



# THE EVENT SAFETY ALLIANCE REOPENING GUIDE

For Event Professionals During the COVID-19 Pandemic



**Please Share This Guide – We All Want to Reopen Safely**



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## HOW TO USE THIS GUIDE

This document is an attempt by event industry professionals to provide detailed guidance for our peers to consider when planning to reopen during the COVID-19 pandemic. These are not laws or regulations or even “best practices” that apply everywhere – coronavirus creates different challenges depending on countless factors, including the size of the event, its geographic location, physical space, anticipated demographic, and reopening date, to name just a few. Instead, in chronological order as an event would usually unfold, we have identified reasonably foreseeable health risks and suggested measures to mitigate those risks.

Because this intended to be guidance used by event professionals, we have tried to strike a balance between a simple checklist and an exhaustive consideration of all options. Our goal is to provide enough information so each professional can make reasonable choices under their own circumstances.

Some of this guidance is scalable, meaning it can be applied equally to events of any size. Where we had to choose, we focused on the circumstances of smaller, local events that we anticipate will reopen first. Our intention is to follow this initial release with guidance more applicable to tours and larger events, which face additional challenges that will likely keep them closed longer.

In the text, people are referred to as either “patrons” or “workers.” A patron is anyone who pays or presents a credential to attend the event – they can be required to follow the venue’s health and safety procedures as a condition of entry and attendance. A worker is paid by someone to be at the venue – they can be required to follow health and safety procedures by their employer or whoever hired them as a condition of work.

There is no guarantee of an illness-free event even if you follow everything in this Guide. It is indisputable, however, that planning, training, and implementing reasonable health and safety measures are the best ways to protect both the viability of live events and all the people who make them happen.

Steven A. Adelman  
Vice President, Event Safety Alliance

## 1. PLANNING WHEN TO REOPEN – WHEN IT’S LEGAL AND REASONABLY SAFE

The lifecycle of any event begins with the decision to do business in the first place. This Guide is based on two core ideas: (1) We all want to reopen as soon as possible; (2) In this context, “as soon as possible” means as fully and quickly as reopening can be done without unreasonably risking the health or safety of any people who create or attend live events.

The law may help you think through that second idea. Everyone has a legal duty to behave as a reasonable person would under the same or similar circumstances. Here, the key circumstance is how to reopen public places (a) during a highly contagious global pandemic in which (b) even asymptomatic people can carry the disease, and (c) we currently lack widespread testing, contact tracing, or vaccination.

If small events and venues can reopen without reversing the improving trend lines in most places, then that will open the door for progressively larger spaces to implement similar measures on a larger scale. If, on the other hand, the first attempt at a healthy reopening is a failure, that would set back the entire event industry.

Whether you are legally permitted to reopen now and considering if you can do so safely, or you are waiting and hoping your turn will come soon, as an industry we are all in this together.

**PLANNING:** Your event may reopen only when:

- You are legally permitted to do so, AND
- You can provide premises that are reasonably safe under your circumstances.

Going

## 2. PATRON EDUCATION ABOUT THE NEW NORMAL

“We’re all in this together” also describes the essential role patrons play in allowing live events to reopen safely. Because coronavirus is highly contagious, everyone who enters an event space must behave responsibly under this new normal. This section focuses on ways to educate patrons to maximize health and safety compliance and minimize disruption of the event.

**Where to message:** event website, venue website, social media channels, ticket purchasing site, emails pushed to online ticket purchasers, mobile app, emails to event performers and speakers, signage at ticketless events or young participants brought by their parents....

**How to message:** Mobilize the art and marketing departments to promote good hygiene and health guidance without being intimidating; show pictures of patrons wearing facemasks, staff in PPE cleaning the venue; the goal is to normalize new safety procedures, as happened when hand wands and magnetometers became widespread. Consider the medium of the messaging to ensure accessibility – messaging should be audible and visual. Use the talent’s social media to enhance scope of messaging, ensure consistent message. Event staff are often the best source of messaging: train them to give correct messages, have prepared scripts to avoid misstatements or overstatements.

