

COVID-19 NH State Parks Opening and Operating Procedures
Governor's Economic Re-Opening Task Force
Department of Natural and Cultural Resources
Division of Parks and Recreation
Draft 4/27/20

Maintain Social Distancing

1. Campgrounds
 - a. Administration office is closed to public. No contact with staff or waiting at counter to check in. On-line reservations only. No walk-ins.
 - i. Campers will self-check-in via the Reserve America App at the campground
 1. The RA App will not allow check-in unless they are at the campground and have location services turned on.
 2. One router will be available for access outside the campground office to provide a WIFI connection.
 - ii. For guests without smart phones, staff will drive through campground to verify that the campers are on site. Staff will enter in the system at the office.
 - b. Restrooms/Bathhouses
 - i. All restrooms (both men's and women's sides) will be converted to family bathrooms where only one person or family group will use the bathroom at a time.
 1. A lock (deadbolt) will be put on the door to be locked when family members enter.
 - a. Lock will be keyed or combination on the outside to allow emergency entry by staff like existing family bathrooms.
 - b. Establish an occupied signage system.
 2. Family groups from the same site will be encouraged to use restrooms together to increase capacity, particularly at busy times of day
 - ii. Restrooms will be supplemented by a limited number of portable toilets at or near the restroom. (Rule of thumb is one portable per 8-10 people)
 1. Example: Pawtuckaway has three bathhouses on Horse Island serving 80 campsites. Determined that at least one additional portable toilet is needed for half the campsites if the campground is full.
 2. See total park listing for numbers of pit portable toilets by park
 - iii. Marking will be placed at the entrance to the bathrooms, pit toilets and portable toilets at the 6 ft.+ distance
 - iv. Showers:
 1. Phase 1: Closed until operations under control
 2. Phase 2: Single use showers with exterior access only
 - v. Laundry rooms:
 1. Phase 1: Closed
 2. Phase 2: Single party use only. Lockable door. "Occupied" signage.
 - vi. Doors and windows will remain open wherever possible to limit surface contact and improve ventilation.

- c. Campsites/Cabins
 - i. All group sites will be closed.
 - ii. The number campsites will be limited based upon the capacity of family style restrooms.
 - iii. Camping sites available limited initially to 50 % of the campsites or every other campsite.
 - iv. Occupancy:
 - 1. Standard six maximum, four adults, two children.
 - 2. Outside visitors are not permitted. Anyone who is not a registered camper will be prohibited from entering the campground.
 - 3. All individuals on the campsite must be included on the reservation.
 - v. RV campgrounds
 - 1. Limit to every other site.
 - 2. Bathrooms will be closed. RV's will be required to use sewer hookups.
 - vi. Cabins/Yurts and Houses
 - 1. Structures are separated from one another so social distancing issues occur primarily at the restroom facilities
 - 2. Houses (Coleman) are fully self-contained and could open with RV campgrounds
- d. Retail
 - i. Campground store is closed.
 - 1. Curbside pick-up at designated location or delivery to campsite. Campers will call the park office and staff will take orders over the phone via a credit card. Campers will come pick up their order at curbside or staff may be able to deliver some products, like firewood, to the site.
 - 2. A limited number of retail products will be offered such as Firewood, Ice, Insect repellent, Sunscreen, Charcoal/Lighter Fluid, S'more's Kits, Fire Starters, Flashlights, Propane, Matches/Lighters

2. The Flume

- a. Online advance ticketing only
 - i. Limit of 4-6 tickets per transaction. Group size limited to six people.
 - ii. A maximum of 10-20 transaction sold for each one hour time period
- b. Check-in
 - i. Must have ticket to enter visitor center
 - ii. Check-in via tablet
 - iii. 6 ft. + delineations in line
- c. Visitor Flow
 - i. Exit building to hike trail through one turnstile, return through a separate turnstile.
 - ii. Exit and return to hiking trail through separate doors that remain open
 - iii. All indoor seating removed.
 - iv. Most or all exhibits not on display this year to reduce congregating
 - v. No shuttle bus service during initial opening

