



PLAY HARD. PLAY SMART. PLAY SAFE.

PLAYBOOK FOR REOPENING
LARGE COMMUNITY EVENTS
IN THE AGE OF COVID-19
VERSION 1 5.28.2020



IN PARTNERSHIP WITH:
CITY OF CLE ELUM | CITY OF ELLENSBURG
CITY OF KITTITAS | CITY OF ROSLYN
CITY OF SOUTH CLE ELUM | KITTITAS COUNTY
KITTITAS COUNTY HEALTH DEPARTMENT

Message From Leadership

These unprecedented times have been challenging, to say the least. However, we're proud of you for helping our community succeed, from donating meals to essential employees, to sewing masks, to simply sharing resources on social media. We are truly #KittitasCountyStrong.

As we move forward, we know you are anxious to reopen your doors. To ensure the safety of our community and to help you navigate the new normal, we have created the *Play Hard. Play Smart. Play Safe.* Playbook. This comprehensive guide includes many of the recommendations that have been reviewed by Dr. Mark Larson and the Emergency Operation Center. This resource will act as a living document, which we will update as this fluid situation changes.

Though we know we wish to return to our regular lives, we must take necessary precautions during this time. The last thing we want is for the virus to grow during this phase. This playbook is a guideline to help you safely serve your visitors and accommodate your attendees. If you have any questions, please contact the Kittitas County Chamber of Commerce. We are here to help you.

Thank you for your support and courage as we continue to navigate through this pandemic together. We'll continue to persevere the only way we know how: together.

Stay safe,



Amy McGuffin
Chief Executive Officer
Kittitas County Chamber of Commerce
amy@kittitascountycommerce.com



Disclaimer

Please be advised that some or all of the information contained in this document may not be applicable to some businesses or places of work and may not include all information necessary for certain businesses and places of work. This document does not attempt to address any health, safety, and other workplace requirements in place prior to the age of COVID 19.

As COVID circumstances continue to evolve, so will the public health and safety recommendations and requirements, and as a result this playbook may not include all current governmental or health expert requirements and recommendations. We strongly advise that before implementing any of the practices and procedures contained herein, you carefully evaluate all and consult with your own legal counsel and other advisors regarding the legality, applicability and potential efficacy of this information in your place of business and to determine what if any other recommendations or requirements may apply to your business.

The Kittitas County Chamber of Commerce bears no responsibility for any circumstances arising out of or related to, the adoption, or decision not to adopt, any of the practices or procedures contained in this guide.

Many of the following standards outline here have been kept deliberately broad due to the varied nature, size, and scope of the events and gatherings meant to be represented.

Table of Contents

GENERAL GUIDELINES FOR

- CONSIDERATIONS FOR CANCELLING OR POSTPONING, 5
- PROTECTING STAFF, VOLUNTEERS AND ATTENDEES, 6
- COMMUNICATING WITH YOUR TEAM, 7
- PERSONAL PROTECTION, 8
- PPE TUTORIALS, 9-10
- PATRON EDUCATION, 11
- SICK WORKERS AND VOLUNTEERS, 12
- SANITIZING THE VENUE, 13
- CLEANING AND DISINFECTING DURING THE EVENT, 14
- INGRESS AND EGRESS, 15-18
- FRONT OF HOUSE CIRCULATION, FOOD AND BEVERAGE,
MERCHANDISE, 19-22
- VENDOR SAFETY PLAN EXAMPLE, 23
- PRODUCTION ISSUES, 24,25
- LEGAL ISSUES, 26
- SOURCES, 27-28
- CLOSING, 29

Considerations For Cancelling or Postponing a Mass Gathering

- ✓ **The overall number of attendees.** Larger gatherings (for example, more than 250 people) offer more opportunities for person-to-person contact and therefore pose greater risk of COVID-19.
- ✓ **The number of people attending who are at greater risk of more serious illness after contracting COVID-19.** Older adults and persons with severe pre-existing health conditions are thought to be at increased risk.
- ✓ **The density of attendees within confined area.** Based on what is currently known about the virus, spread from person-to-person happens most frequently among close contacts (within 6 feet).
- ✓ **The potential economic impact to participants, attendees, staff, and the larger community.**
- ✓ **The level of transmission in your local community and the level of transmission in the areas from which your attendees will travel.** To better understand the level of community transmission in your community (and in the communities from which your attendees will be traveling), consult with your local and/or state public health department.
- ✓ **If there are ways in which to significantly reduce the number of attendees.** For example, for sporting events or school concerts, organizer could consider holding the event but significantly reduce the number of audience members.
- ✓ **Working with Vendors.** Assure each vendor has a shared safety plan following your health and sanitization guidance prior to arrival on site. Refer to example on page 23.

At a minimal-to-moderate level of community transmission, it is recommended to:

- Cancel community-wide mass gatherings (for example, >250 people; the cutoff threshold is at the discretion of community leadership based on the current circumstances the community is facing and the nature of the event or move to smaller groupings.
- Cancel gatherings of more than 10 people for organization that serve higher-risk populations.
- At a substantial level of community transmission, it is recommended to cancel mass gatherings of any size.

General Recommendations To Protect Event Volunteers, Staff, Vendors and Attendees

The majority of these recommendations comes from Kittitas County Public Health Emergency Operations Center. This playbook provides specific measures for business categories to aid in a safe, thoughtful event coordination. The specific recommendations in each category support the overall goal of re-opening of live events and large physical gatherings in Kittitas County, in a way that protects volunteers, staff, vendors and attendees from exposure to COVID-19 and helps prevent the virus's spread.

VOLUNTEER AND STAFF



- Do not staff volunteers of vulnerable populations
- Staff and Volunteers should wear PPE when possible.
- Staff and Volunteers should consider using face coverings while in public.



- Practice sensible physical distancing, maintaining six feet whenever possible.
- All persons at the event and/or venue will be required to maintain a physical distance of at least six feet between each other.
- Consider selling tickets for 3-4 hour sessions to limit crowds.
- Consider controlling the quantity of participants by monitoring one entryway.
- Events with higher traffic will mark spaces 6 feet apart at the ticket lines, vendors, and use pedestrian roundabouts in high density areas.



- Staff and Volunteers who have a fever or are otherwise exhibiting COVID-19 symptoms will not be allowed to be at the event or venue.
- Increase signage at key venue locations with the current CEC guidance on personal sanitation.
- Staff and Volunteers should avoid touching your eyes, nose and mouth – Do NOT shake hands.
- Staff and Volunteers will be encouraged to take reasonable steps to comply with guidelines on sanitation from the Center for Disease Control and Prevention and the Kittitas County Department of Public Health.
- Encourage workers to report any safety and health concerns to the point of contact.



- Provide a place to wash hands or alcohol-based hand rubs containing at least 60% alcohol.
- Train workers in proper hygiene practices.
- Sanitize any high-traffic areas, such as doorknobs, counters, etc.
- Attendees will be encouraged to use hand sanitizer during the event.