**What to message.** Messaging to the public will need to explain that the venue may screen people, meaning a basic test to identify potential disease indicators (e.g., fever, cough, sneezing), but the venue simply cannot guarantee that no one carrying infectious disease will be allowed to enter. It may be necessary to explain that some carriers are asymptomatic, even though that may scare away potential patrons who may incorrectly think every infected person shows symptoms. Create an acknowledgment checkbox for a “social contract.” Say whether wearing masks is absolutely required as a condition of entry or merely recommended. [Explain premises’ non-delegable duty]

Event and venue websites, mobile apps, and social media accounts (e.g., Facebook, Instagram, Twitter) should all post CDC recommendations regarding social distancing, masks, gloves, expected patron behavior, reserve right to ask patrons, workers, or artists to leave if they are experiencing symptoms, encourage patrons in CDC high risk categories (over 60 years old, with underlying health conditions, weakened immune systems, or pregnant) to stay home.

**Social Distancing.** Patrons should be advised to practice social distancing by standing at least *six feet away* from other people not traveling with them. This applies at all times

during the event, including while standing in lines, using elevators or escalators, or moving around the venue.

### 3. WORKER HEALTH AND HYGIENE

As a matter of law, the operator of any public accommodation must do so in a manner that is reasonably safe under the circumstances. The circumstances presented by COVID-19, a highly contagious virus for which, at this writing, there is insufficient testing and no vaccine, require an especially thorough and diligent response by event workers. Here are guidelines for workers to keep themselves and their colleagues as safe as possible.

**Safety Officer.** This Guide recommends that a medically-trained worker be designated as the “Safety Officer” for the venue or event. The Safety Officer will have final authority to approve the organizers’ health and hygiene plan, worker training conforming to that plan, designate workers to enforce that plan, and coordinate with local public health authorities. The Safety Officer, or their designee, will also have final authority whether to allow a worker or patron to enter the venue if there is a health concern.

#### Practices for Healthy Workers.

- **Social Distancing.** To the extent possible, workers should practice social distancing by **maintaining a separation of** at least *six feet away* from each other.
- **Personal Protective Equipment (“PPE”).** For workers, PPE to minimize the risk of exposure to coronavirus is as necessary as their uniform, hard hat, or other protective equipment. Each worker’s employer must provide a mask and gloves as appropriate for their work, and vendors and independent contractors must provide their own.
  - ❖ **Masks.** Signage posted throughout the venue should show the proper way to wear a mask. Supervisors must ensure correct usage by workers. Reusable masks should be washed after use.
  - ❖ **Gloves.** Gloves should be worn when conducting health checks on workers or patrons, when handling food, or when using cleaning or disinfecting products.
- **Hand Washing.** Frequent hand washing with soap is vital to help combat the spread of any virus. Workers should wash their hands, or use sanitizer containing at least 60% alcohol when a sink is not available, at least every 60 minutes for twenty seconds and dry thoroughly with a disposable towel or dryer. Workers should also wash their hands at the beginning and end of each shift and break, after using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, or drinking.
- **Temperature Check.** Each point of entry, both front and back of house, should be monitored by a worker with suitable training who is approved by the Safety Officer. These workers will conduct non-invasive temperature checks using thermometers or thermal cameras approved by the Safety Officer. Anyone

displaying a temperature over 100.0 degrees Fahrenheit (37.8 degrees Celsius) should be taken to a private area for a secondary temperature screening. Workers or patrons confirmed to have a higher temperature should be denied entry and directed to appropriate medical care.

- **Touching Your Face.** Workers should avoid touching their eyes, nose, and mouth.

**Cough and Sneeze Etiquette.** Workers should cover their cough or sneeze with a tissue, or an elbow or shoulder if no tissue is available, followed by thorough handwashing.

**Practices for Sick Workers.** Workers must notify their supervisor and stay home from work if they have symptoms of acute respiratory illness, such as fever, cough and shortness of breath.