- vi. No bus groups until further notice
 - d. Restrooms
 - i. Institute controls to address entry: Leave doors open, mirrors at entry, limit number of sinks in use, use counters and displays outside door to show when limit reached, consider one way through winter bathroom area (close those restrooms).
 - e. Food & Beverage Operations
 - i. Grab n' Go format only per Governor's Order.
 - ii. Limit/Discourage cash transactions using Credit / Debit cards. Limit visitor/staff touching of surfaces and CC machine.
 - iii. Seating provided outdoors only with tables spread out.
- 3. Inland Beaches
 - a. The capacity of each beach needs to be determined under social distancing guidelines to prevent overcrowding.
 - b. Picnic tables are spread out ten feet to maintain social distancing.
 - c. Visitors will reserve a picnic table on line.
 - d. For many campgrounds, the beaches are the primary reason many campers are at the park (like White Lake). These beaches are also open to day use with the exception of Greenfield, which has a separate camper beach.
 - i. Option 1: Allow beach use for campers only. Do not open up the beach up to day use.
 - ii. Option 2: Both camping and day use of beach is through a reservation system. Campers use a promo code for 100% of day use fee when getting beach ticket.
 - e. Beach activities permitted
 - i. Phase 1: Transitory movement only is permitted on the beach – walk, jog, and swimming. No sunbathing or group activities. No chairs, sunbathing towels, coolers, grills, or umbrellas on beach.
 - ii. Phase 2: Allow restricted sitting on the beach.
 - 1. Identify specific locations
 - 2. Reserve a spot similar to picnic tables for inland beaches
 - f. Lifeguards:
 - i. Option 1: Swim at your own risk. No lifeguards on duty on inland beaches to limit staff interaction with public.
 - ii. Option 2: Lifeguards on duty under guidance from US Lifeguarding Association Guidelines
 - g. Inland Beach Restrooms
 - i. Option 1. Close. If restroom facilities are open, social distancing is more difficult going in and out of and in the space. Beach bathrooms are more heavily used than campground bathrooms.
 - ii. Option 2. Use the family bathroom concept used in campgrounds.
 - iii. Option 3. Institute other controls to address entry: Leave doors open, mirrors at entry, one-way traffic into building, limit number of sinks in use, use counters and displays outside door when limit reached.

- iv. Option 4. Use portable toilets instead.
- 4. Seacoast Beaches
 - a. Limit available parking by 50% for all state, town, and private lots at the seacoast.
 - i. Parking at state lots by online reservation only
 - ii. Allow for reserving block of time during the day (average meter transaction is two hours).
 - b. Beach activities permitted
 - i. Option1: Transitory movement only is permitted on the beach – walk, jog, and swimming. No sunbathing or group activities. No chairs, sunbathing towels, coolers, grills, or umbrellas on beach.
 - ii. Option 2: Allow restricted sitting on the beach.
 - 1. Identify specific locations
 - 2. Reserve a spot similar to picnic tables for inland beaches
 - c. Seacoast Beach Restrooms
 - i. Institute controls to address entry: Leave doors open, mirrors at entry, limit number of sinks in use, one-way traffic into building, use counters and displays outside door when limit reached.
 - ii. 6+ ft. delineation in line
- 5. OHRV Motorized Trails
 - a. Properties to be Opened and Restroom & Parking Facilities information:
 - i. Phase 1: Only trails on DNCR state reservations will be opened (350 miles, list below). Trail connectors into towns remain closed.
 - ii. Phase 2: Selected ATV Club networks open pending landowner permission. Town connectors remain closed.
 - iii. Phase 2: All trails and trail connectors open when restaurants to remain closed until NH restaurants and lodging reopen for public use.
 - b. Hopkinton-Everett Riding Area (to open May 23-Army Corp license to DNCR)
 - i. No restroom facilities
 - ii. Main parking lot capacity (40 vehicles)
 - c. Hillsborough Recreational Rail Trail (to open May 23, DNCR property)
 - i. No restroom facilities
 - ii. Hillsborough Fish & Game Club parking lot (10 vehicles)
 - d. Pisgah State Park (to open May 23, DNCR property)
 - i. No restroom facilities
 - ii. Rte. 119 parking lot in (15 vehicles)
 - e. Jericho Mountain State Park (to open May 23- DNCR property)
 - i. Toilet facilities open: Pit toilet at scenic Warming Hut overlook (1) and Jericho Lake overlook (1); pit toilets in campground (3) and flush toilets Visitor Center entrance (2).
 - ii. Visitor Center Parking Lot (60 vehicles), Event Area parking (100 vehicles) & Beach parking lot (20 vehicles)
 - iii. All traffic from parking areas to be routed past Visitor Center to check for registrations.

