



**City of Phoenix**  
OFFICE OF THE CITY MANAGER

Chris Lopez  
RCS Fun Carnival  
7611 W. Thomas Rd.  
Phoenix, AZ 85033

March 2, 2021

RE: RCS Fun Carnival

Dear Mr. Lopez,

Thank you for communicating with our team regarding your planned activity of RCS Fun Carnival from March 5 -14, 2021. Under normal conditions the City of Phoenix would not be involved in a "special event" like this, however, during this pandemic the Governor's Executive Order 2020-43 authorizes the City of Phoenix to approve "public event" greater than 50 people if the plan is to implement "adequate safety precautions."

It should be clearly understood that approval does not mean your guests, or your staff, are not at risk from the COVID-19 pandemic. There is no pathway we could outline that would establish with 100% certainty that no one will contract the virus. Additionally, the City of Phoenix accepts no liability, and offers no indemnification, for anyone electing to be at this event. Finally, the plan needs to include a waiver that includes the City of Phoenix.

Our understanding of the event is as follows:

- 200 people maximum
- Health temperature screening for staff
- Food and drink available
- Mask must be worn except for when eating
- One table for each mobile vendor
- Rides and touch points cleaned after each ride
- Rides will be socially distanced to keep que lines a-part
- Bandanas will not be allowed to serve as mask

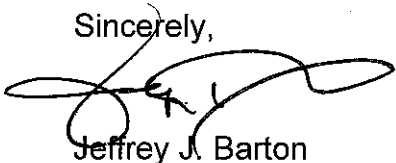
Your proposed plan has significant risk factors. There were many indicators taken into consideration when reviewing your request:

- Additional permits needed
- Gaiter face mask are allowed
- One way in and one way out
- Eating throughout the venue

- Ticket sales on site
- Seating in groups of 5
- Only screening for staff
- Unclear of distancing on rides
- One set of restrooms
- No clear way to manage capacity
- No health screening for customers
- Actual event plan not submitted only company guidelines

At this time the City of Phoenix is denying your request for this event. You are welcome to revise your plan and resubmit for reconsideration.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jeffrey J. Barton', written over a horizontal line.

Jeffrey J. Barton  
Assistant City Manager



# City of Phoenix

## Special Event COVID Pre-Application

All public and private events requiring an operating permit shall first complete and submit this pre-application regarding the event's COVID-19 practices and procedures. This application is intended to provide insight into the event, and it's planned operations, procedures and considerations for the response to COVID-19. The provided information will be used in the review and evaluation process. This application does not replace any other event permit application required by any other agency/department. If this application is approved the event must still submit for and obtain all necessary event permits and licenses. This application provides no guarantee the event can be held. See attached X

Event Information					
Name of Event	RCS FUN CARNIVAL				
Event Address	7611 W Thomas Rd, Phoenix, AZ 85033			Stationary Event?	Moving? (parade, etc)
				X	<input type="checkbox"/>
Name of Venue	Desert Sky Mall				
Date(s)/Time of Operation	Start Date	End Date	Start Time	End Time	
	3/5/21	to 3/14/21	4pm weekdays	12pm weekends	to 10pm
Contact Familiar with COVID Procedures & Plans	Name		Phone		
	Chris Lopez		602-763-2179		
Contact Email	chrislo@rcsfun.com				
Attendance	Anticipated Number of Attendees	Public Event	Private Event	Open to All?	Ticket-RSVP?
	200	X	<input type="checkbox"/>	X	<input type="checkbox"/>
Social Distancing	Provide plan and documentation on how social distancing will be implemented, monitored, and enforced. See attached x				
Plan and Layout	Provide plan for temperature checks for attendees. See attached <input type="checkbox"/>				
Venue Details	Layout (attach plan showing event layout. For inside events, include all seating and food areas). Show pre-COVID setup and proposed setup, if applicable. See attached x				
	Square Footage of Event Space: +/- 78,000 square feet				
Arrangement	Indoor	Outdoor	Both		
	<input type="checkbox"/>	X	<input type="checkbox"/>		
Occupant Load	Seating	Standing	Reception	Booths	Other
	X	X	<input type="checkbox"/>	X	
Barriers/Security	Maximum Occupants with No Restrictions		Social Distancing Occupant Load		
	200		99		
Cleaning & Disinfection	Provide plan on how barriers or que lines for crowd control will be implemented? See attached x				
	Event Security?			Yes	No
				<input type="checkbox"/>	X
Cleaning and Disinfection Product(s) EPA approved against COVID-19? Yes X No <input type="checkbox"/>					
What type of CDC COVID recommend signage and messaging will be provided around venue? Provide examples. See attached x					

