS) terminal if possible. Terminal should be sanitised between each user and after each shift. If multiple employees are assigned to one POS terminal, servers should sanitise their hands before and after each use.
7. Use physical barriers to separate team members from guests at cash registers where possible.

## **SANITATION/HOUSEKEEPING/CLEANING OPERATIONS**

1. Sanitise high-touch areas frequently. Those include: door handles, rubbish bins, control equipment, phones, computers, office equipment, counters, elevator buttons, handrails, tables, seats, benches, high chairs, toilets, sink taps and toilet handles, soap dispenser push plates, baby changing stations, ice scoops,

refrigerator handles, towel dispenser handles, cleaning tools, counter tops, door knobs, light switches, sinks, queue rails, harnesses, restraints, ATM machines, dining surfaces, etc. Consider removing high-touch surfaces (i.e. doors) if they aren't completely necessary.

2. It is difficult to recommend a single approach to cleaning/sanitising frequency as a number of factors should be taken into account when making that decision. Those factors include traffic/number of touches, environment (indoor/outdoor, warm/cold, wet/dry), location, the surface being cleaned, and the cleaning agent properties (including virus kill times and drying times)/guidelines/instructions. As a result, throughout this document, you will see the term that cleaning/sanitising should be done “frequently.” That means each facility should assess the factors listed above and consult product specifications to determine how often cleaning should take place.
3. Guests will appreciate seeing team members cleaning and sanitising within the attraction. Consider making them visible through their uniform or provide a special identity for the group, i.e. “the Clean Team.”
4. The frequency and approach to sanitising should be based on the guidelines provided on the cleaning chemicals, which should be determined based on the surface being cleaned. Make sure virus kill times/drying times are considered carefully prior to reopening an area for guest access.
5. Carefully select the right chemicals/cleaning agents to ensure they will kill COVID-19. (Cleaners that kill the coronavirus should be effective.) Follow application guidelines and safety precautions carefully. Follow product guidelines on application frequency and PPE required. Remember that different products may be required for different surfaces. Here are some helpful resources on cleaning agents:

**RESOURCE:**

<https://www.health.gov.au/sites/default/files/documents/2020/03/coronavirus-covid-19-environmental-cleaning-and-disinfection-principles-for-health-and-residential-care-facilities.pdf>

6. Require and keep the Material Safety Data Sheets (MSDS) for all products in case an accident occurs while using the product. Train team members on proper handling and use of all disinfectants, sanitisers, and other cleaning agents.
7. Hand sanitiser (alcohol-based hand rub) should be an anti-microbial agent that kills or renders inactive 99.9% of all known bacteria, viruses, and fungi that are present on surfaces. (Hand sanitisers should contain at least 60% alcohol.)
8. Disinfectant is an agent that destroys, neutralises, or inhibits the growth of disease-carrying microorganisms. Descriptions of products of this type include the suffix “cide,” meaning “to kill,” e.g. bactericide, fungicide, virucide.



9. Remember to clean and sanitise surfaces and equipment in guest and behind the-scenes areas. That includes sanitising control and dispatch panels after each employee rotation as well as team members safety gates and railings.
10. Employees should treat all bodily fluids as if they are infectious. They always wear PPE if moving materials with fluids on them or cleaning areas where fluids have been.
11. Review education and training of team and consider if content meets current needs.
12. If an employee has been exposed to COVID-19 at the workplace or in the attraction, thoroughly clean areas where the employee/guest has been.
13. Consider placing signs or posters in handwashing areas to remind guests to wash for at least 20 seconds with soap and water.
14. Remember to sanitise strollers, electric conveyance vehicles, and wheelchairs between every use. Consider providing additional wipes to the guests so they can also wipe down units once they rent them.

#### **RESOURCES:**

<https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/cleaning>

[https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-19\\_Cleaning-Checklist.pdf](https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-19_Cleaning-Checklist.pdf)

#### **RESTROOM CLEANLINESS**

1. Consider dedicating employees to cleaning/disinfecting restrooms frequently. They should also monitor/control restroom capacity to uphold physical distancing guidelines in those facilities. Consider closing or otherwise disabling every other (or every two) toilets to ensure guests maintain physical distancing protocols in restrooms.
2. Be extra vigilant with cleaning, disinfecting, and sanitising protocols. Document processes and procedures to ensure they are effective.
3. Pay extra attention to high-touch surfaces in restrooms including door handles, rubbish bins, countertops, benches, toilets, sink taps and toilet handles, soap dispenser push plates, baby changing stations, towel dispenser handles, doorknobs, light switches, and sinks.
4. Be sure to sanitise common use items like water fountains or disable them if allowed by the health department.

5. Provide a means for team members and guests to dry their hands. Paper towels that can be disposed of in the rubbish are preferred.
6. Evaluate replacing sinks and toilets with touchless valves or flushing devices where possible.

#### **RESOURCES:**

<https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/cleaning>

[https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-19\\_Cleaning-Checklist.pdf](https://www.safeworkaustralia.gov.au/sites/default/files/2020-04/COVID-19_Cleaning-Checklist.pdf)

#### **UNIFORM AND COSTUME CLEANING**

1. Laundry should be cleaned in accordance with government health authority guidelines. The closest instruction we can find for Australia is here:

<https://www.health.gov.au/sites/default/files/documents/2020/04/coronavirus-covid-19-guidelines-for-infection-prevention-and-control-in-residential-care-facilities.pdf>

#### **MEDIC / FIRST AID ROOM / IDENTIFYING A COVID-19 CASE**

You are not expected, and should not try, to diagnose workers or guests. However, you have a work health and safety duty to minimise the risk of workers and others in the workplace being exposed to COVID-19 so far as reasonably practicable.

If you reasonably suspect someone has the virus, or has been exposed, this creates a health risk at your attraction, and you will need to follow the steps below. Do not wait until confirmation that a worker/guest has COVID-19. You must act promptly to take reasonable steps to manage risks.

This information is provided to assist you in the workplace. However, you must always follow the advice of your state and territory public health unit and WHS regulator, even if it is different to this guidance.

#### **STEPS TO TAKE WHEN THE PERSON YOU ARE CONCERNED ABOUT IS AT YOUR ATTRACTION NOW:**

If someone is confirmed as having COVID-19 or is getting tested for COVID-19, they should already be at home. However, there may be circumstances where a person in your workplace is displaying COVID-like symptoms or shares information (e.g. they

have been in close contact with someone that has the virus) that causes you to have reasonable concerns about their health and the health of others in your workplace.

