



## It's A New Day at the Bismarck Event Center...

### Guidelines for Return to Operation

*Revised 6.18.20*

*We are excited to be able to welcome guests back in to our facilities! We all need to be diligent in our approach as well as in our awareness not only in our personal lives, but also our lives here at the Bismarck Event Center. Reopening our facility will take the efforts of each and every one of us working together and thinking differently than we have in the past. The health and safety of the public and our staff is our top priority! In order for this document to remain useful over the course of this pandemic and beyond, this is a living document that will be revised as we move forward.*

*Careful decision-making is necessary and there is no guarantee of an illness-free event even if we 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 live events and the people who create them, while also inspiring the public to return to the Bismarck Event Center and Belle Mehus Auditorium!*

*Ultimately, the goal of these guidelines is to provide a level of transparency and openness that allows the public and staff to make informed choices about returning to our facilities while not promising anything that is beyond our control. We are relying on personal responsibility of the public to help us all create a safe and healthy atmosphere for everyone! We are all in this together!*

### General Standards

- Under Executive Order 2020-06.7 from Governor Doug Burgum, "Recreational and sports arenas, and music and entertainment venues may begin to reopen, and are strongly encouraged to adopt the ND Smart Restart: Large Gatherings Protocol."
- We encourage guests and the lessee to operate under the current ND Smart Restart Protocols and guidance from the City of Bismarck.
- Vulnerable and at-risk public are encouraged to stay home.
- In an effort to stay safe, we have updated our already thorough cleaning guidelines and implemented additional processes and procedures to ensure your peace of mind and confidence in the Bismarck Event Center Arena, Exhibit Hall and Belle Mehus Auditorium.
- In the text below, people are referred to as either "public" or "staff". The public is anyone who pays, attends or presents a credential for an event – they can be required to follow health and safety procedures as a condition of entry and attendance if the lessee who is renting our facility requires it. Staff are paid City of Bismarck employees or day labor – they are required by their supervisor to follow health and safety procedures as a condition of work. "Lessee" is the entity signing the contract and renting the building for the event.

### Public Education

- **Bismarck Event Center Emergency Guidelines** – This document will be updated with new health procedures and expectations, such as social distancing and longer wait times.
- **Website** – A copy of this document will be available on our website.
- **Social Media** – Posts will be made for the venue, specific events and artist to update the public on the health and safety rule changes to attending events in our building.

- **Etix** – Verbiage will be added to the point of sale (online, phone and box office) indicating the update in our 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.
- **Eblasts** – Eblasts will be sent out to the public reminding them of updates to the health and safety rules. These eblasts will be sent out to the public attending that specific event.
- **Signage** – Onsite signage will be placed around the building about the updates to the health and safety rules.
  - Signage examples may include markings on floors for 6-foot separation, social distancing reminders, expected behavior and directing one-way movement of ingress and egress for the public when possible.
- **Event Registration** – During a conference, this will be a location where signage will be posted about the updates to our health and safety rules. Copies may also be available for the public.

