

**COVID 19 Operational Plan 6/12/2020**  
**EMPLOYEE TRAINING**

Trainee's Name \_\_\_\_\_ Trainer's Name \_\_\_\_\_



**Blackbeard's Family Entertainment Center**  
4055 N. Chestnut Diagonal  
Fresno, CA 93726

**OH WOW Nickel Arcade**  
5217 N Blackstone Ave.  
Fresno, CA 93710

**OH WOW Nickel Arcade**  
100 W. Olive Ave.  
Merced, CA 95348

**Employee Plan: Communication is key! All Blackbeard's and OH WOW Employees must wear a facial covering or shield at all times. Facial coverings and shields must cover the nose and mouth be washed daily. Wash hands often and follow the hand washing guidelines posted at each hand washing station. Use hand sanitizer containing at least 70% alcohol when access to hand washing sinks is not possible. Anytime you adjust your face mask, you must wash or sanitize your hands. If an employee fills ill with COVID-19 symptoms (Fever, Chills, Cough, Difficulty Breathing, Muscle Pain, Sore Throat, or Recent loss of taste or smell) they should stay home. At the beginning of your shift, all Employees must wash their hands, have their temperature checked, and fill out the screening form before clocking on. If an employee feels ill they should stay home. If an employee become ill with COVID-19 symptoms during their shift, they must notify the Duty Manager, be sent home and it must be documented and passed on to the Personnel Department. All documentation and screening forms must be kept on file for 14 days. The Personnel Manager will be the main contact person between Blackbeard's and the Fresno County Health Department. If there is a positive Employee COVID-19 test, the Personnel Manager must report it to the County of Fresno Health Department (600-INFO or 211) and provide a list of any and all co-workers who may have come in contact with sick person. Break Room will be used for clocking on. Only 2 people allowed in the break room at a time. The breakroom refrigerator and microwave may be used, but food or drink may not be consumed in the breakroom. The Gazebo will be the new employee breakroom. 6' Social Distancing must be practiced in the Gazebo. Employees must maintain 6' Social Distancing from guests and co-workers. All Employees must regularly wash their hands for at least 20 seconds. Bleach/Water (500ppm)**

**Sanitizing Solutions must be made fresh daily. Each Area must have a sanitizing spray bottle and disposable one use paper towels. Alcohol based counter wipes may be used to sanitize, follow instructions carefully. Gloves must be worn during sanitizing.**

**Guest Plan: All guests are required to wear a facial covering inside of the Main Arcade, Cap'n Kids, & OH WOW Nickel Arcades and are encouraged to wear masks outside as per the City of Fresno/Merced requirements. Guests are encouraged to bring their own. If they do not bring their own face mask, we will have them available for purchase at the Golf Counter or Register at OH WOW for .75. Gloves will also be available for purchase at the Golf Counter or Register at OH WOW for .75 per glove (\$1.50 per pair). Only exceptions will be guests 2 years or younger. If a guest claims to have a disability which prevents them from wearing a facial covering, we have to enforce the City Guidelines and facial coverings must be worn inside a business.**

**Hand Sanitizing Stations located throughout the facility. Stations must be checked daily for operation and two times daily for stock.**

**We must educate our guests about proper social distancing throughout the facilities. 6' Distance should be maintained between guests. Groups that come together do not need to recognize the 6' Social Distancing rules within their groups. Signs must be posted reminding guests if they have experienced any COVID-19 Symptoms or been in contact with anyone who has tested positive, go home.**

**Restroom Checks every 30 minutes must include sanitizing all contact points.**

**We control throughput to enforce Social Distancing.**

#### **Attractions:**

**Implementation Timeline: June 12, 2020 through June 26, 2020.**

**Blackbeard's will begin the opening process in 2 phases.**

**Phase 1: Miniature Golf and Batting Cages. 6/12 – 6/26. See below for Operational Procedures.**

**Phase 2: All Other Attractions will open as per County of Fresno Variance will open on June 26, 2020.**

**Arcade (Blackbeard's and OH WOW: All guests must have facial coverings on. Every other game should be placed out of order to enforce social distancing. Multi-Player games (Driving Games, HALO, Jurassic Park, Dead Storm, Lane Masters, etc) must have adequate signage that only people from the same "household" may play together. Hand Sanitizing Stations at Entrances and Counters must be available and labeled. No U-turns (U-turns are the yellow 4 sided bulk candy dispensers that operate on quarters). No Stools. No Trash cans with lids that a guest must touch. All Soap Dispensers and Paper Towel Dispensers should be automatic. Enforce the 50% of posted capacity (50% = 160 Main Arcade, 101 Cap'n Kids, 190 OH Wow Merced, 135 Oh Wow Fresno). Head Counts must be obtained and logged every 30 minutes. Educate guests to stay with their group/party. Enforce Social Distancing. Sanitize all common area / contact points (Game Controls, Handles, Doors, Trash Cans, Counters, etc.) every 30 minutes. Hourly rotations of racquetballs, skeeballs, ticket rings, Ring Master Rings, lane master balls, basketballs, Air Hockey pucks and paddles, etc to allow for sanitizing. 1 Person or group that came together allowed at a time at the Prize Counter at a time. Guests will be required to put on their own wristbands.**