The person could be a worker, a guest or contractor to your premises. Where this occurs:

## ISOLATE THE PERSON

If the person has serious symptoms such as difficulty breathing, call 000 for urgent medical help. Otherwise, you must take steps to prevent the person from potentially spreading the virus by isolating them from others. You must also provide appropriate personal protective equipment (PPE) to the affected person, such as disposable surgical mask, and hand sanitiser and tissues, if available. Also provide protection to anyone assisting the person. In First Aid rooms, space beds at least 2 metres apart to maintain appropriate physical distancing.

## SEEK ADVICE AND ASSESS THE RISKS

Next, to determine if it is reasonable to suspect the person may have COVID-19, talk to the person about your concerns and see what they say.

Seek government health advice by calling your [state or territory helpline](#). Follow the advice of your state and territory public health unit. You can also contact the National Coronavirus Helpline on 1800 020 080, which operates 24 hours a day, seven days a week. The National Helpline can provide advice on when and how to seek medical help or about how to get tested for COVID-19.

Ensure that you have current contact details for the person and make a note about the areas they have been in the workplace, who they have been in close contact within the workplace and for how long. This will inform you about risks to others and areas to clean and disinfect. This information may also assist your state and territory public health unit if they need to follow up with you at a later time.

Your [state or territory WHS regulator](#) may also be able to provide specific WHS advice on your situation.

Secondary assessment of an individual with COVID-19 symptoms or temperature over 38 C may include confirmation of the person's temperature, an assessment of other symptoms and utilise the COVID-19 Symptom Checker:

### RESOURCE:

<https://www.health.gov.au/resources/apps-and-tools/healthdirect-coronavirus-covid-19-symptom-checker>

If you have a guest with COVID-19 symptoms and you have used the above Symptom Checker and it advises the guest should seek help or get tested, click here: <https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/what-you-need-to-know-about-coronavirus-covid-19#how-to-seek-medical-attention>

## TRANSPORT

Ensure the person has transport home, to a location they can isolate, or to a medical facility if necessary.

Wherever possible, if a person is unwell or travelling to a location for mandatory isolation, they should use a personal mode of transport to minimise exposure to others. They should not use public transport unless there is no other option.

If the person needs to use a taxi or ride share service (or public transport) then the person should avoid contact with others including the driver to the extent possible.

This includes:

- wearing a surgical mask, provided by your attraction
- avoiding direct contact with the driver, including sitting in the back seat to achieve as much separation as is reasonably possible
- practising [good hand hygiene](#) and cough/sneeze hygiene, and
- paying by card.

## CLEAN AND DISINFECT



Close off the affected areas and do not let others use or enter them until they have been cleaned and disinfected. Open outside doors and windows if possible, to increase air flow.

All areas, for example offices, bathrooms, kitchens and common areas and equipment or PPE that were used by the person concerned must then be thoroughly cleaned and disinfected.

Further information on how to clean and disinfect can be found in our [Cleaning to prevent the spread of COVID-19 guide](#) and also the Cleaning information for your industry.

Cleaners must wear appropriate PPE, for example disposable gloves or gloves appropriate to the cleaning chemicals being used, and safety eyewear to protect against chemical splashes. If there is visible contamination with respiratory secretions or other body fluids in the area, the cleaners should also wear a disposable apron.

Your [state and territory public health unit](#) may also provide you with further information about how and where to clean. You must follow those instructions.

## IDENTIFY AND TELL CLOSE CONTACTS

The state or territory public health unit will identify close contacts of a confirmed COVID-19 case and provide them with instructions, for example, in relation to quarantine requirements.

In the meantime, for the purposes of undertaking a workplace risk assessment and to assist your state and territory public health unit, consider who the affected person may have had recent close contact with. If instructed by health officials, tell close

contacts that they may have been exposed to COVID-19 and the requirements for quarantine. You must maintain the privacy of all individuals involved.

Seek information about the areas that close contacts have been in the workplace, who they have been in close contact within the workplace and for how long. This will inform you about possible risks to others, and additional areas that may also need to be cleaned and disinfected.

## **REVIEW RISKS AND CONTROLS**

Review your COVID-19 risk management controls, in consultation with your workers and their representatives, and assess and decide whether any changes or additional control measures are required.

You must continue to meet your WHS duties at all times. This may mean taking steps above and beyond public health requirements to eliminate or minimise, so far as is reasonably practicable, the risk of workers and others in the workplace (such as customers) contracting COVID-19.

See also our information for [managing COVID-19 risks in your industry](#). This information provides practical guidance on managing risks in your workplace.

## **STEPS TO TAKE WHEN THE PERSON YOU ARE CONCERNED ABOUT HAS RECENTLY BEEN AT YOUR ATTRACTION?**

A person who has recently been at your workplace such as a worker, guest or contractor may inform you they have, or may potentially have, COVID-19. Depending on the circumstances (e.g. how recently the person was at your location and how closely they were in contact with others) you may have reasonable concerns about the health of others in your workplace.

You must continue to meet your WHS duties at all times. This may mean taking steps above and beyond public health requirements to eliminate or minimise, so far as is reasonably practicable, the risk of workers and others in your workplace (such as customers) contracting COVID-19.

## **SEEK ADVICE AND ASSESS THE RISKS**

To determine if it is reasonable to suspect the person may have COVID-19, talk to the person about your concerns and see what they say. You do not have to do this if the person has already informed you that they have or may potentially have COVID-19.

Seek government health advice by calling your [state or territory helpline](#). Follow the advice of your state and territory public health unit. You can also contact the National Coronavirus Helpline on 1800 020 080, which operates 24 hours a day, seven days a week. The National Helpline can provide advice on when and how to seek medical help or about how to get tested for COVID-19.

Ensure that you have current contact details for the person and make a note about the areas they had been in the workplace, who they had been in close contact within the workplace and for how long. This will inform you about risks to others and areas to clean and disinfect. This information may also assist your state and territory public health unit if they need to follow up with you at a later time.

Your [state or territory WHS regulator](#) may also be able to provide specific WHS advice on your situation.

## **IDENTIFY AND TELL CLOSE CONTACTS**

The state or territory public health unit will identify close contacts of a confirmed COVID-19 case and provide them with instructions, for example, in relation to quarantine requirements.

In the meantime, for the purposes of undertaking a workplace risk assessment and to assist your state and territory public health unit, consider who the affected person may have had recent close contact with. If instructed by health officials, tell close contacts that they may have been exposed to COVID-19 and the requirements for quarantine. You must maintain the privacy of all involved.

Seek information about the areas that close contacts have been in your location, who they have been in close contact within the attraction and for how long. This will inform you about possible risks to others, and additional areas that may also need to be cleaned and disinfected.

