

Reopening Protocol for Miniature Golf, Batting Cages, and Go Cart Racing: Appendix V

Recent updates: (Changes are highlighted in yellow)

11/25/20:

- Maximum outdoor occupancy for mini-golf, batting cages, and go kart racing establishments is limited to 50% capacity.
- Clarification made regarding the need to screen customers for whether they are under current isolation or quarantine orders.
- Updated to require non-essential operations at miniature golf, batting cages and go cart racing establishments to close between the hours of 10:00 p.m. and 5:00 a.m. in compliance with the Limited Stay at Home Order of the State Health Officer, issued November 19, 2020. The Limited Stay at Home Order takes effect at 10:00 p.m. on November 21, 2020 and extends through December 21, 2020 at 5:00 a.m.
- Updated to prohibit the sale and consumption of on-site food and beverages, effective November 25-December 17, 2020. Any on-site licensed restaurants may continue to offer food and beverages only via take-out, drive thru or delivery.

The County of Los Angeles Department of Public Health is adopting a staged approach, supported by science and public health expertise, to allow miniature golf, batting cages, and go cart racing to safely reopen for outdoor operations only.

Note that miniature golf, batting cages, and go cart racing establishments must comply with the limited Stay at Home Order issued by the State Health Officer on November 19, 2020. The Stay at Home Order takes effect on November 21, 2020 at 10:00 p.m. and directs all non-essential businesses to cease operations between the hours of 10:00 p.m. and 5:00 a.m. All activities must be timed such that all customers and employees leave the establishment by 10:00 p.m. This order is in effect through December 21, 2020 at 5:00 a.m. For more information on the Limited Stay at Home Order, please visit the State [Frequently Asked Questions](#) page.

The requirements below are specific to miniature golf, batting cages and go cart racing operations that are held outdoors; all other outdoor family entertainment activities (e.g., roller skating, ice skating, laser tag, etc.) and indoor family entertainment activities (e.g., bowling alleys, arcades, etc.) must remain closed. Customers must remain outdoors except to use indoor public restrooms; however, staff may access the indoor areas of an adjacent facility to maintain essential business operations. Maximum outdoor occupancy at all miniature golf, batting cages and go cart racing establishments is limited to 50% outdoor capacity or less.

This protocol is not intended to apply to amusement, theme, or water parks; however, these types of parks that have stand-alone miniature golf courses, batting cages, or go cart racing may open those operations if they keep all other attractions closed. Businesses with convention space, rentable meeting rooms, or other areas for private events such as birthday parties shall keep those areas closed until such activities are allowed to resume modified or full operation through a specific order.

Miniature golf courses, batting cages, and go cart racing venues with restaurants, concessions stands, coffee shops, etc. must comply with [DPH protocols for restaurants](#). Any food service must be from an on-site licensed restaurant, permitted concession stand, or prepackaged food from a market permitted by Environmental Health. These food facilities must adhere to all applicable restaurant and/or food service reopening protocols. In addition, customers may not order or pick-up food or beverages indoors. All food and beverages must be ordered and picked-up by the customer outside. Attendees may bring their own food. Temporary concession stands and other food facilities (e.g. catered food, food trucks, food carts) are not allowed. **Outdoor dining areas are closed, and food and beverages may not be consumed on-premises.**

In addition to the conditions imposed on these specific businesses by the Governor, these types of businesses must also be in compliance with the conditions laid out in this Checklist for Family Entertainment Centers.

Please note: This document may be updated as additional information and resources become available so be sure to check the LA County website <http://www.ph.lacounty.gov/media/Coronavirus/> regularly for any updates to this document.

This checklist covers:

- (1) Workplace policies and practices to protect employee health
- (2) Measures to ensure physical distancing
- (3) Measures to ensure infection control
- (4) Communication with employees and the public
- (5) Measures to ensure equitable access to critical services.

These five key areas must be addressed as your facility develops any reopening protocols.