- **Symptomatic Workers.** If a worker exhibits symptoms of acute respiratory illness upon arrival to work, or becomes sick during the day, their supervisor must separate them from other workers and patrons and send them home immediately.
- **Documentation.** The supervisor should document the circumstances of the worker's illness to help with contact tracing, as applicable.
- **Returning to Work.** Workers who have symptoms of acute respiratory illness may return to work once they are free of fever or other symptoms for at least 72 hours (without the use of fever-reducing or symptom-altering medicines).
- **Medical Clearance.** Workers with confirmed cases of COVID-19 must receive medical authorization before returning to work.

**Responding to Confirmed Cases Of COVID-19.** If a Worker is confirmed to be infected with COVID-19, his or her supervisor should immediately notify the Safety Officer. The Safety Officer should take the following actions immediately.

- Determine what areas of the venue were visited, used, or impacted by the infected worker (the "Impacted Areas").
- Determine which other workers had "close contact" – defined as within 6 feet of a sick person with COVID-19 for about 10 minutes – with the infected worker (the "Impacted Workers").
- Notify the local Health Department and be prepared to discuss the Impacted Areas and Impacted Workers.
- 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.
- Legal Warning. It is illegal to provide the infected worker's identifying information, including his or her name or other information that could be used to determine their identity.



- Any worker who tests positive for COVID-19 should remain in home isolation for not less than seven days after symptoms begin, or until 72 hours after fever is gone, whichever is longer.
- 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 100.0 degrees Fahrenheit, should not come to work for 14 days after their last close contact, and quarantine themselves. During quarantine, they should watch for symptoms of fever, cough and shortness of breath.

#### 4. SANITIZING THE VENUE

**Sanitizing “High Touch” Areas.** Areas of the venue that are most frequently touched by workers or patrons must be sanitized regularly using CDC-approved disinfecting products.

- **Public Areas** (Lobby, Hallways, Dining and Food Service Areas)
  - ❖ Door handles, hand rails, push plates
  - ❖ Elevator buttons – inside and out
  - ❖ Escalator railings
  - ❖ Reception desks
  - ❖ Telephones and other keypads
  - ❖ Point of sale (POS) terminals
  - ❖ Tables and chairs, including high chairs and booster seats
  - ❖ Beverage stations
  - ❖ Vending and ice machines
  - ❖ Trash receptacle touch points
- **Restrooms** (both Front and Back of House)
  - ❖ Door handles and push plates
  - ❖ Sink faucets and toilet handles
  - ❖ Towel dispenser handles
  - ❖ Soap dispensers
  - ❖ Baby changing station
  - ❖ Trash receptacle touch points
- **Back of House Offices and Artist Dressing Areas**
  - ❖ Individual office and conference room furniture
  - ❖ Door handles, push plates, doorways, railings
  - ❖ Light switches
  - ❖ Cabinet handles
  - ❖ Telephones, computers, other keypads, mouse
  - ❖ Trash receptacle touch points
- **Back of House Kitchen and Food Prep Areas**
  - ❖ Handles of all kitchen equipment doors, cabinets, push pads
  - ❖ Light switches
  - ❖ Handles of beverage dispensers
  - ❖ Handles of sinks, including handwashing sink and mop sink
  - ❖ Towel dispenser
  - ❖ Cleaning tools and buckets
  - ❖ Trash receptacle touch points