Permit applications may be submitted in person weekdays  
 8 am to 5 pm at the address below, emailed to [zoning@phoenix.gov](mailto:zoning@phoenix.gov) or mailed to the address below.  
 For more information visit [www.phoenix.gov](http://www.phoenix.gov)



# City of Phoenix

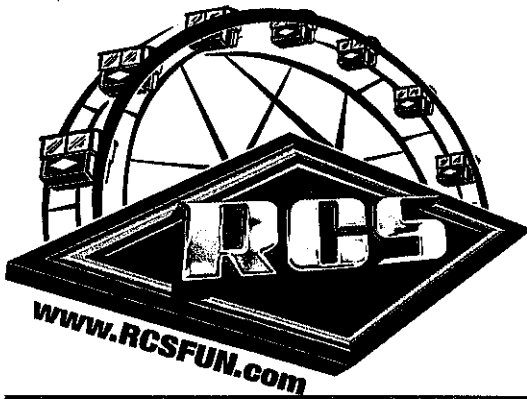
<b>Outside Vendor Providing Cleaning &amp; Disinfection Service?</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
If yes, provide company information (Name, address, phone, contact, email): _____	
<b>Food Service</b>	<b>On-Site Preparation?</b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	<b>Consumption on-site?</b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If yes, provide plan showing how CDC and State guidelines for food dining will be implemented. See attached x
<b>Seating for Food Consumption?</b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If yes, how many? <u>5</u>	<b>Public Water Stations Provided?</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, how many? _____
<b>Restroom Facilities</b>	<b>Existing/Built-In</b> <input checked="" type="checkbox"/> <b>Portable</b> <input type="checkbox"/> <b>How will handwashing and/or hand sanitizer be provided, include cleaning schedule for restrooms?</b> See attached <input type="checkbox"/>
	<b>Describe what physical barriers, such as sneeze guards and partitions be provided at all points of sales?</b> See attached <input type="checkbox"/>
<b>Merchandise &amp; Payments</b>	<b>Ticket Sales on Site?</b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	<b>Ticket Scanning at Entrance?</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
	<b>Queue lines for Scanning</b> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
	<b>Ticket sales available prior to event?</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
<b>Event Staff</b>	<b>What process is in place for symptom and temperature checks prior to start of shift?</b> <b>What training has staff received on all COVID safety protocols?</b> Consider using <a href="#">Interim Guidance for Businesses and Employers</a> as a guide. See attached <input type="checkbox"/>
	<b>Event sponsored /provided transportation (shuttle, private bus, scooter, etc.)?</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> How is the promoter recommending attendees to arrive to and from the event? _____  How is cleaning in accordance with CDC guidelines, being achieved? See attached <input type="checkbox"/>
<b>Transportation</b>	How is cleaning in accordance with CDC guidelines, being achieved? See attached <input type="checkbox"/>
<b>Attachments</b>	The following attachments are required as part of this resume. <input type="checkbox"/> <b>Social Distancing Plan</b> <input type="checkbox"/> <b>Event Layout (include all seating and food areas)</b> <input type="checkbox"/> <b>Barriers/Security/Queue Line Plan</b> <input type="checkbox"/> <b>Cleaning &amp; Disinfection Plan for all Touchpoints and Surfaces</b> <input type="checkbox"/> <b>Samples of COVID Safety Signage &amp; Messages (include mask requirements)</b> <input type="checkbox"/> <b>Food Service Preparation &amp; Service Plan</b> <input type="checkbox"/> <b>Handwashing/Sanitation Plan</b> <input type="checkbox"/> <b>Physical barriers for Points of Sale Plan</b> <input type="checkbox"/> <b>Event Staff Shift Checks</b> <input type="checkbox"/> <b>Transportation Cleaning &amp; Disinfecting Plan</b>

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*Pre Shift Health Temperature Screen*

*Supervisor Signature:* \_\_\_\_\_



2020

## GUIDELINES TO OPEN

### 01 INTRODUCTION

For RCS, safety has always been and will continue to be our #1 priority. It is the foundation upon which our business was built. While COVID-19 presents an unprecedented challenge with regard to both guest and employee safety, we believe our historic focus on safety positions us well to deal with and execute protocols to create and maintain a safe environment for all. We must move forward and include adaptive and innovative strategies to live, work, function, and recover in the time of COVID-19.

