

# Preparedness Plan Requirements Guidance – Seated Entertainment & Meetings

UPDATED JULY 31, 2020

Businesses and employers identified as “seated entertainment and meetings venues” are included in this guidance, and involve both indoor and outdoor venues whose attendees (“patrons”) remain seated and face forward while in attendance. For the purposes of this guidance, seated entertainment venues are characterized as those where admission and occupancy can be relatively controlled and remain generally predictable, and may include entertainment, lecture-based seminars, and seated testing. Entertainment venues that are non-seated, and involve patrons who generally wander, navigate, walk-around, and/or remain active within or throughout the venue are not included within the guidance.

- **Indoor Venue:** For the purposes of this guidance, an “indoor venue” involves any area, building, structure, or other enclosure that is enclosed on at least two sides by walls, barriers, or partitions, whether temporary or permanent, and are also covered at least 50% by a ceiling, cap, canopy, or other similar means, whether temporary or permanent. Examples of indoor venues may include, but are not limited to, buildings, towers, stadiums, arenas, theaters, rotundas, domes, tents, pavilions, and trailers.
- **Seated Venue:** For the purposes of this guidance, a “seated venue” involves those with which every patron maintains an individually allocated, reserved, or assigned seat or similar accommodation, which is located at a designated location and fixed space within the venue, and is able to remain seated throughout their attendance at the venue.
- See guidance for “**Recreational Entertainment**” for non-seated entertainment venues, both indoor and outdoor. Entertainment venues that involve patrons who wander, navigate, walk-around, and/or remain active within or throughout the venue while intermingling, co-mingling, or congregate with other patrons, are not included within the guidance.

As required by executive orders issued by Gov. Tim Walz under the Peacetime Emergency, businesses (“venues”) must develop and implement COVID-19 Preparedness Plans that addresses the hazards of COVID-19 transmission. Unless clearly indicated that an action included in the guidance is recommended, businesses should understand that the action is required if applicable to their business. In instances where the guidance uses language “to the extent possible,” the action is required but only to the extent it is possible for the business to implement the requirement.

- ✓ Businesses must address all the guidance requirements applicable to their operations in their COVID-19 Preparedness Plans and as set out in each of the components below.

- ✓ Businesses must assign a designated Plan administrator to ensure the Plan is evaluated, monitored, executed, and updated.
- ✓ Businesses must ensure the plan is posted at all the business's worksites in readily accessible locations (or is distributed to workers electronically) to allow for the plan to be readily reviewed by all workers, as required.

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## Worker protections and protocols for all workplaces

For the purposes of this guidance, a “worker” includes all staff and employees associated with the business. All workers, including subcontractors, independent contractors, athletic performers, entertainment performers, vendors, delivery personnel, contract, seasonal, part-time or temporary workers, however categorized, who are present in the business as a condition of employment are required to be covered by a COVID-19 Preparedness Plan. Volunteers are also to be included as “workers”. All workers must be properly trained on and adhere to the business's policies, protocols, and practices as outlined within this guidance. A “worker” does not include “patrons” (i.e. customers, clients, spectators, attendees, guests), whether paying or non-paying, whose role is strictly that of a participant, audience-member, or observer.

In addition, a “business” and/or “venue” includes all businesses that maintain any level of authority, responsibility, or control for locations where work is being performed, which may include, but not limited to, businesses, facility owners and/or operators, staffing and temporary labor agencies, and public entities. For the purposes of this guidance, and consistent with multi-employer work-sites, work being performed and/or work-sited may have more than one business with authority, responsibility or control (e.g. facility owner and tenant, building operator and cleaning services contractor), all of which maintain equitable responsibility for ensuring the proper implementation and execution of a COVID-19 Preparedness Plan.

### ENSURE SICK WORKERS STAY HOME

#### Requirements

1. Establish health screening protocols for workers at the start of each shift (e.g. health screening survey, taking temperature). A health screening must be conducted for each business's workers upon arrival and check-in at work. See the Minnesota Department of Health (MDH)'s [Visitor and Employee Health Screening Checklist](#) ([www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf](http://www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf)). The checklist is also available in Hmong, Somali, and Spanish on the [Businesses and Employers: COVID-19 web page](#) ([www.health.state.mn.us/diseases/coronavirus/businesses.html](http://www.health.state.mn.us/diseases/coronavirus/businesses.html)).
2. Workers must be stopped from entering the venue if their responses to the health screening indicates they are experiencing symptoms of COVID-19 or have tested positive for COVID-19 and they should be sent home immediately. If workers begin experiencing symptoms of COVID-19 while at the venue, they must also be sent home immediately. If workers cannot be sent home immediately, they must be isolated in a closed room or remote area of the venue until they can be sent home.