**Cleaning Versus Disinfecting.**

- **Cleaning** removes dirt and impurities from surfaces and objects and may lower the count of germs by removing but not necessarily killing them. **Disinfecting** reduces and kills germs on surfaces and objects. Because disinfecting does not necessarily clean the surface, cleaning must precede disinfecting in order to be effective. Note that one may use a disinfectant that includes a cleaning solution.
- **Cleaning Technique.** Clean high-touch areas by using water and soap or cleaning solution to remove dirt and impurities from surfaces and objects and reduce the count of germs.
- **Disinfecting Technique.** Disinfect high-touch areas by using disinfectants identified by the Environmental Protection Agency as effective against COVID-19 (<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>). When disinfecting, follow label instructions regarding the minimum contact time a disinfectant must remain on a surface to be effective. Contact times may vary between five and 10 minutes after application. Disinfectants that come in a wipe form will also list effective contact times on their label.
- **Disposal:** Place all used gloves and other disposable items used when cleaning and disinfecting in a bag that can be tied closed before disposing of them with other waste.
- **Frequency.** High-touch areas should be cleaned every hour and disinfected four times each day, or as recommended by your local public health authority. Kitchens should be deep-cleaned and sanitized at least once each day.
- **Documentation.** Keeping the venue clean and sanitary is obviously important for health reasons. Documenting that all required steps were followed at the correct intervals can help the venue show that it behaved reasonably under its circumstances, which would be a key issue in a lawsuit. A supervisor should ensure that a log is carefully maintained and preserved for posterity.

**Deliveries.** Delivery truck drivers should not leave their cab during offloading unless they receive the same health and safety check as other workers and wear the same PPE. To the extent possible, deliveries should be scheduled in shifts to minimize the time when workers must load or unload close together.

## 5. REIMAGINING INGRESS

For patrons, who should be exposed to the new health and hygiene guidelines from their first contact with the event through ticketing and social media engagement, their arrival at the venue should simply confirm their new expectations.

**Handwashing Stations.** Stations with either soap and water or with sanitizer containing at least 60% alcohol must be provided at all points of ingress and other well-marked and illuminated locations throughout the venue. Supervisors must regularly confirm that there are enough supplies.

**Virtual Queuing.** In order to encourage social distancing, patrons should no longer wait in long lines to pass through security, have their bag checked, and present their ticket. Events with a start time can schedule patron arrival times. During the ticketing process, patrons can be required to select a point of ingress and time of entry, which can be coordinated with the arrival of public transportation or rideshare vehicles.

**Space Requirements.** Additional space may be required to accommodate longer but less densely packed lines waiting to enter the venue. In a six-foot social distancing model, up to 36 square feet per unrelated group will be necessary. It is important to plan where the line will go in order to safely separate pedestrians from motor vehicle traffic, and to preserve room for other pedestrians to pass by. The line can be managed using common methods such as lines marked on the ground, rope and stanchions, fencing or bike rack, in combination with workers providing information about anticipated wait time and ingress procedure who also enforce social distancing. The area where patrons will wait should have signage which prominently displays the health and hygiene rules for the event, including social distancing guidelines and proper way to wear a mask. If an ingress queue consistent with social distancing will cause the line to extend into a pedestrian walkway, consult with the local public safety authority having jurisdiction to determine where to safely queue patrons in order to preserve emergency access.

**Outside Vendors.** A longer duration for ingress creates opportunities as well as problems. Where there is room for outside vendors, they may have a captive audience for more time, which can present new ways to sell their wares, and a new revenue stream for venues who can license the right to sell before an event.

**Screening.** Once patrons reach the front of the line outside the venue, there will be a new screening process.

- **Temperature Check and Health Screening.** Outside the venue perimeter, a medically-trained worker wearing a mask and gloves, who has been approved by the Safety Officer, should take the temperature of every patron and conduct a

brief visual screening for symptoms of fever or infection. If the patron is healthy enough to enter, at the sole discretion of the medically-trained worker, then they may continue through the screening process.

- **Bag Check.** In order to avoid touching patron personal items, event organizers may wish to enforce a small clear bag policy or prohibit bags entirely.
- **Magnetometers and Pat-Downs.** Even during a pandemic, it remains important to keep prohibited items out of the venue. Walk-through magnetometers are effective at detecting metal objects while allowing security workers to maintain social distance. Hand wands allow no-contact metal detection, but they require the security worker to be closer than six feet from the patron, so they are less optimal. Pat-downs are obviously least desirable, and the venue may choose to deny admission to patrons who continue to trigger the magnetometer rather than putting hands on patrons.
- **Ticket Scanning.** Points of physical contact that can be avoided at many events are paper tickets and cash. At ticketed events, tickets can be made available in advance and online only, allowing a faster ingress process through ticket scanning at the end of the screening process.
- **Mask and Glove Requirement.** Patrons who are required to wear masks and gloves could be required at this point to put on their own or to purchase them from the venue. To speed the line, the event promoter could sell PPE in combination with tickets and wristbands and ship them to patrons together. Masks can become a branding opportunity for creative sponsors.
- **Security Workers and Ticket Takers.** Security workers and ticket takers should all wear masks and gloves at all times when they are among patrons, both for their own health and to model safe practices.