The principles and considerations outlined below were largely gathered by IAAPA, the International Association of Amusement Parks and Attractions, from attractions operators around the world and in consultation with an epidemiologist. The guidance is focused on medical science and operational know-how rather than general perceptions.

# **SAFETY**

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**HAS ALWAYS BEEN AND WILL CONTINUE TO BE THE FOUNDATION UPON WHICH OUR BUSINESS WAS BUILT**

In time, as community transmission rates decline in our region and amongst our population, and as we learn more about COVID-19, these guidelines should be adjusted, relaxed, and/or eliminated based on current requirements, guidance from local health authorities and as permitted by local and state government. This guidance will also change and evolve as we learn more about best practices, government guidelines, and the latest recommendations from medical professionals.



## **02 KEY PRINCIPLES HOW ATTRACTIONS OF ENTERTAINMENT ARE SAFE**

**The operational adjustments contained herein are recommendations for opening, prior to the development of a treatment or widely accessible vaccine for Covid-19.**

These will be adjusted/simplified as time goes on, conditions improve, and new best practices are identified.



◦ **ONLY HEALTHY PEOPLE SHOULD VISIT / WORK**

Those who are sick/ ill or who have been around those who are sick/ill should stay home.

◦ **TO BE SAFE, IT MUST BE ACKNOWLEDGED THAT CERTAIN CARRIERS OF COVID-19 SHOW NO SYMPTOMS**

Certain precautions may be necessary, assuming some individuals may be sick/ill

- PPE (masks, gloves, etc)
- Social Distancing, which may require temporary reductions in attraction and facility capacities, to ensure at least 6 feet of space between groups of immediate family members, caretakers, household members and romantic partners.

◦ **KEEPING A FACILITY CLEAN AND SANITIZED IS CRITICALLY IMPORTANT**

◦ **FOLLOWING LOCAL HEALTH DEPARTMENT GUIDELINES IN THE CASE WHERE SOMEONE GETS SICK AFTER ARRIVAL**



**CAPACITY**

Capacity can be reduced/managed to allow for appropriate social distancing



**EXPOSURE**

Exposure time is limited. Guests generally move throughout their experience; much like on a town Main Street, public park or a pedestrian district or zone within a city. Guests are not sitting in a single location, elbow to elbow for an extended period.



**FAMILY**

A large percentage of attraction attendance is made up of family members and others who live in the same home (immediate family members, caretakers, household members and romantic partners.)



# 03 GENERAL HEALTH & SAFETY

## COMMUNICATE GUIDELINES

Proactively communicate guidelines and expectations for health and hygiene procedures and precautions in the front-of-house areas for guests and in the behind-the-scenes areas for employees.

## REDUCE CAPACITY

Reduce attraction capacity to allow for appropriate social distancing.

## FREQUENT HANDWASHING

Frequent handwashing is essential and is the responsibility of all employees and guests. Facilities should remind everyone of the importance of washing their hands with soap and water for 20 seconds.

## FACE MASKS

Face masks are required for employees who are in guest contact. They are not required for employees protected by physical barriers such as control booths or distances well-beyond 6 feet.

## HAND SANITIZER

Provide additional hand washing or hand sanitizing hygiene stations throughout the event, in public areas as well as employee areas.

## PLEXIGLASS BARRIER

Place acrylic/plexiglass or other types of barriers/hygiene screens to maintain social distance and reduce direct contact between guest and staff wherever practical. Clean the barriers/hygiene screens at least daily with disinfectant.

## SOCIAL DISTANCING

Clearly indicate through signage the social distancing parameters. This can be done in a variety of ways including, but not limited to, marking social distancing spaces/guidelines with floor markings seat markings or signs to make it easy for the guest to understand how to safely social distance themselves from others.

Resource: Social Distancing (US CDC)

## FIRST AID STATIONS

First Aid protocols should address how to manage guests or employees who experience COVID-19 symptoms while onsite. If First Aid is staffed internally provide appropriate PPE. Deep clean and sanitize locations visited by a guest or employee with COVID-19 symptoms.