- Limit cash handling.
- Encourage attendees to use credit/debit cards, tap to pay, Venmo, PayPal or another form of contactless payment.
- Sanitize point of sale equipment after each use, including pens.
- Provide hand sanitizer and disinfectant wipes at register locations.

Communicating With Your Team

Communication during this time is incredibly important. Remain available to and transparent with your staff, volunteers, vendors and attendees. Have conversations with staff and volunteers about their concerns. Some staff and volunteers may be at higher risk for severe illness, such as older adults and those with chronic medical conditions. Your team's health is of the utmost importance, so loop staff and volunteers in on your COVID-19 strategy for reopening.



Provide education and training materials in an easy to understand format and in the appropriate language and literacy level for all employees, such as fact sheets and posters.



Develop other flexible policies for scheduling and telework (if feasible) policies to allow staff and volunteers to stay home.



Actively encourage sick staff, volunteers, vendors and attendees to stay home. Develop policies that encourage sick staff, volunteers, vendors and attendees to stay at home without fear of reprisal.



Educate workers performing cleaning, laundry, and trash pick-up to recognize the symptoms of COVID-19. Develop policies for worker protection and provide training to all cleaning staff on site prior to providing cleaning tasks.



Talk with vendors that provide your business with contract or temporary employees about their plans. Discuss the importance of sick employees staying home and encourage them to develop non-punitive "emergency sick leave" policies.



Plan to implement practices to minimize face-to-face contact between staff, volunteers, vendors and attendees if physical distancing is recommended by your state or local health department. Actively encourage flexible staff and volunteer arrangements such as staggered shifts.



The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger. Educate staff about mental health resources available.

Personal Protection Equipment

Personal protective equipment is protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury or infection. The hazards addressed by protective equipment include physical, electrical, heat, chemicals, biohazards, and airborne particulate matter.

WHO SHOULD WEAR MASKS?

Medical and isolation team members
Health screeners and Disinfection team members
Anyone that cannot maintain 6ft social distancing

WHO SHOULD WEAR FACE SHIELDS?

Face shields are commonly used in healthcare and manufacturing. They can provide extra protection for those who must work within three feet of another person due to their job requirements. They are not necessary unless you work in healthcare/manufacturing, but they can help.

WHO SHOULD WEAR GLOVES?

Employees in isolation
Those performing disinfection of common surfaces
Employees handling trash
Employees handling food

Note: Gloves put employees at higher risk of exposure and are not recommended for general protective use for the following reasons:

- The COVID-19 virus does not harm your hands, so gloves provide no protection, and touching your face with contaminated hands, whether gloved or not, poses a significant risk of infection.
- Gloves often create a false sense of security for the individuals wearing them; people are more likely to touch contaminated surfaces because they feel they are protected from the virus because of the gloves when in reality, they are not.
- When wearing gloves, people are less inclined to wash their hands; this is counterproductive and puts others at higher risk; we want people to wash their hands because it is the number-one defense against any virus.
- Proper removal of gloves takes training; if contaminated gloves are not removed properly, our employees are exposed to greater risk.

Stay Prepared

- Confirm operation has an adequate supply of soap, disinfectant, hand sanitizer, paper towels and tissues.
- Confirm stock of PPE.
- Have touchless thermometers on-site for employee screening.

Make your own Mask

CDC recommends wearing cloth face coverings in public settings where other physical distancing measures are difficult to maintain (e.g., grocery stores and pharmacies), especially in areas of significant community-based transmission.

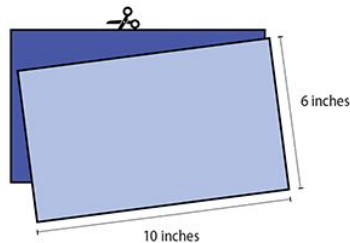
Sewn Cloth Face Covering

Materials:

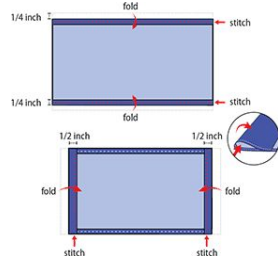
Two 10"x 6" rectangles of cotton fabric
Two 6" pieces of elastic (or rubber bands, string, cloth strips, or hair ties)
Needle and thread (or bobby pin)

Scissor:

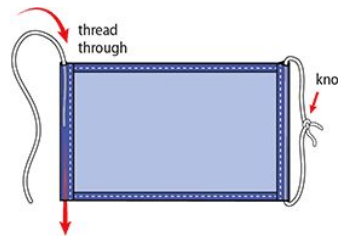
Sewing



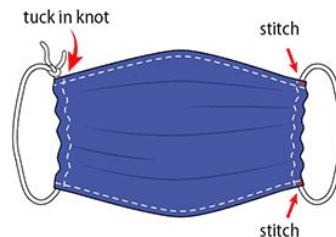
1. Cut out two 10-by-6-inch rectangles of cotton fabric. Use tightly woven cotton, such as quilting fabric or cotton sheets. T-shirt fabric will work in a pinch. Stack the two rectangles; you will sew the mask as if it was a single piece of fabric.



2. Fold over the long sides $\frac{1}{4}$ inch and hem. Then fold the double layer of fabric over $\frac{1}{2}$ inch along the short sides and stitch down.



3. Run a 6-inch length of $\frac{1}{8}$ -inch wide elastic through the wider hem on each side of the mask. These will be the ear loops. Use a large needle or a bobby pin to thread it through. Tie the ends tight. Don't have elastic? Use hair ties or elastic headbands. If you only have string, you can make the ties longer and tie the mask behind your head.

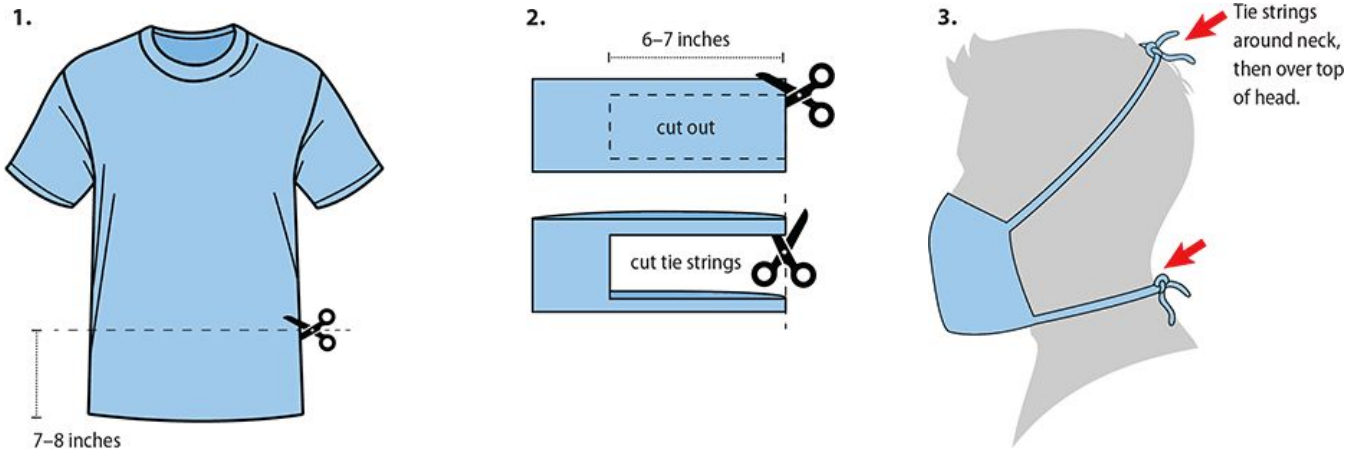


4. Gently pull on the elastic so that the knots are tucked inside the hem. Gather the sides of the mask on the elastic and adjust so the mask fits your face. Then securely stitch the elastic in place to keep it from slipping.