- iv. Only southern parcel (Jericho Lake Tract) to be open at this time. No parking on Rte. 110 or riding on Head Pond Tract. No connector trails open at this time.
- v. Fee collection:
 - 1. Option 1. No fee collection.
 - 2. Option 2. Online reservation system.
- f. Millsfield Pond area trails (to open May 23, admin lease to BoT)
 - i. Club provides portable toilet at parking area
 - ii. Club parking lot (30 vehicles)
 - iii. All connector trails S, N and E to be blocked with barricades with signage about trail closure beyond this point. No connection to Errol, Milan, Dixville or Cambridge areas.
 - iv. Sugar River Rail Trail (open year-round, DNCR property)
 - v. No facilities
- g. Newport and Claremont parking areas (25 vehicles combined)
 - i. Fremont Branch-Rockingham Recreational Trail (open year-round, DNCR property)
 - ii. No facilities
- h. Fremont Rte. 107 lot (25 vehicles) and Warner Hill Road lot Derry (15 vehicles)
- i. Ammonoosuc Recreational Trail (open year-round- DOT property managed by DNCR)
 - i. No facilities
- j. Littleton parking (Industrial Park Drive- 25 vehicles)
 - i. Club trail systems will open after assessment by local clubs. Coos club networks and connectors to remain closed at this time.

Cleaning and Disinfection

1. Limit surfaces that touched by visitors and staff
 - a. Close playgrounds, delay boat rentals
 - b. Remove picnic tables in all locations unless being cleaned regularly
 - c. Leave doors open where possible
 - d. Water bubblers and fountains turned off
 - e. Use no touch trash cans without lids to open
 - f. Limit handling of cash and credit/debit cards
 - i. On line sales wherever possible
 - ii. Visitor self-processes with credit/debit cards
 - iii. Provide for cash payments in reservation system if feasible
 - iv. Use iron rangers and count cash later under controlled conditions
2. General Cleaning Guidance
 - a. Clean based upon time, the number of visitors, or after each party leaves (Seeking guidance on cleaning verses amount of use verses time. CDC says daily or more often if possible.)

- b. Clean all surfaces touched by visitor.
 - c. Clean other surfaces as necessary due to aerosol transmission
 - d. Bleach disinfectant at 1/3 bleach per gallon or CDC approved equivalent product
- 3. Restrooms, pit toilets, and portable toilet all surfaces will be cleaned a minimum of once a day, up to every two hours.
 - a. Cleaning log posted
- 4. Campsites are cleaned with disinfectant after each party
 - i. Picnic table
 - ii. Fire pit grate handles
 - iii. RV full hook ups – all surfaces that are handled by camper
- 5. Pot washing stations will be open and cleaned on same frequency as bathrooms to avoid the grey water waste being disposed of at the campsite or water spigots.
- 6. Water spigots
 - i. Disinfected at the same frequency as restrooms
- 7. Washing Hands
 - a. Soap dispensers provided in restrooms and are monitored and filled
 - b. Hand sanitizer provided in pit and portable toilets.
 - c. CDC recommends encourages visitors to bring their own hand sanitizer and disinfecting wipe for use in pit toilets and portable toilets. This is most often necessary due to theft.
 - d. Communication on website, at time of reservation, pre-arrival reminder and at campground through signage.