## PLANNING

If you or any member of your party is not feeling well, do not visit. Plan to come when everyone is well.



## VULNERABLE GUESTS

Currently, government health organizations are recommending people 65 years and older, those who live in a nursing home or long-term care facilities, and people with underlying medical conditions, particularly if not well controlled, should keep their distance from others. (underlying medical conditions include chronic lung disease or moderate to severe asthma, serious heart conditions, immunocompromised, severe obesity (body mass index of 40 or higher), diabetes chronic kidney disease undergoing dialysis, liver disease.),

**Resources: US. Centers for Disease Control (CDC)**



## REDUCED CAPACITY

To facilitate adherence to social distancing guidelines, rides and games may reduce capacity or close certain rides and games.. Please be patient and understanding with these necessary operational changes.



## PROPER HYGIENE

Capacity can be reduced/managed to allow for appropriate social distancing



## DELAYS

Exposure time is limited. Guests generally move throughout their experience; much like on a town Main Street, public park or a pedestrian district or zone within a city. Guests are not sitting in a single location, elbow to elbow for an extended period.

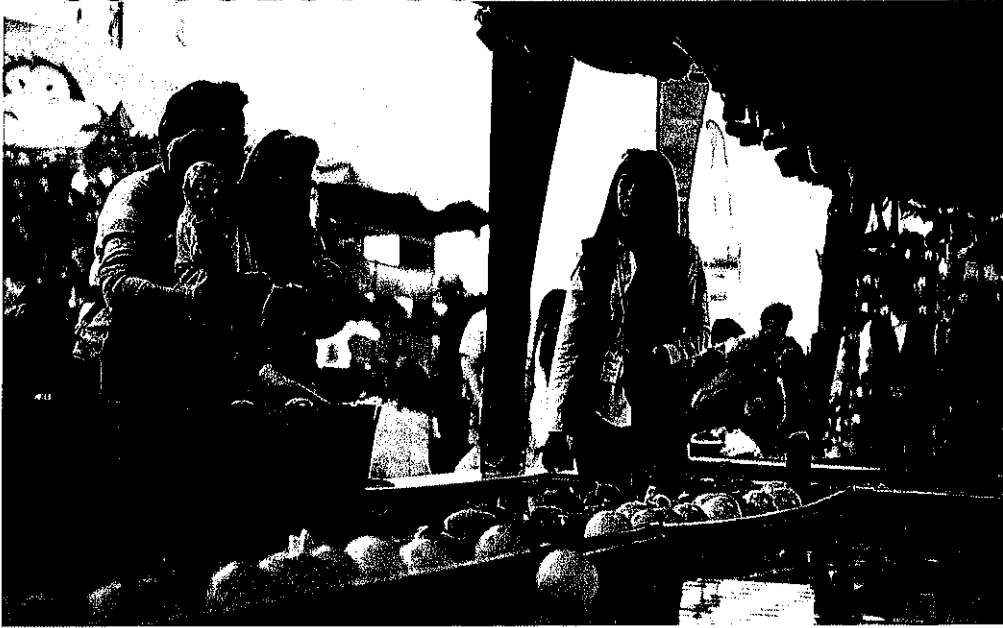


## SOCIAL DISTANCING

A large percentage of attraction attendance is made up of family members and others who live in the same home (immediate family members, caretakers, household members and romantic partners.) who live in the same household can be closer together. All others should strictly adhere to the social distancing guidelines. This will apply throughout the midway including on rides, in queue lines, games and food stands.

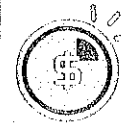
# 05 GUEST COMMUNICATION

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Signs with health and hygiene reminders should be visible throughout the property. Consider communicating COVID-19 operational procedures to guests prior to arrival by including information on events website and RCSFUN.com website

- Identify COVID-19 symptoms and recommend that guests come back another day if they or anyone in their party is experiencing the symptoms.
- Share mandated and recommended safety requirements.
- Social distancing requirements
- Possible Capacity Limits to facilitate social distancing
- Enhanced cleaning and sanitizing protocols



## CASH

When cash handling is required, employees should wash or sanitize their hands. Sanitize cash bank bags.



## CLEANING

Clean kiosks, scanners, radios and credit card machines each morning.

## 1 to 1

Assign one person to each POS terminal if possible. Terminal should be sanitized between each user assigned a shift. If multiple employees are using POS terminal, employees should sanitize their hands before and after each use.