## **CLEAN AND DISINFECT**

Close off the affected areas and do not let others use or enter them until they have been cleaned and disinfected. Open outside doors and windows if possible, to increase air flow. All areas, for example offices, bathrooms, kitchens and common areas as well as equipment or PPE that were used by the person concerned must then be thoroughly cleaned and disinfected.

Further information on how to clean and disinfect can be found in [Cleaning to prevent the spread of COVID-19 guide](#) and also the Cleaning information for your industry.

Cleaners must wear appropriate PPE, for example disposable gloves or gloves appropriate to the cleaning chemicals being used, and safety eyewear to protect against chemical splashes. If there is visible contamination with respiratory secretions or other body fluids in the area, the cleaners should also wear a disposable apron. Your state and territory public health unit may also provide you with further information about how and where to clean. You must follow those instructions.

## **REVIEW RISKS AND CONTROLS**

Review your COVID-19 risk management controls, in consultation with your workers and their representatives, and assess and decide whether any changes or additional control measures are required.

You must continue to meet your WHS duties at all times. This may mean taking steps above and beyond public health requirements to eliminate or minimise, so far as is reasonably practicable, the risk of workers and others at your location (such as guests) contracting COVID-19.

## **DO I NEED TO CLOSE MY ATTRACTION FOR CLEANING?**

There is no automatic requirement to close an entire location following a suspect or confirmed case of COVID-19. It may be unnecessary if the person has only visited parts of your attraction or if government health officials advise you the risk of others being exposed are low.

Whether you need to suspend operations in your workplace will depend on factors such as the size of your attraction, nature of work, number of people and suspected areas of contamination in your location.

See also the information about [Cleaning to prevent the spread of COVID-19](#).

Your [state or territory WHS regulator](#) may also be able to provide specific WHS advice on your situation.

## **WHEN CAN TEAM MEMBERS RETURN FROM WORK FOLLOWING RECOVERY FROM COVID-19?**

Workers who have been isolated after having tested positive for COVID-19 can return to work when they have fully recovered and have met the criteria for clearance from isolation.

The criteria may vary depending on circumstances of the workplace and states and territories may manage clearance from isolation differently. Clearance may be by the public health authority or the persons treating clinician.

There are specific criteria for clearance which apply to health care workers and aged care workers. As these may change, these workers should check with a medical practitioner or the public health authority as to whether the criteria for clearance from isolation has been met before they return to work.

Contact your [state or territory helpline](#) for further advice.

## **WHEN CAN TEAM MEMBERS RETURN TO WORK FOLLOWING QUARANTINE?**

Workers who have completed a 14-day quarantine period (either after returning from travel or because they were a close contact with a confirmed case), and who did not develop symptoms during quarantine, do not need a medical clearance to return to work.

You should not ask these workers to be tested for COVID-19 in order to return to work.

### **Is my worker's case of COVID-19 a notifiable incident?**

If someone at your attraction is confirmed to have COVID-19, you may also need to notify your state or territory WHS regulator – see our [Incident Notification fact sheet](#) for further information.

### **WHAT ARE THE STATE AND TERRITORY HELP LINES?**

- New South Wales - 1300 066 055
- Queensland - 13 432 584
- Victoria - 1800 675 398
- South Australia – 1800 253 787
- Tasmania - 1800 671 738
- Western Australia – 13 26843
- Australian Capital Territory - (02) 6207 7244
- Northern Territory - (08) 8922 8044

## **FACILITY OPERATIONS/ MAINTENANCE/ TECHNICAL SERVICES OPERATIONS**

1. Consider reducing the number of touch points for team members. For example, leaving access doors open rather than requiring someone open and close doors where appropriate.
2. Pay close attention to cleaning and sanitising frequently touched surfaces in back-of-house locations. Consider establishing procedures to address cleaning and sanitising shared equipment before and after each use.

## **PROCUREMENT MANAGEMENT**

1. Ensure appropriate supply of PPE and cleaning supplies. Order them as soon as possible as some items are difficult to get in a timely manner.
2. Set up alternatives to requiring signatures. Use, and ask contractors/delivery services to use, electronic records where possible, to minimize physical interaction.
3. Implement a pre-planned delivery schedule to enable tracing and avoiding cross contamination of different vendors and staff.



## HEALTH SCREENING/TEMPERATURE CHECKS

Due to the unreliable nature of advance screening and temperature checks, particularly in outdoor environments, they are not recommended as a primary operating principle. Some government agencies may require them and specify how they are to be managed, however. In the absence of those mandates, here are operating guidelines to consider.

1. Please keep in mind that temperature checks will not tell you whether a person has COVID-19. It will only identify symptoms. It is possible that a person may be asymptomatic or be on medication that reduces their temperature. It is also possible that the person may have a temperature for another reason unrelated to COVID-19.
2. If you are conducting health screenings, you may want to ensure they are done for guests, employees, vendors, contractors, and visitors.
  3. On site screening locations should be positioned as close to an individual's point of entry to the property as possible and away from other security or admissions operations.
4. Screening areas should be set up in compliance with physical distancing protocols.
5. Screening should be conducted with discretion and to maintain privacy. Facilities are encouraged to review, understand, and comply with the applicable legal requirements regarding the maintenance and storage of health information for employees and guests.
6. Those performing initial screenings do not need to be medical professionals but should be trained on the screening procedure. They should wear the appropriate Personal Protective Equipment (PPE.) That may include gowns, surgical masks, eye protection, and gloves.
7. Health screening forms may be helpful to determine if someone has been exposed to COVID-19 or if they are experiencing symptoms. Consult with local health experts to identify the correct questions to ask.
8. Temperature should be below 38 C. If temperature is above that threshold, the individual should be given a mask/ face covering and moved to an isolation area or room for further evaluation. Make sure you are using accurate temperature-taking devices and understand that instrument's limitations (+/- .01 can be significant) as well as the conditions under which the device may provide an inaccurate reading.
9. This isolation area should be separate from the initial screening area and provide a climate-controlled environment.
10. Additional testing and evaluation should include a second temperature check to confirm the initial result and a review of symptoms.
11. COVID-19 symptoms include: fever 38 C or higher, cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, and a new loss of taste or smell.
12. If the individual still presents a concern following the second screening, he/she and his/her entire party (including all family members/people living in the same household, or employees who live in the same household or commute together) should be denied entry to the attraction and given guidance to seek medical care.

Refer to page 18 of this document for further steps.

Note: As a general rule, attractions should clearly communicate to both guests and team members that if they are not feeling well, are running a fever, or displaying any symptoms of COVID-19, they should stay home. This information should be communicated prior to arrival on property and on arrival.

## **CAN I CONDUCT TEMPERATURE CHECKS ON TEAM MEMBERS?**

You may want to monitor the health of your workers or guests through administering temperature checks, as a preventative measure in managing a COVID-19 outbreak in your workplace.