Quick Cut T-shirt Face Covering (no sew method)

Materials:

T-shirt, Scissors, 2 Rubber Bands

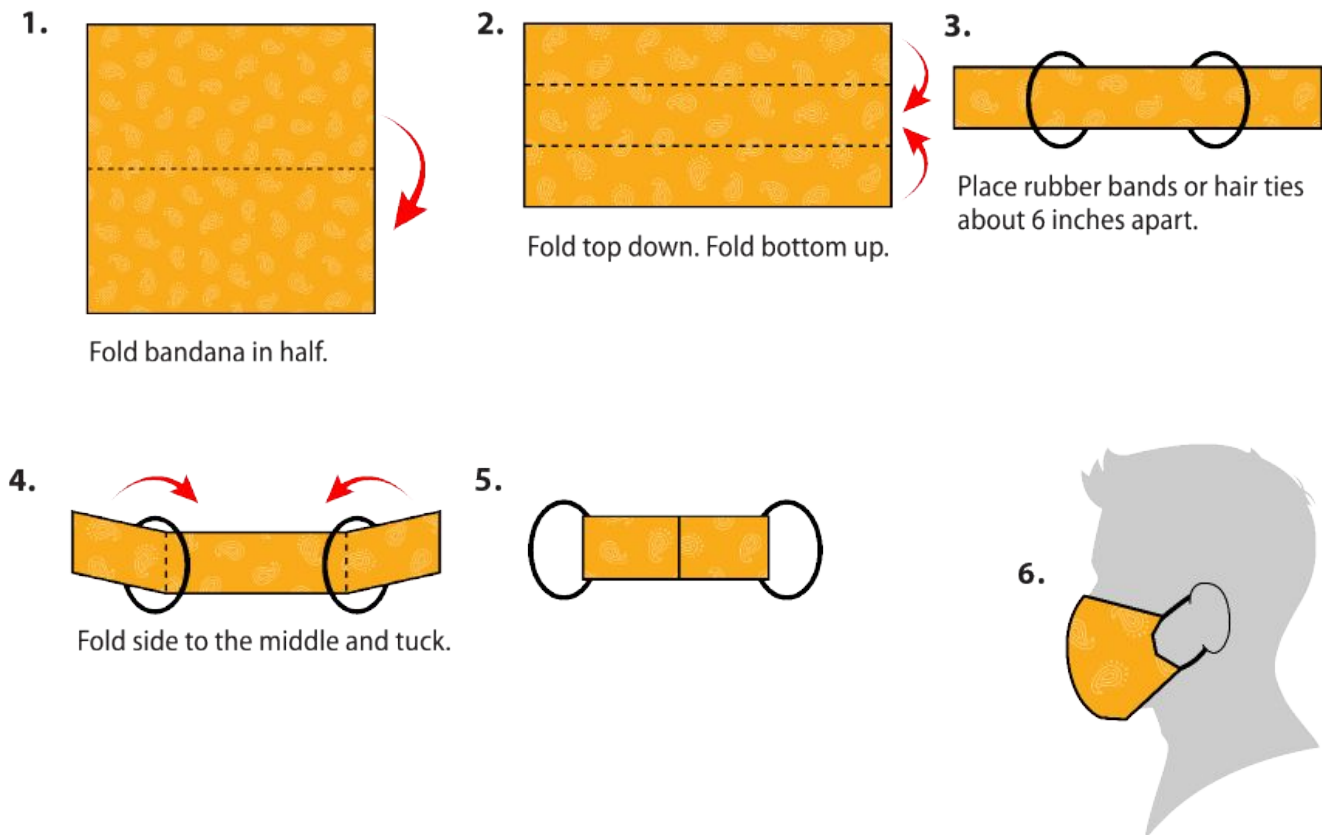


Bandana Face Covering (no sew method)

Materials:

Bandana (or square cotton cloth approximately 20"x20") Rubber bands (or hair ties)

Scissors (if you are cutting your own cloth)



Tutorials courtesy of CDC. For more information, [visit www.cdc.gov/coronavirus/](http://www.cdc.gov/coronavirus/).

Patron Education

The concept of explaining rules to patrons is hardly new. Many events or venues already have codes of conduct with lists of prohibited items and behavior. Before opening, they must add their new health procedures and expectations, such as physical distancing and face covering requirements and longer wait times. There is no specific information that is best. Rather, as with all safety messaging, you want to be positive, practical, and proportionate.

- ✓ **Web site** for the venue, event, or artist. The more prominently new rules and expectations are displayed, the more serious businesses appear about enforcing them, which will tend to gain greater compliance..
- ✓ **Social media channels** for the venue, event or artist. As with the web site, the more information appears on social media, the greater its impact.
- ✓ **Ticket purchasing sites** should link to health and safety rules. Online ticket purchases can require patrons to check a box affirming that they have read and agree to comply with posted rules, the way we affirm that we are not a robot before making an online purchase.
- ✓ **Emails and push notifications** reminding patrons of health rules and expectations can be sent at regular intervals from date of purchase through day of show..
- ✓ **Mobile apps** are already valuable means of giving patrons directions to the venue, show times, artist bios, and merchandise options. You can add health rules and expectations to the information on every patron's phone.
- ✓ **Signage** leading to and at the event site can be effective as a further reminder, especially if it is visually attractive and located where patrons are likely to be standing still or moving slowly. Physical signs are particularly important for ticketless events or where young participants will be brought b their parents.
- ✓ **Event registration and badge check-in** are excellent places to post health rules and model compliance at conferences or other events where patrons check in. Registration materials can be placed by workers or volunteers on a table to be picked up by event attendees, and lines can be marketed on the floor or created by rope and stanchions to enforce physical distancing.
- ✓ **Guest services staff and volunteers** walking along the line at ingress or among patrons waiting for service can put a friendly face on health and safety rules, and they encourage compliance by modeling good behavior.
- ✓ **Contact Tracing.** As the county gradually reopens, it may be encouraged to use contact tracing to enable health authorities to track who has been to an event or location if an outbreak flares up. They are then contacted and instructed to seek medical advice.

Sick Workers and Volunteers- Best Practices

The following recommended practices for sick workers presume a degree of supervisor oversight and control over employees that may be difficult with independent contractors. Where possible, companies should consider incorporating health and safety requirements into their independent contractor agreements.

