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Recommendations for infection prevention in zoos, national parks and nature parks as part of the gradual easing of COVID-19 restrictive measures

In order to prevent the spread of infection when visiting zoos, national parks and nature parks, it is necessary to ensure physical distancing among visitors, as well as between visitors and employees, and adhere to the following measures:

15 visitors per 100m² in the indoor area of the zoo. The maximum number of visitors allowed in the indoor area of the zoo at the same time depends on the net floor area. The maximum number of visitors allowed at the same time in the zoo's indoor area is equal to the net floor area in meters squared divided by 7, which amounts to 15 visitors per 100 m² of net floor area. If it proves to be difficult to ascertain the net floor area, the maximum number of visitors allowed at the same time in the zoo can be calculated by dividing the gross floor area by 15. After the maximum allowed number of visitors enters, further entry is only possible after some of the visitors leave, i.e. one visitor may enter for every visitor that leaves. There are no restrictions regarding the number of visitors in nature and national parks.

Limited number of tickets and maintaining physical distance. Limiting the number of visitors can be achieved by making available the number of tickets that corresponds to the largest number of visitors who can be in the zoo at the same time and for the entry to be regulated, so that the next visitor can enter only when someone from the previous group leaves the zoo premises. During their visit to the zoo, the visitors have to adhere to the 1.5-meter physical distancing measure between themselves and other visitors, unless they are members of the same family or group.

Special rules for national and nature parks. It is recommended that visitors maintain a physical distance of 1.5 meters if possible while visiting national and nature parks, unless they are members of the same family, in which case it is not necessary for members of the same family or group to maintain a distance of 1.5 meters while outdoors.

Face masks and physical distance for staff who come into contact with customers. Sales and service staff, as well as tour guides who work indoors, who interact face-to-face with customers, are obliged to wear face masks and adhere to physical distancing measures. While interacting with a customer/visitor, the staff should wear a face masks which must cover the nose and mouth. Everyone should always have a disinfectant available to regularly disinfect their hands. If possible, ensure a distance of at least 1.5 meters between the server or cashier and the customer when

issuing and paying for the goods. The employee has to disinfect his hands before accepting payment for the service and serving. If possible, it is recommended for a protective barrier to be installed at the place of service, i.e. the cash register, which will physically separate the cashier from the customer. If it has to be installed, the barrier has to be made from a material which is resistant to disinfectants. Contactless payment should be encouraged.

Minimal contact between employees from different shifts. If possible, work should be organized in two shifts so that there is at least an hour separating the first and second shift; that hour should be used for cleaning and disinfecting surfaces during routine cleaning. The surfaces are disinfected by wiping them down with a virucidal disinfectant.

Hand hygiene and disinfection of contact surfaces. It is necessary to ensure hand disinfectant for customers as well as a notice for customers, and to continuously carry out the disinfection of high-touch surfaces. A hand disinfectant dispenser and a clearly visible notice of obligatory hand disinfection upon entry have to be placed at the entrance into the store or other facility inside the zoo, national or nature park. Also, a notice of the obligation to maintain a distance of at least 1.5 m between customers, as well as between customers and staff, should be clearly displayed at the entrance. Door knobs and grab rails as well as fridge surfaces, grab rails and door edges, and other surfaces for which it has been observed that the customers frequently touch, have to be continuously wiped down with a disinfectant with virucidal properties.

Daily measurement of staff body temperature. Before coming to work, the staff should monitor their health condition by taking daily body temperature readings. If the body temperature is higher than 37.2 °C during morning hours, if the person feels sick or is exhibiting any signs of the diseases (refers to all symptoms and signs of the disease, not just respiratory diseases), he should contact his superior and not come to work until he calls his family physician.

Limited number of visitors in restaurants and coffee shops. The number of visitors in restaurants and coffee shops, which are located in the indoor area of the national park or nature park or zoo, has to be limited so that the physical distance of 1.5 m among visitors is observed, both when ordering and when sitting down.

Stores and hospitality facilities. The abovementioned facilities in the national parks, nature parks and zoos have to operate in accordance with the decisions of the Civil Protection Headquarters and existing recommendations for such activities outside of shopping malls. Instructions for the operation of shops are available at: <https://www.hzjz.hr/wp-content/uploads/2020/03/Preporuke-za-sprečavanje-infekcije-u-trgovinama-koje-započinju-s-radom-u-okviru-postupnog-ublažavanja-restrikcija-vezanih-za-COVID-19.pdf>. Instructions for hospitality facilities are available at the CIPH's website: <https://www.hzjz.hr/wp-content/uploads/2020/03/Preporuke-za-rad-ugostiteljskih-objekata-1.pdf>