Guidance for Re-Opening Tourism Offices, Chambers, and Visitor Information Centers

Please note: Governor Steve Bullock has asked all of us to continue to do our part to protect our fellow Montanans and guests and remain vigilant to slow the spread of COVID-19 in Montana. Here is important messaging for visitors planning a trip to Montana or ones that are already here:

- Know before you go: Know the local public health guidelines before arriving at your destination
- Stay home if you’re sick: Montana has the lowest rate of infection in the nation, we want to keep it that way
- Understand some services and destinations may be limited

Please refer to the Governor’s Office guidelines for business re-opening, the CDC Guidelines, and your County health offices for guidance in addition to these recommended guidelines.

1. Access and Staff Interaction:
   - **Phase One through May 31, 2020:**
     - Limited visitor access (limited occupancy, social distancing behaviors, and enhanced cleaning).
     - Group size limited to 10 and under for occupancy or meetings.
     - Markings near registration and information desks indicating six-foot separation.
     - Whenever possible, brochures and other travel information will be kept behind the counters/tables to be given to guests by staff.
     - Staff will complete the guest book register on behalf of the guest.
     - Limited hours.
     - Limited volunteer staff.
     - Optional but recommended: Installation of temporary countertop sneeze guards. Any location without sneeze guards would implement social distancing.
   - **Phase Two beginning June 1, 2020:**
     - Same protocol as above but with group size increased to 50 or less, volunteer staff not limited, hours of operation to meet demand.
   - **Phase Three unlimited business (date to be determined):**
     - Same protocol as above but with group size increased to 50+.

2. Enhanced hygiene and cleaning
   - **Phase One through May 31, 2020:**
     - Appropriate social distancing per CDC Guidelines.
     - Staff will wear face mask and gloves.
     - Cleaning plan should include all public areas including lobby, reception, and public restrooms. All high touch areas are sanitized every 30 minutes and the full building receives a deep clean 2-4x a day depending on hours open.
     - Reference CDC guidelines.
   - **Phase Two beginning June 1, 2020:**
     - Appropriate social distancing per CDC Guidelines.
     - Staff will wear face mask and gloves (optional).
     - Staff will complete the guest book register on behalf of the guest.
• Frequent hand washing breaks for front line staff.
• Front line staff will use sanitization wipes frequently and as needed.
• Spray sanitizer on brochures and travel materials once daily (optional)
• Sanitizing protocols ease to the public area every 1-2 hours and 4x a day full building.

• **Phase Three unlimited business (date to be determined):**
  • Appropriate social distancing per CDC Guidelines.
  • Staff will wear face mask and gloves (optional).
  • Staff will complete the guest book register on behalf of the guest.
  • Frequent hand washing breaks for front line staff.
  • Front line staff will use sanitization wipes frequently and as needed.
  • Spray sanitizer on brochures and travel materials once daily.
  • Sanitizing protocols will ease to high touch areas every 4 hours and 2x a day full building.

3. **Information and communication**
   • **Phase One through May 31, 2020:**
     • Non-resident travel quarantine posted/distributed to guests.
     • Handouts and signage posted in lobby and restrooms.
     • Content on website, with call center personnel, and other media updating potential visitors on restrictions.
   • **Phase Two beginning June 1, 2020:**
     • Handouts and signage posted in all public areas as needed.
     • Updated content on website and social media.
   • **Phase Three unlimited business (date to be determined):**
     • Handouts and signage posted in all public areas as needed.
     • Updated content on website and social media.