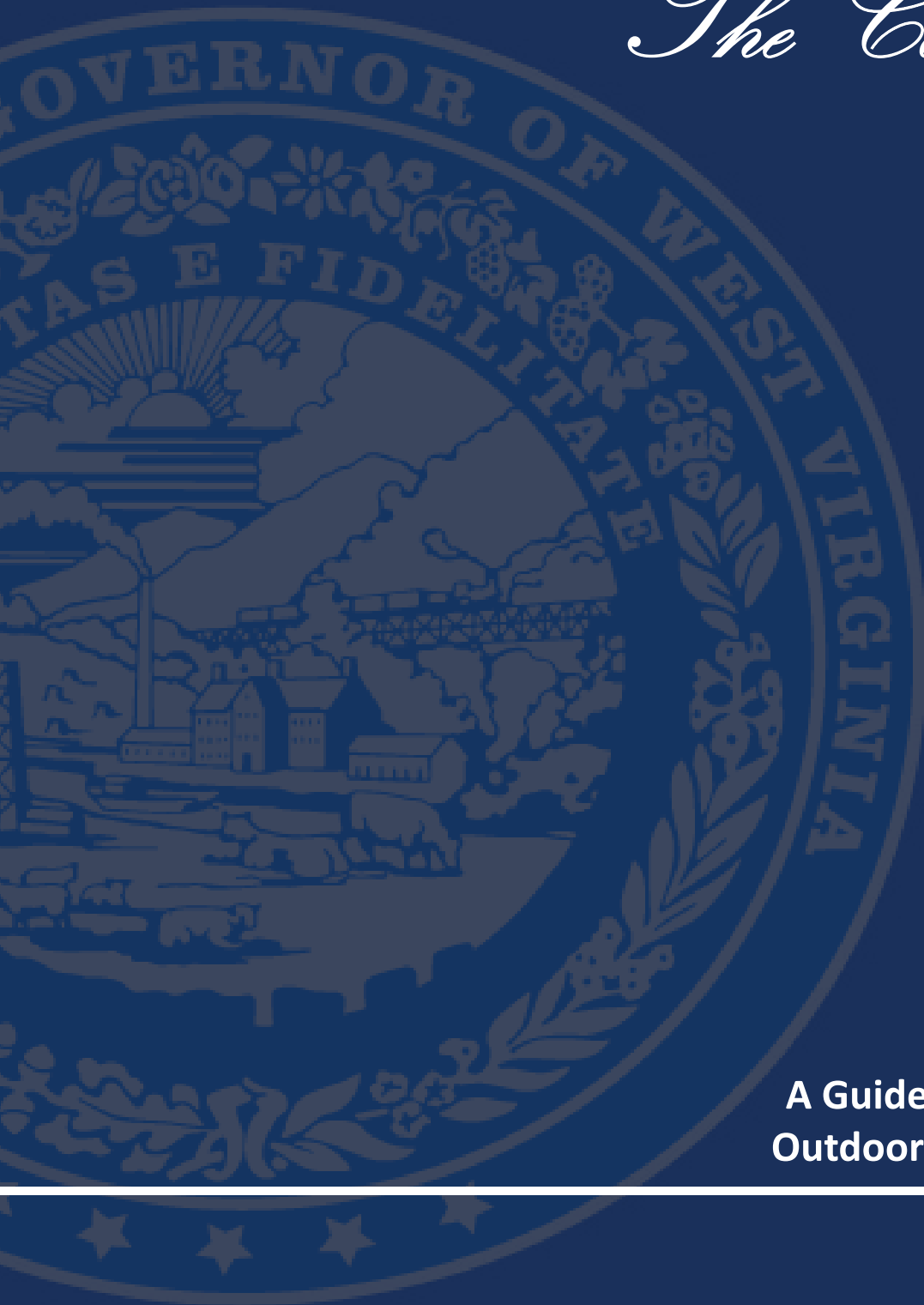


WEST VIRGINIA STRONG

The Comeback

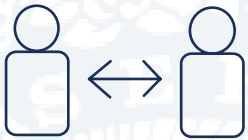


**A Guide to Safely Reopening
Outdoor Recreation Outfitters**

Issued on May 11, 2020

A Guide to Safely Reopening Outdoor Recreation Outfitters

The guidance below is issued to all outdoor recreation outfitters or companies who chose to begin to rent equipment such as kayaks, bicycles, boats rafts, canoes, ATVs and similar equipment which can be used by patrons outdoors.



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.

Please note: The following guidelines are being published in advance of Governor Justice's Executive Order — currently anticipated to be effective May 21, 2020.

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PATRON GUIDANCE

- **PPE:** Outfitters are encouraged to provide all guests with masks upon arrival, if they do not already have them. Patrons should be encouraged to use cloth or disposable face coverings while on the premises.
- **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. If their temperature measures over 100 degrees, the patrons are not permitted.
- **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) must leave immediately and seek medical care and/or COVID-19 testing, per CDC guidelines.
- **Limit groups:** Do not allow groups to congregate.
- **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 or party.

OPERATIONS & 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?
 - 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:** 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.
- **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.
- **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.

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- **PPE:** Employees must wear proper personal protection equipment (PPE), including cloth face coverings, when working on shared equipment and interacting with patrons.
- **Social distancing:** Employees should minimize contact with patrons as practical. Employees shall not congregate and should practice social distancing wherever practical and safe to do so.
- **Group and/or guided trips:** All group and guided trips are prohibited except for fishing. Guided fishing trips must comply with these guidelines and the guidelines set forth specific to guided fishing trips.
- **Sanitization:** Disinfecting wipes and hand sanitizer should be made available in common areas or shared spaces among employees. If disinfecting wipes and hand sanitizer are unavailable, ensure an adequate supply of hand soap is available for employees.
- **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](#)
- **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 patrons and staff.
- **Outdoors:** Where possible, all check-out, check-in and payment processing should occur outdoors.
- **Limit contact with patrons:** Limit contact between employees and patrons as much as possible.
- **Reservations:** Where practical, implement a call-ahead reservation model for all equipment rentals.
- **Hand sanitizer for patrons:** Provide hand sanitizer for use by patrons, including contactless hand sanitizing stations when available. If hand sanitizer is unavailable, ensure an adequate supply of hand soap is available for patrons.

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.
- **Workplace cleaning:** Implement workplace cleaning and disinfection practices including sanitizing common surfaces at least every two hours. For more information, please refer to the CDC guidelines on [disinfecting public spaces](#).
- **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.
- **Equipment cleaning:** All equipment must have contact surfaces cleaned and disinfected. These contact areas include seats, seat belts, handles, and all other areas touched by patrons. All equipment must be cleaned prior to each rental and immediately upon return of the rental.
- **Helmets and life jackets:** All helmets and life jackets, utilized by customers, must be cleaned and disinfected prior to being issued to a rental customer. All helmets and life jackets must be cleaned prior to each rental and immediately upon return of the rental.

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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.

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