Risk Policies

- 1. Encourage citizens to recreate near their homes and stay home if they are not feeling well
 - a. If you or a member of your party appear sick we reserve the right to ask you to return home
 - b. Advance Reservations
 - i. Campgrounds: Parks will refund the entire amount of the reservation (except reservation fee) and not charge the \$15.00 fee for campground cancellations within 5 day or less for cancellation due to potential illness for the visitor and members of their party.
 - ii. Day Use Reservations: under review.
- 2. Determine if, as a condition of entry into venues as they open up, if visitors can be required to wear a face covering.

PPE's/Coverings

- 1. For visitors, CDC recommends a facemask in public settings where other social distancing cannot be maintained.
 - a. Non family style bathrooms.
 - b. Boardwalks if crowded
 - c. Beaches if crowded
 - d. Any indoor facilities that become open
- 2. Staff will be issued, depending upon their function, latex/non-latex gloves, medical gloves, safety glasses, goggles, face shields, disposable aprons, Tyvek suits, cloth masks, procedure

masks, and N-95 masks. Functions include tollbooth, parking, bathroom cleaning, visitor direction/services, trash collection, facility maintenance, lifeguards, and mountain patrol/rescue.

3. Supplemental Actions:
 - i. Facilities will be closed for cleaning and maintenance
 - ii. Physical barriers will be used where possible.

Communication/Messaging

1. Please help us keep our State Parks open
2. Stay Home if you are not feeling well
 - a. Campground Reservations and Day Use Reservations
 - i. Do not show up if you or a member of your party are symptomatic, become symptomatic during your visit or have been symptomatic within 10 days before arrival.
 - ii. Do not show up if you have been caring for or living with someone who has been sick.
3. Recreate close to home
4. Avoid crowded trailheads and other crowded locations
5. Maintain social distancing.
6. Wash/sanitize your hands
 - a. Bring hand sanitizer for use in all bathrooms, pit toilets and portable toilets in case it is not available.
7. Hike responsibly
 - a. Hike Safe messaging
 - b. Do not recreated beyond your proven capability
 - i. Rescues endanger others
 - ii. Rescues take emergency services away from other calls in their communities
 - c. Make sure that you know where you are going and how you are returning
8. Status of parks openings, services and facilities available, and reservation process and requirements
9. Signage
 - a. COVID-19 Social Distancing
 - b. Hike Safe
 - c. Reminder signage at each campground regarding camping policies and procedures, phone numbers, retail etc.
 - d. Tips for social distances while hiking
 - e. Playground closed

Employee Health

1. Social distancing standards
 - ii. Limit interaction with public or maintain 6 feet of distance.
 - iii. Set up work spaces so that 6' minimum distancing is possible

- iv. One person per Truck / ATV / UTV
 - v. PPE's/ covering/physical barrier required if social distancing standard could not be met.
- 2. PPE's Coverings will be required for work for certain employee functions (Lifeguard, Search & Rescue)
- 3. State vehicles will be wiped down after staff use each day.
- 4. Hand tools will be wiped down after each user
- 5. Employees will be asked when they report to work if they do not feel well or if they have been exposed to someone with COVID-19.