# 06 CASH & CARD HANDLING



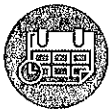
## ADVANCE PURCHASE



## CREDIT CARD READERS

When possible, encourage guests to make purchases online (prior to their visit) or from apps once inside the event to minimize frequent on-site payment transactions

Try to arrange credit card readers so guests can insert/swipe their own credit cards to avoid employee handling



## CLEANING

We will establish a schedule and document procedures to sanitize high-touch areas frequently. Those include, but are not limited to handrails, control equipment, office equipment, counters, ice scoops, game equipment, harnesses, sinks, dining surfaces, kiosk screens, radios and credit card machines.



## FACTORS

It is difficult to recommend a single approach to cleaning/sanitizing frequency as a number of factors should be taken into account when making that decision. Those factors include traffic/number of touches, environment (indoor/outdoor, warm/cold, wet/dry), location, the surface being cleaned, and the cleaning agent properties (including virus kill times and drying times)/guidelines/instructions. As a result, throughout this document, you will see the term that cleaning/sanitizing should be done "frequently." That means each facility should assess the factors listed above and consult product specifications to determine how often cleaning should take place.



## FREQUENCY

The frequency and approach to sanitizing should be based on the guidelines provided on the cleaning chemicals which should be determined based on the surface being cleaned. Make sure virus kill times/drying times are considered carefully, prior to reopening an area for guest access.



## CLEANING AGENTS

Carefully select the right chemicals/cleaning agents to ensure they will kill COVID-19. Follow application guidelines and safety precautions carefully. Follow product guidelines on application frequency and PPE required. Remember that different products may be required for different surfaces.



## SANITIZER

Sanitizer will be an anti-microbial agent that kills or renders inactive 99.9% of all known bacteria, viruses, and fungi that are present on surfaces. (Hand sanitizers should contain at least 60% alcohol.)



## BEHIND THE SCENES

Cleaning and sanitization are also required in behind-the-scenes areas. This includes all employee lounges and living areas.



## COMMUNICATE TO EMPLOYEES

It is important to understand and communicate to employees that they have a duty to take reasonable care for their own health and safety and to not adversely affect the health and safety of others.

### PRE-OPENING TRAINING

We will provide pre-opening training to employees to ensure they understand and feel confident managing the social distancing and hygiene aspects of their role.

### CORE

### RESPONSIBILITIES

Train employees thoroughly on their core responsibilities and on new, COVID-related protocols. Provide clear direction and guidance about what is expected. They should understand:

- When to stay away from the workplace
- What action to take if they become unwell
- What symptoms to be concerned about



### HYGIENE INSTRUCTION

Instruct employees to wash their hands or use hand sanitizer frequently and after any of the following: using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, eating, drinking, smoking, entering or leaving a guest area, and before starting their shift. This is a critical protocol to keep employees and guests healthy employees and guests healthy.

### PPE

Personal Protective Equipment (PPE) will be worn by employees based on their role and responsibilities and in adherence to local and state guidance and OSHA mandates. Training on how to properly use, clean and dispose of PPE is extremely important.



### SICK LEAVE

Review employee sick leave policies and update as needed. Make sure policies don't inadvertently encourage employees to come to work when they aren't feeling well.

Remind them to stay home if they are sick or not feeling well and not return to work until they are symptom free for 72 hours. Encourage them to seek medical advice if they have a fever (over 100.4°F or higher), cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat and a new loss of taste or smell.



### ROTATIONS

Carefully consider employee rotation cycles to keep work teams together to reduce interactions with different groups of employees.

### ALTERNATE

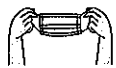
### BREAKS

We will alternate break schedules so employees aren't all taking breaks at the same times in the same locations.



## EQUIPMENT

Employees should not share equipment (computers, phones, radios, tools etc). If equipment must be shared, employees should wash/sanitize their hands before and after using that equipment and the high-touch surfaces on the equipment should be sanitized frequently.



## PPE

Those checking temperatures must wear the appropriate Personal Protective Equipment (PPE): mask, gloves.

## REEVALUATE

Reevaluate procedures and policies for washing shared uniforms and miscellaneous items to ensure proper sanitation. Laundry should be cleaned in accordance with government health authority guidelines.

## OUTSIDE CONTRACTORS

Outside contractors and concessionaires will follow the same policies, procedures, and protocols as employees.



