

# **Napa Valley Hot Air Balloon Ride Industry COVID Prevention and Reopening Guidelines**

The purpose of these guidelines is to assist Napa County's hot air balloon tour providers in establishing best practices for safe ride operations during the COVID pandemic. The safety of guests and employees and the prevention of the spread of COVID are the top priorities.

A hot air balloon ride by nature is an outdoor, open air, small group activity that provide guests the opportunity to enjoy the outdoors and the fresh morning air. As an outdoor tour experience, the majority of the activity poses relatively low risk for the transmission of COVID-19. Even with the overall low risk nature that balloon rides pose to the spread of COVID, identified below are the three areas of concern for guest contact with other guests and guest contact with staff and the actions that should be taken by operators to mitigate any risks of COVID Transmission. Each operator must meet these guidelines and prepare a **COVID-19 Job-site Illness Prevention & Safety Plan** in order to resume flight operations.

## **1. Guest to Guest Contact and Guest and Staff Contact: Pre and Post Flight**

To limit the potential spread of COVID during pre and post flight interactions between guests and staff as well as guests with other guests, the hot air balloon ride operators and their guests are asked to observe the following guidelines:

### **Pre-Flight Guest Check-In:**

- Guests complaining or displaying symptoms of COVID or illness will not be permitted to participate. Infrared temperature scans will be performed on all guests to assure no guests with a fever of 100.4 or greater is exposed to staff or other guest;
- Guests and staff will be required to wear protective face masks. Guest unwilling to wear a mask or without mask are not permitted to participate;
- Social distancing of 6ft between guests shall be maintained at all check-in stations;
- Guest check-in stations will be located outdoors;
- Waivers/Release of Liability Form will be provided to guests electronically. In the event the Waivers/Release of Liability Form must be signed on paper, both clipboard and any pens used must be sanitized between uses;

### **Post-Flight Guest Check-Out**

- Post flight, when outside the basket, guests will be required to maintain 6ft separation;
- Guests will be required to wear protective face masks;
- Guests will either be charged in advanced online or charged using contactless payment methods the morning of the flight. No cash will be accepted;

## **2. Guest to Guest and Contact Guest and Staff Contact: During Flight**

From the time guests board the balloon and are positioned in the basket to the the time they disembark, the following guidelines shall be maintained:

- Each individual party will be instructed on how to individually board the balloon into their private compartment and guests in adjacent compartments will be loaded in succession not simultaneously as is common practice;
- Guests and pilots will be required to wear protective face masks;
- Operators will be required to limit basket compartments to members of the same party. Guests who share a compartment must be prior companions of the same party (i.e. partners, friends, family, etc.). Guests who are not in the same party will not share a basket compartment;
- Single compartment baskets will be limited to just guests of the same party and the pilot;
- Operators are required to install and maintain vinyl separators between passenger compartments to shield guests in separate compartments from one-another;

## **3. Guest to Guest and Contact Guest and Staff Contact: During Ground Vehicle Transportation**

Risk of COVID transmission during ground transportation to the launch field and from the landing locations will be mitigated in the following ways:

- Guests will have access to hand sanitizer at the beginning and end of each vehicle trip
- Guests shall be asked to maintain 6ft distance while waiting to board the vehicle
- While boarding, the furthest seats from the door will be loaded first. While disembarking, the nearest row shall be the first to exit;
- Guests and staff will be required to wear protective face masks. Guests refusing to wear a mask will not be permitted to board the van;

- Vehicles will be cleaned and sanitized between uses;

These guidelines and best practices were established to help protect and keep safe employees and guests of hot air balloon tour operators during the time of their mutual interactions and to prevent the spread of COVID. Revisions to this document may be made as necessary to address future safety guidance provided by local, state or federal government or as need to maintain consistency with CDC best practices.

# COVID-19 Job-site Illness Prevention & Safety Plan

## **PURPOSE**

The purpose of this document is to ensure that \_\_\_\_\_, here on known as “The Company”, has a plan outlined to ensure the health and well-being of all guests, workers and subcontractors. This field operations plan is to be implemented immediately to address the implications of COVID-19 (also known as Coronavirus).

## **OBJECTIVES**

1. Keep all workers and their family members safe by reducing the spread.
2. Meet the moment and the support our local community by doing our part to flatten the curve of the virus.
3. Protect all individuals who are at a higher risk due to identified demographics (such as age) or underlying health complications.

