



COVID-19 SANITARY PROCEDURES AND PROTOCOLS 5/20/20

To Whom It May Concern:

In an effort to promote a safe environment for DPMMR guests, staff, and dolphins, management has developed new standard practices to mitigate the possibility of infection of the COVID-19 virus. These safety measures are effective as of June 1st, 2020 as we re-open DPMMR to the general public. We appreciate everyone's extra effort to comply with the below protocols:

- DPMMR Guest Services will call each guest prior to their reservation to remind them that they must wear a mask while on land at the facility (can be removed before entering the water – not required for Interactive program – optional for Splash and Wade program). There will be masks and other face covering options available for purchase if a guest arrives without one.
- All guests' check in times will be staggered to prevent too many people from congregating in the gift shop/reservations area.
- Once in the parking lot, all guests should call 305-453-4321 to confirm arrival and ensure the proper check in time before walking into facility.
- Each guests' temperature will be taken before entering the facility with a laser thermometer. No one with a temperature of 99.5 F or higher will be allowed to enter the facility.
- Each guest will be asked to use hand sanitizer before entering the facility.
- Once in the gift shop, guest services will check in the guests and either ask them to wait in a designated waiting area, 6 feet apart from other guests, or an animal care team member will escort them down to the briefing area outside, where they will await their educational briefing.
- The gift shop will have tape on the floor, marking six feet apart for social distancing and directional arrows where possible. The indoor restrooms will be limited to only two people at a time.
- All families will be spaced at least 6 feet apart in the educational briefing, which will be conducted outside underneath a tiki hut. The Interactive Program participants will be separated from the Splash and Wade program participants where possible.
- All guests will be asked to use hand sanitizer just prior to entering the water with the dolphins.

- For the Interactive Program, DPMMR will limit the number of participants to accommodate up to 4 family groups, totaling no more than 16 swimmers. Only two family groups are allowed in the water at one time and they will be spaced apart from each other by more than 6 feet and stationed at separate floating docks. Staff will do two separate rounds of guests where necessary to further space guests apart from each other. Face masks are not allowed in this program, as they will become wet and fall off.
- For the Splash and Wade Program, our new maximum number of guests per session is 6. This program will be divided into two separate rounds, accommodating two separate families. This program will take place on our largest elevator platform, in an effort to space guests far apart from one another. Masks are optional in this program.
- The Snorkel, Rendezvous, and Paint programs will be temporarily closed, but dolphin paintings can be ordered on site and guests can observe a custom made dolphin painting occur live and in person.
- No one is allowed to kiss a dolphin or have the dolphin kiss them, as our veterinary team is trying to keep the dolphins as safe as possible.
- Following the in-water programs, guests will be asked to spread out in the gift shop to promote social distancing. Guest services will direct the guests in the best areas to wait, shop, and checkout.
- Increased sanitization practices will occur throughout the day, following each wave of guests, including the use of hydrogen peroxide 3%, bleach, and other disinfectants to clean all surfaces, bathrooms, doorknobs, countertops, and common seating areas.
- All staff will wear masks while on premises, both behind the scenes, in the staff room, and in the company of guests. If a language barrier is causing a communication issue with an in-water guest, the staff can and will remove their mask to ensure proper communication and safety for the guests and the dolphins.
- All staff and guests will be encouraged to wash their hands and/or use hand sanitizer frequently while at DPMMR.
- All staff are required to complete the online Airborne Pathogens in the workplace course.

Thank you for assisting us in keeping you and our marine mammal family safe and healthy!

Sincerely,
Nancy Cooper
President
Dolphins Plus Marine Mammal Responder
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