



GEORGIA FACILITIES
WORKING GROUP |
RE-OPENING GUIDE

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I. EXECUTIVE SUMMARY

A Message from the Georgia Facilities Working Group

Reopening Georgia's Public Assembly Facilities

The State of Georgia has faced monumental challenges related to the COVID-19 pandemic. The Georgia Facilities Working Group was formed to provide the State of Georgia with public assembly industry input, to provide recommendations to safely reopen the State's public assembly facilities due to the challenges generated by the COVID-19 pandemic. The Georgia Facilities Working Group consists of a wide array of State and municipally owned institutions, universities, professional sports teams, and arts organizations.

It is our objective to identify the industry's best practices, so Georgia's facilities can properly implement and reopen safely and responsibly. Our intent is to make these recommendations clear, concise, scalable, and sustainable.

In this document, you will find industry specific recommendations as well as standards and guidelines provided by the Federal, State, and local government, the CDC, and Public Health organizations, readily available in June 2020. The entertainment, sports, and facility management industries have made every effort to be collaborative to find common solutions to the issues we are all facing. Associations unique to our industry that have "set the bar" for best practices, such as the International Association of Venue Managers and Event Safety Alliance as well as other private institutions, have generated numerous guidelines and recommendations that we have adopted and referenced for this document.

By re-opening our facilities, we will do our part in not only re-opening Georgia's economy, but more importantly, providing the human interaction and common experiences we crave.

Now, let's do it safely.



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II. COMMUNICATION PLAN

Purpose

Develop a robust communication strategy and schedule that regularly informs all parties, including but not limited to, employees, guests, clients, vendors, artists, volunteers of new measures being taken at the facility to protect their wellness and safety as well as properly set expectations for what the new experience will be.

Recommended Procedures

1. If one does not already exist, build an internal team of communications staff that can develop this strategy and schedule. This team will be tasked with updating the strategy, as needed, over time and quickly respond to new issues that may arise as the plan is implemented.
2. Collaborate with neighboring or district facilities on their communication strategies and identify best practices and opportunities to develop or implement in coordinated fashion. While each facility may have unique needs due to size and type, a unified approach of communicating new protocol and practice could help to more quickly reset the paradigm for live events.
3. Exercise multiple channels of communication in broadcasting the strategy to ensure all facets/ demographics of your organization and guests are engaged.
4. Leverage existing and foster new media relationships to broadcast the strategy to a wider audience, through channels including but not limited to social media, radio, print, websites, internal channels, digital signage, push notifications, and press releases.
5. Ensure that employee education and training is thoroughly built into the strategy, so that they understand all new protocols and what is expected of them while at work. There may be an initial, incorrect, urge to place all efforts into communicating solely to guests. However, internal communication is critical. Overcommunication with employees is key to maintaining a well-trained and informed workforce.
6. Continually tie all messaging back to public health and safety, which is at the core of these efforts.
7. In communications, make sure to inform guests what the facility has done from a cleaning and disinfecting perspective, as well as what procedures are in place for employees to ensure a safe guest experience.



III. COORDINATION WITH HEALTH AGENCIES & LOCAL PARTNERS

Purpose

To ensure strict adherence to recommendations, rules, and regulations from the city, county, and state, as well as health departments, OSHA, and the CDC.

Recommended Procedures

1. Follow all safety recommendations from local and national organizations, such as the CDC and State Public Health Department.
2. Consider hiring a consultant from the health or medical field to advise and provide support for senior management.
3. Work with local businesses, agencies, and stakeholders for consistent reopening procedures.
4. Be vigilant in monitoring changes to safety rules and regulations and amend procedures accordingly.
5. Consider adopting GBAC STARTM, WELL Building, or other third-party infection control, cleanliness, and sanitation standards.



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IV. PARKING LOTS

Purpose

To ensure that guests and employees are provided an opportunity to safely utilize all facility-owned parking lots and rideshare areas with recommended social distancing assets in place, while social distancing is required by health officials.