- ✓ **Symptoms Before Work.** Workers must notify their supervisor and stay home from work if they have symptoms of acute respiratory illness consistent with COVID-19 – such as a fever, cough, chills, muscle pain, headache, sore throat, or shortness of breath – that isn't explained by another medical or allergic condition.
- ✓ **Symptomatic Workers.** If a worker exhibits symptoms of acute respiratory illness upon arrival to work, or becomes sick during the day, they must separate themselves from other workers and patrons and send them home or to a designated isolation area immediately.
- ✓ **Documentation.** The supervisor should document the circumstances of the worker's illness to help with the contact tracing, as applicable.
- ✓ **Contact with Symptomatic Workers.** Because one can carry COVID-19 with no symptoms at all, anyone who has been in close contact with a person known to have had the virus, or whose family or friends show signs of exposure, should behave as if they are infected, isolate themselves, and contact their physician.
- ✓ **Returning to Work.** Workers with symptoms of acute respiratory illness associated with COVID-19 may return to work after (a) home isolation for 14 days since their first symptoms or positive test, and (b) medical authorization.
- ✓ **Responding to confirmed cases of COVID-19.** If a worker is confirmed to be infected with COVID-19, their supervisor should immediately notify the local public health authority as well as the Infection Mitigation Coordinator, who should do the following:
- ✓ **Legal Warning.** It may be illegal to provide the infected worker's name or other information that could be used to determine their identity. Consult your local health department and human resources policy regarding reporting protocols.
- ✓ Determine what areas of the venue were visited, used, or impacted by the infected worker (the "Impact Areas")
- ✓ Assess whether the worker's role put them within six feet of other workers or patrons, including whether their duties create specific transmission risks such as food handling, bartending, or ticket checking.
- ✓ Work with the local health department to determine which other workers had close contact with the infected worker (the "Impacted Areas").
- ✓ Notify the Impacted Workers that they may have had contact with an infected worker and encourage them to monitor their health and report any concerns to their healthcare provider.
- ✓ Any worker who tests positive for COVID-19 should remain in home isolation for not less than 14 days after symptoms begin. The work should follow health authority guidance and their company policy.
- ✓ Impacted workers who have been in close contact with a person who tests positive, but who are not presently symptomatic or suffering a fever greater than 100.4F/38.0C, should not come to work for 14 days after their last close contact, and quarantine themselves. During quarantine, they should watch for symptoms of COVID-19.

Paid Sick Leave. Employees in Washington with COVID-19 should be paid sick leave by their employers and their Families First Coronavirus Response Act. A link to the U.S. Department of Labor's "Employee rights" poster at the end of this reopening guide.

Sanitizing the Venue Before the Event

Before reopening, you must sanitize your space/venue to limit the spread of germs to your staff, volunteers, vendor and attendees. Keep this process limited to as few people as possible.

As soon as vendors begin to load in, surfaces and objects that are touched frequently, such as the ones listed below, should be regularly disinfected using products approved by the applicable health authority.

CLEAN

Public Areas (lobby, hallways, dining and food service areas)



- Door handles, handrails, push plates, bike rack or other barricades the public may touch
- Handrails for stairs, ramps, and escalators, elevator buttons – inside and out
- Reception desks and ticket counters, telephones, Point of Sale terminals, and other keypads
- Tables and chairs, including high chairs and booster seats
- Beverage stations, water fountains, vending and ice machines
- Trash receptacle touch points

Restrooms (front and back of house as well as portable units) Door handles and push plates



- Sink faucets and counters, and toilet handles
- Lids of containers for disposal of women's sanitary products
- Soap dispensers and towel dispenser handles, baby changing stations
- Trash receptacle touch points

Back of House Offices, Dressing Areas, Green Rooms, Production Areas



- Individual office and other room furniture
- Door handles, push plates, doorways, railings
- Light switches and thermostats
- Cabinet handles
- Telephones, computers, other keypads, mouse
- Microphones
- Backstage and technical equipment
- Trash receptacle touch points

Back of House Kitchen and Food Preparation Areas



- Handles of all kitchen equipment doors, cabinets, push pads
- Counter surfaces
- Light switches
- Handles of beverage and towel dispensers
- Handles of sinks, including hand washing sink and mop sink
- Cleaning tools and buckets
- Trash receptacle touch points

Cleaning + Disinfecting During the Event

DISINFECT

We recommend use of EPA-registered household disinfectant. Follow the instructions on the label to ensure safe and effective use of the product. Many products recommend:



- Keeping surface wet for a period of time (see product label)
- Precautions such as wearing gloves and making sure you have good ventilation during use
- **Water-diluted household bleach solutions may also be used if appropriate for the surface.**
- Check the label to see if your bleach is intended for disinfection, and ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening may not be suitable for disinfection.
- Unexpired household bleach will be effective against coronaviruses when properly diluted.
- Follow manufacturer's instructions for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser.
- Leave solution on the surface for at least 1 minute.
- **Alcohol solutions with at least 70% alcohol may also be used.**

SOFT SURFACES

For soft surfaces such as carpeted floors, rugs, upholstery and drapes:



- Clean the surface using soap and water or with cleaners appropriate for use on these surfaces.
- Launder items (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- Disinfect with an EPA-registered household disinfectant if laundry isn't possible.

ELECTRONICS

For electronics, such as tablets, touch screens, keyboards, remote controls, and ATMs:



- Consider putting a wipeable cover on electronics.
 - Follow manufacturer's instruction for cleaning and disinfecting.
 - If no guidance is available, use alcohol-based wipes or sprays containing at least 70% alcohol.
- Dry surface thoroughly.

LAUNDRY

For clothing, towels, linens and other items:



- Launder items according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- Wear disposable gloves when handling dirty laundry from a person who is sick.
- Dirty laundry from a person who is sick can be washed with other people's items.
- Do not shake dirty laundry.
- Clean and disinfect clothes hampers according to guidance above for surfaces.
- Remove gloves, and wash hands right away.

Ingress and Egress

Patrons' experience at the venue should match the health guidelines they consistently receive beginning with their first ticketing or social media engagement.

Handwashing Stations. Stations with either soap and water or sanitizer containing at least 60% ethanol or 70% isopropanol must be provided at all points of ingress and other well-marked and illuminated locations throughout the venue. These stations should allow no-touch activation if possible. Supervisors must regularly confirm there are adequate supplies.

Parking Lots. To ensure that patrons observe physical distancing when leaving or returning to their vehicles, parking lot operators can kill spaces between vehicles. This should be feasible with the relatively smaller crowds foreseeable in the early days after reopening. As patrons return in larger numbers and more spaces are needed, lot operators should emphasize the need for physical distancing even in parking lots.

“Virtual” Queuing for Ingress. Event organizers should consider ways to schedule staggered ingress in order to minimize lines for wandering, bag check, and ticket scanning. Virtual queuing is a modern version of the familiar concept of metered access to the front of a line. Consider the following to spread arrival time and manage demand at the entrance.