However, please keep in mind that temperature checks will not tell you whether a person has COVID-19. It will only identify symptoms. It is possible that a person may be asymptomatic or be on medication that reduces their temperature. It is also possible that the person may have a temperature for another reason unrelated to COVID-19.

You should implement known controls, such as good hygiene measures, physical distancing (keeping everyone at the workplace at least 1.5 metres physically apart), workplace cleaning and personal protective equipment (PPE) rather than only relying on temperature checks. You should also require workers to tell you if they are feeling unwell, including if they have a fever, and require them to go home when they do.

### **Before administering temperature checks:**

- seek the advice of your public health authority on the appropriate method of temperature checking, equipment, PPE and control measures required to ensure safe testing
- consult with your workers, and their health and safety representatives, and take their views into account
- provide instruction to all workers on the process for temperature checks, including emphasising the importance of maintaining the other control measures
- provide information, training, instruction and supervision, as well appropriate PPE for workers conducting temperature checks, and
- get advice on leave/stand down arrangements for employees who register high temperatures.

## **SPECIFIC GUIDANCE BASED ON ATTRACTION OR OPERATION TYPE RIDES, ATTRACTIONS, EXHIBITS**

### **RIDES, ATTRACTIONS AND EXHIBITS**



1. Use virtual queue systems where possible to manage capacity and facilitate physical distancing.
2. It may not be possible to open some attractions if physical distancing/sanitation can't be implemented or upheld (i.e. soft play, interactive mazes, touch pools, props-based experiences, etc.)
3. Team Member/guest interactions should not be prolonged and social conversation that would extend interactions should be minimised.
4. Employees should wash/sanitise their hands frequently.
5. Cleaning and sanitising protocols are important for high-touch surfaces on rides and attractions. Approaches include:
  6. Sanitising guests' hands as they enter the queue line, just before they board, and/or as they exit. This helps reduce the likelihood of guests leaving germs behind on surfaces.
  7. Sanitising ride surfaces frequently touched by guests or employees, including handrails, arm rests, restraints, lap bars, grips, seatbelts, over the-shoulder harnesses, etc.
  8. The frequency and approach to sanitising should be based on the guidelines provided on the cleaning chemicals, which should be determined based on the surface being cleaned. Make sure virus kill times and drying times are considered prior to opening the attraction or loading guests for the next cycle. Also make sure the ride is secured (including safety lock outs as needed) so employees can safely access the areas they need to clean.
9. If you have questions about cleaning and sanitising an attraction, contact the ride manufacturer for recommendations on cleaning products and processes.
10. You may also consider doing some combination of sanitising guests' hands and sanitising the ride surfaces.
11. Sanitise control and dispatch panels between each employee rotation.
12. Sanitise employee safety gates and railings frequently.
13. Conduct height checks according to existing protocols to ensure they are accurate. The guest and employee may wear face masks/ face coverings during the process. Consider refining height check operations to make them touch-free and easy to manage/view from a few feet away (highly visible height markers, elevated bar for the guest to stand under.)
14. When physically verifying that safety gates are locked and secured, operators can use their feet or knees to check movement. If hands must be used to ensure a

gate is locked, operators should wash/sanitise hands before moving on to another task.

15. Follow manufacturer guidelines/standard operating protocols to ensure restraints are locked, seatbelts are fastened, and riders are properly secured. The guests and employees should wear face masks/ face coverings during the process as long as the masks/ face coverings do not interfere with the safe operation of the ride.
16. Adjust queue, waiting, and pre-show areas to allow for proper physical distancing. Mark the floor or add signs to designate the appropriate 1.5 metres of physical distance space between individuals or family members/others who live in the same house. Be sure to consider the social distance area both front to back and side to side (some switchback queue lanes may need to be closed to maintain appropriate social distance). If the queue line involves steps, consider guidelines to specify some steps should remain empty between guests.
17. Consider reducing the number of guests per ride vehicle to facilitate physical distancing between riders.
18. Board family members/others living in the same household in the same vehicle when possible.
19. As a general rule, employees should avoid physically assisting/lifting guests. If a guest needs assistance, ask another family member to help. (Employees may still need to physically assist/lift guests in the event of a ride evacuation.)
20. Consider adding a physical distancing message (sign or announcement) to remind riders to maintain appropriate distances as they exit an attraction.
21. Remember to sanitise ride storage areas used for guests' personal belongings.
22. During ride evacuations, employees and guests should wear face masks/ face coverings if doing so does not restrict visibility and create a hazard.
23. If employees, safety, or medical personnel are managing a rescue involving injuries, they should wear appropriate PPE as dictated by First Aid/medical protocols.
24. Consider eliminating single-rider lines as they are typically designed to help fill in every open seat, which may not be the right approach in a time of physical distancing.
25. Carefully evaluate attractions that require time-consuming personal harnessing like ropes courses, climbing walls, and steel-cable swing rides because of the difficulty managing personal distancing during the harnessing process. The increased cleaning and sanitising of the harnesses and other equipment between each use may also be difficult and time consuming.

26. For walk-through exhibits (museums, aquariums, art galleries, etc.):
- Monitor entrance and venue capacity carefully to ensure guests can maintain physical distancing within the space.
  - Consider limiting the amount of time guests can remain in the exhibit to allow for other guests to enter.
  - Consider implementing a one-way traffic flow through the exhibit when feasible.
  - Frequently sanitise high-touch surfaces and viewing windows.
  - Provide hand sanitiser and/or handwashing stations throughout the exhibit.

## WATER PARK OPERATIONS

Note: These guidelines only apply to water park attractions/rides where the pool water is treated in accordance with health department regulations. They do not apply to water rides where the water is not treated to these standards. For those attractions, see the “Rides and Attractions” section above.

- Physical distancing is critical and can be effectively managed in a water park. Consider if physical distancing can be facilitated by a timed/controlled entry system to control guest density.
- Install signs at the entrances of all attractions regarding physical distancing. Establish control points of entry to monitor capacity and have employees remind guests to adhere to the guidelines.
- Total venue and attraction capacity should be reduced to ensure appropriate physical distancing can occur. (See section above on determining attraction capacity.)
- In queues, place distance markers at least every 1.5 metres to designate appropriate physical distancing positions on the ground, stairs, or other locations where guests wait. Consider using recorded messages, signs, and other means to communicate physical distancing requirements to guests. Consider providing timed entries for popular rides, which might reduce queue lines that are so long they interfere with other operations.
- If physical distancing cannot be managed effectively for a specific attraction, you should consider not opening it.
- Evaluate locker arrangements. Close or rotate some sections to allow for appropriate physical distancing during busy times. Post signs reminding guests to maintain physical distances of 1.5 metres and to wait for others to vacate before approaching the locker. Consider positioning an employee in the locker area to limit the number of people in the space at one time. Sanitise lockers between each use or provide bags so guests can stow their personal items in those bags before placing them in a locker.