## HEALTH SCREENING

### FOR EMPLOYEES

As stated above, each department should clearly communicate to employees that if they aren't feeling well, are running a fever, or are displaying any symptoms of COVID-19, they should stay home. Due to the unreliable nature of temperature checks, particularly in outdoor environments, they are not recommended as a primary principle. According to the U.S. CDC, as of 25 April, 2020, COVID-19 symptoms include: fever (over 100.4°F or higher), cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, and a new loss of taste or smell. Employees who have any of these symptoms should not report to work.

Resource: CDC <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>

Should an employee become symptomatic at work, a temperature check may be performed.

## COVID-19 UPDATES

Communicate regularly with employees to keep them informed of changes in operation or COVID-19 related protocols.



100.4 ° F

Temperature should be below 100.4°F (according to the U.S. CDC). If temperature is above this threshold, the individual should be given a mask and moved to an isolated area for further evaluation.

Resource: CDC [https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID-19CAREkit\\_Eng.pdf/symptoms.html](https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID-19CAREkit_Eng.pdf/symptoms.html)



## PROTOCOLS



Alternate break schedules so employees aren't all taking breaks at the same times in the same locations.

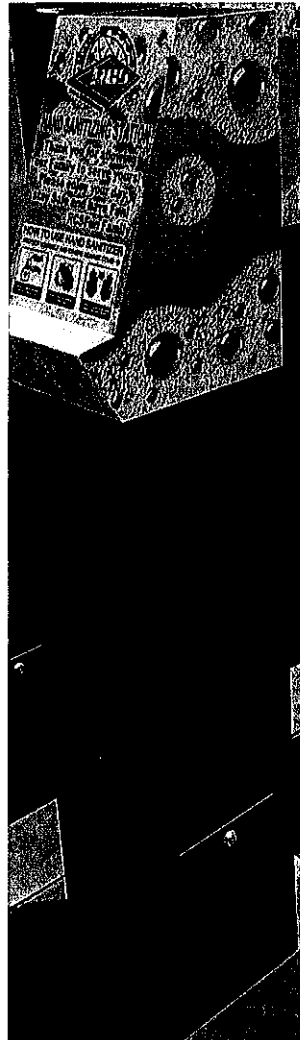
## ALTERNATE QUEUING

We will use alternative queuing methods where possible to manage capacity and facilitate social distancing to 6 ft.

### CLEANING PROTOCOLS

Cleaning and sanitizing protocols are particularly important for rides and games. Several approaches include:

- Sanitize ride and game surfaces guests frequently touch, including handrails, arm rests, restraints, lap bars, grips, seatbelts, over-the-shoulder harnesses, etc. The frequency and approach to sanitizing should be based on the guidelines provided on the cleaning chemicals which should be determined based on the surface being cleaned. Make sure kill times/drying times are considered prior to opening the ride/game or loading guests for the next cycle
- Guests will also have access to hand sanitizer throughout the midway.



## SOCIAL DISTANCING

Adjust queue lines to allow for proper social distancing. Mark the ground and/or add signs to denote the appropriate 6 feet of social distance space between parties of immediate family members (caretakers, household members, and romantic partners).

### SIDE TO SIDE DISTANCE

To maintain side to side distance some switchback queue lanes may need to be closed to maintain appropriate social distance. If queue involves steps to consider guidelines to specify some steps should remain empty between guests.



### SEATING

Adjust seating to comply with social distancing requirement. Examples would include: limiting capacity on a ride to allow for space between groups, etc.



### GROUP HOUSEHOLDS

Board immediate family members, caretakers, household members, and romantic partners in the same vehicle when possible.





## AVOID CONTACT

Employees should avoid physically assisting/lifting guests. If a guest needs assistance ask another member of their party to help.



## CUSTOMIZATION

Determine distancing and sanitizing on a ride by ride basis.

# 10 FOOD & BEVERAGE

Food and beverage stands will follow the local county health department guidelines for reopening safely.



## SEATING

Adjust seating to comply with social distancing requirement. Examples would include: seating tables to be 6 feet apart and limited seats. Clean and sanitize tables frequently.

## SOCIAL DISTANCING

Adjust queue lines to allow for proper social distancing. Mark the ground and/or add signs to denote the appropriate 6 feet of social distance space between parties of immediate family members (caretakers, household members, and romantic partners).



