Volunteer Safety measures
- Volunteers will not work at a VC if they have symptoms of Covid-19
  - Fever, chills, cough, shortness of breath, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea; this does not include all possible symptoms and volunteers should consider anything on this list that is new as a potential stay at home trigger.
- Visitors will be reminded not to enter if they have any Covid-19 symptoms (signage)
- For outside service or window service
  - Window or table will have a sneeze shield
  - Limited sample inventory will be displayed
  - Volunteers/Staff must wear masks at all time
  - Must sanitize hands between visitors/sales transactions
  - Gloves are recommended (optional)
- For interior service and sales
  - Plexiglass shields at the sales counter (to protect both volunteers & visitors)
  - Volunteer must wear masks at all times
  - Must sanitize hands between visitors/sales transactions
  - Gloves are recommended (optional)

Signage
- Most signage will include visual clues to assist with messaging
  - Social distancing
    - Line indicator to keep people waiting 6 ft apart prior to entering or purchasing outdoors (decks)
    - Maintain 6 feet of physical distance from other people
    - Tape on floor indicating the 6 ft distance at the registers
  - Entry protocols
    - Mask required to make purchase at window, enter VC & entire time inside
    - Hand sanitizing required to enter the VC (signage)
    - Numbers allowed in VC’s at one time
    - Directional signage to enter
    - CDC Signage regarding when to stay home and not enter
  - Sales
    - Credit cards preferred (no signature required on sales under $25)
    - Signage asking visitors to limit handling of merchandise
    - No returns allowed until further notice.

Sanitizer
- On outside of building on a table or mounted with signage to use prior to entry
- Hand sanitizer will be available specifically for volunteers/staff to use only
- Pens-2 cups one clean and one dirty with signage

End of the Day
- Sanitation even if only serving through outdoor options.
  - all high-touch surfaces
  - door handles, key pads, cash registers, counters, pens for the public.
Protocols for ARVC Specific

STAGE 1 OPENING starting 7/10/2020

No Visitors in ARVC

- Two Visitor Center personnel (staff or volunteers)
  - Limited samples of popular items on deck table
    - Window by register w/shield for visitors to ask for items & make sales
    - Volunteer/Personnel inside gathering items & making sales
    - Marks on deck indicating 6ft spacing for visitors waiting
    - Air conditioner on to create a pressurized system. This will cause air to always move out the open window.
    - Doors will be kept locked from the inside to maintain the visitor-free zone
  - Volunteer/Personnel at the welcome center handing out maps and answering general park questions.
    - Table top shield provided
    - Maps and handouts for walk/hike questions
    - Could hand-out bottled water for donations
      - Visitor can drop $ directly into donation box

STAGE 2 OPENING

Visitors inside ARVC limited to 4

Signage on back door indicating visitor limits and entry only. Can have a chain across the door that the visitor can open to enter after volunteer/staff approves.

There will be two Visitor Center personnel - volunteers/staff at all times.

- One outside helping with information & managing visitor numbers inside the VC
- One inside making sales and managing interior
- Left door for entry only and door by register for exiting only
- Hang shirt samples with limited choices 2 shirts styles and sweatshirts
  - Outside off deck so visitors can see options
Protocol for JVC Specific

STAGE 1 OPENING
No Visitors in JVC
- There will be one Visitor Center volunteer
- Table on the deck or just inside the door (optional for weather conditions)
  - Have table shield for volunteer
  - Small sample of popular items available for purchase
    - Hang shirts from overhang by door
    - Small counter top postcard display
    - Rolling cart with merchandise to have it close at hand (behind the table out of reach of visitors)
  - Table with self-serve info like maps and guides
  - Volunteer will make sales at the register inside or via manual sales systems that will then need to be entered at the end of the day into the register.

STAGE 2 OPENING
Visitors inside JVC limited to 4
- There will be one Visitor Center volunteer
  - Chain across the door with signage asking visitors to wait outside until invited in by staff/volunteer. Visitor open chain once given the go
    - Bell can be provided
  - Rolling cart on deck with info like maps and tide books for self-serve
  - Hand sanitizer for visitors prior to entry of JVC
  - Mark on the deck 6 ft separations for waiting