

# Protocol for Family Entertainment Centers: Appendix V

## Effective as of 12:01am on Thursday, May 6, 2021

**Recent Updates:** (Changes highlighted in yellow)

**5/5/2021:**

- Family entertainment centers may be open at 50% indoor capacity based on applicable building or fire code. If all customers are either fully vaccinated against COVID-19 or tested negative for COVID-19, the venue may increase occupancy to up to 75% indoor capacity.
- Food and beverage consumption is restricted to designated dining areas that are separate from other activity areas.

COVID-19 case rates, hospitalizations, and deaths have decreased some and appear to be stable, but COVID-19 continues to pose a high risk to communities and requires all people and businesses to take precautions and modify operations and activities to reduce the risk of spread.

Due to Los Angeles County entering the “Yellow Tier” of the State’s Blueprint for a Safer Economy framework, this protocol has been updated to lift some local activity-specific restrictions. Family Entertainment Centers should proceed with caution and adhere to the requirements in this protocol to reduce the potential spread of COVID-19 within their business operations.

The requirements below are specific to family entertainment activities that are held outdoors and indoor family entertainment activities such as indoor bumper cars, indoor batting cages, arcades bowling alleys, ice skating rinks, escape rooms, kiddie rides, virtual reality, and indoor playgrounds (bounce centers/ball pits/laser tag), etc.).

Family entertainment centers 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. Attendees may bring their own food, if allowed by the establishment. Temporary concession stands and other food facilities (e.g., food trucks, food carts) are not allowed. Food and beverages may only be consumed in designated dining areas in compliance with DPH Protocols for restaurants, but food may neither be consumed while engaging in entertainment activities nor while walking around the premises. Indoor dining areas are limited to 50% indoor capacity.

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

Family Entertainment Centers need to comply with the following guidance, if applicable:

- DPH Protocols for [Restaurants](#)
- DPH Protocols for [Retail Establishments](#)
- DPH Protocols for [Private Events](#)

In the protocols that follow, the term “household” is defined as “persons living together as a single living unit” and shall not include institutional group living situations such as dormitories, fraternities, sororities, monasteries, convents, or residential care facilities, nor does it include such commercial living arrangements such as boarding houses, hotels, or motels.<sup>1</sup> The terms “staff” and “employee” are meant to include employees, volunteers, interns and trainees, scholars and all other individuals who carry out work at the site. The term “visitors” or “customers” should be understood to include members of the public and others who are not staff or employees who spend

<sup>1</sup> Los Angeles County Code, Title 22. §22.14.060 - F. Family definition. (Ord. 2019-0004 § 1, 2019.)  
[https://library.municode.com/ca/los\\_angeles\\_county/codes/code\\_of\\_ordinances?nodeId=TIT22PLZO\\_DIV2DE\\_CH22.14DE\\_22.14.060F](https://library.municode.com/ca/los_angeles_county/codes/code_of_ordinances?nodeId=TIT22PLZO_DIV2DE_CH22.14DE_22.14.060F)

time at the business or site. The terms “establishment”, “site”, and “facility” both refer to the building, grounds, and any adjacent buildings or grounds at which permitted activities are conducted.

In the protocols that follow, the term “fully vaccinated person” or “full vaccination” means that the person is able to present a vaccination card, electronic medical record, or other form of proof to demonstrate that: Two or more weeks have passed since the person received the second dose in a 2-dose series of COVID-19 vaccine (e.g., Pfizer-BioNTech or Moderna), OR Two or more weeks have passed since the person received a single-dose COVID-19 vaccine (e.g., Johnson and Johnson (J&J)/Janssen).

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 family entertainment center 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:**

**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.
- Entry screenings are conducted before employees, vendors, contractors, and other visitors may enter the facility, in compliance of the [DPH Entry Screening guidance](#). Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills and if the employee is currently under an isolation or quarantine order. These checks can be done remotely or in person upon the employees’

arrival. A temperature check should be done at the worksite if feasible.