7. Evaluate seating/lounging areas and adjust them to accommodate physical distancing guidelines to allow 1.5 metres of space between individuals or family units. Areas should be cleaned and sanitised frequently. Consider providing sanitiser and paper towels or sanitising wipes for guests to use in seating areas (similar to those found in grocery stores near grocery baskets, carts, and trolleys.)
8. In pools, wave pools, and water play/splash pads, manage entry and remind guests to stay 1.5 metres apart. There must be 1.5 metres of space between individuals and family units. (Family units are family members/people living in the same household and they may enjoy some attractions as a group if they stay together.)
9. In lazy rivers or other similar attractions, consider allowing someone to enter only after someone exits to maintain a reduced capacity. Remind guests to stay 1.5 metres apart.
10. If a raft or other ride vehicle accommodates more than one guest, that vehicle should only carry members of the same family/household.
11. Masks/ face coverings should not present a loose-article hazard, interfere with the safe operation of the attraction, or present a concern on attractions where guests are or may be fully immersed in water.
12. Appropriately treated swimming pool water according to Australian Standards, can kill viruses in seconds. Therefore, if a surface is covered in chlorinated pool water, that surface does not require additional sanitisation. If a high-touch surface is not covered in chlorinated pool water, it should be sanitised frequently.
13. If an attraction is always immersed in or constantly sprayed by treated pool water, it does not need to be specifically sanitised. Evaluate closing or removing hands-on, interactive features within play structures if they are not covered in treated pool water.
14. Chemical readings for water should continue as per normal (or increased) protocols/frequency and in compliance with local regulations/health codes. Consider posting chemical readings for guests to instil confidence in water quality.
15. All high-touch surfaces, regardless of location, should be sanitised. The frequency and approach to sanitising should be based on the surfaces and on guidelines provided on the cleaning chemicals. Make sure virus kill times/drying times are considered prior to cleaning. Also make sure the attraction or surface is secured so team members can safely access the areas they need to clean. Make sure cleaning and disinfection of ride and attraction surfaces is done with guidance from the manufacturer.

16. Consider providing hand sanitiser or a handwashing station in accessible areas and especially where guests pick up rafts and tubes. Encourage guests to clean their hands before they pick up a raft or tube.
17. Clean and sanitise life jackets between uses.
18. Be extra vigilant with cleaning, disinfecting, and sanitising protocols in restrooms and changing areas. (See previous guidance on restrooms.)
19. Towels should be laundered as usual using a detergent and high-heat washer and dryer settings. Bleach can be used, but it is not necessary. Laundry staff should wear appropriate PPE based on the chemicals they're using and how they handle soiled towels.
20. Equipment should not be shared (if possible) between lifeguards. If sharing must occur, rescue tubes, radios and dispatch panels should be sanitised at each rotation.
21. High-touch surfaces on lifeguard stands (handrails, ladders, arm rests, etc.) should be sanitised between lifeguard rotations.
22. Lifeguard training (including emergency response protocols), licensing, and certification should follow lifeguard training agency requirements.
23. Consider closing attractions and activities at different times in stages to avoid crowding at lockers, in changing rooms, and at exits.
24. Make sure your cleaning and sanitising activities are visible to the guests. If they don't see employees doing it, be sure to tell the guest the cleaning has been done.

## **FOOD AND BEVERAGE OPERATIONS**

1. Reduce seating to support physical distancing in seating areas. Families/people residing in the same house can be seated together.
2. Tables should be arranged such that the distance from the back of one chair to the back of another chair should be more than 1.5 metres apart and that guests face each other from a distance of at least 1.5 metres. Check with local health officials or government guidelines on seating configurations as they may have different guidelines.
3. Host stands and service areas should be frequently sanitised.
4. If you use beepers or pagers to manage waiting times, be sure to sanitise them between each use.
5. Replace reusable menus with single-use, disposable paper menus, or menu signs.

6. Use single-use placements or non-porous placements that can be machine sanitised after every use.
7. Implement technological options to reduce/eliminate queues at food and beverage locations. Use mobile ordering if possible. If a queue is required, create floor or other markings that identify spaces for appropriate physical distancing. Make sure pick-up areas are arranged so guests and employees can remain 1.5 metres away from each other.
8. Dining tables, stools, and tables should be sanitised after each use.
9. Self-serve condiments containers and utensils should be removed from public access and available from cashiers or servers. Those containers should be cleaned between each use. Alternatively, condiments can be provided in single serving packets.
10. All straws should be wrapped. Consider pre-packaged plastic flatware.
11. Make sure sneeze guards or other barriers are in place where needed and sanitised frequently. Evaluate the size and position of sneeze guards to ensure they serve as an appropriate barrier between guests, employees, and food.
12. Self-service food operations (not including pre-packaged food), including buffets and salad bars should be carefully evaluated or eliminated. If they must continue, physical distancing between guests and employees must be managed and it is necessary to change tongs and ladles more frequently, always leaving these items in separate containers. Clean and sanitise buffet surfaces frequently. Consider having employees serve the food as an alternative approach.
13. Only pre-packaged food should be placed in self-service counters. Add signs that remind guests to only handle what they intend to purchase. For added safety and to reduce contact, consider removing pre-packaged items and make them only available from an employee.
14. Self-service options and refillable drink containers should be avoided if possible, to reduce the likelihood of multiple guests touching common surfaces. Use single-use cups instead. Employees should staff beverage service operations, rather than allowing guests to serve themselves to minimize contact and keep equipment clean and sanitary. Alternatively, self-serve stations can be used if an employee cleans the machine after every use. At beverage locations where employees fill the cups, beverage refills can be orchestrated by giving a new, full paper cup to each guest for each refill. Consider selling refillable drink containers but seal them in plastic and explain by showing (not using) the container. They will receive unlimited refills in single-use cups.
15. Sanitise trays thoroughly after every use. Sanitise all tray stands frequently.