- Events with a specific start time could schedule patron arrival times.
- During the ticketing process, patrons could select their ingress time and location, which can be coordinated with public transportation or rideshare vehicles.
- A limited number of unscheduled entries is recommended to accommodate patrons stuck in traffic or physically unable to sit in a seat for a long time.

Will Call and Box Office windows are often protected by glass partitions. Where there are no physical barriers between ticket staff and patrons, a clear protective shield is recommended. Patron distancing can be preserved by opening fewer windows and marking appropriate queuing space, or on-site ticket purchase and pickup can be eliminated for events that accept only electronic tickets by advanced purchase.

Space Requirements. Additional space may be required to accommodate longer but less densely packed lines waiting to enter the venue.

- **How Much Space.** In a six foot (two meter) physical distancing model, up to 36 square feet (4 square meters) per unrelated group will be necessary.
- **Where to Queue.** It is important to separate pedestrians from vehicle traffic, and to preserve room for other pedestrians to pass. This will present challenges in urban settings or where space outside the venue doors is limited. Venues whose entrance is in a densely settled area may need to arrange with neighboring properties and public safety authorities to allow early-arriving patrons to wait on adjacent streets. If an ingress queue consistent with physical distancing would cause the line to extend into a road or pedestrian walkway, consult with local public safety authorities to determine where to safely queue patrons while preserving emergency access.
- **How to Queue.** The line waiting to enter can be managed using common methods such as lines marked on the ground, rope and stanchions, fencing or bike rack, in combination with workers who provide information about anticipated wait time and ingress procedure and also enforce physical distancing. The area where patrons wait should have signage showing the event's health rules, including physical distancing guidelines and face covering requirements.

Ingress and Egress Continued

Patrons' experience at the venue should match the health guidelines they consistently receive beginning with their first ticketing or social media engagement.

- **Screening.** Once patrons reach the front of the line outside the venue, there should be a new screening process.
- **Temperature and Health Screening.** Outside the venue perimeter, a worker wearing a face covering, gloves, and medically-identifiable clothing such as scrubs, who has been approved by the Infection Mitigation Coordinator, should take the temperature of every patron and conduct a brief visual screening for symptoms of fever or infection.
- **Health Screening.** The Infection Mitigation Coordinator should develop health screening questions and evaluation criteria in consultation with a qualified medical professional.
- **Bag Check.** Even during a pandemic, it remains important for security reasons to keep prohibited items out of the venue. In order to avoid touching patron personal items, event organizers may wish to enforce a small clear bag policy in which patrons open their own bags for inspection. Alternatively, some event organizers may prohibit bags, although exceptions will likely be necessary for medicine or personal hygiene products. There is some tension between health and security that event organizers will have to address. For example, a no-bag policy will have the effect of driving away families who carry diaper bags for their young children, and a venue that offers coat check will need a sanitary security procedure to accept checked items. A recurring theme is that policies designed to avoid exposing workers or patrons to infection should consider how to avoid increasing their exposure to other risks.
- **Magnetometers and Pat-Downs.** Walk-through magnetometers are effective at detecting metallic objects while allowing security workers to maintain physical distance. Hand wands are a less costly alternative which still allow no-contact metal detection, but they require the security worker to be closer than six feet (two meters) from the patron, so they are less optimal from a health perspective. Pat-downs are obviously least sanitary, and venues may deny admission to patrons who repeatedly activate the magnetometer rather than putting hands on patrons. Any worker conducting a pat-down search **MUST** wear a face covering and gloves and have access to a wash and sanitizing station.
- **Ticket Scanning.** Paper tickets and cash require physical contact between patrons and workers that can be avoided at many events. At ticketed events, tickets can be made available in advance and online only. Electronic tickets can be scanned by ticket-takers wearing face coverings and gloves, or patrons could check themselves in at self-service kiosks outside the health and security screening area.

Ingress and Egress Continued

Patrons' experience at the venue should match the health guidelines they consistently receive beginning with their first ticketing or social media engagement.

- **Face Covering and Glove Requirement.** Patrons who are required to wear face coverings and gloves at ingress should put on their own or purchase them from the venue. To speed the line, face covering could be provided in advance with wristbands in a quantity sufficient for the duration of the event.
- **Security Workers and Ticket Takers.** Security workers and ticket takers should wear face coverings and gloves whenever they are among patrons, both for their own health and to model safe practices. Because contaminated gloves spread coronavirus the same as contaminated hands, workers should avoid touching tickets or patrons unless their task requires it. If touching does become necessary, the worker should immediately discard the gloves, wash their hands, and put on fresh gloves before resuming work.

Sanitizer Stations. Once a patron has presented their ticket and entered the venue, there should be hand sanitizer or options for hand washing immediately in front of them. The Infection Mitigation Coordinator should appoint hand sanitizer monitors at points of ingress to ensure that all patrons enter with clean hands.

Disability Accommodations. New health screening measures may require new accommodations for persons with disabilities. For example, deaf patrons who read lips may require screening from a worker wearing a clear face covering or one with a see-through window over their mouth. An event space that reduces points of ingress or egress must ensure continued accessibility. Venues that temporarily reduce capacity should confirm that they still offer enough accessible seating, including companion seats, to comply with disability laws. Patrons whose disability makes them unable to wait in a long line may need a more expedited access procedure. In order to remain compliant with applicable laws and provide reasonably accessible events for all patrons, this guide recommends consulting with a local advocate for persons with disabilities.

Scheduled Egress from Back to Front. Physical distancing likely requires that egress be managed the same way passengers exit an airplane at the end of their flight. After events that have a definite end such as concerts or sporting events, patrons nearest the exits should leave first, by row or section, in order to clear space for patrons further inside to follow. This will require workers and volunteers to ensure that patrons understand the procedure and comply with physical distancing requirements until they are in their vehicles or otherwise outside the venue doors.

Ingress and Egress Continued

Patrons' experience at the venue should match the health guidelines they consistently receive beginning with their first ticketing or social media engagement.

Emergency Exit. The need for physical distancing creates significant challenges when planning to evacuate a crowd during an emergency. Where patrons might be told to take refuge, such as at an outdoor event due to a forecast of severe storms, the area of refuge must be able to accommodate the crowd while maintaining six feet (two meters) between unrelated groups. Likewise, if patrons will be instructed to return to their vehicles in an emergency, workers will need training to manage the existing crowd to avoid the risk of contagion while they flee from some other hazard. These may not be significant obstacles for the smaller crowds that will initially return to events, but event organizers will have to coordinate with all stakeholders, including public health and public safety officials, to reevaluate their emergency plans as larger crowds gradually return.

Note: The goal of maintaining six feet (two meters) between people would become a distant secondary consideration if there is a clear and imminent danger requiring an emergency evacuation. Even during this pandemic, emergency egress plans should reflect that moving patrons away from the most urgent hazard is the first order of business.