**Sanitizer Stations.** Once a patron has presented their ticket and entered the venue, there should be hand sanitizer stations immediately in front of them.

**ADA Considerations.** Cannot lip-read when wearing masks; if limiting points of ingress must ensure that they are accessible; must make accommodations for people unable to wait in a long line.

**Touchless Service.** how we check & scan tickets, distribute programs; Clear bag / no bag policy; Self-grab programs rather than handed by ushers; For Will Call, show IDs through glass, not handed under the window (like at Costco)

## 6. FRONT OF HOUSE: MANAGING CIRCULATION AND SEATING

Acknowledge conflict between reducing capacity to ensure social distance versus meeting fixed operational costs within smaller revenue streams. Does it make sense to break even or operate at a small loss to remain relevant until social distancing is no longer necessary?

**Seated Venue.** How to kill seats in order to comply with social distancing requirements in cooperation with local public health authority.

**General Admission Venue.** How to maintain social distance for GA events? Lines on floor, bike rack, rope barriers, guest services/ushers and guards, messaging. Artist buy-in necessary or active GA shows won't reopen until a vaccine.

### 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, enforce social distancing.
- **Touchless.** No trying on merchandise. Only workers may touch merchandise. They will select items for patrons at patrons' request.
- **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 social distance and not block access for pedestrians passing by.

### Food and Beverage Service.

- **Ordering.** Events or venues that offer sit-down food service should print single-use paper menus that can be thrown away to avoid transmitting germs on reusable plastic menus. Menus can use QR codes so patrons can order on their mobile device. In lieu of being served by waitstaff, patrons can be notified by text when their order is ready for them to pick up from a designated pick-up area, creating a touchless service experience.
- **Counter Service.** At a self-service restaurant or concession stand, the number of counter staff should be limited consistent with social distancing guidelines. Workers should place food and beverages on the table, counter, or other surface rather than handing purchases directly to a patron.
- **Partitions.** Where practicable, physical barriers such as clear plastic partitions should be installed at registers.
- **Point of Sale Terminals.** POS terminals should be assigned to one server where possible, and they should be sanitized between each user and before and after

each shift. If multiple servers are assigned to a POS terminal, then servers must sanitize their hands after each use.

- **Tables and Chairs.** Dining tables, bar tops, stools and chairs should be sanitized after each use.
- **Condiments.** Condiments should be served in single-use packages that are disposable or can be washed after each use.
- **Grab and Go Prohibited.** Patrons must now have a worker hand them any requested items in order to eliminate the possibility of other patrons touching food or packaging.
- **Trays.** Trays and tray stands should be sanitized after each use.
- **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.

**Seating for Social Distance.** In order to enforce social distancing in the areas where patrons consume food and beverages, the following practices are recommended, as applicable.

- **Staffing.** Host and manager should manage distancing at entries, waiting areas, and queues to reinforce signage that should be posted throughout these areas.
- **Reduced Seating.** Tables, bar stools, and booths should be removed or taken out of service to allow six feet between each family or traveling party, or as the local public health authority deems necessary.
- **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.

## 1. BACK OF HOUSE: ISSUES FOR PRODUCTION STAFF

**Logistics** of bringing back laid off staff-particularly those who are not charged off to an event but as needed. E.g., volunteer coordinator, scheduler, etc. How long does it take to re-issue badges, uniforms, equipment, etc. What do your union agreements say about bringing people back? How long will it take to bring powered down systems back on line?

What measures for staff to come back to work?

