



**Brownstone**  
Exploration & Discovery Park

# **Operations Manual Addendum Summer 2020 Covid-19 Operations**

**6/9/20**

**\*\*This addendum will supersede all procedures in current and previous manuals to address the challenges of the Covid-19 Pandemic. \*\***

## **1) General Procedures**

- a) All Brownstone employees will receive training in proper use of PPE, as well as the correct way to clean, disinfect and sanitize both porous and non-porous materials.
  - i) All staff will be required to cover their mouth and nose when they are within 6 feet of other guest or employees. This includes the top and bottom of all zip lines.
- b) Guests will be asked to follow current state recommendations for face coverings and social distancing in public. Those who do not maintain social distancing or practice safe behavior will be asked to leave.
  - i) Buffs, which can be used as a face covering in an athletic setting, will be available for sale at check in.
- c) Hand sanitizer and wipes will be at building entrances and at zip lines.
- d) Guests will be instructed to maintain social distance of at least 6 feet at all times over the entire property including parking lots.
- e) Social distancing applies not only to guests but also to resort employees. All employees will wear appropriate PPE.
- f) Payments and transactions must be made online, by phone or by contactless payments whenever possible.
- g) Generous signage reminding guest to maintain social distancing, to wash hands and to stay home if sick will be posted throughout the park.

## **2) Purchasing Tickets**

- a) All daily admission tickets will be purchased online through the Brownstone website's e-commerce portal. Daily ticket maximum will be set for 750 guests.
  - i) Tickets will be sold for specific days and will be non-transferrable and nonrefundable. All sales are final.
  - ii) In the event that the park does close for weather (or safety) reasons, ticket holders will be given the option to reschedule.
- b) Guests who arrive without tickets will be instructed to purchase tickets on their phones.
  - i) In person ticket purchases will only be allowed as a last resort.

## **3) Waivers**

- a) Guests will be instructed to complete a waiver for each ticket purchased and print them at home.
- b) Guests that arrive without waivers will be directed to complete paper waivers on site.
  - i) The waiver counter or table will be stocked with hand sanitizer and or disinfectant wipes.
  - ii) Waivers will include a section where guests will self-certify that they are and have been Covid-19 symptom free for 14 days.
  - iii) All guests will have their temperature taken and recorded on their waiver when they present themselves for entrance into the park.

#### 4) Parking Lot/Unloading

- a) Unloading at the front gate will continue to be prohibited.
- b) Guests who have coolers and bags that they wish to unload will be directed to do so at the viewing wall.
- c) There will be no bus service for guests from the parking lot due to the inability to maintain any social distancing inside the bus.
- d) During peak arrival times parking attendants will direct cars to alternating sides of the parking lots to aid in guest's ability to maintain social distancing while unloading.

#### 5) Check In

- a) Lines for waivers and check in will be marked every six feet to indicate spacing between households both along the fence and on the ground with brightly colored boards.
- b) Guests will present and empty all large coolers and bags for inspection. **No alcohol, glass or external heat sources are allowed inside the park at any time.** Failure to submit bags or coolers for inspection will result in the bag or cooler being held outside the park or with denial of entry into the park.
- c) One household (group of guests), will be allowed to enter the ticketing building at a time.
- d) Each ticketing counter will be outfitted with a plexi glass screen to assist with blocking any droplets.
- e) Each guest will have their temperature taken with a touchless thermometer; the temperature will be recorded on their waiver.

#### 6) Restrooms

- a) Open and operational with an increased cleaning and disinfecting schedule.
- b) It is vital that no hand wipes, feminine hygiene products or other products be flushed down the toilets. This will result in clogs and closure of the restrooms.
- c) All guests must wear a mask or face covering while in line and inside the building.
- d) Entrances to the restrooms will be marked with social distancing markers to help establish safe distances.
- e) All high traffic surfaces will be disinfected multiple times per day.
- f) Multiple signs from the CDC Print Resources page to promote social distancing, safe behavior, educate, and reinforce proper handwashing will be displayed both inside and outside the restrooms.
- g) Restrooms will be "fogged" with disinfectant multiple times per day.

#### 7) PFDs

- a) New PFDs will be available for purchase at check-in.
- b) All park PFDs will be limited to use by one guest per day.
- c) Every PFD that is used will be washed each afternoon/evening.

## **8) Concessions**

- a)** Touchless online ordering, with text notifications, will be employed to reduce any lines or congregation in the concession area.
  - i)** To reduce lines ordering at the concessions window a tablet will be located outside concessions. This tablet will have hand sanitizer located nearby and will be cleaned frequently.
- b)** Guests will collect their food from the pickup window and either disperse into the park or sit at tables placed at least 10 feet apart.
  - i)** Picnic tables will be covered with vinyl tablecloths which will be disinfected in between groups.
- c)** All staff in concessions will wear gloves and face masks while in the building.

## **9) Locker Rooms**

- a)** Locker room capacity will be limited to multiple members of one household or 2 separate individuals at a time.
  - i)** A staff member will be positioned at the locker room entrance to enforce capacity limits.
- b)** Lockers will be rented to one party per day and will be disinfected each night.

## **10) Beach**

- a)** The reduced capacity of the park will allow each household plenty of room to stake out sufficient space in order to social distance from other groups. Both signage and park staff will be employed to remind and enforce guests to maintain a safe distance.

## **11) Furniture**

- a)** Tables and chairs located throughout the park will be available for guests.
- b)** Currently the CDC does not consider person to object to person to be a likely mode of coronavirus transmission. Nevertheless, BEDP will disinfect furniture each night until updated guidance is published.