Front of House Circulation, Food and Beverage, and Merchandise

Front of house operational decisions will require a thoughtful balance of competing interests. On one hand, you want a capacity crowd. On the other, you can invite no more patrons than you can accommodate while maintaining physical distancing and healthy conditions in all areas of the venue. The issues discussed throughout this Reopening Guide are intended to help organizers strike their own reasonable balance between those interests.

Restrooms. Workers should limit occupancy of restrooms to ensure physical distancing. Unless portable restroom facilities are added, this will likely result in patrons waiting outside the restroom doors. The area where they are waiting will require monitoring to preserve (a) appropriate space between patrons and (b) an easily discernible line to avoid conflict about where the line begins. Regarding all physical distancing measures, particularly restroom access and line control, this Reopening Guide recommends posting new policies on all applicable web sites, social media platforms, and physical signage inside the event space to avoid surprised patrons waiting impatiently in long lines.

Seated Venues. In venues with reserved seating, there is likely to be some flexibility in the number of seats to remove or kill in order to maintain physical distancing between unrelated patrons. Some events foreseeably draw crowds that attend in groups, which suggests that perhaps a venue can safely accommodate more patrons for that event. The recommended spacing of six feet (two meters) does allow room for judgment, but if someone gets sick, that decision will certainly be judged. Remember that even at a seated event, patrons must also navigate choke points such as ingress and egress, hallways, concessions, merchants, and restroom areas. This Reopening Guide recommends erring on the side of a conservative maximum capacity figure.

General Admission Venues. General admission events present many of the same challenges as seated events, plus additional concerns that may delay the reopening of GA spaces until more patrons voluntarily comply with physical distancing and face covering requirements. A few obvious changes will be necessary whenever GA events do reopen. Patrons cannot all stand at the front of the stage like they are accustomed; moshing and crowd surfing are violations of physical distancing per se and must be absolutely prohibited during this pandemic; even hallways and smoking areas where patrons congregate will have to be monitored to enforce health policies. Here are some simple ways to remind GA patrons of the importance of physical distancing.

- High conspicuity gaff tape on the floor of an indoor space, or spray chalk, survey flags, and cones for outdoor spaces, to mark six foot (two meter) separation.
- Rope barriers and stanchions or bike rack to physically separate patrons.
- Open areas patrolled by workers performing the guest services functions of providing information, enforcing rules, and modeling healthy behavior.
- Messaging to patrons before and during the event through electronic messaging and physical signage.

Front of House Circulation, Food and Beverage, and Merchandise

These measures will succeed only if compliance by all patrons is required for entry and participation. GA events are challenging to supervise as it is – voluntary physical distancing and face covering will likely require a level of widespread patron education that, as of this writing, does not exist. Even more than figuring out how to enforce physical distancing in undifferentiated spaces, teaching patrons to proactively engage in healthy behavior may be the first hurdle GA event organizers should try to clear.

Intermission. Intermission presents the same physical distancing challenges as ingress and egress, with the distinction that some patrons will remain seated. For everyone who chooses to get up, they will have to be led out from back to front, and patrons will not be allowed to congregate inside or outside restrooms or near lobby concession stands. Even with fewer people attending events during the early phase of reopening, intermission may have to be longer than before to allow time for physically distanced patron movement. Given these issues, including how to let some people out of a row while others remain seated, the path of least resistance may simply be shorter shows with no intermission.

Food and Beverage Service. Safe service of food and beverages presents many operational challenges, but many are likely within the ability of even smaller events and venues. All food service personnel will wear masks and gloves.

- **Ordering.** Menus can be posted electronically or printed on single-use paper to avoid transmitting germs on reusable plastic menus. Electronic ordering can be encouraged using QR codes for each menu item. In lieu of being served by wait staff, patrons can be notified by text when their order is placed at a designated pick-up area, creating a touchless service experience that also avoids crowds of patrons waiting for their food.
- **Counter Service.** At a self-service restaurant or concession stand, the number of counter staff should be limited consistent with physical distancing. Workers should place food and beverages on the table, counter, or other surface rather than handing purchases directly to patrons.
- **Single Use.** All food and drinks must be individually plated and served, single use recommended. For drinking events, single-use disposable tickets are highly recommended.
- **Point of Sale Terminals.** POS terminals should be assigned to one worker where possible, and they should be sanitized between each user and before and after each shift. If multiple servers are assigned to a terminal, then servers should sanitize their hands after each use. Workers who handle money should wear gloves and should not serve food or beverages. Where a point of sale system requires a signature or entry of a PIN, a disposable wooden stylus may allow a touchless transaction.

Front of House Circulation, Food and Beverage, and Merchandise

- **Workers who handle money** should wear gloves and should not serve food or beverages. Where a point of sale system requires a signature or entry of a PIN, a disposable wooden stylus may allow a touchless transaction.
- **Grab and Go Prohibited.** Workers should place requested items on the counter for patrons in order to reduce touching of food or packaging. For this reason, self-service buffets, even with clear breath guards, will be difficult.
- **Bar Hygiene.** Bartenders should model safe behavior by wearing a face covering and gloves when they are behind the bar. Garnishes should be prepared in a central location like the kitchen and provided with tongs to bartenders, or they should be eliminated entirely. Patrons should hold their own identification for bartender inspection. If a worker must handle a patron's ID, the worker should then dispose of their gloves and wash their hands before resuming service.
- **Tables and Chairs.** Dining tables, bar tops, stools and chairs should be sanitized after each use. Decoration rental companies may have workers to clean and disinfect furniture before, during, and after events. Once furniture is positioned to allow physical distancing, the new location can be marked on the floor.
- **Trays.** Trays and tray stands should be sanitized after each use or eliminated entirely in favor of individually packaged food and beverages placed inside paper bags bearing the patron's name for easy pick-up.
- **Utensils.** To replace individual eating utensils, patrons can be provided pre wrapped cutlery, straws, and stirrers, or they can take what they need from individual item dispensers such as Smartstock.
- **Beverage Packaging.** Formerly self-service fountain drinks can be replaced with bottled beverages.
- **Condiments.** Condiments should be served with food orders or only at patrons' request, in disposable single-use packages or containers that can be sanitized after each use. Open condiment service buffets should not be used.
- **Note: Additional Waste.** A likely consequence of more sanitary food and beverage practices is additional trash and recyclable material. It will be important to dispose of trash more regularly, and to consult a recycler about sanitary recycling options.
- **Separate Entry and Exit Points.** If possible, send patrons away from the food and beverage area in a different direction than the way they entered.

Merchants' Infection Control Plans. Because event retail workers may touch many other workers and patrons and handle materials that people hold, consume, or wear, their attention to infection management is important. Food and beverage vendors and merchandise sellers should know the health risks related to their work, and they should understand cleaning procedures and risk mitigation measures. Workers may have to arrive early for shifts and work with new equipment in new ways. Event organizers should contractually require that merchants present their own infection mitigation plan as a condition of engagement to work the event, just as they now require stamped construction plans or certificates of insurance.