- Negative Screen (Cleared). If the person has no symptoms and no contact with a known or suspected COVID-19 case in the last 10 days, they can be cleared to enter and work for that day.
- Positive Screen (Not Cleared).
  - If the person was not fully vaccinated<sup>2</sup> against COVID-19 and had contact with a known COVID-19 case in the last 10 days or is currently under quarantine orders, they may not enter and must be sent home immediately to quarantine at home. Provide them with the quarantine instructions found at [ph.lacounty.gov/covidquarantine](http://ph.lacounty.gov/covidquarantine).
  - If the person is showing any of the symptoms noted above or is currently under isolation orders, they may not enter and must be sent home immediately to isolate at home. Provide them with the isolation instructions found at [ph.lacounty.gov/covidisolation](http://ph.lacounty.gov/covidisolation).
- 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 [2021 COVID-19 Supplemental Paid Sick Leave Law](#).
- 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 or online at [www.redcap.link/covidreport](http://www.redcap.link/covidreport). 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.
- Employees who have contact with others are offered, at no cost, an appropriate face mask that covers the nose and mouth. For more information, see LAC DPH COVID-19 Mask webpage at <http://ph.lacounty.gov/masks>. The face mask 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 mask must 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. Masks with one-way valves must not be used. All employees must wear face masks at all times except when working alone in private offices with closed doors or when eating or drinking. The exception made previously for employees working in cubicles with solid partitions exceeding the height of the employee while standing is overridden until further notice.
- To ensure that masks are worn consistently and correctly, employees are prohibited from eating or drinking except during their breaks when they are able to safely remove their masks and physically distance from others. At all times when eating or drinking, employees must maintain at least a six-foot distance from others. When eating or drinking, it is preferred to do so outdoors and away from others, if possible. Eating or drinking at a cubicle or workstation is preferred to eating in a breakroom if eating in a cubicle or workstation provides greater distance from and barriers between workers.
- Employees are instructed on the proper use of their face mask, including the need to wash or replace

<sup>2</sup> People are considered fully vaccinated against COVID-19 two (2) weeks or more after they have received the second dose in a 2-dose series (e.g., Pfizer-BioNTech or Moderna), or two (2) weeks or more after they have received a single-dose vaccine (e.g., Johnson and Johnson [J&J]/Janssen).

their face masks daily.