## Building Operations

- Dance floors are mentioned by the Governor in the Restart Guidelines. Please contact our staff to find out the current phase in which North Dakota is operating.
- Water fountains are closed off.
- **Booking an Event Space** – Site visits and venue tours should try and be replaced with sending venue information, photos of the spaces and virtual tours when possible. Companies seeking to book a space are encouraged to submit a health and safety plan regarding the risks particular to their event.
- **Box Office** - Windows are protected by glass partitions. 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.
  - If paper tickets are allowed for an event, encourage guests to pick up tickets in advance of performance date and establish will-call pickup time slots to control traffic.
  - Encourage cash-free payments – credit cards preferred.
  - Install guest-operated credit card readers where possible. If employees handle credit cards, they should wear gloves and utilize good hand hygiene when done with handling cards.
- **Production equipment and cargo** – In addition to face coverings, staff may wear gloves when handling equipment and cargo to prevent contamination. The lessee is encouraged to protect their staff and contractors in light of the current guidelines.
- **Production staff** – Social distancing applies to production crew working in confined spaces, such as inside trailers. Workers are encouraged to wear face coverings and gloves when they do not interfere with essential work functions, when they cannot maintain social 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 perhaps each worker should protect themselves to the best of their ability while lifting the load together.
- **General Admission Events** – The public should not stand at the front of the stage like they are accustomed; moshing and crowd surfing are violations of social distancing per se and may be prohibited during this pandemic; even hallways and smoking areas where the public congregates may have to be monitored.
- **Intermission** – The public should not be allowed to congregate inside or outside restrooms, the lobby or concession stands. Intermission may have to be longer than before to allow time for the public to move about safely.
- **Conference/Convention Registration** – Use of the box office in the E42 entrance will be offered for registration. Windows are protected by glass partitions. Markings will need to be indicated on the floor or signage for appropriate social distancing queuing.
- **Conference/Convention/Tradeshows/Meeting Rooms, etc.** - Booths, activities, entertainment, tables, etc., are encouraged to be placed with 10 feet between each booth to allow for social distancing and attendee flow.
  - Table setup is encouraged so as to not seat more than 10 people.
  - Markings are encouraged to be indicated on the floor or signage for appropriate social distancing.

## Building Ingress/Egress and Seating

- Depending on the type of event, the public may enter and exit using different doors in the building. Please let staff know your intentions so we can assist in making the flow of the public effective.
- **Lobby** - Open the lobby at the same time as the house to allow the public to move directly to their seats.
  - Standing in the entry area should be minimized by encouraging the public to quickly access their seats or viewing area.
- **Seating** – Encouraged to allow for proper spacing between groups by keeping at least two empty seats or 6 feet between parties in any area, in seating areas.
  - Alternate rows of chairs/bleachers between the public by marking every other row ‘closed’ is another option for the lessee to choose.
- **Security** – Security staff should wear face coverings and gloves whenever they are working with the public, both for their own health and to model safe practices. The following should be considered by the lessee:
  - Reconfigure the queuing area and install floor markings to enforce social distancing.
  - Review screening area configuration to allow greater distance between the public and staff – if secondary inspection is required, provide a location for the public to remove contents of their bag and ensure there is no direct contact with the public or bag.
  - Explore the idea of implementing a clear bag policy.
  - Establish protocols for refusing entry based on observed symptoms.
- **Ticket Scanning** – Ticket taker staff will wear face coverings and gloves whenever they are working with the public, both for their own health and to model safe practices. Consider the following for your event:
  - Adopt touchless ticket scanning so the guest retains their ticket or electronic device during scanning.
  - Reconfigure the queuing area and install floor markings to enforce social distancing.
- **Ushers and Seating** – Encourage eliminating usher contact with guests; self-service seating. The following should be considered by the lessee:
  - Contact-free playbill/program distribution – use racks and tables when digital programs are not available.
  - Increase floor markings and aisle signage to allow guests to find their seats more easily.
- **Sanitizer Stations** – Once a patron has presented their ticket and entered the venue, there will be hand sanitizer and/or options for hand washing.
- **Scheduled Egress from Back to Front** – After events that have a definite end such as concerts and sporting events, patrons nearest the exits may be encouraged to leave first, by row or section, in order to clear space for patrons further inside to follow. This will require workers to ensure that the public understands the procedure and will comply with social distancing requirements until they are in their vehicles or otherwise outside the venue doors.