Front of House Circulation, Food and Beverage, and Merchandise

High-Touch Items Related to Food and Beverage Service. Safe service of food and beverages will require frequent sanitization of many small items, such as the following.

Bottles and can openers, Pots and Pans, Cutting Boards, Pour Spouts, Grill scrapers, Serving Spoons, Ice buckets, Spatulas, Ice Scoops, Squeeze bottles, Knives, Tabletops, Ladles, Tongs, Measuring cups

Physically Distanced Dining. In order to enforce physical distancing where patrons or workers dine, the following practices are recommended, as applicable.

- **Staffing.** The host and manager should enforce distancing at entries, waiting areas, and queues to reinforce signage posted throughout these areas.
- **Reduced Seating.** Tables, bar stools, and booths should be removed or taken out of service to allow six feet (two meters) between each unrelated party, or as the local public health authority requires.
- **Staggered Mealtimes.** For both front of house patrons and back of house workers, mealtimes can be staggered to ensure that queues and dining capacity are kept to safe levels of density.
- **Line Management.** Workers must manage lines at quick service areas, such as coffee and food pick-up, to ensure that patrons remain appropriately distanced. If queues get too long or take up too much space, consider opening additional service or pick-up areas at other parts of the venue.
- **Table Service.** Where guests order from a menu and are served each course, the following practices are recommended to avoid touching patrons' food or drinks.
- **Bread served to each diner individually rather than in a basket.**
- **Servers bring appetizers, entrees, and desserts to the table on covered plates that the server uncovers in front of the patron.**
- **Less formal settings can substitute upgraded box meals for individually plated dishes.** □ Table settings include hand wipes.
- **Set only as many chairs as are consistent with physical distancing.**
- **Servers wear face coverings and gloves at all times.**

Merchandise.

- **Contactless Ordering.** Items for sale can be posted on a web site or event app that allows for mobile ordering and on-site pickup.
- **Queuing.** Mark merchandise sales lines on floor, with barricade, or rope and stanchion, patrolled by guest services workers to provide information and enforce physical distancing.
- **Touchless.** No trying on merchandise. Only workers may touch items for sale.
- **Contactless Payment.** Point of sale systems that use Apple Pay or a similar app eliminate the need for workers to touch patron credit cards.
- **Final Sale.** No returns or exchanges. All sales are final.
- **Spacing.** Merchandise sellers must be spaced far enough from each other so patrons can wait in line while maintaining physical distance and not block access for pedestrians passing by.

Vendor Safety Plan Example

Name: _____ Business: _____

1. What service are you providing?

- Food
- Supplies needed to maintain health, safety, and sanitation
- Other

2. How do you plan to protect your own health and that of your employees?

- Hand hygiene, hand washing station in booth
- Barriers such as sneeze guards
- Signs
- Remember to and remind employees to wash their hands or use hand gel often, and to avoid touching eyes, nose, and mouth.

3. How do you plan to protect customers from exposure while at your booth?

Reduce touchpoints in the booth. Suggestions include:

- Keeping designated "Display Only" items for customers to view or handle, when possible
- Pre-bagging/pre-packaging/food when possible
- Discontinuing all product sampling and self-serve areas
-

Signed: _____ Date: _____

Payment Handling Guidelines from the Wa Department of Health (April 21 ,2020)

After handling payment, a person should not touch their eyes, nose, or mouth until they have washed their hands.

When possible, allow mobile, credit card, or other cash-free payment options. Encourage customers to pre-order/pre-pay when possible.

When handling cash, tokens, checks, or change:

- Designate a money handler separate from the worker handling products
- Ask for exact change to help limit additional handling
- Collect in a container rather than directly into hands

Production Issues

Most of the front of house health guidance in the preceding sections applies equally to back of house operations, including touring and production workers. Here are some further issues specific to event production.

Division of Authority and Responsibility. Touring productions and venue operators will have to decide which party is responsible for various tasks and behaviors related to health and safety. Because these will be new agreements, this Reopening Guide recommends that new responsibilities, and the authority to carry out and enforce them, be memorialized in detail. Any such agreement should be mutually supportive rather than imposing a disproportionate burden on one side or the other – the tour wants to know the venue is clean and the venue want to know the tour will not bring unreasonable risk into their premises. Both parties have a vested and mutual interest in agreeing to the kinds of measures discussed here.

Booking an Event Space. Site visits and venue tours for marketing and booking should be replaced by virtual tours to the extent feasible. Companies seeking to book a space should prepare to submit a health and safety plan consistent with these guidelines regarding the risks particular to their event.

Physical Distancing Musicians. The authoritative guidance requiring not less than six feet (two meters) of physical distance may have to be expanded for singers and musical instrument players. Musicians often breathe deeply and expel aerosols further than people engaged in non-physical activities. Their performance space, including on stage and in orchestra pits, should be arranged to maximize physical distancing while allowing at least some of them to perform together.

Materials Handling.

- **Production equipment and cargo** should be sanitized when loaded at the warehouse and unloaded at the venue. In addition to face coverings, workers should wear gloves when handling equipment and cargo to prevent surface contamination.
- **Physical distancing** applies to production crew working in confined spaces, such as inside trailers. Workers should always wear face coverings and gloves when those do not interfere with essential work functions, particularly when they cannot maintain physical distance. The general need for distancing should not cause other unsafe working conditions for technical and construction crew. For example, if a piece of equipment takes four people to lift, then each worker should protect themselves from infection to the best of their ability while lifting the load together.
- **High-touch equipment** such as motor controllers, microphones, mic stands, presentation remotes, and audio/video cable should be sanitized frequently, and equipment should be dedicated to individual users where possible.
- **Heavy equipment** such as forklifts, boom lifts, and scissor lifts should minimize the number of operators of each piece of equipment where feasible.

Equipment Deliveries. In addition to adhering to the Materials Handling guidance above, delivery truck drivers should not leave their cab during offloading unless they receive the same screening and follow the same health procedures as other workers. To the extent possible, deliveries should be scheduled in shifts to minimize the time workers load or unload close together. Workers unloading deliveries should change their gloves and wash their hands between each delivery.

Production Issues Continued

Ground Transportation.

- **Driver Health.** When drivers report for duty, they should undergo the same screening for temperature or infection symptoms as other workers.
- **Vehicle Capacity.** As in all other public areas, physical distancing should be enforced in buses, vans, and other ground transportation to the extent possible. For example, nine passengers plus a driver could fill a fifteen-passenger van in order to allow more space between riders. This may require adjustment of existing plans to provide additional vehicles or multiple trips.
- **Passenger Hygiene.** Passengers should wear face coverings and gloves while riding, and wash hands or use hand sanitizer after leaving the vehicle.
- **Vehicle Cleaning.** Transportation providers should disinfect the passenger compartment after every trip, including all hard surfaces, seats, headrests, seatbelts, seat belt buckles, and armrests. Nothing should be left in the rear of the vehicle that could be touched by more than one person, such as papers, water bottles, or coffee cups. All vehicle operators should be trained regarding the surfaces passengers are likely to touch and the cleaners, disinfectants, and PPE needed to clean and disinfect them. Additional time between trips must be reserved for this process.