- a. Phased approach
- b. Alternate work schedules (alternating teams has worked for govt)
- c. Does the 'new norm' include a hybrid of how we worked prior to COVID and how we are working during COVID? Is there a need to "make" staff work from the venue / office?
- d. Office space to reflect a hybrid approach (one person per space instead of sharing office space)
- e. Break rooms, changing rooms, dressing rooms, shower areas, lighting/sound booths, restocking areas, makeup areas
- f. Policies / guidelines for the various phases of coming back to the office



## **1. Tours: Moving Artists and Crew by Bus and Air**

While the considerations outlined in the “Back of House” section of this document apply to touring productions and their workers, additional considerations may be required to address the unique challenges facing this industry segment.

### **Policy**

Touring productions should have a written coronavirus mitigation policy that outlines measures the tour is taking to limit the spread of the virus, such as PPE use, sanitization, and illness reporting procedures.

Touring productions should confirm the facility coronavirus mitigation policy in advance of arrival. Should there be differences between the plans, the more stringent requirements should be followed.

### **Personnel Health**

The health of personnel should be the first priority of tour management.

It is recommended that all personnel be tested for coronavirus prior to the start of the tour to limit the chances of internal exposure.

No member of the team should be encouraged or permitted to work while ill, regardless of cause.

Personnel should be encouraged to report potential illness, and a plan established to secure prompt testing and treatment regardless of locale.

Should a team member test positive for any communicable disease (including coronavirus), they should not continue with the tour until cleared to do so by a medical professional. Additionally, those who may have been in close contact with the infected person should be tested as soon as possible to limit potential spread.

### **Ground Transportation**

When possible, passenger capacity of ground transportation (ie busses or vans) may need to be based on current social distancing recommendations rather than manufacturers stated maximum capacity. For example, a 15 passenger van only be able to carry 10 persons (9 passengers + driver) to ensure adequate space between riders.

This may require adjustments to standard operations, such as the use of additional vehicles or multiple trips.

Where meeting current social distancing recommendations is not possible, alternate measures to limit potential exposure should be taken, such as the use of PPE (masks/gloves) and use of hand sanitizer/handwashing on entry and exit.

Transportation providers should perform frequent cleaning of vehicles, including sanitizing surfaces. Drivers or others performing these duties should be properly trained in current recommended cleaning practices and the safe use of all required products. Drive lengths and hours should be modified to allow for additional on-duty time.

### **Materials Handling**

Equipment and cargo should be sanitized when loaded AND unloaded. Gloves should be worn when handling equipment and cargo to prevent surface contamination.

Where possible, crew should maintain maximum social distance when in confined spaces (such as inside trailers). When this is not possible, appropriate PPE (masks/gloves) should be used to reduce the risk of exposure.

## 8. Legal Issues

Liability to staff/volunteers if they get sick enforcing new health/safety rules?

What new contract language should be in our contracts going forward? For example, we're starting to include language that allows us to cancel an event without penalty if we can't get enough staff scheduled to safely do that event. (Not sure why we haven't thought of this before because this could have been the case in severe weather.) Maybe a clause that says something like if the venue thinks there is a health risk in holding the event it can cancel?

To the above point how will contracts address rescheduling provisions? As there may well be an opening followed by a lockdown this should be looked at (time frames, deposits, etc - particularly thinking smaller events). How does this impact not just venue agreements but downstream contracts with talent, vendors, etc? Schedule only so far out or contemplate leaving gaps in schedules?

If event or venue operators rely on contact-tracing once it becomes widely available, will this expose them to cyber-liability? Is there insurance coverage for this sort of risk?

Will artist contracts have new provisions related to health and safety measures? For themselves only? Or workers? Patrons?

With peer-input on policies and guidelines, and amending 'waiver' or 'terms of ticket sales', etc. might just be part of the new 'social contract.'