## Building Sanitization

- Building maintenance cleaning staff will clean high-touch surfaces by the public multiple times throughout the event.
- Increased frequency of sanitization stations around the building with EPA-certified cleansers that are CDC compliant.
- The following areas will be sanitized:
  - **Public Areas (Lobby, Hallways, Concessions, etc.)**
    - Door handles, handrails, push plates
    - Bike rack or other barricades the public may touch
    - Handrails for stairs and ramps
    - Elevator buttons – inside and out
    - Reception desks and ticket counters
    - Telephones, ATMs, point of sale terminals and other keypads
    - Tables and chairs
    - Beverage stations, water fountains, vending and ice machines
    - Trash receptacle touch points
    - Dining tables, bar tops, stools and chairs

- **Restrooms (Front and Back of House)**
  - Restrooms must be cleaned and disinfected every few hours during events and be stocked with soap and hand sanitizer for guests
  - Restrooms and meeting rooms will have log sheets to track the cleaning schedule
  - Occupancy limits and entry controls will be established.
  - Door handles and push plates
  - Sink faucets, counters and toilet handles
  - Lids of containers for disposal of women's sanitary products
  - Soap dispensers and towel dispense handles
  - Baby changing stations
  - Trash receptacle touch points
- **Back of House Offices, Dressing Rooms, Green Rooms, Production Areas**
  - Individual office and other room furniture
  - Door handles, push plates, doorways and railings
  - Light switches and thermostats
  - Cabinet handles
  - Microphones
  - Backstage and technical equipment
  - Trash receptacle touch points
- **Back of House and Food Preparation Areas**
  - Handles of all kitchen equipment doors, cabinets, push pads
  - Counter surfaces and light switches
  - Handles of beverage and towel dispensers
  - Handles of sinks, including handwashing sink and mop sink
  - Cleaning tools and buckets
  - Trash receptacle touch points
  - Bottle and can openers
  - Cutting boards
  - Grill scrapers
  - Ice buckets and ice scoops
  - Knives, ladles, spatulas, serving utensils, tongs, etc.
  - Measuring cups and spoons
  - Pots and pans
  - Pour spouts
  - Squeeze bottles
- **High-touch equipment**
  - Motor controllers, microphones, podiums, mic stands, presentation remotes and audio/video cable should be sanitized frequently and equipment should be dedicated to individual users when possible.
- **Heavy equipment**
  - Forklifts, boom lifts and scissor lifts should minimize the number of operators of each piece of equipment where feasible.
- **Staff that interacts with the public**
  - Hand sanitizer/hand wash after interaction is complete and before returning to work station.
  - Employees to wear surgical/hand sewn masks during interaction with the public but can remove mask after interaction is complete.
- **Staff that doesn't interact with the public**
  - If social distancing requirements can be met, no other PPE is required to be worn. Employees can wear masks but not required to.
  - Avoid allowing the public into departments or individual offices. If meeting with the public needs to be done, utilize conference rooms or public lobby areas in order to minimize the surfaces that need to be cleaned.

### **Food & Beverage-we are doing the following to assist:**

- Fashioned and installed clear plexiglass barriers (sneeze guards) at counters of concessions stand where interactions with public will occur
- Use of a mobile app for purchasing food is being researched.
- When possible, floor markings may be used to ensure proper 6 feet social distancing.
- Contactless purchasing and payment is being implemented, where possible.
- At the locations where cash is accepted, cash is to be put on the counter and not direct hand-to-hand contact. The counter will then be disinfected after each cash transaction.
- Point of sale terminals will be assigned to one worker when possible and then sanitized between each user and before and after each shift.
- Disposable straws and utensils must be handed to each guest by staff, be individually wrapped or dispensed without risk of contamination.
- Self-service condiments will be eliminated and provided by request in single use or disposable containers.
- Workers should place food and beverages on the table, counter or other surface rather than handing purchases directly to the public.
- Reduced seating to allow 6 feet between each unrelated party.

### **Merchandise-guidelines the lessee should consider:**

- Contactless purchasing and payment.
- Barricades or stanchions will be used to enforce social distancing for queuing.
- No trying on merchandise and only workers may touch the items for sale until sold.
- No returns or exchanges. All sales are final.
- 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.