All miniature golf, batting cages, and go-cart racing operations covered by this protocol must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

Business name:

Facility Address:

**Maximum Occupancy,
per Fire Code:**

**Approximate total square footage
of space open to the public:**

Date Posted:

**A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH
(CHECK ALL THAT APPLY TO THE FACILITY)**

- Everyone who can carry out their work duties from home has been directed to do so.
- Vulnerable staff (those above age 65, those with chronic health conditions) are assigned work that can be done from home whenever possible and should discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace.
- All employees have been told not to come to work if sick, or if they are exposed to a person who has COVID-19.
- Workers are provided information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on [government programs supporting sick leave and worker's compensation for COVID-19](#), including employee's sick leave rights under the [Families First Coronavirus Response Act](#) and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's [Executive Order N-62-20](#).
- Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all employees that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures.
- In the event that the owner, manager, or operator knows of three (3) or more cases of COVID-19 within the workplace within a span of 14 days the employer must report this outbreak to the Department of Public Health at (888) 397-3993 or (213) 240-7821. If a cluster is identified at a worksite, the Department of Public Health will initiate a cluster response which includes providing infection control guidance and recommendations, technical support and site-specific control measures. A public health case manager will be assigned to the cluster investigation to help guide the facility response. **The Department of Public Health will need the facility's immediate cooperation to determine whether the cluster of cases constitutes an outbreak of COVID-19.**
- Screenings are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills and **whether the individual is currently under isolation or quarantine orders**. These checks can be done remotely or in person upon the employees' arrival. A temperature check should be done at the worksite if feasible.
- Employees who have contact with others are offered, at no cost, an appropriate face covering that covers the nose and mouth. The face covering is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others. Employees who have been instructed by their medical provider that they should not wear a face covering should wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred.

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ORDER OF THE HEALTH OFFICER



- Masks with one-way valves should not be used. Employees need not wear a face covering when the employee is alone in a private office or a cubicle with a solid partition that exceeds the height of the employee when standing.
- Employees are instructed on the proper use of their face covering, including the need to wash or replace their face coverings daily.
- Face shields are provided and worn by staff who are consistently within six feet of customers or co-workers (e.g., fitting and securing customers with safety equipment) in addition to a face covering. Cloth face coverings protect others from the wearer's droplets; face shields help protect the wearer from others' droplets. To the extent feasible, all workers minimize the amount of time spent within six feet of customers.
- Face shields are to be used, cleaned and disinfected per manufacturer's instructions.
- Resources are provided to support employee hygiene, including, but not limited to tissues, no-touch trash cans, hand soap, adequate time for handwashing, alcohol-based hand sanitizer, disinfectant wipes and disposable towels.
- All workstations are separated by at least six feet.
- Break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:
 - Break rooms _____
 - Restrooms _____
 - Other _____
- In compliance with wage and hour regulations, breaks are staggered to ensure that six (6) feet between employees can be maintained in break rooms at all times.
- To ensure that masks are worn consistently and correctly, employees are discouraged from eating or drinking except during their breaks when they are able to safely remove their masks and physically distance from others.
- Disinfectant and related supplies are available to employees at the following location(s):

- Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):

- Employees are allowed frequent breaks to wash their hands.
- A copy of this protocol has been distributed to each employee.
- Each worker is assigned their own tools, equipment and defined workspace. Whenever possible, sharing held items (e.g., phones, tablets, laptops, desks, pens, etc.) is minimized or eliminated.
- All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may be on the premises as third parties.
- Optional—Describe other measures:

B. MEASURES TO ENSURE PHYSICAL DISTANCING

- The number of customers in the outdoor area of the venue is low enough to ensure physical distancing of at least 6 feet between individuals who are not in the same household, but in no case more than 50% of the maximum capacity of the outdoor venue.