## **RESOURCES**

You can find the following resources within this document:

1. Social Distancing Protocol
2. Daily Crew Assessment
3. Zero Tolerance Policy for Working Sick
4. How to Manage Sick Workers
5. Job site Standards and Cleaning/Sanitation Protocols
6. Emergency Response Leaders
7. Balloon Basket Pictures

### **1. SOCIAL DISTANCING PROTOCOL**

Job site workers must adhere to all Social Distancing guidelines whenever possible onsite and take personal responsibility in managing themselves and reporting all violations immediately to management. Both workers and tour guests will be presented and educated with information on social distancing protocols.

**(ENTER COMPANY SPECIFIC DETAILS IN ACCORDANCE WITH “Hot Air Balloon Ride Industry COVID Prevention and Reopening Guidelines”)**

The Company will not conduct any employee meeting or gathering with nine (9) or more individuals present. All project meetings that can be completed via telephone, telephone conference, or video conference will shift to those platforms immediately. If a meeting is required onsite with 2 or more individuals, social distancing requires a minimum of **six feet** distance between all parties involved.

Contact greetings including handshaking, high fives, fist bumps, hugs, etc. must be replaced with non-contact greetings.

## **2. DAILY CREW ASSESSMENT**

All operations will perform a daily health check of all workers on the job site.

- Managers will distribute masks and take infrared thermometer temperature of each employee upon check-in
- Only 1 manager allowed in building, all other employees report outside while social distancing awaiting further instructions to launch field
- Bathroom available indoors, one at a time (hand sanitizer, soap, and disinfectant)
- No more than 2 employees per vehicle
- Hand sanitizer and disinfectant in each workstation (vehicle)
- Gloves are always mandatory when working with equipment (this policy was prior to COVID-19)

If the worker shows any visible signs of being ill, they should be separated from the rest of the crew and sent home immediately. See *infectious disease policy*

## **3. ZERO TOLERANCE POLICY FOR WORKING SICK**

This job site has a ZERO TOLERANCE policy for any worker showing up and/or working on the job site when they are showing or experiencing symptoms of COVID-19. All workers have a personal responsibility to keep both themselves and those around them safe and clear of any harmful exposures. It is The Company's goal to provide a safe working environment for all workers and its hot air balloon ride guests. Now more than ever, safety is the number one priority, and there will not be any exceptions made for any individual.

#### **4. HOW TO MANAGE SICK WORKERS**

Workers who are home sick, with COVID-19 or any other illness, will receive a follow up call from The Company's Human Resources Department and/or Safety Department Executive/Supervisor. Follow up is to continue until the employee is able to return to work.

A workers showing a fever of greater than 100.4 degrees Fahrenheit or complaining or displayed any symptoms of COVID-19 at the time of checking, shall be sent home and not permitted to work. If a worker reports or is exhibiting other symptoms of illness, job site management should handle the situation under normal protocol. Retaliation of any kind is not tolerated.

#### **5. BALLOON BASKETS AND EQUIPMENT CLEANING/SANITATION PROTOCOLS**

Workers are encouraged to remain outdoors in safe, hazard-free zones and continue to practice social distancing guidelines. The Company does not allow the sharing of, water coolers, water bottles, hand towels, disposable gloves or masks, rags, bandanas, masks, personal protection equipment (PPE), food, or snacks.

Workers are encouraged to wash their hands using soap and water for a minimum of 20 seconds after using the restroom, handling tools or equipment, before and after eating, removing gloves, cleaning of any kind, first arriving to the job site, and prior to leaving the job site. Workers should dispose of towels in no-touch trash receptacles that are provided.

The Company will assign a *cleaning crew / cleaning task force* to each shift daily

- They will provide daily/routine environmental cleaning within job site offices, balloon baskets and company vehicles
  - Wipe down doorknobs, keyboards, counters, and other surfaces
  - If surfaces are dirty, they will be cleaned using a detergent or soap and water prior to disinfection.
  - For disinfection, diluted household bleach solutions, alcohol solutions with at least 60% alcohol, and most common EPA-registered household disinfectants should be effective.
  - Diluted household bleach solutions can be used if appropriate for the surface. Follow manufacturer's instructions for application and proper ventilation.

#### **6. EMERGENCY RESPONSE CONTACTS**