Recommended Procedures

1. Consider dropping/voiding/phasing parking activity to provide adequate spacing between arriving/ departing guests, while social distancing is required.
2. Consider enforcing a no-loitering and no-tailgating policy with specific violation procedures and utilize security rovers, police and lot operators to patrol. Signage throughout the lots should include specifications, while social distancing is required.
3. Provide all transaction points with parking personnel the appropriate protective barriers.
4. After leaving the transaction areas, guests are to be directed to their specific parking space.
5. All parking attendants are to wear appropriate PPE, including face masks and gloves, as recommended by prevailing authorities.
6. All lot transactions are encouraged to convert to a cashless operation. This procedure should be communicated in advance to all guests, partners and employees.
7. Offer pre-paid parking to limit the interaction between staff and guests and reduce entry wait times. Establish procedures for contactless scanning of parking passes, as well as specific procedures for any technical issues.
8. Establish elevator policies in all parking lots with an operator in place to maintain.
9. Consider providing touchless, weather-proof hand sanitation stations throughout lots and near elevator and stairwell points.
10. Provide additional static signage to promote social distancing while required by local city regulations and State of Georgia requirements.
11. Utilize variable message boards to provide guests additional messaging on social distancing and other important entry requirements.
12. Ensure all rideshare areas are in close proximity to the facility entrances and promote social distancing while required. Where applicable, provide touchless, weather-proof hand sanitation machines for guests to utilize upon exiting their rideshare vehicle. These can be staged and placed during pre-event checklists.
13. Disinfect all equipment in accordance with health officials' standards before it is distributed and when it is returned including but not limited to A-Frame signs, cones, bike racks, heat lamps, tables, stanchions, etc.
14. Consider providing portable restrooms in the parking areas to ease the use of restrooms inside the facility. Restrooms should be operated with the same cleaning, disinfecting, and queuing policies as those inside the facility.
15. Ensure that all new policies and procedures are formally documented and distributed to marketing, programming and sales teams to be communicated to guests, partners and employees.
16. Work with surrounding lot operators within the facilities' immediate footprint to encourage and promote consistent operations including vehicle spacing, transaction processing, PPE requirements etc.

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V. GUEST INGRESS

Purpose

To ensure a safe and orderly movement of guests through the arrival process and into the event or seating location. Facilities should consider each touchpoint in the arrival and entry process to encourage social distancing among a finite but orderly entry procedure while social distancing is required and necessary. Further, the use of PPE, the addition of physical barriers, and other efforts should be employed by each facility to mitigate the risk of employee and guest exposure to COVID-19. Touchpoints include but are not limited to the path of travel from the parking lot, public transportation or drop-off zone, sidewalks and foot traffic, line queuing, ticket will call pick-up, signage and other information sharing.

Recommended Procedures

1. Consider employing all, including unique, possible public entrances into the facility for each event to allow for additional line queuing or lanes of ingress, and to alleviate congestion at a primary or main entrance, while allowing for increased social distancing. Facilities with an excess of entry doors should consider opening every other door to create more distance between each lane of entry.
2. Consider creating zones for entry so that guests that are seated in one specific zone or section are only allowed to enter in that specific zone or section, therefore creating separation from other sections or groups of people and dictating the path of travel. Each zone or section would need to include proper restroom access, including family and accessible restrooms, all accessible services, concession and retail offerings, and other guest services for this to be viable.
3. Facilities with multiple entrances should consider a timed entry procedure or 'virtual' queuing, where a specific arrival time is printed on tickets to stagger ingress and minimize lines. This would distribute guests evenly throughout various entrances at specific times and could potentially decrease other congestion.
4. Organize lanes of entry with proper social distancing allowed between each lane, and six (6) foot markers on the ground within each lane.
5. Use exterior signage, staff, and equipment like bike racks or stanchions to define lanes of entry and line queuing, as lines are expected to be longer. Facilities should explore where to queue each lane, including on sidewalks, in parking lots, or other exterior areas, and staff should be positioned to manage the guest movement and share information.
6. Facilities should position exterior services like will call (ticket pick-up) in locations that will not require lines to cross each other and where the path of travel and access is easily defined. If any of these exterior services exist without an existing partition or physical barrier, a clear protective shield or divider should be added. Facilities should consider mobile tickets and advance ticket delivery to eliminate the need for will call or additional box office traffic.
7. Accommodations should be made for guests with disabilities to ensure that the new ingress protocol does not hinder their ability to access services or their surroundings.
8. Consider adding portable restrooms in parking lots or other exterior areas to ease restroom lines once inside the facility, and to accommodate longer lines or wait-times for entry.
9. Facilities with outside public announcement systems should explore the use of pre-recorded messaging to assist with the reinforcement of new policies or entry procedures.
10. Position staff and/or prop doors open for guest entry to allow for easy flow of traffic and a touchless entry.
11. Consider adopting a policy requiring guests to wear face masks or face coverings, while recommended by public health officials.

V. SECURITY SCREENING & GUEST EXPERIENCE

Purpose

To ensure a safe and enjoyable environment through effective security screening and guest service delivery. Facilities should consider each touchpoint in the security screening and guest experience to encourage social distancing where possible and limit face-to-face interactions where possible. Touchpoints include but are not limited to security screening, ticket scanning, and other guest services.