- Occupancy is reduced and space between employees is maximized in any room or area used by employees for meals and/or breaks. This has been achieved by:
  - Posting a maximum occupancy sign that is consistent with enabling a distance of at least six feet between individuals in rooms or areas used for breaks; and
  - Staggering break or mealtimes to reduce occupancy in rooms or areas used for meals and breaks; and
  - Placing tables at least eight feet apart and assuring six feet between seats, removing or taping seats to reduce occupancy, placing markings on floors to assure distancing, and arranging seating in a way that minimizes face-to-face contact. Use of partitions is encouraged to further prevent spread but should not be considered a substitute for reducing occupancy and maintaining physical distancing.
- Where possible, outdoor break areas with shade covers and seating are created to help ensure physical distancing.
- 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 mask. Face masks 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 and coworkers. Face shields are optional for employees that show acceptable proof of full vaccination to their employer; wearing a face mask is still required. For fully vaccinated employees who have shown proof of their full vaccination against COVID-19 and choose not to wear a face shield, the employer should create and keep a written record that documents that each of these employees has shown them acceptable proof of full vaccination. The employer does not need to keep a copy of the proof of full vaccination shown.
  - People are considered fully vaccinated for COVID-19 at  $\geq 2$  weeks after they have received the second dose in a 2-dose series (Pfizer-BioNTech or Moderna), or  $\geq 2$  weeks after they have received a single-dose vaccine (Johnson and Johnson [J&J]/Janssen).
  - The following are acceptable for the employee to show their employer as proof of full vaccination for COVID-19: Vaccination card (which includes name of person vaccinated, type of vaccine provided and date last dose administered) OR a photo of a vaccination card as a separate document OR a photo of the attendee's vaccine card stored on a phone or electronic device OR documentation of full vaccination from a healthcare provider (which includes name of person vaccinated and confirms that the person is fully vaccinated for COVID-19).
- 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 at the below frequency, but no less than once per day during operating hours, on the following schedule:
  - Break rooms \_\_\_\_\_
  - Restrooms \_\_\_\_\_
  - Other \_\_\_\_\_
- 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 maximum number of people, including all visitors and staff, in the indoor area of the venue is limited to **50%** of the facility's indoor occupancy based on applicable building or fire code.  
Maximum number of customers in the indoor areas of the family entertainment center is limited to:  
\_\_\_\_\_
- The maximum 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.  
Maximum number of customers in the facility limited to: \_\_\_\_\_
- The establishment must strictly and continuously meter the entry and exit of customers at all entrances in order to track occupancy to ensure compliance with capacity limits. Establishments that are insufficiently or not metering or appear to be over-capacity, may, at the discretion of the public health inspector, be temporarily closed until these issues are rectified as determined by the onsite public health inspector.
- Each individual or separate room within a Family Entertainment Center may be open to the public at a maximum of **50%** capacity, such that all persons from different households may be physically distanced by at least six feet.
- Venues with Full Testing/Vaccination - Capacity Bonus:** Family Entertainment Centers that admit only fully vaccinated or tested negative customers may increase their indoor capacity up to a maximum of **75%** of total indoor venue capacity based on applicable building or fire code. Venues may not use the capacity bonus if any section of the venue includes attendees that do not show proof of a negative **COVID-19** test or proof of full vaccination **against COVID-19** to the venue operator.
  - Testing **Negative for COVID-19** Verification
    - Testing must be conducted **within** 72 hours before the person visits the Family Entertainment Center, if using PCR. Antigen tests are acceptable and must be conducted within 24 hours of the time of entry. Results of the test must be made available prior to entry into the venue.
    - The following are acceptable as proof of a negative COVID-19 test result: a photograph verification and a printed document (from the test provider or laboratory) OR an email or text message displayed on a phone or electronic device from the test provider or laboratory. The information provided should include the name of the person tested, type of **COVID-19** test performed, and the date of negative test result (for PCR, date of negative result must be within prior 72 hours; for antigen, date of negative result must be within 24 hours).
  - Full Vaccination Verification
    - Customers that have attested to full vaccination must show the venue the required verification, which is both a photograph identification and proof of full vaccination, such as **their** vaccination



card (which includes the name of person vaccinated, type of COVID-19 vaccination provided and date last dose administered) or a photo of their vaccination card as a separate document or a photo of the attendee's vaccine card stored on a phone or electronic device or documentation of full vaccination against COVID-19 from a healthcare provider, before being permitted entry into the venue.

