



# ZOOS GUIDELINES

## RESTORE ILLINOIS

A Public Health Approach To Safely Reopen Our State

### PART OF PHASE 4 OF RESTORE ILLINOIS PLAN

APPLICABLE TO EACH REGION UPON TRANSITION TO PHASE IV | ISSUED ON JUNE 22, 2020 | EARLIEST EFFECTIVE DATE JUNE 26, 2020

The Revitalization Phase of the Restore Illinois public health approach to reopening the Illinois economy includes larger gathering sizes, additional businesses reopening and increased capacities. We must all continue to social distance, frequently wash our hands and cover our faces to maintain progress in overcoming COVID-19.

#### This document is applicable to businesses that meet the following criteria:

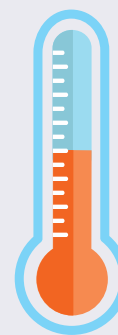
- Establishments primarily engaged in the preservation and exhibition of live plant and animal life displays
  - ♦ Examples of Zoos include (non-exhaustive): zoos, botanical gardens
- **Note:** in Zoos Guidelines, “employee” means paid employee or volunteer
- **Note:** organizations that operate across multiple workplace environments should refer to applicable Phase IV guidelines for guidance on those workplaces
- **Note:** As of release, zoos may operate public-facing areas of establishment at no more than 25% of occupancy for the entire facility. Indoor exhibits are limited to the **lesser** 50 people or 50% of the building capacity. Capacity restrictions will be reassessed on an ongoing basis throughout Phase IV

#### Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:

## GENERAL HEALTH

### i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employees should wear face coverings over their nose and mouth when within 6-ft. of others (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#).
3. Social distance of at least 6-ft. should be maintained between non-household individuals unless participating in activities permitted under Phase IV guidelines
4. Employers should provide hand washing capability or sanitizer to employees and if applicable, customers
5. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



## HR AND TRAVEL POLICIES

### i. Minimum guidelines

1. All employees and workers who perform work at the worksite (such as temporary or contract workers) should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the [DCEO Restore Illinois guidelines website](#)
2. Employees should follow [CDC travel guidance](#) to protect themselves and others during business travel
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations
4. Employers should clearly explain all paid leave policies and make workers aware that they may be eligible for benefits if they are sick or symptomatic
5. Employers should be aware that the Occupational Safety and Health Act of 1970 and provisions of state law prohibit employers from retaliating against workers for raising safety or health concerns



### ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

## HEALTH MONITORING

### i. Minimum guidelines

1. Employers should make temperature checks available for employees and encourage their use. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
2. All employers should have a wellness screening program. Resources outlining screening program best practices are posted on the [DCEO Restore guidelines website](#)
  - a. Employers should conduct in-person screening of employees upon entry into workplace to verify no presence of COVID-19 symptoms
  - b. If employee shift is greater than 5 hours, employers should also conduct mid-shift screening to verify no presence of COVID-19 symptoms (in person preferred, though virtually is permitted)
3. If employee reports having any COVID-19 related symptoms, they should remain isolated at home for a minimum of 10 days after symptom onset AND until feverless and feeling well (without fever-reducing medication) for at least 72 hours OR confirmed to not have COVID-19 via 2 negative COVID-19 tests in a row, with testing done at least 24 hours apart
4. If employee reports having any COVID-19 related symptoms, employers should encourage employee to contact their health care provider; if multiple employees report having any COVID-19 related symptoms, employers should notify their local health department within three days of being informed of the prevalence of COVID-19 symptoms; if multiple employees test positive for COVID-19, employers should notify their local health department within one day of positive test results
5. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed [according to CDC guidelines](#)
6. Where appropriate, notify employees who have been exposed. Employers should not identify an employee who tested positive by name
7. Any employee who has had close contact<sup>1</sup> with co-worker or any other person who is diagnosed with COVID-19 should quarantine for 14 days after the last/most recent contact with the infectious individual and should seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop



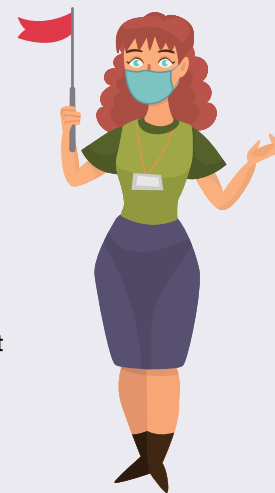
<sup>1</sup> Close contacts include household contacts, intimate contacts, or contacts within 6-ft. for 15 minutes or longer unless wearing N95 mask during period of contact.