## 12) Zip Lines

- a) Any lines for any activities in the park will be marked with brightly colored boards indicating safe social distance between groups. Mazes will be adjusted to be straight lines that prevent reduced distancing at corners.
- b) Harnesses and Lanyards will be submerged in soapy water and rinsed in between each guest.
- c) Gloved and masked harness assistants will hand guests a harness.
- d) Gloved and masked belayers will clip guests into belay line or to zip line.
- e) Guests will be encouraged to remove face covering while going down the zip line.
- f) At the bottom of the zip line, the masked attendant will unclip the pulley end of the lanyard from the zip line and direct guest to exit the water. Attendant will then take harness and lanyard from the guest and submerge the harness and lanyard in a soapy water bath.
- g) When the bundles of harnesses, pulleys, carabiners and lanyards are hoisted to the top of the zip lines, each bundle will be submerged in a soapy water bath for a second time.

## 13) Tower

### a) Zip 1

- i) A masked and gloved belayer will call each guest forward to bottom of climbing net.
- ii) Each guest will be directed to sanitize their hands before climbing.
- iii) Belayer will clip guest in (on-belay) and instruct guest to climb.
- iv) Belayer at top of one will transfer guest from belay to zip line and instruct them to zip.

### b) Zip 2

- i) Only one guest will be allowed on the platform at a time.
- ii) Guests will wait at the bottom of the V bridge until directed to climb by belayer at the top of two.
- iii) Gloved and masked belayers will clip guest in to belay line or to zip line.

### c) Slide

- i) Guests will be instructed to wait at the bottom of stairs until directed to climb up.
- ii) Masked attendant will direct guest to wash feet in the sand bucket, step onto slide sit down and slide.
- iii) Attendant will space guests the entire slide length to allow time for slide to rinse between guests.

### d) Minis (Zip 3&4)

- i) Only one guest will be allowed on the platform at a time.
- ii) Guests will wait to enter boxed area until directed to do so by an employee.
- iii) Gloved and masked belayers will clip guest into belay line or to zip line.

### e) Cliff Jumping

- i) All guests must jump off of small cliff first each day to demonstrate understanding of proper technique.
  - (1) To progress to the large cliff, jump guests must be 18 years old or older.
- ii) Both large and small cliff jumps will have clearly marked social distancing queues.

#### **14) Racing Zip Lines 5, 6, 7 & 8**

- a) Wrap around maze will be eliminated and social distancing will be marked on path.
- b) Only one guest will be allowed on the platform at a time.
- c) Guests will wait at the bottom of the stones until directed to climb by belayer at the top.
- d) Gloved and masked belayers will clip guest into belay line or to zip line.

#### **15) Rock Wall**

- a) A masked and gloved belayer will call each guest forward to the bottom of the wall.
- b) Each guest will be asked to sanitize their hands before beginning to climb.
- c) Belayer will clip guest in (on-belay) and instruct guest to climb.
- d) Belayer at top of one will transfer guest from belay to zip line and instruct them to zip.

#### **16) Wake Boarding**

- a) Handle will be disinfected between guests
- b) Wakeboard bindings will be soaped between guests.

#### **17) Rope Swing**

- a) Handle will be disinfected between guests

#### **18) Main Bridge - Half Way Dock**

- a) Signage will indicate guests should stay to the right on dock and cover their face as it will be impossible to maintain 6 foot distancing when passing on coming groups.

#### **19) Gazebos**

- a) Available for one household group per day.
- b) Each evening all railings and furniture in the gazebos will be cleaned.

#### **20) Inflatables**

- a) Lifeguards will remind guests to maintain social distancing while waiting in the water for their turn.
- b) Guests will be instructed to use inflatables one at a time unless with members of their household.
- c) Inflatables will be disinfected frequently.

#### **21) Blob**

- a) Lifeguards will remind guests to maintain social distancing while waiting in the water for their turn.
- b) Guests will be instructed to use inflatables one at a time unless with members of their household.
- c) The blob and the climbing wall for the blob tower will be disinfected frequently

## 22) 12 & Under

- a) Lifeguards will remind guests to maintain social distancing while waiting in the water for their turn.
- b) Guests will be instructed to use inflatables one at a time unless with members of their household.
- c) Inflatables will be disinfected frequently.

## 23) References:

- a) DECD State of CT, June 17<sup>th</sup> 2020 guidelines: [https://portal.ct.gov/-/media/DECD/Covid\\_Business\\_Recovery-Phase-2/Amusement\\_Parks\\_C3\\_V1.pdf](https://portal.ct.gov/-/media/DECD/Covid_Business_Recovery-Phase-2/Amusement_Parks_C3_V1.pdf)
- b) CDC:
  - i) FAQs Playgrounds, updated June 2<sup>nd</sup>, 2020: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#COVID-19-and-Water>
  - ii) Pools: [https://www.cdc.gov/coronavirus/2019-ncov/community/parks-rec/aquatic-venues.html#anchor\\_1589979059507](https://www.cdc.gov/coronavirus/2019-ncov/community/parks-rec/aquatic-venues.html#anchor_1589979059507)
- c) DEEP State of CT:  
<https://portal.ct.gov/-/media/DEEP/stateparks/parks/Parks-Boat-Launches-Guidance-BOR-5-19-20.pdf>
  - i) <https://portal.ct.gov/whatsopenoutdoors>
- d) Vital Oxide, safe effective disinfectant: <https://vitaloxide.com/pages/registrations>