16. Touch-free payment options, including contactless payments should be used when possible. Check with your payment partners to increase the limits for “no PIN” and “no signature” transactions to reduce contact with the equipment.
17. Avoid cash handling when possible. If cash handling is permitted, cash must not be handled by employees who handle food.
18. Check presenters, pens, and other reusable guest contact items should be single use or sanitised after every use.
19. Storage containers should be sanitised before and after each use.
20. Kitchens should be thoroughly cleaned and sanitised regularly. General kitchen cleaning should be frequent and performed according to use.
21. Follow usual procedures for washing and disinfecting dishes, silverware, and glassware in a dishwashing machine, including items that have not been used as they might have been in contact with the hands of guests or employees. If manual washing is required, follow the usual steps (wash, disinfect, rinse). Drying using disposable paper towels is recommended. Tablecloths and napkins should be washed in the usual manner.
22. Vending machines should be sanitised frequently. Position self-serve sanitising wipe stations in vending areas.
23. Evaluate your supply chain to ensure you can secure the ingredients and products you need. Some supplies are limited, and you may need to adjust your menus accordingly. Communicate your needs with your vendors early and often as multiple food operations may reopen around the same time, putting added pressure on key suppliers.

## **RETAIL AND MERCHANDISE**

1. Sell hand sanitiser (with at least 60% alcohol), masks/ face coverings, and face coverings as guest convenience items. Coordinate with the operations department to ensure the masks/ face coverings you sell are appropriate for your attractions.
2. Educate customers with appropriate signage to only touch what they intend to purchase.
3. Create floor markings that provide minimum guide distances between customers queuing for service or cashiers.
4. Use physical barriers to separate staff from guests at cash registers and in merchandise pick-up locations where needed. Many businesses are using plexiglass/acrylic panels for these barriers to provide optimum visibility.

5. Cash wraps, physical barriers, phones, handles, knobs, hard surfaces, handles, and frequently touched surfaces should be sanitised frequently and upon shift change.
6. Evaluate merchandise pick-up/room delivery operations to determine if they should be temporarily discontinued.
7. All sales should be final until further notice.
8. Some items should be placed in plastic packages to reduce handling/facilitate sale.
9. Allow guests to put their purchased items into shopping bags themselves so employees don't touch them.

## **GAMES, ARCADES, AND FAMILY ENTERTAINMENT CENTRE ATTRACTIONS**

1. Hand sanitising stations should be easily accessible in games and arcades areas.
2. Establish cleaning protocols for machines and game components (rings, bucks, bean bags, balls, water guns, etc.) to insure they are cleaned frequently.
3. Consider providing hand sanitiser and self-service sanitising wipes throughout the facility so guests can help maintain cleanliness.
4. Machines should be placed to allow for 1.5 metres of physical distancing between players. Rather than moving machines, some machines can be turned off or otherwise inactivated to keep guests from using adjacent machines.
5. Consider adding physical barriers between players and between players and employees. Clean barriers and other high-touch surfaces frequently.
6. In multi-player games, physical distancing should be maintained between players unless those players are family members/people who all live in the same household in which case, they can sit closer to each other.
7. For miniature golf courses, consider ways to reduce surfaces guests touch frequently. Several approaches to reduce guest contact with the holes on the course include placing a piece of round coated foam (like a swimming pool noodle) in a mini-golf hole to reduce the depth of the hole or removing routes where balls drop into hole-in-one cups and have them roll onto the carpet instead. For courses that print custom scorecards, allow guests to get their own ticket out of the printer. Sanitise balls, putters, and pencils before and after each use.
8. Reconsider operating soft games, ball pools, and inflatables where physical distancing and sanitation protocols may be difficult to manage.

9. See the “Retail and Merchandise” and “Payments” sections above for guidance on managing award/redemption areas, point systems, and payments.

## **THEATRES, ENTERTAINMENT, SHOWS, AND ANIMAL EXPERIENCES/INTERACTIONS**

1. Manage capacity for indoor and outdoor show venues to allow for proper physical distancing in seating areas. Families/people living in the same house can sit closer together. All individuals should be physically distanced otherwise. This may require marking (with signs, tape, etc.) the seating areas to reinforce physical distancing guidelines for guests.
2. When evaluating physical distancing, be sure to consider the distance from others both side to side and front to back.
3. Consider increasing the number of performances since the capacity per performance may be reduced for physical distancing.
4. Allow extra time for guests to enter stadiums, theatres, and forums to facilitate the new seating arrangements. Provide hand sanitisers at all entrances.
5. Consider end-of-show announcements that encourage guests to take their time exiting the show venues or stagger exits (by seating sections or rows) to allow for physical distancing guidelines to be followed as guests leave.
6. If physical distancing accommodations of 1.5 metres between guests and employees cannot be accommodated in the show venue, the performance should be cancelled.
7. Theatre seating and public areas should be sanitised at the conclusion of each performance.
8. Consider temporarily closing venues that require VR headsets, 3D glasses, helmets, or other accessories to allow time to activate appropriate additional cleaning protocols related to the coronavirus.
9. Reconsider atmosphere/street performances and audience interactions that may involve pulling audience members up on stage if those interactions cannot be managed while physical distancing is maintained.
10. Reconsider animal feeding/interaction experiences as it may be difficult to manage physical distancing in those environments.
11. Review/reconsider procedures for close contact meet-and-greet interactions with face characters, costume characters, or animals. Be sure to address physical distancing requirements. Consider “drive-by” character experiences in vehicles or appearances on stages to provide visibility from a distance.

12. Eliminate equipment sharing (microphones, headsets, etc.) between employees where possible.
13. Review procedures and policies for washing costumes, wigs, and props.

## MENTAL HEALTH & COVID-19

Discussions and concerns around the coronavirus outbreak and practising self-isolation can be stressful and impact our mental health and wellbeing. It's natural to feel a range of emotions, such as stress, worry, anxiety, boredom, or low mood. Many people feel distressed by the constant news and overwhelming amount of information about the situation.

WHS laws cover risks to psychological (mental) health too. This is a stressful time for all Australians, and you must do what is reasonably practicable to eliminate and reduce the psychological risks to workers and others at the workplace.

Under WHS laws, you must **eliminate or minimise the risk to psychological** health and safety arising from the work carried out by your business or undertaking as much as you reasonably can.

To determine what measures to put in place, you should carry out a risk assessment and consider all the risks to psychological health in your workplace. You must also **consult** your workers and their representatives. Workers often know what the issues are and have ideas about how to manage them.

Once you have consulted workers, determined appropriate measures and put them in place, continue to **review** how you are managing the risks to check your measures are working.

This is an unprecedented time for all employers and workers. You may wish to seek professional advice on your WHS duties and how to meet them in your particular circumstances. The WHS regulator in your state or territory may also be able to provide further advice.

## WHAT CAUSES PSYCHOLOGICAL INJURY? WHAT ARE PSYCHOSOCIAL HAZARDS?

A psychosocial hazard is anything in the design or management of work that causes stress. Stress is the physical, mental and emotional reaction a person has when we perceive the demands of their work exceed their ability or resources to cope. Work-related stress if prolonged or severe can cause both psychological and physical injury. Stress itself is not an injury.