Legal Issues

Myriad legal issues may arise as events and venues reopen during a pandemic. Most cannot be meaningfully addressed in a general way, so you should consult your attorney about your own situation. One issue that can be addressed here is your legal exposure if someone claims they got sick attending or working at your venue or event. To begin, here is some basic law.

The legal name for a claim of personal injury or wrongful death is a “tort.” In a tort case, the injured party has the burden to prove four elements: (1) they were owed a duty of care by defendants; (2) there was a breach of that duty; (3) that breach was the cause of (4) plaintiff’s damages.

- **Duty of Care.** Taking steps discussed in this guide to mitigate the risk of illness, and documenting how you arrived at your conclusions and enforced your new health policies, will be compelling evidence that you did not breach your duty to provide reasonably healthy and safe premises under these challenging circumstances.
- **Proximate Cause.** Any claim that someone got sick at a particular venue or event will face a significant causation problem. Given all the people with whom we have contact when we leave our homes, all the surfaces we touch, all the aerosols from other people that we unknowingly breathe in, as well as the incubation period for COVID-19, it will be difficult for most victims to isolate one contact as the source of illness while excluding all others as possibilities.

The risk of contracting COVID-19 should create a new social contract between event and venue operators and the people who work at and attend them. Because event workers and patrons all have a duty to behave reasonably under their circumstances, everyone should promise to maintain physical distancing and engage in sanitary practices suitable for a pandemic, rather than doing only enough to keep their job or avoid getting ejected. Likewise, even if there is relatively little risk of losing a lawsuit based on negligent sanitary practices, event and venue operators should implement robust health and safety measures because they will save lives and help reopen more events.

As noted above, we are all in this together.

Sources

RESOURCES FOR FURTHER READING

This guide does not presume to offer medical guidance or opinions. Rather, we have based our operational suggestions on public health material produced by reputable authorities, and we have considered guidance written by our peers in related fields or businesses. Most of the material listed below is from the United States, but we are aware that similar guidance is being written every day in other parts of the world. Here are some of the publicly available materials we have found valuable, hyperlinked to the source documents.

Health Information

- Centers for Disease Control and Prevention (“CDC”), U.S. Department of Health & Human Services (“DHHS”). This web site contains many useful subpages that discuss the epidemiology of COVID-19 and means of mitigating its risks, as well as an extensive glossary of terms related to infection control.
- World Health Organization (“WHO”), like the CDC web site, provides a great deal of information about the science of COVID-19, its global impact, the effects of containment programs, and strategies and plans one might adopt to curtail its spread.
- Coronavirus Resource Center, Johns Hopkins University & Medicine, features a COVID-19 global case tracker which is updated daily, news and information from experts, and many other infection control resources.

Guidance for Workplaces

- The United States Department of Labor (“DOL”), Occupational Safety and Health Administration, has extensive resources on its COVID-19 web page, including “Guidance on Preparing Workplaces for COVID-19,” OSHA 3990-03 2020.
- “Operational Toolkit for Businesses Considering Reopening or Expanding Operations in COVID-19,” Johns Hopkins Bloomberg School of Public Health, May 6, 2020.
- “Pandemic Preparedness in the Workplace and the Americans with Disabilities Act,” U.S. Equal Employment Opportunity Commission, issued October 9, 2009, updated March 19, 2020.
- “HIPAA Privacy and Novel Coronavirus,” DHHS, Office for Civil Rights, February 2020.

Guidance for Mass Gatherings

- “Considerations for sports federations/sports event organizers when planning mass gatherings in the context of COVID-19,” WHO, Interim guidance, April 14, 2020, and “Guidance for the use of the WHO Mass Gatherings Sports: addendum risk assessment tools in the context of COVID-19,” April 30, 2020.
- “Key planning recommendations for Mass Gatherings in the context of the current COVID-19 outbreak,” WHO, Interim guidance, March 19, 2020.
- “Interim Guidance for Event Planners,” CDC, March 15, 2020.

Sources

Reasonable Practices for Workers and Patrons

- “CDC/EPA Cleaning & Disinfecting Guidance,” CDC, May 7, 2020.
- “Cleaning and Disinfection for Community Facilities,” CDC, May 7, 2020.
- “Keep Your Distance to Slow the Spread,” CDC, May 6, 2020.
- “Temperature Screening: This Season’s Newest Attraction?” International Association of Amusement Parks and Attractions (“IAAPA”), April 8, 2020.
- “Recommendations for Cloth Face Covers,” CDC, April 3, 2020.
- “When & How to Wash Your Hands,” CDC, April 2, 2020.
- “Enforcement Policy for Sterilizers, Disinfectant Devices, and Air Purifiers During the Coronavirus Disease 2019 (COVID-19 Public Health Emergency,” FDA, March 25, 2020. Food Safety
- “Best Practices for Retail Food Stores, Restaurants, and Food Pick-Up/Delivery Services During the COVID-19 Pandemic,” DHHS, Food and Drug Administration (“FDA”), April 21, 2020.
- “Food Safety and the Coronavirus Disease 2019 (COVID-19),” FDA website. Weather Sheltering
- “Tornado Sheltering Guidelines during the COVID-19 Pandemic,” American Meteorological Society, April 9, 2020. Persons with Disabilities
- “What You Should Know About the ADA, the Rehabilitation Act and the Coronavirus,” U.S. Equal Employment Opportunity Commission. Contact Tracing
- “Coronavirus: How does contact tracing work and is my data safe?” BBC News, May 6, 2020.
- “Principles of Contact Tracing,” CDC, April 29, 2020.
- “Protecting Lives & Liberty,” Nicky Case, posted April 2020. Posters for Workplaces
- Hand hygiene posters, WHO.
- “Prevent the spread of COVID-19 if you are sick,” CDC.
- “Employee Rights,” DOL, Wage and Hour Division.
- “To Mask is Still an Ask in Kittitas County” Kittitas County Press Release, May 23, 2020.

Vendor Safety Plan Example

- “Event Health and Sanitization Plan,” WFEA, Bold Hat Productions. April 22,2020

Closing

We know this situation is difficult. Many of us are going through circumstances we never thought we would experience, from teaching our children at home to filing for unemployment. We will rise above this. We will emerge from this better than we were. We are **#KittitasCountyStrong**.

Remember your Chamber and Kittitas County Public Health is here to help you and your business during this time. Do not hesitate to call or email us with your questions, concerns, or ideas. We will continue to update our resources to serve you as this fluid situation develops.

Thank you for your support. Thank you for your drive. Thank you for your grit. Thank you for making Kittitas County what it is - a place where amazing things happen.



Partners



City of Kittitas



City of
Ellensburg
WASHINGTON



KITTITAS COUNTY CHAMBER OF COMMERCE



609 N Main Street
Ellensburg, Wash. 98926
Office: (509) 925-2002

Online at kittitascountychamber.com or [@kittitascountychamber](https://twitter.com/kittitascountychamber)