Recommended Procedures

1. Consider altering each Guest Services location, security screening search table, or other guest interaction with a form of barrier or divider, to provide distance between the employee and guest.
2. Consider the use of PPE in the form of masks and gloves for all employees that are guest-facing, specifically security and guest services personnel. Employees should receive training in the proper use of PPE.
3. Consider the deployment of security or guest services staff throughout the security lanes to share information and manage guest expectations related to a change in entry procedures or security screening. Facilities should also consider sending advance emails, exterior signage, etc. to assist with information sharing and education related to changes in these policies, including prohibited items or other security specifics.
4. Consider an adjustment to the bag policy related to allowable or prohibited items. Where possible, a 'no bag' policy, or allowing only a hand-held clutch, would allow for the least interaction between employees and guests and reduce the potential for cross-contamination. Facilities should also consider a clear bag policy or at a minimum, further reducing the size of bags that are allowed, to decrease the need to conduct a bag search. Facilities should consider prohibiting larger backpacks or oversized bags except those needed for medical purposes.
5. Explore a touchless delivery of a bag search for any bag that does meet the requirements or allowable items, using security equipment like dowels, x-ray, or other means.
6. Determine a schedule for cleaning and disinfecting shared surfaces like the search tables in a security screening process, throughout the use of this equipment and screening process.
7. Facilities that require security screening using magnetometers should explore the deployment of personnel at each magnetometer to ensure proper social distancing and space between employees and guests is possible. This may require additional personnel and training.
8. Explore the use of shields or dividers between ticket takers and guests, and at a minimum, ticket takers should be equipped with the proper PPE. Ticket takers should not touch tickets or mobile devices in order to scan a ticket.
9. Facility doors should be propped open or held open by facility personnel to allow for a touchless entry.
10. Facilities should make hand sanitizer stations available to all guests upon entry, after the security screening and once the ticket scanning process is complete.
11. Facilities should make hand sanitizer available to all employees.
12. Create a text or phone call methodology for guests to real-time report concerns/questions and support with a staff to quickly respond.

VI. CONCOURSE MANAGEMENT & TRAFFIC MOVEMENT

Purpose

Develop a comprehensive plan to route guests through the facility and into its amenities in a manner that allows for social distancing and safety while social distancing is required.

Recommended Procedures

1. Incorporate new social distancing and hygiene requests into facility Code of Conduct signage, visible at all entries and in high-visibility locations throughout the facility. Ensure wording reserves the facility's right to remove guests that are in gross violation of the requirements.
2. Place floor placards/decals at all locations where queuing typically occurs (security, guest services, elevators, food/beverage, restrooms) to ensure social-distancing and hygiene messaging is reiterated and specific queue locations are identified while required.
3. Depending on facility size and configuration, convert concourse spaces to either one-way traffic or mark off specific two-way travel lanes where space allows to allow for proper distancing during both ingress and egress
4. Stage employees more frequently in concourse areas to ensure traffic patterns and lanes are being followed. Employee training should include how to properly and respectfully address guests that are in violation.
5. Furniture should be rearranged or reduced, or possibly eliminated in cases, in the concourses to allow for proper distance to be maintained between guests and to discourage congregating in the spaces.
6. Consider an elevator attendant and elevator capacity, so parties can travel together safely. Consider specific arrival windows for guests that prevents "rushes" into the facilities, which increases the likelihood of people in close proximity.
7. Consider egress strategies that allows for use of additional exits or more coordinated efforts that allows for social distancing as required.
8. Work with renters, promoters, and artists to create the safest environment during intermission settings. Examples could include elimination of intermission, increasing intermission time, and food and beverage hawkers.
9. Adjust cleaning supply and food/beverage stocking plans to reduce the frequency of restocking runs during events.
10. Utilize digital signage to reinforce messaging throughout the facility.
11. To provide adequate social distancing in restrooms, utilize strategies such as taping off every other restroom fixture that does not have full barriers, provide additional capacity via portable units, control the capacity of specific restroom while maintaining health code requirements, while social distancing is required.

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VII. SEATING BOWL

Purpose

Develop a detailed setup, layout, and protocol for the seating areas of the facility to ensure proper distance is maintained, while social distancing is required.