Enforcement

- 1. Authority:
 - a. State and local law enforcement under disorderly conduct statute.
 - b. Town of Hampton to maintain public order under Chapter Law
 - c. Local police departments department to enforce DNCR's administrative rules under a joint memorandum of agreement
 - d. Parks staff and DNCR Forest Rangers
 - i. Staff will be readily identified in uniform in accordance with uniform policy.
 - ii. Staff will enforce in accordance their training
- 2. Parks Enforcement Actions
 - a. Entry without reservation or when parking lot is full
 - b. Parking in unauthorized areas including the highway and in front of gates
 - c. Staffing gate closures to turn visitors around
 - d. Social distancing/crowding TBD
- 3. Administrative Rules:
 - a. *Res 7301.03 Authority of DRED (DNCR) Personnel. Persons shall obey all requests made by authorized DRED personnel in matters of public interest, public health and safety, or resources protection.*
 - b. *Res 7301.30 Reckless Conduct. (a) No person shall act in a manner which might cause or contribute to self-injury or to the injury of others, or act in a manner that creates a situation which requires or might require assistance for themselves or others....*
- 4. ATV/OHRV's
 - a. NH Fish & Game Department, Enforcement Division Conservation Officers
 - b. Army Corp of Engineer Rangers assisting at Hopkinton-Everett
 - c. Coos County Sheriff at Jericho and Millsfield
 - d. Local PD's enforce all areas.
- 5. Communication
 - a. Staff has cell phones to contact other staff or local PD dispatch if necessary
 - b. In certain locations, staff is equipped with portable radios to maintain contact with each other.

Maintaining Financial Viability

1. Affecting factors:
 - a. Social distancing results in fewer visitors that can be accommodated reducing revenue
 - b. Increase in staff costs to be able to maintain cleaning and facilitate appropriate visitor behavior.
 - c. Increase in supplies cost including PPE's, coverings, cleaners, and sanitizers.
 - d. Cost of modifications to facilities and equipment to comply with acceptable standards.
2. Tollbooths will be operated only if there is adequate revenue to cover collection costs.
3. Seasonal hiring limited to staff necessary to open and operate the park. All staff work improvement/deferred maintenance projects are on hold until further notice.
4. Per Governor's direction, no spending except if necessary to operate the park other than existing contracts.
5. Concord Administrative staff and other available DNCR staff will be redeployed to assist field operations and parks openings.
6. Other than recreational trail parks, all additional venues will be evaluated for financial viability.

Resources

Resources for Parks and Recreational Facilities

<https://www.cdc.gov/coronavirus/2019-ncov/community/parks-rec/index.html>

Visiting Parks and Recreational Facilities

<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/visitors.html>

Guidance for Administrators in Parks and Recreational Facilities

<https://www.cdc.gov/coronavirus/2019-ncov/community/parks-rec/park-administrators.html>

How to Protect Yourself & Others

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>

Coronavirus (COVID-19) How to protect yourself What to do if you are sick

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Resources for Businesses and Employers

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 (COVID-19)

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

Symptoms of Coronavirus

https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2Fsymptoms.html

Cleaning and Disinfecting Your Facility

Everyday Steps, Steps When Someone is Sick, and Considerations for Employers

<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

Cleaning and Disinfection for Community Facilities

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html#PPE>

Cleaning and Disinfection for Non-emergency Transport Vehicles

Interim Recommendations for U.S. Non-emergency Transport Vehicles that May Have Transported Passengers with Suspected/Confirmed Coronavirus Disease 2019 (COVID-19)

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/disinfecting-transport-vehicles.html>

What Grocery and Food Retail Workers Need to Know about COVID-19

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/grocery-food-retail-workers.html>

Resources for First Responders and Law Enforcement

<https://www.cdc.gov/coronavirus/2019-ncov/community/first-responders.html>

What Firefighters and EMS Providers Need to Know about COVID-19

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/firefighter-EMS.html>

FEMA COVID-19 Fact Sheets & Guidance

<https://www.fema.gov/coronavirus/fact-sheets>

Coronavirus (COVID-19) Pandemic: Addressing PPE Needs in Non-Healthcare Setting

<https://www.fema.gov/news-release/2020/04/22/coronavirus-covid-19-pandemic-addressing-ppe-needs-non-healthcare-setting>

OSHA COVID-19

<https://www.osha.gov/SLTC/covid-19/>

Guidance on Preparing Workplaces for COVID-19

<https://www.osha.gov/Publications/OSHA3990.pdf>

Communication Resources

<https://www.cdc.gov/coronavirus/2019-ncov/communication/index.html>

Print Resources

<https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html?Sort=Date%3A%3Adesc>