## WHO WE ARE

The Event Safety Alliance® (ESA) is a non-profit organization dedicated to promoting “life safety first” throughout all phases of event production and execution. We were founded in the wake of the 2011 Indiana State Fair stage roof collapse and dedicated ourselves to creating guidance and training so event professionals would be empowered, safe, and aware of the reasonably foreseeable risks around them. Since that time, we have grown to include thousands of members in many countries around the world. ESA now includes professionals in all phases of event planning, promotion, production, and performance, in music, sports, and corporate events, as well as our allies in insurance, law, meteorology, and health care.

This guidance is the product of the breadth and diversity of the Event Safety Alliance and its many friends. Here is a list of individual contributors, followed by institutional allies.

Steven A. Adelman, Adelman Law Group, PLLC, Event Safety Alliance  
Robert “Bobby” Allen, PRG  
Mike Aug, Chicken Scratch LLC  
Justin Basch, Independent tour manager  
Dan Broadhead, Gallagher Staging  
Rochelle Brotter-Wayne, Reel Media Insurance Services  
Randy Brown, Allen County War Memorial Coliseum  
Jimmy Chan, Event Safety Alliance Asia  
Kevin Collinworth, Leadbelly Steamboat  
Dr. Don Cooper, Event Safety Alliance  
Jim Digby, Event Safety Alliance  
Randall Etheredge, Lincoln Center for the Performing Arts  
Scott Feldman, Cincinnati Arts Association  
Christine Jones, Lincoln Center for the Performing Arts  
Fr. David Garretson, International Alliance of Theatrical Stage Employees (IATSE)  
Adam Gelfond, Red Light Management  
Erin Grabe, Entertainment Services and Technology Association (ESTA)  
Emily Grant, Lincoln Center for the Performing Arts  
Greg Guzzetta, Event Intelligence Group - TourTech  
Jahn “Boxer” Hardison, Bigger Hammer Production Services  
Alex Hargis, Coppell Arts Center  
Danielle Hernandez, Furman University  
Charlie Jennings, Grey Street Events  
Ken Keberle, Certified Safety Professional  
Kevin Kloesel, Ph.D., University of Oklahoma

Kevin Lyman, KLG  
Susan McGuirl, HUB International  
Wendy Meadley, Entourage Events Group  
Adam Lund, MD, Emergency Medicine, University of British Columbia  
Nanette Odell, Talking Stick Resort Arena and Chase Field  
Ted Ohl, Schuler Shook  
Kevin Earle, MCP Presents  
Joseph Pacheco, Rock-It Cargo  
Don Parman, Actsafe Safety Association

Drew Pittman, Baylor University  
Nate Prenger, Virgin Fests  
Davin Ramsaroop, Full Sail University  
Erin Reck, Art Omi  
Sophie Reeves, Independent Tour Manager  
Tami Richter, SXSW  
Lori Rubinstein, Behind the Scenes Charity  
Janet Sellery, Sellery Health & Safety, Event Safety Alliance Canada  
Lorrin Shephard, Straz Center for the Performing Arts  
Betty Siegel, John F. Kennedy Center for the Performing Arts  
Madison Stark, Arizona State University  
Dr. Stuart Weiss, iCrowd  
Robyn Williams, Portland's Center for the Arts  
Jacob Worek, Event Safety Alliance  
Aubrey Wright, A Wright World

Lorrin Shepard (Chair), COO (The Straz Center)  
Ellery Brown, Senior Vice President, Operations (The Kennedy Center)  
Todd Duesing, Vice President and COO (Cincinnati Arts Association)  
Ken Harris, Vice President, Operations (Arsh Center)  
Josh LaBelle, Executive Director (Seattle Theatre Group)  
Kelley Shanley, President and COO (Broward Center)  
Howard Sherman, Executive Vice President and COO (The Music Center)  
CJ Marshall, Senior Director of Operations (The Straz Center)  
Dionne Christian, Special Assistant to the COO (The Straz Center)

Entertainment Services and Technology Association (ESTA)  
International Festivals & Events Association (IFEA)  
International Live Events Association (ILEA)

Southeastern Theatre Conference (SETC)  
United States Institute of Theatre Technology (USITT)

## RESOURCES FOR FURTHER READING

In addition to the authoritative sources cited in the footnotes above, the following publicly available materials were reviewed in conjunction with the drafting of this guidance. ESA does not vouch for their accuracy or completeness, and given the rapidity with which our knowledge has grown or changed, the date of publication should be noted. Rather, this alphabetical list contains information which a reasonable person might consider when determining what actions are best under his or her own circumstances.