For many people, the COVID-19 pandemic has introduced and increased a range of psychosocial hazards in the workplace, at a time when a range of other non-work-

related psychosocial risks are also occurring (uncertainty about future employment, social isolation etc.).

Psychosocial hazards arising from COVID-19 include:

- **Exposure to physical hazards and poor environmental conditions**
- concern about exposure to COVID-19 at work
- poor management of WHS risks, lack of equipment and resources, such as insufficient appropriate PPE
- exposure to poor conditions such as heat, cold or noise in temporary workplaces

#### **Exposure to violence, aggression, traumatic events and discrimination**

- increased work-related violence, aggression and incivility from patients, customers and members of the public
- serious illness or death of colleagues or clients e.g. nursing home deaths due to COVID-19
- racism, discrimination or stigma stemming from COVID-19
- self-isolation as a result of suspected workplace exposure

#### **Increased work demand**

- increased workloads e.g. supermarket home delivery drivers doing more deliveries and longer hours
- increased time at work e.g. additional shifts as production moves 24/7 to meet increased demands
- increased workload e.g. because of increased cleaning requirements or reduction of workers in workplace due to physical distancing requirements
- work required to adjust to rapid change e.g. buying new equipment or setting up new procedures

#### **Low support and isolated work**

- [working from home](#) or isolation from others due to physical distancing or isolation requirements results in feelings of not being supported
- reduction in number of workers at workplace completing physical tasks to maintain physical distancing requirements
- failure (perceived or real) of employers not implementing new policies and procedure to address new working arrangements

#### **Poor workplace relationships**

- increased risk of workplace bullying, aggression and harassment as pandemic continues
- workplace racism, discrimination, or stigma, including towards those that have had COVID-19 or are perceived to be a greater risk to others
- deterioration of workplace relationships as competing demands lead to less regular and effective two-way communication
- decreased opportunity for workplace social connections and interactions

#### **Poor organisational change management**

- lack of planning as a result of the pace of the pandemic

- continual restructures to address the effects of COVID-19 and a corresponding failure to provide information and training, consulting and communicating with or supporting workers (e.g. manufacturing companies making different products or redeploying staff to meet changes in demand)
- insufficient consideration of the potential WHS and performance impacts due to COVID-19

### Increased emotional distress

- limitations on workers offering the same assistance to colleagues or clients they normally would or witnessing others' distress in situations where they can't access their normal services or support e.g. a cancer ward in a hospital has restricted visitors to reduce the risk to patients. The nurses see their patients and family struggle with this isolation.

## HOW CAN I ELIMINATE AND MANAGE RISKS TO PSYCHOLOGICAL HEALTH?

You should manage psychosocial risks in the same way as physical risks. See our information on managing the physical risks of coronavirus and other WHS risks including work-related violence and aggression for more information. Eliminating or minimising physical risks will also help to manage many psychosocial risks.

The [Infographic: Four steps to preventing psychological injury at work](#) shows how the risk management process can be applied to psychosocial risks and detailed guidance is available in Safe Work Australia's Guide: [Work-related psychological health and safety: A systematic approach to meeting your duties](#). See also our information about conducting Risk assessments for COVID-19.

A [Coronavirus Mental Wellbeing Support Service](#), including information, an online community forum and phone counselling service is being provided by Beyond Blue with funding from the Department of Health. You should inform you workers of this support service.

### TIPS FOR MANAGING STRESS FROM COVID-19

Regularly **ask your team** how they are going and if anything is stressing them.

- Where workers are distressed about the challenging conditions caused by the pandemic, **acknowledge their feelings** about the situation and **reassure your team** they are doing what they can in the circumstances
- **Stay informed** with information from official sources and regularly communicate or share this information with workers
- **Consult your team** and representatives on any risks to their psychological health and physical health and safety
- **Support** innovations to address the psychosocial risks where you reasonably can
- Provide workers with a **point of contact** to discuss their concerns
- Make **workplace information** available in a central place

- Inform workers about their **entitlements** if they become unfit for work or have caring responsibilities
- Inform workers about their **rights** under WHS laws, including the right to stop work in certain circumstances and the right not to be discriminated against or disadvantaged for raising work health and safety concerns in the workplace
- Proactively **support workers** who you identify to be more at risk of workplace psychological injury (e.g. frontline workers or those working from home), and
- **Refer** workers to appropriate work related mental health and wellbeing support services, such as employee assistance programs or the [Coronavirus Mental Wellbeing Support Service](#).

## NON-WORK-RELATED CAUSES OF STRESS

There are things that may stress your team during the COVID-19 pandemic which may not be work related. Even though you may not have legal obligations in relation to that stress, you should take this into account, and if you are able to, offer workers increased support and flexibility to get through this difficult time. These stressors could include some or all of the following:

- **Financial stress** e.g. from reduced hours, loss of employment (such as their own secondary employment or their partners)
- **Balancing work and caring responsibilities** e.g. from trying to work while also meeting the needs of children and others unable to attend their usual activities or care arrangements
- **Concern for vulnerable family members/friends** e.g. from concerns they might get the virus or increased emotional stress at not being able to visit and assist elderly relatives
- **Change to activities that support good mental health** e.g. reduced exercise because of closure of gyms, reduced holidays because of travel limitations and reduced social interactions.

## MY WORKERS ARE WORRIED ABOUT CATCHING CORONAVIRUS. WHAT SHOULD I DO?

You should talk to your workers and understand more about their concerns. Once you understand their concerns, ensure you are doing all you reasonably can to eliminate and manage those concerns, see Safe Work Australia's Guide: [Work-related psychological health and safety: A systematic approach to meeting your duties](#) and also our information on managing the physical risks of COVID-19.

For some workers, being more informed about COVID-19 may help ease their concerns. Provide them with relevant information on COVID-19 and remind them of all the measures you are taking in the workplace to reduce possible exposure.

You should also remind them of all the services that are available to them for support, e.g. your employee assistance program and the [Coronavirus Mental Wellbeing](#)

[Support Service](#). It might also be helpful for them to talk to their treating medical practitioners, such as their GP.

## **MY STAFF ARE WORKING HOME. HOW DO I LOOK AFTER THEIR MENTAL HEALTH?**

The duties under the model WHS laws apply to all workplaces, including where a worker is working from home. When you consider the risks to your workers psychological health and the control measures you will implement to eliminate or minimise those hazards, you need to do this for all your workplaces, including home workplaces. The same things may lead to stress working from home as at the usual workplace, but the controls you put in place may need adjusting (e.g. you might replace a regular staff morning tea, with a weekly email update or videoconference to keep people connected). Where workers are working from home you should consider the tasks you have asked workers to perform from home and whether doing these in relative isolation could cause stress, and what you can do to minimise that stress.