**Miniature Golf & Snack Bar:** Encourage cashless payments. Golf putters must be sanitized before and after every use, golf pencils are not to be reused without being sanitized, golf balls must be sanitized nightly (Only gathered from 18<sup>th</sup> holes once before close and soaked in a sanitizing solution Bleach/Water 500 ppm), and swing-me's/benches/score stands sanitized hourly. Ball Washers have been removed. Golf windows and counters must be sanitized every 15 minutes. One guest per group allowed at the Golf Counter. Line will form at Golf Counter and wrap around towards Pirate's Cove. 6' Space Markings needed. Rules must be given. Keep a close eye on children. Everyone must remain together. "To Go" Food/Beverage Sales can be made from the golf register. Credit Card Terminals and Pen must be sanitized after each use. Putters and balls issued from the Golf Counter. Putter to be returned at the window by the greaseless fryer. Course Marshall must be assigned to enforce Social Distancing, Sanitizing contact points, control group sizes, keep trash receptacles empty and sanitized, and to carry spare golf balls to issue as needed. Banquet tables must be placed in front of Snack 1, Snack 2, and Golf Registers to keep the 6' Social Distancing Barrier. Tables must be sanitized every 15 minutes. All Cashiers and Prize Attendants must wear a Face Shield. Main Arcade eating area will be for Prize Redemption only. Guest will be required to put on their own wristbands.

**Batting Cages:** Enforce 6' Social Distances. 6' Markers have been placed for checking out bats/helmets and for the Bill Changer. Sanitize Bats and Helmets after and before each use. Encourage guests to bring their own equipment. 1 use for Golf Pencils used to fill out collateral forms. Wipe down and sanitize Bill Changers, Coin Acceptors, Gate Latches, and Benches every 30 minutes. No guest may touch a baseball or softball with their hands. No trying on Batting Gloves.

**Junior Racers, Bumper Boats, and Speedway:** Only groups that came together can stand in line together. Queue Lines at Junior Racers and Speedway will not be used. Junior Racer Line will form at the exit gate and run east. Speedway Line will form at the "Sprint Car" Queue Line and run toward Cap'n Kids. Separate groups and/or individuals by 6 feet. Markers to indicate 6' distancing will be visible. Sanitize controls, seat belts, throttles, steering wheels, handle bars, gates, sides of cars, fencing, entrance and exit gates, etc that a guest may come in contact with between every race. Visual inspections of seat belts will be permitted to maintain guest and employee distancing. Have guest pull on the shoulder to verify snugness. Give verbal instructions on how to adjust seat belts as needed.

**Rideland:** Enforce 6' Social Distancing. Use 6' entrance line markers. Only seat guests together that came together. Ride balancing must be obtainable while following the 6' Social Distancing rule. At this time, we will not be operating Laser Tag or the Spider Climb do to the close proximity of participants and difficulty to regularly sanitize. Rides and entrance gates must be sanitized after every use. All contact points must be sanitized after every use. Benches, trash cans, teal fencing, etc must be sanitized hourly. With guardians' permission, guests should use hand sanitizer to be used before and after each ride. Each attendant will have a hand sanitizing dispenser. Communication with guests will be essential. Families need to remain together and children need guardian supervision. Allow guardians to load and unload their children.

**Ropes Course:** Facial coverings must be worn by guests since 6' social distancing between employee and guest is not possible in order to safely outfit harnesses. Sanitize equipment after each use. One person per platform at a time. Daily laundering of equipment. Guest to use hand sanitizer before participating. Incline catch pull strings must be sanitized hourly.

**Bank Shot Basketball:** Enforce Social Distance. Groups that came together can play together. Sanitize balls after each use. Back Boards must be sanitized daily.

**Common Area:**

Tables throughout must be separated by 6 feet. Tables must be sanitized after each use. Only groups that came together can sit together. No indoor dining in the Main Arcade.

Main Arcade / Cap'n Kids Restrooms. Left Urinal and Right sink with sign stating Out of Order to Maintain Social Distancing. Right Sink in CK Womens Restroom and Middle Sink in M/A Restroom. Restroom Doors should be propped open. Trash Can Lids must be sanitized hourly. Entrance/Exit Doors & Hand Rails must be sanitized hourly.

Notify your Supervisor when Sanitizing Supplies are low.

I have had the chance to review all policy changes and have had a chance to have all of my questions answered. I will abide by and enforce all COVID-19 Procedures and Policies. Have fun and be courteous!

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Trainee Signature / Date

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Trainer Signature / Date