### **Personal Protective Equipment (PPE) Guidance**

- Applies to non-emergency services personnel. Emergency services personnel to follow established PPE Guidance.
- Lessee may wish to encourage the public to wear surgical/hand sewn mask or individual events may offer surgical masks for the public to wear while in the building.
- PPE should only be utilized when other measures cannot be implemented to avoid close contact or commonly touched objects. Consider alternative means and methods of accomplishing the task as a primary measure before utilizing PPE.
- **Inside Working Conditions-guidelines for lessee to consider:**
  - Consider maintaining a separation of 6 feet from other individuals (employees, public, etc.).
  - Encourage practicing good hygiene.
    - Hand sanitizer/wash should be used after every interaction with the public or touching objects submitted by the public or by others.
    - Hand sanitizer/washing should be used by an employee each time they enter the department
    - If an employee's job requires them to be closer than 6 feet to other individuals, surgical/hand sewn masks should be worn by employees.
    - If an employee's job requires them to touch objects commonly touched by other individuals for an extended period of time, hands should be sanitized/washed prior to and after the activity. (IT services, sharing of tools and equipment that are not regularly sanitized, etc.).
    - Gloves should be worn if an employee, outside of building maintenance cleaning staff, is responsible for cleaning commonly touched objects within their department. Gloves should be disposed of after cleaning is completed.
- **Outside Open-Air Working Conditions- guidelines for lessee to consider:**
  - Encourage maintaining a separation of 6 feet and do not touch objects that are commonly touched by people.
  - Masks are not required if 6 feet separation can be maintained; if not, a surgical/hand sewn mask may be encouraged to be worn.

- **PPE Use and Disposal Guidance**

- N95 Masks
  - N95 masks are only required if in close contact with someone who has tested positive for COVID-19.
  - If N95 masks are required to be worn, the employee is required to be fit tested prior to using N95 masks and approved by their Department Head.
- Surgical/hand sewn mask
  - Masks should be worn and/or reused by a single employee
  - Masks should be reused by the following method:
    - 5 masks and paper bags shall be issued to an employee each month.
    - Masks and bags should be labeled with numbers (1 thru 5), name and date issued.
    - Mask should be stored in a paper bag and not a plastic bag.
    - Masks should be rotated daily, for example using mask 1 on Monday, 2 on Tuesday and so on, returning to mask 1 on day 6. This can be done for one month, 4 rotations, and then discard masks and bags.
    - Before each use the mask should be inspected, mask should be discarded if soiled or damaged.
  - Gloves should be discarded after each use and placed in a garbage bag
  - Face shields and gowns are only required if responding to a medical situation and should not be required for non-emergency services personnel.

## **Staffing**

- **Full-Time, Part-Time Staff and Day Labor**

- Staff to follow most current COVID related illness guidelines produced by HR/Attorney.
- Upon arriving at the office or before reporting for work, employees should check their temperature daily and record any symptoms.
- Maintain 6 feet of separation at all times from other individuals (employees, public, etc.).
- Common areas (break rooms, lobbies, corridors, etc.) where employees congregate or interact are encouraged to be cleaned regularly. Employees should limit congregating and interacting in common areas.
- Shared work stations should be avoided, if possible. If a work station is shared by employees, at the start of the shift the work station should be wiped down and cleaned.
- Minimize face to face conversation with other employees or public. Utilize phone calls, emails, Teams, etc.

## References:

Centers for Disease Control and Prevention

[https://www.cdc.gov/coronavirus/2019-ncov/downloads/Mass-Gatherings-Documents\\_FINAL.pdf](https://www.cdc.gov/coronavirus/2019-ncov/downloads/Mass-Gatherings-Documents_FINAL.pdf)

ND Smart Restart Protocols

<https://ndresponse.gov/covid-19-resources/covid-19-business-and-employer-resources/nd-smart-restart/nd-smart-restart-protocols>

Guide to Reopening Theatrical Venues

<https://www.vma.org.au/wp-content/uploads/2020/05/PACC-Reopening-Advisory-Draft-Ver-4.0.pdf>

The Event Safety Alliance Reopening Guide

<https://www.eventsafetyalliance.org/esa-reopening-guide>

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