Maximum number of customers in the facility limited to: _____

- Customers may not enter any indoor areas at the miniature golf course, batting cages, or go-kart cart racing venue except to use public restrooms. All other operations, including but not limited to customer service counters, ticket booths, and equipment rental stations, have been moved outdoors. The number of customers in the outdoor area has been adjusted to limit the number of individuals as appropriate to support physical distancing for customers and employees. Where feasible, parking lots are reconfigured to limit congregation points and ensure proper separation.
- Businesses that allow indoor customer access to restrooms must:
 - Strictly monitor customer access to ensure that the number of customers entering the indoor area at any time is limited in number and that customer access to the indoor area is restricted to restroom use only;
 - Strictly enforce face covering and physical distancing requirements; and
 - Ensure that customers return to the outdoor area once indoor activities are completed.
- The operator monitors all entrances to the outdoor activity area in order to track occupancy. Separate routes are designated throughout the outdoor area for entry and exit, activity areas, seating areas, and employee work areas to help maintain physical distancing and lessen the instances of people closely passing each other.
- A staff person (or staff people if there is more than one entrance) wearing a cloth face covering is posted near the door but at least 6 feet from the nearest customers to track occupancy and to direct customers to line up six feet apart outside the entrance if the establishment has reached its occupancy limit.
- If feasible, timed and/or advanced reservation ticketing systems and pre-assigned seating or activity areas have been implemented to stagger customer visits, limit occupancy, and help maintain physical distancing. Visitors have been asked to remain in their vehicle until their reservation time and to arrive and leave in a single group to minimize contact with other visitors and staff.
- Measures to ensure physical distancing of at least six (6) feet have been implemented to ensure physical distancing between and among workers and customers in all locations within the establishment. This may include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where workers and customers should stand). Employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- Tape, chalk, or other markings assist customers in keeping a 6 feet distance between them and others in line. A marking identifies both a starting place for customers arriving in the line and 6-foot intervals for subsequent customers who are joining the line.
- One or more staff is dedicated to managing movement of customers when activities could bring people within six feet distance of each other, such as ushering customers to activity areas, preventing groups from congregating in bottleneck areas, or limiting groups from playing through courses.

- To the extent feasible, physical, impermeable barriers, such as Plexiglas, have been installed in all areas where physical distancing is not possible, including:
 - At customer service counters;
 - Between types of activity areas that cannot be properly distanced to limit exposure between customers.
- Customer groups are limited to the members of a household unit. Activity areas are reconfigured to enable customer groups to maintain a 6-foot physical distance between parties.
- If offering food and drink concessions for take-out, drive-thru and delivery, customers are encouraged to order online or over the phone, whenever possible. All food and beverages must be ordered and picked up at an outdoor counter area. Visual cues are used to ensure customers maintain physical distances of at least six feet while waiting in line. Impermeable barriers are installed at concession counters.
- Public seating areas (e.g., chairs, benches and other public spaces) are reconfigured to support physical distancing.
- Break rooms and other common areas are configured to limit employee gatherings to ensure physical distancing of at least 6 feet. Where possible, outdoor break areas with shade covers and seating are created to help ensure physical distancing. In compliance with wage and hour regulations, employee breaks are staggered to help maintain physical distancing protocols.
- Physical distancing requirements are implemented at loading bays and contactless signatures have been implemented for deliveries.

C. MEASURES FOR INFECTION CONTROL

- If the business has indoor areas that will be used by employees or customers, the HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased. Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces.
- [Entry screening](#) is conducted before customers may enter any of the establishment's outdoor areas. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing, and fever or chills, and whether the individual is currently under isolation or quarantine orders. These checks can be done in person or through alternative methods such as on-line check in systems or through [signage](#) posted at the entrance of a facility stating that visitors with these symptoms should not enter the premises.
- Customers are instructed that they must wear a face covering at all times while on the property, including during all family entertainment activities. This applies to all adults and to children over the age of 2. To support the safety of your employees and other customers, a face covering should be made available to customers who arrive without them.
 - Customers who refuse to wear a cloth face covering may be refused service and asked to leave.
- Customers arriving at the establishment with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are wearing a face covering if age permits.