Guidelines specific to zoos:

## PHYSICAL WORKSPACE

### i. Minimum guidelines

1. Establishment operators should [display signage](#) at entry with face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limit, in multiple languages as needed
2. Allow for 6-ft. spacing between occupied ticketing workstations OR if not practical, install an impermeable barrier between ticketing workstations
3. No more than the lesser of 50 people or 50% capacity of the room for any specific indoor exhibit and should be actively managed by establishment operators. Establishment operators should monitor social distancing and display visual markers 6-ft. apart at attractions to designate where guests may stand to view exhibits
4. Hands-on exhibit components, including props and equipment should be sanitized frequently and if applicable, rotated often between timed entry sessions (e.g. interactive touch screens, historical replicas, etc.)
  - a. Rides should be closed
5. Concessions should follow [Restaurant and Bar guidelines](#) for all food and beverage operations and should be one of the following::
  - a. Delivered by a server who takes orders from guests while seated with distancing requirements laid out in [Restaurant and Bar guidelines](#); OR
  - b. At kiosks, purchased pre-packaged via "grab and go" with queuing areas clearly marked to observe social distancing OR
  - c. At quick service areas, queuing areas should be clearly marked to observe social distancing



### ii. Encouraged best practices

1. Display visual markers 6-ft. apart at guest queue points
2. If practical, install impermeable barrier between employee and guest at checkout
3. If practical, implement touchless transactions
4. Where possible, eliminate common touchpoints (e.g. remove shared items in commons areas, use touchless door pulls)
5. If practical, designate doors as entry-only and exit-only to reduce likelihood of close contact and congestion points
6. Where possible, minimize use of coat and bag checks and clean area frequently
7. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical

## DISINFECTING/CLEANING PROCEDURES

### i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted in compliance with [CDC protocols](#) on weekly basis
2. Clean and disinfect common areas (e.g., restrooms, cafeterias) and surfaces which are touched by multiple people (e.g., entry/exit doorknobs, stair railings) frequently; every 2 hours recommended for high-traffic areas
3. Establishment operators should thoroughly sanitize all audio guide equipment before and after use by a guest OR suspend use of audio guide equipment
  - a. If practical, establishment operators may consider sending guest a link to audio files that can be played on guest's device
4. Follow [NCPTT-recommended cleaning procedures](#) for disinfecting cultural resources, if appropriate
5. For seated video exhibits, establishment operators should follow [Theaters and Performing Arts guidelines](#)
6. All required disinfecting, cleaning, or sanitizing activities to be conducted by employees should be within their normal workday or during otherwise compensated time



## STAFFING AND ATTENDANCE

### i. Minimum guidelines

1. Public-facing areas of establishment should operate at no more than 25% of occupancy at any given time
2. Guided tour groups should be limited to 50 or fewer guests per tour guide. Social distance of at least 6-ft. should be maintained between non-household individuals
3. Establishments should have a plan to limit congregation at entry/exit points
  - a. Sell tickets in advance; minimize unscheduled entries
  - b. Schedule staggered guest arrival times (timed ticketing)
4. Establishment operators should design a plan to allow for social distancing within the workplace and if needed, designate employee(s) to monitor capacity limits and social distancing
5. Establishment operators should limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft. or greater by removing/ decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements
6. Establishment operators should develop a method to inform customers of available facility capacity before customers arrive at the facility (e.g., reservation system, overview of days/ times when establishment is typically most crowded)

### ii. Encouraged best practices

1. Stagger shift start and end times to minimize congregation of employees during changeovers
2. Stagger tour start and end times

## EXTERNAL INTERACTIONS

### i. Minimum guidelines

1. Before allowing external supplier or non-guest visitor to enter, or while requiring them to wait in a designated area, establishment operators should ask whether external supplier or non-guest visitor is currently exhibiting COVID-19 symptoms
  - a. If possible, establishment operators should take external supplier or non-guest visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Establishment operators should keep log of all external suppliers who enter premises
3. Suppliers and non-guest visitors should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)



### ii. Encouraged best practices

1. Limit contact between external suppliers/ non-guest visitors and employees

## CUSTOMER BEHAVIORS

### i. Minimum guidelines

1. Guests should wear face coverings over their nose and mouth, but may remove while viewing outdoor exhibits if maintaining at least 6-ft. distance from non-household persons (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
2. Guests should check for available capacity before going to the facility

### ii. Encouraged best practices

1. Before allowing entrance, establishment operators ask whether guest is currently exhibiting COVID-19 symptoms
  - a. If practical, establishment operators should take guest temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Guests are encouraged to purchase tickets online



**If you have questions or need additional support:  
Please call our hotline at 1-800-252-2923  
or e-mail us at [ceo.support@illinois.gov](mailto:ceo.support@illinois.gov)  
or return to [Illinois.gov/businessguidelines](https://illinois.gov/businessguidelines)**

**Additional Resources:**

- [CDC Interim Guidance for Businesses and Employers](#)
- [CDC Workplace Decision Tool](#)
- [IDPH Releasing COVID-19 Cases and Contacts from Isolation and Quarantine](#)
- [IDPH Testing Guidance](#)
- [IDPH FAQs](#)
- [Symptoms of Coronavirus](#)
- [IDHR FAQ for Businesses Concerning Use of Face-Coverings During COVID-19](#)
- [CDC Guidelines on Cleaning and Disinfecting Your Facility](#)
- [CDC Guidance on Cleaning Public Spaces, Workplaces, Businesses, Schools, and Homes](#)
- [EPA Disinfectants for Use Against SARS-CoV-2](#)