

WEST VIRGINIA STRONG

The Comeback

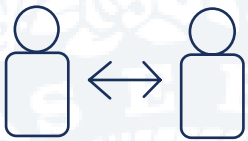


**A Guide to Safely
Reopening Zipline Outfitters**

Issued on May 14, 2020

A Guide to Safely Reopening Zipline Outfitters

The guidance below is issued to zipline and aerial tour outfitters who choose to resume operations. Operations are allowed to begin under the following limitations on May 21, 2020.



As your business reviews and implements these new measures, we encourage you to share and discuss them with your employees and your customers. Communicating enhanced cleaning and sanitization practices will make workers and patrons feel more confident in your business.

Failure to adhere to these guidelines may result in appropriate enforcement measures. All existing laws and guidelines issued by the West Virginia Division of Natural Resources remain in effect.

A GUIDE TO SAFELY REOPENING ZIPLINE OUTFITTERS

PATRON GUIDANCE

- **PPE:** Outfitters are encouraged to provide all patrons with masks upon arrival, if they do not already have them. Patrons should be encouraged to use cloth or disposable face coverings when safe and practical to do so.
- **Self-screening:** Encourage all patrons to self-screen for COVID-19 symptoms with the following questions:
 - Have you been in close contact with a confirmed case of COVID-19?
 - Are you experiencing a cough, shortness of breath, or sore throat?
 - Have you had a fever in the last 48 hours?
 - Have you had new loss of taste or smell?
 - Have you had vomiting or diarrhea in the last 24 hours?
- **Temperature checks:** Patrons are encouraged to take their temperature prior to arriving.
- **Sick patrons:** Any patron or visitor who exhibits COVID-19 symptoms (i.e., answers yes to any of the screening questions or who is running a fever) should seek medical care and/ or COVID-19 testing, per CDC guidelines.
- **Physical distancing:** All patrons must practice proper social distancing, minimum of six (6) feet where practical and safe to do so.
- **Shared equipment:** Patrons are prohibited from sharing equipment with anyone outside their immediate group.

OPERATIONAL GUIDANCE

- **Limited group size:** Group size cannot exceed six (6) guests for guided experiences. Groups may not include patrons who do not arrive or reside together.
- **Buses:** Groups on buses must be spaced six (6) feet apart, and the maximum capacity permitted on a fifty-five (55) person capacity bus is eighteen (18) guests. Everyone on the bus must wear face coverings, and all windows must be down. Buses must be properly sanitized after each use.
- **Shuttles or utility vehicles:** 15-passenger shuttles or UTVs may only be used to transport one individual group (that is, a group of patrons who arrive or reside together) at a time. Everyone on the shuttle or UTV must wear face coverings, and all windows must be down on shuttles. Vehicles must be properly sanitized after each use.
- **Dispersed groups:** Outfitters should maximize the distance between groups on guided experiences and between individuals on non-guided experiences.
- **Zipline platforms:** Reduce patrons on platforms, as safe and practical to do so. Groups may not be combined on platforms or on the courses.
- **Reservations:** Outfitters must implement an advanced reservation model for all guided experiences.
- **Signage:** Post extensive signage on health policies, including the following documents in the workplace to help educate all on COVID-19 best practices:
 - [CDC: Stop the Spread of Germs](#)
 - [CDC: COVID-19 Symptoms](#)
- **Outdoors:** Where possible, all check-out, check-in and payment processing should occur outdoors.

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- **Hand sanitizer for patrons:** Provide hand sanitizer for use by patrons, including contactless hand sanitizing stations when available. Hand sanitizer must be available on buses, shuttles, UTVs and near all equipment stations.
- **No entry:** Patrons are not permitted to enter or exit facilities except to access restrooms, check-in, check-out or make a payment. Mark ingress/egress to and from all facilities to establish paths that mitigate proximity for guests and staff. Access to specialty retail or dining facilities must meet the previously set forth requirements.