### Sources of health information

For information regarding COVID-19, we rely on reputable scientific organizations such as the United States Centers for Disease Control, <https://www.cdc.gov/coronavirus/2019-ncov/faq.html> and the World Health Organization, <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>, as well as major research institutions such as the Johns Hopkins University Coronavirus Resource Center, <https://coronavirus.jhu.edu/>.

### Plans to reopen

[\*\*A National and State Plan To End the Coronavirus Crisis\*\*](#), Center for American Progress, posted April 3, 2020.

[\*\*"National coronavirus response: A road map to reopening\*\*](#)," American Enterprise Institute, posted March 29, 2020.

[\*\*A National COVID-19 Surveillance System: Achieving Containment\*\*](#), Duke University Center for Health Policy, posted April 7, 2020.

"Interim Enforcement Response Plan for Coronavirus Disease 2019 (COVID-19)," United States Department of Labor, Occupational Health and Safety Administration, posted April 13, 2020.

<https://www.osha.gov/memos/2020-04-13/interim-enforcement-response-plan-coronavirus-disease-2019-covid-19>

"I've read the plans to reopen the economy. They're scary." Vox, posted April 10, 2020.

<https://www.vox.com/2020/4/10/21215494/coronavirus-plans-social-distancing-economy-recession-depression-unemployment>

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## AGREEMENT BETWEEN EVENT PATRONS AND OPERATORS

### “The Social Contract”

By signing this document, I acknowledge that I am aware of certain risks of participating in public events due to the COVID-19 pandemic, and that I am choosing to enter the venue listed below.

**MY UNDERSTANDING.** I understand that by leaving my home, I am exposing myself to a greater risk of becoming infected with coronavirus, or of infecting other people.

**MY PROMISE.** In order to do my part to not spread this deadly virus, I agree to not enter the venue and to return home if (a) I have a temperature of 100.4 degrees or above, (b) the venue’s medically trained professional determines that I may not safely enter the venue, or (c) there is reason to believe I carry the coronavirus despite the current absence of symptoms. If I enter the venue, I agree to strictly follow all health and safety rules the venue has posted, which are designed to protect patrons, workers, and performers.

**MY EXPECTATION.** I am choosing to enter the venue in reliance on the venue staff taking reasonable measures to protect the health and safety of all patrons, workers, and performers. By entering the venue, I am not assuming all risk of contracting COVID-19, only the risk that cannot be avoided despite the venue’s efforts to maintain reasonable health and safety under current circumstances.

[Insert venue logo, address]

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Patron’s Signature

Date

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Patron’s Printed Name

## APPENDIX

### Foundational questions for any risk assessment

1. Describe your duty of care under your circumstances. What are the key elements of a “reasonably safe and healthy” event for you in a post-coronavirus world?
2. What health, safety, and/or security risks are most reasonably foreseeable for your event / demographic / location / weather / time of day? In what order should you address those risks?
3. The risk mitigation model goes by the acronym **A CAT**:
  - a) What risks can you entirely Avoid? How? Do you foresee any unintended consequences from such avoidance? (e.g., a restaurant can have patrons wait for their table outside, but if people then have to queue up in the street, they might be in danger of vehicle traffic).
  - b) What risks can you Control? With what resources? How effective will your risk control measures be? (e.g., you can swipe prospective patrons’ foreheads with a thermometer outside a venue, which is cheap enough, but patrons desperate to enter might take Advil).
  - c) What risks must you simply Accept? (no matter how robust your health and safety measures, someone could be an asymptomatic carrier and get other patrons sick).
  - d) What risks can you Transfer to someone else? (e.g., indemnity and hold harmless contract language, force majeure language, insurance).