## POINT OF SALE

Assign one person to each POS terminal if possible. Terminal should be sanitized between each user at assigned shift. If multiple employees are using POS terminal, employees should sanitize their hands before and after each use.

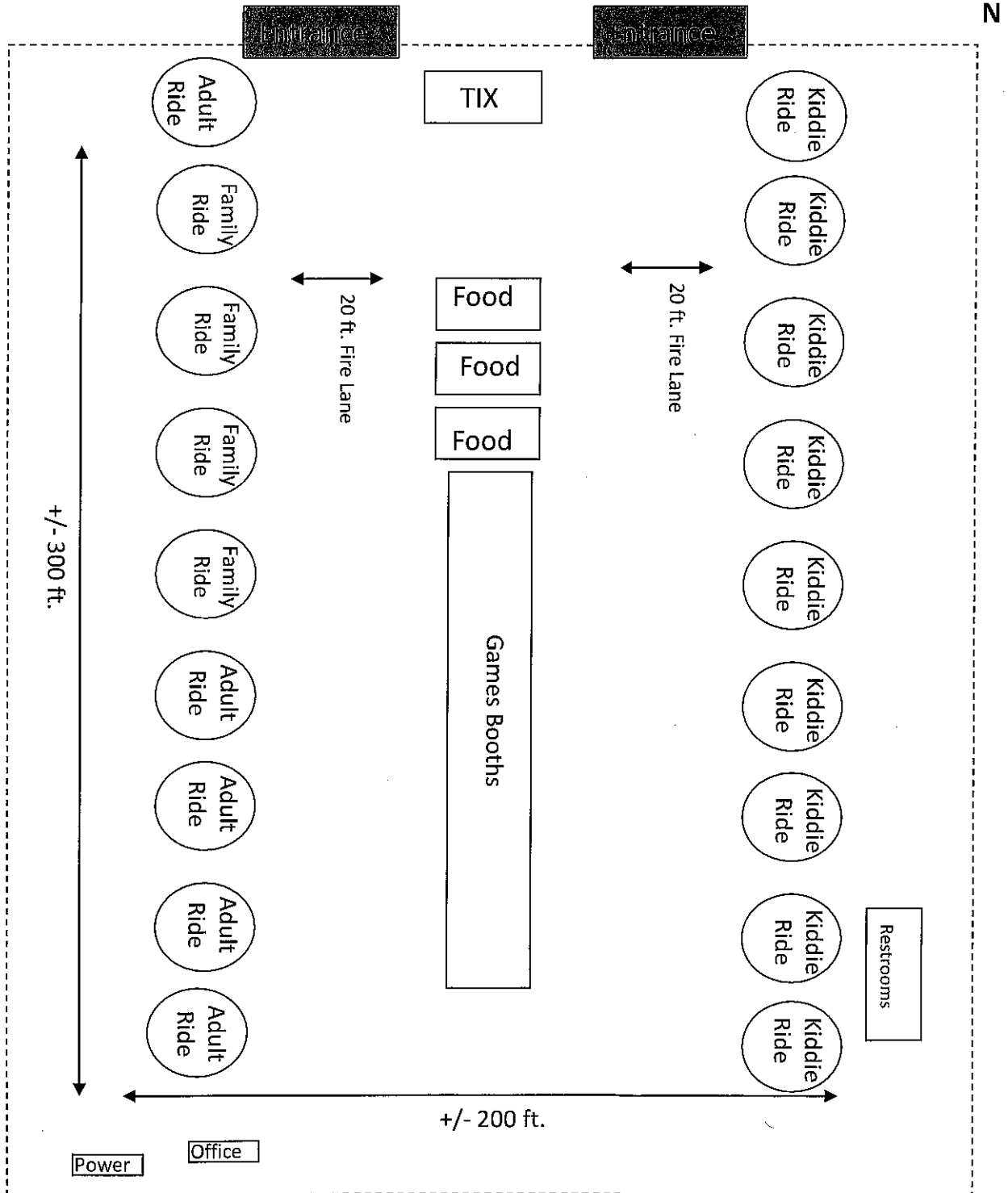
## FOOD HANDLING

Food servers will wear masks and gloves. The condiments will be single serve and distributed with food. Pre packaged utensils available upon request.





# Layout Plan





# 7611 W Thomas Rd in Phoenix, AZ

## Desert Sky Mall