EMPLOYEE SAFETY

- **Screen employees:** Screen all employees reporting to work daily for COVID-19 symptoms with the following questions:
 - Have you been in close contact with a confirmed case of COVID-19?
 - Are you experiencing a cough, shortness of breath, or sore throat? o Have you had a fever in the last 48 hours?
 - Have you had new loss of taste or smell? o Have you had vomiting or diarrhea in the last 24 hours?
- **Temperature checks:** Employees are encouraged to take their temperature prior to leaving for work. If their temperature measures over 100 degrees, the employee should notify management and not return to work that day and any future days when the temperature is over 100 degrees.
- **Sick employees:** Direct any employee who exhibits COVID-19 symptoms (i.e., answers yes to any of the screening questions or who is running a fever) to leave the premises immediately and seek medical care and/or COVID-19 testing, per CDC guidelines. Employers should maintain the confidentiality of employee health information.
- **PPE:** Employees must wear proper personal protection equipment (PPE), including cloth face coverings, wherever safe and practical to do so.
- **Social distancing:** All employees must practice proper social distancing, minimum of six (6) feet where practical and safe to do so. Employees should minimize contact with patrons as practical.
- **Tracing:** Develop and implement policies and procedures for employee contact tracing following employee with a positive COVID-19 test and inform the local health department of such positive test and tracing.
- **Training:** Train all employees on the importance and expectation of increased frequency of handwashing, and the use of hand sanitizers with at least 60% alcohol; provide clear instruction to avoid touching hands to face.
- **Sanitization:** Disinfecting wipes and hand sanitizer should be made available on vehicles or shared spaces among employees. If disinfecting wipes and hand sanitizer are unavailable, ensure an adequate supply of hand soap is available for employees.
- **At-risk individuals:** Consider special accommodations for employees that are members of a vulnerable population, like senior citizens or immunocompromised people, including encouraging teleworking to the maximum extent possible among other measures.

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CLEANING & SANITIZATION

- **Cleaning solutions:** Cleaning products and protocols shall include [EPA-approved disinfectants](#) that meet CDC requirements for use and effectiveness against viruses, bacteria and other airborne and bloodborne pathogens.
- **Pre-shift equipment cleaning:** Employees shall disinfect touch points on all equipment at the beginning of each shift and on a regular schedule throughout the day.
- **Workplace and equipment cleaning:** Implement workplace cleaning and disinfection practices including sanitizing common surfaces such as rafts, paddles, coolers, bus seats, bus rails, and personal flotation devices at least every two hours or immediately after each use. For more information, please refer to the [CDC guidelines on disinfecting public spaces](#).

COMMUNICATION

- **Online media:** Outfitters are encouraged to communicate new safety and social distancing measures to patrons through online mediums, including website, social media and email communication. Where applicable, questions from patrons are to be answered over the phone or through an online chat software to reduce face-to-face interaction.
- **Install barriers:** Where practicable, physical barriers such as partitions or plexiglass at cash registers or other areas of interaction.
- **Use technology:** Where practicable, use technological solutions to reduce person-to-person interaction for reservations and payment.

AMENITIES

- **Lodging:** All lodging providers must follow Gov. Justice's most recent guidelines for lodging providers and campground managers.
 - [Click here to review lodging guidelines.](#)
 - [Click here to review camping guidelines.](#)
- **Food & beverage services:** Onsite restaurants must follow Gov. Justice's most recent guidelines for restaurants.
 - [Click here to review restaurant guidelines.](#)
- **Pools & fitness centers:** Onsite pools and fitness centers shall remain closed until further notice.
- **Outdoor recreation equipment rentals:** Onsite recreation equipment rentals must follow Gov. Justice's most recent guidelines for outdoor recreation outfitters.
 - [Click here to view outdoor recreation outfitter guidelines.](#)
- **Meeting & conference spaces:** Onsite meeting and banquet arrangements shall allow for physical distancing between guests based on CDC recommendations. Outfitters providers must also follow the group gathering limits set forth in Governor's Justice's Safer at Home Order.
 - [Click here to view Safer & Home Order.](#)
- **Gift shops:** Onsite giftshops must follow Gov. Justice's most recent guidelines for specialty retail stores.
 - [Click here to view specialty retail guidelines.](#)

In addition to the specific guidelines for West Virginia zipline outfitters above, businesses and their employees should be mindful of the more general guidance issued for small businesses and outdoor recreational outfitters, found at governor.wv.gov