- The term “fully vaccinated person” or “full vaccination” means that the person is able to present proof that: Two or more weeks have passed since the person received the second dose in a 2-dose series of COVID-19 vaccine (e.g., Pfizer-BioNTech or Moderna), OR Two or more weeks have passed since the person received a single-dose COVID-19 vaccine (e.g., Johnson and Johnson (J&J)/Janssen.
- 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 face mask 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.
- Measures have been implemented to ensure physical distancing of at least six (6) feet 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 between customers and staff, 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, customers are encouraged to order online or over the phone, whenever possible. 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.
- 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. Effective ventilation is one of the most important ways to control small aerosol transmission. 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. See California Department of Public Health [Interim Guidance for Ventilation, Filtration and Air Quality in Indoor Environments](#) for detailed information.
  - Please Note: Ventilation and other indoor air quality improvements are an addition to, and not a replacement for, mandatory protections including wearing face coverings (except in certain high-risk environments that require using proper respiratory protection), maintaining at least six feet of distance between people, washing hands frequently, and limiting activities that bring together people from different households.
- ❑ [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.
  - Negative Screen (Cleared). If the person has no symptoms and no contact with a known or suspected COVID-19 case in the last 10 days, they can be cleared to enter the establishment.
  - Positive Screen (Not Cleared).
    - If the person has had contact with a known COVID-19 case in the last 10 days or is currently under quarantine orders, they may not enter and must be sent home immediately to quarantine at home. Provide them with the quarantine instructions found at [ph.lacounty.gov/covidquarantine](http://ph.lacounty.gov/covidquarantine).
    - If the person is showing any of the symptoms noted above or is currently under isolation orders, they may not enter and must be sent home immediately to isolate at home. Provide them with the isolation instructions found at [ph.lacounty.gov/covidisolation](http://ph.lacounty.gov/covidisolation).
- ❑ Customers are instructed that they must wear a face mask at all times while on the property, including during all family entertainment activities. This applies to all adults and to children 2 years of age or older. Individuals who have been instructed not to wear a face mask by their medical provider must 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. Masks with one-way valves must not be used. To support the safety of your employees and other customers, a face mask should be made available to customers who arrive without them.
  - Customers may not remove face masks until they are seated at a table in the designated dining area and eating and/or drinking. **Customers may not walk around while eating or drinking.**
  - Customers who refuse to wear a face mask 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 mask if age permits.
- ❑ If the establishment sells food or beverages for on premises consumption, the business must comply with all requirements as specified in the DPH protocols for restaurants or other food establishments, including the requirement to create a designated dining area that is physically separate from the family entertainment activities.
- ❑ Where possible, allow at least 30 minutes between different households in indoor spaces to allow for proper ventilation. This could include staggering reservations for activities.
- ❑ Contactless payment systems are in place or, if not feasible, payment systems are sanitized at least once per day. Describe:

- Increase cleaning and disinfection for surfaces that are in high traffic areas or for surfaces that are exposed to unmasked individuals.
- Customers are encouraged to bring their own equipment (e.g., batting helmets, bats, bowling balls, shoes, 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 at least once per day 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.
- Customer activity areas (e.g., tables, chairs, touch screens, etc.) are thoroughly cleaned and disinfected on an hourly basis 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 at least once per day or more frequently as determined is necessary.
- Public restrooms and handwashing stations are stocked at all times and provide additional soap, paper towels and hand sanitizer. Public restrooms are cleaned and disinfected at least once per day or as often as determined is necessary using EPA approved disinfectants and following the manufacturer's instructions for use, on the following schedule:  

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- Public drinking water fountains are turned off and have signs informing customers that they are inoperable.
- Employee restrooms are not available for customer use.
- 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 or if applicable, the facility's printed Los Angeles County COVID-19 Safety Compliance Certificate is posted at all public entrances to the facility. For more information or to complete the COVID-19 safety compliance self-certification program, visit <http://publichealth.lacounty.gov/eh/covid19cert.htm>. Facilities must keep a copy of the Protocols onsite at the facility for review, upon request.
- Signage at the entry and/or where customers line up notifies customers of occupancy limit and requirement that they wear a face mask at all times while at the establishment. See the [County DPH COVID-19 Guidance webpage](#) for additional resources and examples of signage that can be used by



businesses.

- Signage is posted in the activity area that reminds customers to maintain physical distancing of six feet, the need to wear a face mask 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 activity area indicates to customers where to find the nearest hand sanitizer dispenser.
- Signage throughout the activity area reminds customers to use hand sanitizer frequently and to avoid touching their eyes, nose, and mouth.
- Signage throughout the activity area reminds customers that eating, or drinking is only permitted in the designated dining areas.
- Online outlets of the establishment (website, social media, etc.) provide clear information about operating hours, required use of face masks, 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:** \_\_\_\_\_