Recommended Procedures

1. As space allows, consider utilizing either one-way or taped two-way lanes in aisle areas.
2. While social distancing is required, consider adopting a reduced capacity model facility that allows for enough space between seating groups to maintain proper distancing and prevents crossover of groups when concourse access is required for restroom, food/beverage access, etc.
3. Consider creating open space between occupied seats by taping off a combination of seats and/or rows while social distancing is required.
4. In General Admission configurations, use floor tape and stanchions to create pockets of access for ticketed groups while social distancing is required.
5. Fully leverage suite and premium seating sections that offer proper spacing between groups naturally with partitions and architectural configuration.
6. Ensure proper, increased staff is on hand to monitor the spacing, ingress, and egress within the seating areas and intervene as needed.
7. Consider specific arrival windows for guests that prevents “rushes” into the facilities, which increases the likelihood of people in close proximity.
8. Consider egress strategies that allows for use of additional exits or more coordinated efforts that allows for social distancing as required.
9. Work with promoters to create the safest environment during intermission settings.
10. Utilize digital signage to reinforce distance and hygiene messaging.
11. Proactively anticipate a reseating section of the facility where guests may need to be relocated if they have COVID-19 concerns with their current location.



IX. RETAIL STORES

Purpose

To provide a safe opportunity to conduct retail business while limiting touch points and promoting social distancing with physical barriers and reduced store capacities while social distancing is required.

Recommended Procedures

1. Consider reducing store capacities to align with safe social distancing requirements. Retail store greeters should manage occupancy limits while social distancing is required.
2. Consider adding protective barriers at all point of sale tables.
3. Evaluate converting to a cashless operation. Provide “reverse ATM’s” on concourses to redeem facility bucks for cash. Ensure that these machines are frequently disinfected.
4. Provide floor decals within checkout lines signifying socially distant line management while social distancing is required.
5. Provide magnetic or temporary floor decals within concourse checkout lines for pop-up and portable merchandise stands. Retail staff to measure and place prior to public access
6. Provide directional floor arrows to manage browsing flow.
7. Encourage guests to not touch items while browsing.
8. Do not allow merchandise to be tried on prior to purchasing and consider closing fitting rooms.
9. Limit the amount of product in each store accordingly to ensure walkways provide enough space to keep a social distance while social distancing is required.
10. Consider offering branded masks for purchase.
11. Provide touchless hand sanitation stations at all retail store entrances and exits.
12. Consider adjustments to return and exchange policies.
13. Consider offering mobile ordering through the facility’s app or website. Guests would receive a notification when their order is ready and pick up location would be provided.



X. RESTAURANTS/LOUNGES

Purpose

Customize the layout and protocol for all premium dining and lounge areas of the facility to allow for a safe premium experience for guests while social distancing is required.

Recommended Procedures

1. Remove or tape-off seating and tables to allow for proper spacing between guests.
2. Consider placing partitions at properly spaced intervals at bars to create separation between guests.
3. Consider eliminating bar seating or mandating 6 feet between seats by removing seats, while social distancing is required.
4. Place protective barriers at all food and beverage distribution points.
5. Place sanitizing stations at all high-touch areas, including entry and exit.
6. Ensure that all staff is wearing the proper PPE in accordance with state law (face masks and gloves).
7. Convert to cashless operation where possible and look to eliminate common high-touch items used in restaurant and lounge settings (menus, pens, card holders, mints, etc.).
8. Utilize floor decals and stanchions to ensure proper distance can be maintained in any queuing areas of the space, including food lines and restrooms as required.
9. Consider adopting a reservation system that controls the number of guests in the area at once. Consider placing time limits on the reservations to allow for upcoming reservations to be fulfilled and prevent backlogs of guests in waiting areas.
10. Consider eliminating refill stations, convert to bottled products, or use touchless refill stations.
11. Consider eliminating self-serve buffet stations and have employees distribute food.
12. Pre-made food should be prewrapped and individually packaged.
13. Consider providing lids for all drinks.
14. Consider using individually wrapped straws upon request



XI. BACK OF HOUSE AREAS

Purpose

To create a safe back-of-house environment that mitigates the risk of exposure to COVID-19, while also allowing for the execution of live entertainment and backstage operations.

Recommended Procedures

1. Consider the implementation of enhanced screening and arrival/entry procedures at back-of house entrances, to include but not limited to security screening, credential processes, temperature checks, and visual health screenings, for any and all backstage guests, including touring personnel, artists, crew, stagehands, wardrobe, catering and more. All facility policies should be sent in advance to visiting parties.
2. Consider the use of PPE in the form of masks and gloves for all employees, crews, and tour personnel when possible. Employees and crew should receive training in the proper use of PPE.
3. Increase the frequency of a cleaning and disinfecting schedule for all back-of-house spaces including locker rooms, dressing rooms, loading docks, security entrances and offices, catering rooms, media offices, and common production equipment. Post sanitation procedures implemented.
4. Limit back-of-house access to essential personnel only in order to minimize traffic and the potential for contamination in these spaces. Reconsider procedures related to artists' guests, friends, and family, including the reduction of capacities of artist dressing rooms, locker rooms, and other shared spaces to align with state regulations and social distancing requirements.
5. Consider the implementation of temporary portable hand washing units and hand sanitation units throughout backstage areas on event days to allow for encouraged frequent hand washing. This can include creating easy access to sanitizing wipes, sanitizing stations, and hand washing stations all throughout high touch locations backstage.
6. Reconsider logistics related to meet and greet events or other similar activity to allow for proper social distancing while required with proper line queuing and congregation, and to allow for hand sanitizer or hand washing in these spaces
7. Post signage throughout back-of-house spaces with CDC and other guiding public health and government agencies reminders COVID-19
8. Identify the division of responsibility related to disinfecting and cleaning shared, rented, or facility equipment between touring personnel, stagehand labor, and facility staff. All shared equipment should be disinfected upon arrival and between use. Consider requiring vendors and tour personnel to disinfect any rented or temporary equipment and requiring facility staff to disinfect any facility equipment. Consider how equipment like microphones, mic stands, cables, controllers, or other high-touch equipment can be assigned to a specific individual as opposed to shared.
9. Consider stage, event layouts, orchestra pits, practice, and rehearsal rooms that allow for proper social distancing between talent when possible and required. Post COVID-19 capacities.
10. Consolidate delivery access points into the buildings to a single location.
11. Post signs on individual rooms that are a specific size, such as dressing areas, green rooms, and dining areas that clearly state occupancy levels that are acceptable.
12. If feasible, consider installing permanent or temporary water bottle refilling stations that are touchless to hands.

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XII. CLEANING/DISINFECTING

Purpose

To establish new practices and procedures related to the cleaning and disinfecting of live entertainment and public assembly facilities, in response to recommendations provided by public health organizations. These efforts, like increased visibility and frequency of disinfecting schedules, should work together towards creating a safe and comfortable environment.

Recommended Procedures

1. Establish new operating procedures related to cleaning and disinfecting equipment and spaces based on CDC guidelines and OSHA regulations that impact both public assembly facilities and office workspaces. Consider the frequency of each space, high-touch and low-touch areas, event schedules, and any other details that could dictate changes in operations.
2. Use only EPA or NEA registered disinfectants, specifically proven effective against COVID-19. Consider supply sources and product needs to ensure adequate and consistent supply is available.
3. Consider documenting or logging all cleaning and disinfecting procedures and schedules.
4. Revise housekeeping checklists to ensure proper rotation, frequency, locations, with attention on both high-touch and low-touch areas, likely at different frequencies. Address cleaning and disinfecting large and common areas between events and consider electrostatic spraying as an effective technique.
5. Consider installing permanent or portable hand sanitizer stations or hand washing units in high traffic areas throughout each facility.
6. Deliver training to housekeeping staff on revisions to practices and procedures, including rotation and frequency, application of products, use of equipment and more.
7. Deliver training to all non-housekeeping staff related to the use of disinfectants or expectations related to cleaning and disinfecting personal workspaces or shared and common equipment.
8. Explore new housekeeping staff schedules to increase visibility and frequency of disinfection during events. If possible, consider dedicated staff to wipe down high-touch areas like doorknobs, handrails, elevator buttons, faucets, restrooms, bar tops and counters, and more.
9. Explore the deployment of housekeeping staff in high traffic areas to allow for quick response and frequent attention to guest-facing spaces.
10. Establish best practices for the cleaning and disinfecting of production equipment like audio/visual equipment, stages, risers, instruments, etc.
11. Consider requiring vendors and contractors to disinfect any rented or temporary equipment and requiring facility staff to disinfect any facility equipment. Consider that all shared or common equipment should be cleaned and disinfected before and after each use.
12. Consider the adoption and certification of Global Biorisk Advisory Council (GBAC) or WELL Building standards.

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XIII. FOOD & BEVERAGE

Purpose

Establish specific criteria through which the general food & beverage offerings in facilities can continue, while allowing for safe and proper distancing, cleaning, and disinfecting.

Recommended Procedures

1. Evaluate queuing needs for food & beverage locations and consider closing locations/carts where queuing may pose an issue.
2. Use stanchions and floor decals in queuing locations to allow for proper line routing and identification of specific standing locations.
3. Have dedicated staff for transactions versus handling of product, never intermingling the two to avoid cross-contamination of POS touchpoints onto food/beverage product. Ideally, dedicate each POS staff member to a specific register.
4. Consider disinfecting each piece of POS equipment that is touched by a guest in-between transaction.
5. Provide hand sanitizing stations at the entry and exit of any queuing lines.
6. Eliminate condiment stations and convert to staff distributing individual packets upon request.
7. Place protective barriers at all food & beverage distribution points.
8. Ensure that all employees are wearing the proper PPE in accordance with state law (face masks and gloves).
9. Convert to cashless operation where possible and look to eliminate common high-touch items (menus, pens, card holders, mints, etc.).
10. Ensure guests have access to disinfected pens where a signature is necessary. Disinfect used pens before offering back to customers for use.
11. Convert menus to digital boards, where possible. Where not, consider posting a printed, over-sized menu in a highly visible location to avoid the need for individual menus to be distributed and returned.
12. Eliminate self-service soda stations and convert to bottled product or self-service locations to staffed distribution. Consider using touchless refill stations.
13. Train staff to avoid common, unnecessary touchpoints during food & beverage transactions, including touching a guest's credit card or handing the product directly to the guest (versus placing on the counter).
14. Pre-made foodw should be prewrapped and individually packaged.
15. Consider providing lids for all drinks.
16. Consider using individually wrapped straws upon request.

Purpose

To suggest purchases and building changes that will reduce cross contamination and increase protection for staff and guests.

Recommended Procedures

1. The following are items to consider purchasing and installing, and properly incorporating into your disinfecting routine:
 - a. Self-service pay machines in parking lots or prepay options
 - b. Motion sensor lights in place of switches
 - c. Hands-free arm-pull, foot-operated, or automatic doors; or utilize door stops to keep doors open where appropriate
 - d. Visual cues and signage
 - i. At entry, prohibiting entrance to anyone with symptoms or a fever
 - ii. Room capacity per updated ordinances
 - iii. Encourage social distancing
 - iv. Hygiene reminders, i.e. how to handle and dispose of masks and gloves
 - v. Directional, for traffic flow
 - vi. Where lines may form, incremental distance markers on floor
 - vii. In restrooms, hand washing reminders
 - e. No-touch ticket scanners
 - f. Plexiglass partitions or other forms of separation where guests and staff interact, i.e. cashier booths, concession stands, will call
 - g. Contactless credit card systems
 - h. For restrooms: fully touchless appliances, i.e. automatic flush toilets, sinks, soap dispensers, paper towel dispensers
 - i. HVAC enhancements to reduce contaminants, i.e. higher MERV rated filters and the addition of UV lighting to the HVAC system
 - j. Pre-order system for merchandise with contactless payments and pick up
2. Also consider:
 - a. Closing off rooms or gathering areas that are not essential.
 - b. Removing seating in lobby and common areas to deter gatherings.
 - c. Going cashless.
 - d. Increase queueing in areas where people gather, i.e. merchandise stands.
 - e. Increase e-ticket use or position ticket printers so that guests can pick tickets up directly.
 - f. Remove or tape-off air hand dryers from restrooms.
 - g. Remove or tape-off water fountains.
 - h. Use a table or rack for contact-free program/playbill pick up or do not provide hard copy programs or materials.
 - i. If a door isn't touchless and cannot be propped open, a staff member should be positioned there to avoid multiple guests touching it.

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XV. EMPLOYEE INITIATIVES

Purpose

To ensure all employees and contractors feel safe when returning to work and are provided the necessary resources to accommodate their day-to-day work schedule and personal needs. A response plan should be communicated to ensure that staff are aware of the specific actions to take if they contract or are exposed to COVID-19.

Recommended Procedures

1. Develop a strict access protocol for all employees entering the facility that involves wellness checks and symptom screening forms.
2. Provide a specific script, pathway, and documentation for any employees that fail the entry protocol.
3. Ensure all employees are provided with necessary PPE when coming to work.
4. Ensure Human Resources departments distribute the OSHA and CDC control and preventative guides to all employees and ensure it is displayed in working areas including front offices, breakrooms, communal spaces etc.
5. Develop a robust response plan for when an employee contracts or states they have been exposed to COVID-19. Ensure all leadership including VP's, Directors and Managers are familiar with it.
6. Ensure OSHA and CDC guides are accessible in online employee portals.
7. Consider issuing a COVID-19 Playbook specific to the employee's facility.
8. Consider hosting various trainings to educate employees of the organizations response plan and encourage the importance of ethically abiding by it.
9. Consider the appointment of a COVID-19 Coordinator or a facility Health Safety Director to ensure organizational functions are in compliance with local and national guidelines. This person may also be the stakeholder for internal communication, trainings, and organizational resourcing.
10. Temporarily close all communal spaces and prohibit the use of shared items.
11. Remove items in breakrooms and shared spaces accordingly to reduce touch points.
12. Provide disinfecting wipes in all work areas and train staff to wipe down areas they have touched before returning to their workspace.
13. Consider alternative work schedules for staff who must return back to work prior to the organizational full return.
14. Encourage employees who can to continue working from home.
15. Develop a potential infraction system to mitigate employees who choose not to comply with new company policies.
16. Identify new operating procedures for the issuing and returning of staff uniforms including security, guest experience, maintenance etc.
17. Stagger break times and ensure staff are aware of their department's break location.
18. Ensure staff rooms and waiting areas are fully stocked with touchless hand sanitizing machines.
19. Develop touchless or single-person-managing of clock-in and clock-out procedures.
20. As procedures continue to change or develop, ensure all new policies are discussed and communicated during employee briefings.
21. Create a highly-visible uniform (unique color or branding to the typical) that mitigation employees can wear. Educate guests through a variety of channels that this unique uniform indicates a member of the crew specifically dedicated to cleaning and disinfecting. This presence should help build some peace-of-mind with guests of the continually roaming efforts cut down on contamination.

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XVI. MARKETING

Purpose

To ensure all COVID-19 related policies and procedures are thoroughly communicated across all marketing channels to reach guests, partners and employees and ensure that their safety in returning to the facility is of the utmost importance. It is imperative to educate guests on what to expect when returning to the facility and what precautions they should expect to take.

Recommended Procedures

1. Develop an easily consumable document to share with guests and partners of the changes to the facility that have been made and new procedures to expect.
2. Gather guest feedback and suggestions to let guests know that the organization values their opinions and advice.
3. Distribute guest surveys via email and social media.
4. Display additional guest-facing signage around the facility with behavioral expectations and procedures.
5. Integrate new health communications and procedures in the facility app. Distribute push-notifications for facility updates.
6. Create creative campaigns to encourage consumers to participate in social distancing by sharing content, i.e. “#PayItForwardChallenge.”
7. Ensure all new facility policies and procedures are easily accessible on the facility’s website and app.



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XVII. TICKETING

Purpose

Transform the ticketing operations of facilities to allow for more contactless opportunities and safer operations where those opportunities do not exist.

Recommended Procedures

1. Convert to mobile ticketing where possible to avoid the need for hard stock ticketing that may contribute to more person-to-person exchange and contamination concerns.
2. Convert to touchless ticket scanning where possible. Where not, ensure that specific staff is trained to properly receive the tickets and discard of them in a sanitary way that reduces the possibility of cross-contamination with guests.
3. Use stanchions and floor decals in box office queuing locations to allow for proper line routing and identification of specific standing locations.
4. Hand sanitizing locations should be placed at entry and exit points of the box office.
5. Ensure protective barriers exist between box office agents and guests and utilize microphone systems for dialogue versus openings in the barrier.
6. Establish will call pickup windows that better distribute the influx of guests into the box office area.
7. Disinfect POS equipment that is touched by guests between each use.
8. Clean any writing instruments needed for transactions between each use or consider offering promotional pens to guests that they can take with them.



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2020 Executive Orders For State Of Georgia

- [05.21.20.01 \(288.35 KB\)](#) Regarding operations of overnight summer camps in response to COVID-19
- [05.12.20.02 \(1.18 MB\)](#) Providing additional guidance for reviving a healthy Georgia in response to COVID-19
- [04.30.20.01 \(91.21 KB\)](#) Renewing the Public Health State of Emergency issued on March 14 and renewed on April 8 to assist with the state’s response to COVID-19
- [04.27.20.01 \(113.69 KB\)](#) Providing additional guidance for food service establishments, bowling alleys, and theaters in response to COVID-19
- [04.23.20.02 \(1.01 MB\)](#) Providing guidance for reviving a healthy Georgia in response to COVID-19
- [04.20.20.01 \(264.89 KB\)](#) Providing flexibility for healthcare practices, moving certain businesses to minimum operations, and providing for emergency response
- [04.13.20.02 \(73.87 KB\)](#) Regarding the use of face masks/coverings to help prevent the spread of COVID-19
- [04.09.20.01 \(261.82 KB\)](#) Temporarily Allowing Remote Notarization and Attestation of documents during the COVID-19 Public Health State of Emergency
- [04.08.20.02 \(57.82 KB\)](#) Renewing the Public Health State of Emergency to assist with the state’s response to COVID-19
- [04.08.20.03 \(210.74 KB\)](#) Ensuring the safety of employees and residents of nursing homes and long-term care facilities in response to COVID-19
- [04.08.20.04 \(81.86 KB\)](#) Regarding the suspension of short-term rentals to help stop the spread of COVID-19
- [04.08.20.05 \(63.84 KB\)](#) Calling up additional Georgia National Guard troops to assist in the state’s response to COVID-19
- [04.03.20.02 \(1.1 MB\)](#) Expanding the definition of Essential Services and clarifying enforcement provisions in Executive Order
- [04.03.20.01 \(56.94 KB\)](#) Authorizing sheriffs to enforce the provisions of Executive Order 04.02.20.01 involving businesses, establishments, for-profit corporations, non-profit corporations, and organizations
- [04.02.20.01 \(357.61 KB\)](#) Issuing a statewide shelter in place to stop the spread of COVID-19
- [04.01.20.01 \(96.67 KB\)](#) Closing public elementary and secondary schools through the end of the 2019-2020 school year to stop the spread of COVID-19
- [03.31.20.02 \(80.13 KB\)](#) Authorizing the State Treasurer to act as “prudent investor” during the COVID-19 Public Health State of Emergency

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2020 Executive Orders For State Of Georgia (continued)

- [03.31.20.03 \(76.41 KB\)](#) Directing the Commissioner of Revenue to implement waivers related to Conservation Use Value Assessment and Forest Land Use Protection Act applications during the COVID-19 Public Health State of Emergency
- [03.31.20.04 \(70.19 KB\)](#) Providing pharmacy technicians and pharmacists with options for handling the computer-based processing of prescriptions during the COVID-19 Public Health State of Emergency
- [03.27.20.02 \(100.83 KB\)](#) Authorizing the State Board of Education to waive certain state rules, regulations, policies, procedures, and provisions to assist in the State’s response to COVID-19
- [03.26.20.01 \(88.08 KB\)](#) Regarding unemployment insurance claims to assist in the State’s response to COVID-19
- [03.24.20.01 \(89.36 KB\)](#) Reducing restrictions for Child Care Learning Centers and Family Child Learning Homes to assist in the State’s response to COVID-19
- [03.23.20.01 \(116.29 KB\)](#) Limiting large gatherings statewide, ordering “shelter in place” for specific populations, and closing bars and nightclubs in Georgia for fourteen days
- [03.23.20.02 \(95.35 KB\)](#) Expanding temporary licensing of certain medical professions to assist the State’s response to the spread of COVID-19
- [03.20.20.02 \(403.47 KB\)](#) Reducing Regulations to Assist the State’s Response to the Spread of COVID-19
- [03.16.20.01 \(59.07 KB\)](#) Closing public elementary, secondary, and post-secondary schools from March 18, 2020 to March 31, 2020 to stop the spread of COVID-19
- [03.14.20.01 \(208.09 KB\)](#) Declaring a Public Health State of Emergency for Novel Coronavirus (COVID-19)
- [3.14.20.02 \(44.02 KB\)](#) Authorizing the call of the Georgia National Guard to State Active Duty for preparation and response for Novel Coronavirus (COVID-19)

Additional Sources

1. CDC, <https://www.cdc.gov/>, (800) 232-4636
2. Georgia Department of Public Health, <https://dph.georgia.gov/>, (404) 657-2700
3. OSHA, <https://www.osha.gov/>, (800) 321-6742
4. SAFER: Safe Actions for Employee Returns by the National Safety Council
5. SPECTRA Venue Management Reopening Plan
6. PACC Guide to Reopening Theatrical Venues

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Executive Director – Classic Center
- Norm Easterbrook
Executive Director – RiverCenter
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Executive Director – TOUR Championship, PGA
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- Katherine Garcia
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**Alliance
Theatre**


**Atlanta
Symphony
Orchestra**


COBB GALLERIA CENTRE
ATLANTA


**FOX
THEATRE**
ATLANTA


**Georgia World
Congress Center
Authority**

 **State Farm**
ARENA

Infinite Energy
CENTER

 **MILLER**
THEATER

**CENTER
STAGE**


COBB ENERGY
PERFORMING ARTS CENTRE

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THE WOODRUFF
ARTS CENTER