Before you implement any control measures for working from home, you must consult your staff about how they are going, anything that is stressing them and what you can do to minimise that stress. For those working from home, it might be particularly helpful to consult individually, although that may not always be possible.

What is essential though, is that there is regular and meaningful communication with your staff, including by telephone and videoconference where you can. Make sure you frequently check in on how they are going and if anything has changed. You should also make sure they know who to talk to if they need additional support or are feeling concerned.

See also the information on [Working from home](#).

## **WHAT SHOULD I DO ABOUT BULLYING, HARASSMENT AND STRAINED RELATIONSHIPS IN THE WORKPLACE?**

Talk to your workers, identify whether there is anything in their work that is causing strain, for example competing business demands. If possible, address the cause of the strain before it damages working relationships.

If bullying, has occurred, follow your bullying policy or see the [Guide to preventing and responding to workplace bullying](#).

You can manage the risk of workplace bullying by taking a proactive approach to identify early, any unreasonable behaviour and situations likely to increase the risk of workplace bullying occurring.

You should implement control measures to manage these risks and monitor and review the effectiveness of these measures. This could include activities such as:



- Regularly consulting with workers and health and safety representatives to find out if bullying is occurring or if there are factors likely to increase the risk of workplace bullying.
- Setting the standard of workplace behaviour, for example through a code of conduct or workplace bullying policy.
- Designing safe systems of work by clearly defining jobs and providing workers with the resources, information and training they need to carry out their work safely.
- Implementing workplace bullying reporting and response procedures.
- Developing productive and respectful workplace relationships through good management practices and effective communication.
- Providing information and training on workplace bullying policies and procedures, available support and assistance, and how to prevent and respond to workplace bullying.
- Prioritising measures that foster and protect the psychological health of employees.

Your [state or territory WHS regulator](#) can provide support and advice on how to manage the risks in your business.

In some circumstances, an order to prevent or stop a worker being bullied can be made under the Fair Work Act 2009 by contacting the [Fair Work Commission](#).

The [Australian Human Rights Commission](#) investigates and resolves complaints (under federal laws) of bullying based on a person's sex, disability, race or age. It can also investigate and resolve complaints of workplace bullying based on a person's criminal record, trade union activity, political opinion, religion or social origin.

There are services available to people who are feeling depressed, stressed or anxious as a result of bullying behaviour. They include [BeyondBlue](#) and [Lifeline](#).

## FURTHER INFORMATION AND SUPPORT

Visit the following sites for information on caring for mental health:

- SafeWork NSW – [COVID-19 pandemic: mental health at work](#)
- Workplace Health and Safety Queensland – [Work-related stress](#) and [Workplace psychological health considerations during COVID-19](#)
- WorkSafe ACT – [Work-Related Mental Health Impacts of COVID-19 and Healthier Work ACT – Responding to COVID-19](#)
- SA Health – [COVID-19 mental health support](#)
- Northern Territory Government – [Coronavirus \(COVID-19\) Self-care](#)
- Comcare – [Coronavirus: mental health and wellbeing guidance and resources](#)
- VicHealth – [How to look after your mental health during the coronavirus \(COVID-19\) pandemic outbreak](#)
- Western Australian Mental Health Commission – [Looking after your mental health during the COVID-19 pandemic](#)

- Government of Western Australia, Department of Mines, Industry Regulation and Safety - [COVID-19 coronavirus guidance for employers: Looking after employee mental health](#) and [COVID-19 coronavirus guide for employees: Looking after your mental health](#)
- Tasmanian Government – [Mental health support](#)
- Head to Health – [COVID-19 support](#)
- Australian Psychological Society – [Tips for coping with coronavirus anxiety](#)
- Headspace – [How to cope with stress related to coronavirus \(COVID-19\)](#)

To ensure this information is as accessible and easy to understand as possible, we refer to 'employers' and their responsibilities.

However, under the model WHS laws, duties apply to any person conducting a business or undertaking (PCBU) which includes employers, but also others who engage workers. For more information about who is a PCBU see our [Interpretive Guideline – model Work Health and Safety Act – the meaning of 'person conducting a business or undertaking'](#).

If you need help deciding how WHS laws apply to you or what to do at your workplace, [contact your WHS regulator](#).

## ADDITIONAL QUESTIONS AND NOTES

**Gloves** – Gloves provide a false sense of security and are therefore not recommended as a part of general protocols. If someone wears gloves, touches an unclean surface, then touches their face or another surface, they will spread germs. Rather, frequent hand washing is important to ensure hands are clean. Hence, gloves are not included in most of this guidance. This guidance does not apply to protocols that require gloves (i.e. food handling, cleaning functions with chemicals, First Aid operations), which should be strictly followed.

**Hot vs. Cold Water for Hand Washing** – Safework Australia recommends handwashing be performed for 20 seconds using warm or cold water and soap. Hot water is not required, and warm and cold water are equally effective. The key is in the duration (20 seconds or more) and the use of soap. The chemical make-up of soap/soap bubbles break the walls of the bacteria and the water washes it away.

**Liability Waivers** – Many governments do not honor/accept liability waivers and can be socially unacceptable in some parts of the world, limiting their effectiveness. As an alternative, operators may want to post signs/notices to ensure guests understand there is known risk associated in being in public spaces with others. These conversations should take place with your legal counsel.

**Temperature Checks/Screening on Entry** – Temperature checks are not recommended as a primary operating principle due to the inconsistent nature of readings, particularly in outdoor environments. Individuals carrying COVID-19 can be

asymptomatic, including maintaining a normal body temperature. As a result, screening is not an effective way to keep individuals with the disease out of a facility. It is effective to assume everyone is COVID-19 positive and take the necessary precautions to avoid spreading the disease (handwashing, physical distancing, cleaning, and sanitization). Refer to page 18 for more on temperature checks.

**Thermal Imaging** - Is mass thermal imaging an effective way of identifying people with COVID-19?

**RESOURCE:**

[https://www.aci.health.nsw.gov.au/\\_\\_data/assets/pdf\\_file/0003/580026/20200408-Evidence-Check-Thermal-Screen-Review.pdf](https://www.aci.health.nsw.gov.au/__data/assets/pdf_file/0003/580026/20200408-Evidence-Check-Thermal-Screen-Review.pdf)

DRAFT

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The individuals, companies, and organisations listed below (along with many others from around the world) contributed content and perspective that facilitated the development of this document. AALARA, the Australian association for the attractions industry, greatly appreciates IAAPA's massive part in the collation of this information and of all the contributors listed below.

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Mexican Association of Water Parks (AMPABA), Mexico  
Parque Acuatico Inbrusa, Mexico  
ProParks Attractions Group, United States  
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