- Outdoor dining areas are closed. If the establishment sells food or beverages, it may continue to do sell food and beverages via take-out, drive-thru, or delivery. The business must comply with all requirements as specified in the DPH protocols for restaurants or other food establishments.
- Contactless payment systems are in place or, if not feasible, payment systems are sanitized regularly. Describe:

- Customers are encouraged to bring their own equipment (e.g., batting helmets, bats, cart helmets, cart suits and gloves, golf clubs, etc.). If equipment is rented, it is disinfected before it is issued to customers and after it is returned by customers. Self-service item selection areas for activities are closed (e.g., bats or helmets accessible on racks).
- Customers and employees have access to hand sanitizer dispensers throughout the outdoor area, including in the activity areas, at entrances and exits and customer service areas. Customers are encouraged to wash hands and/or use hand sanitizer before and after using equipment.
- Common and high traffic area such as customer waiting areas and lobbies and areas of ingress and egress, and frequently touched objects and surfaces (e.g., counters, credit card machines, coin operated and cash redemption machines, vending machines, handrails, ATM pin pads, etc.) are disinfected on an hourly basis during business hours using EPA approved disinfectants following the manufacturer's instructions for use.
- Terminals, desks, and help counters are equipped with proper sanitation products, including hand sanitizer and disinfectant wipes.
Wherever feasible, disposable or single-use items are offered. This could include scorecards, pencils, etc. If disposable items cannot be provided, properly disinfect items before and after customer use.
- Customer activity areas (e.g., tables, chairs, touch screens, etc.) are thoroughly cleaned and disinfected after every use with EPA-approved disinfectants following the manufacturer's instructions for use.
- All workspaces and items that are frequently touched (e.g., working surfaces, time clocks, copy machines, keys, cleaning equipment, gaming machinery, etc.) by employees is disinfected between shifts or between users, whichever is more frequent.
- Public restrooms and handwashing stations are stocked at all times and provide additional soap, paper towels and hand sanitizer. Public restrooms are regularly cleaned and disinfected using EPA approved disinfectants and following the manufacturer's instructions for use, on the following schedule:

- Public drinking water fountains are turned off and have signs informing customers that they are inoperable.
- Employee restrooms are not available for customer use.
- Customers are instructed that they must wear cloth face coverings to be served. This applies to all adults and to children over the age of 2. Only individuals with chronic respiratory conditions or other medical conditions that make use of a mask hazardous are exempted from

this requirement. Customers may momentarily remove their face coverings in order to eat or drink.

- Customers arriving at the establishment with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are masked if age permits.
 - Customer entrances and exits, and other common-space areas are equipped with proper sanitation products, including hand sanitizer, tissues and trash cans.
 - Optional - Describe other measures (e.g. encouraging online reservations, incentivizing non-peak visits to the business):
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D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- A copy of this protocol is posted at all public entrances to the facility.
- Signage at the entry and/or where customers line up notifies customers of occupancy limit and requirement that they wear a face covering at all times while at the establishment.
- Signage is posted in the outdoor area that reminds customers to maintain physical distancing of six feet, the need to wear a face covering at all times, the importance of regular handwashing and the need to stay home if they are feeling ill or have symptoms of COVID-19.
- Signage throughout the outdoor activity area indicates to customers where to find the nearest hand sanitizer dispenser.
- Signage throughout the outdoor activity area reminds customers to use hand sanitizer frequently and to avoid touching their eyes, nose, and mouth.
- Signage throughout the outdoor activity area reminds customers that eating, or drinking is **prohibited at this time.**
- Online outlets of the establishment (website, social media, etc.) provide clear information about operating hours, required use of face coverings, limited occupancy, any policies in regard to preordering, prepayment, advanced ticketing, and other relevant issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- Services that are critical to the customers/clients have been prioritized.
- Transactions or services that can be offered remotely have been moved on-line.
- Measures are instituted to assure access to goods and services for customers who have mobility limitations and/or are at high risk in public spaces.

Any additional measures not included above should be listed on separate pages, which the business should attach to this document.

You may contact the following person with any questions or comments about this protocol:

Business

Contact Name:

Phone number:

Date Last

Revised:
