



## ZOO GUIDELINES

### GENERAL HEALTH

1. Wear face coverings over nose and mouth
2. Maintain social distance of at least 6-ft.
3. Frequent hand washing

### HR AND TRAVEL POLICIES

1. Employees should follow CDC travel guidance to protect themselves and others during business travel
2. Employees shall not report to, or be allowed to remain at, work if sick or symptomatic

### HEALTH MONITORING

1. Employers should make temperature checks available and post information about COVID-19 symptoms to allow employees to self-assess whether they have any symptoms and should consider going home
2. Have a wellness screening program for conducting in-person screening upon arrival as well as a mid-shift screening for employee shifts greater than 5 hours
3. If employee reports having any COVID-19 related symptoms, they should remain isolated at home for a minimum of 10 days after symptom onset OR until feverless and feeling well (without fever-reducing medication) for at least 72 hours OR confirmed to not have COVID-19 via 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed
5. Any employee who has had close contact with a person who is diagnosed with COVID-19 should quarantine for 14 days

### PHYSICAL WORKSPACE

1. Display signage at entry with face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limit, in multiple languages as needed
2. Eliminate common touchpoints
3. Display visual markers 6-ft. apart at attractions to designate where guests may stand to view exhibits
4. Close hands-on exhibits, indoor exhibits and rides

### DISINFECTING/CLEANING PROCEDURES

1. Cleaning and disinfecting of premises should be conducted in compliance with CDC protocols on weekly basis
2. Every two hours clean and disinfect common areas (e.g., restrooms, cafeterias) and surfaces touched by multiple people (e.g., entry/ exit doorknobs, stair railings)
3. Sanitize all audio guide equipment before and after use by a customer OR suspend use of audio guide equipment
4. Seated video exhibits should follow guidelines for Theaters and Performing Arts

### STAFFING AND ATTENDANCE

1. Operate at no more than 25% of occupancy at any given time  
Limit guided tour groups to 50 or fewer people per tour guide
2. Design a plan to allow for social distancing within the workplace and if needed, designate employee(s) to monitor capacity limits and social distancing
3. Establishment operators should develop a method to inform customers of available museum capacity before customers arrive at the establishment (e.g. reservation system) and customers should check for available museum capacity before going to the museum
4. Limit occupancy of common areas to allow for social distancing

### EXTERNAL INTERACTIONS

1. Before allowing suppliers and non-guest visitors to enter, ask whether the individual is currently exhibiting COVID-19 symptoms.
2. Suppliers and non-guest visitors should wear face coverings over their nose and mouth when entering premises
3. Keep log of all external suppliers who enter premises

### CUSTOMER BEHAVIORS

1. Wear face covering over nose and mouth at all times unless viewing outside exhibits while maintaining at least 6 ft. apart from non-household individuals
2. Guests are encouraged to purchase online tickets
3. Before allowing entrance, employers ask whether guest is currently exhibiting COVID-19 symptoms