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3. Establish a protocol for workers to report, whether at home or at work, when they are experiencing COVID-19 symptoms, have tested positive for COVID-19 or have been in close contact with a person with COVID-19 symptoms or who has tested positive for COVID-19 and a return-to-work protocol for workers who are required to isolate or quarantine, following the MDH Guidance on [COVID-19 and When to return to work \(https://www.health.state.mn.us/diseases/coronavirus/returntowork.pdf\)](https://www.health.state.mn.us/diseases/coronavirus/returntowork.pdf)
  - Workers who are experiencing COVID-19 symptoms, have tested positive for COVID-19 or have been in close contact with a person with COVID-19 symptoms or who has tested positive for COVID-19 must be instructed not to report to work until their isolation or quarantine period is completed.
4. Establish a protocol for identifying and communicating with workers who may have been exposed to a person with COVID-19 symptoms or who has tested positive for COVID-19 while at work. See the Centers for Disease Control and Prevention (CDC) [General Business Frequently Asked Questions \(http://www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html\)](http://www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html) and [CDC Interim Guidance for Businesses and Employers Responding to Coronavirus Disease 2019 \(COVID-19\), May 2020 www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html\)](http://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html).
  - If a worker is confirmed to have COVID-19, the protocol must include informing the business's other workers who have been in close contact with the infected worker, as well as their respective employers (where applicable), of the possible exposure to COVID-19 while at work. An individual must be designated to gather information from workers who may be sick with COVID-19 and to engage in needed communications, while ensuring the privacy of infected workers is maintained in accordance with [Equal Employment Opportunity Commission \(EEOC\) guidance \(www.eeoc.gov/transcript-march-27-2020-outreach-webinar\)](http://www.eeoc.gov/transcript-march-27-2020-outreach-webinar).
5. Establish protocols for workers to return to work, and follow MDH Guidance. See the MDH Guidance on [COVID-19 and When to return to work \(https://www.health.state.mn.us/diseases/coronavirus/returntowork.pdf\)](https://www.health.state.mn.us/diseases/coronavirus/returntowork.pdf)
6. Provide accommodations for "high risk" and vulnerable populations. See CDC's People Who are at Higher Risk for Severe Illness ([People Who are at Higher Risk for Severe Illness \(www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html\)](http://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html)) identify, and employers should avoid making unnecessary medical inquiries. Employers should take particular care to reduce these workers' risk of exposure.
7. Evaluate and adjust sick leave policies to reflect the need for isolation and incentivize workers who are sick to stay home. Clearly communicate sick leave policies to all workers.

## SOCIAL DISTANCING – WORKERS MUST BE AT LEAST SIX FEET APART

### Requirements

1. Maximize remote-working – Workers who are able to work from home must work from home.
2. Hold virtual or online meetings, when possible.
3. Ensure physical distancing is maintained in all work areas, including at workstations, ticket-booths, concession areas, rental areas, locker-areas, access points to rides/arenas, break rooms, etc.

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- Provide for six feet of physical distancing in work areas, storage areas, break areas, locker and changing areas, meeting areas, copy-rooms, parking areas, etc.
  - Evaluate traffic patterns, congestion areas, “bottle-necks”, and “choke points” to reduce crowding at entrances, reception areas, information counters, ticket-booths, concession areas, rental-areas, locker-areas, access points to rides/arenas, in hallways, elevators, waiting areas, break areas, common areas, etc.
  - Designate one way entrances and exits wherever possible that facilitate six-foot distancing.
    - If time clocks are in use, consider alternatives such as phone-based apps, web-based apps or cameras to clock workers in and out.
  - Limit collective gatherings of workers to numbers that allow for social distancing to be maintained, including during collective gatherings for training, meetings, and breaks.
  - Ensure social queuing is established to provide and promote social distancing between multiple workers, patrons, and visitors congregating and waiting to use facilities (e.g. restrooms, handwashing, vending, cafeterias).
  - **Roving Workers:** Ensure social distancing is maintained while workers are engaged in “roving” activities (e.g. custodial, janitorial, maintenance, housekeeping, security, customer service, stocking). Where activities must be performed while patrons and visitors are present, workers must ensure social distancing is maintained (e.g. working in less congested areas, low-peak periods, using stanchions, placement of carts).
  - **Custodial/Janitorial:** Refer to additional guidance specific for “Janitorial and Custodial Services” for workers performing janitorial, custodial, housekeeping, and other cleaning and maintenance services.
4. Limit the number of people in restrooms, break areas, and cafeterias to allow for social distancing. Create and designate additional break areas (including outside, when practical) for breaks and meals. Revise break times to prevent congregating in cafeterias and breakrooms. Spread out or remove tables and chairs in break areas so they are at least six feet apart and install barriers where necessary.
  5. Implement static assignment or “co-horting” of work crews to the extent possible. For example, Rose, Tuan and Indigo always work together and are assigned to the same location or work area every day, rather than reporting to different locations or work areas throughout the week or being reassigned with different workers.
  6. Limit worker interaction across floors, buildings, campuses, worksites, etc. Use walkie talkies or headphones so workers can communicate from a distance.
  7. Incorporate barriers, partitions, screens or curtains to maintain barrier protection between workers, to the extent possible, where social distancing cannot be maintained.
    - **Office Cubicles/Shared Office Space:** Where a larger number of workers assemble in a workspace, and are assigned to individual workstations or cubes, reduce the number of workers within the workspace, and/or reduce the number of workstations available, to ensure social distancing can be maintained.

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- **Office Cubicles/Shared Office Space:** Install and provide barriers/partitions in-between cube-spaces, work-stations, and desk areas, in addition to maintaining social distancing, to provide protective separation between workers while working at/within their workstations. The barriers/partitions must be of such dimensions as to ensure separation between workers whether sitting, standing, or otherwise moving within the workspace. The use of barriers/partitions must be used in addition to social distancing, and not used in replacement of social distancing.
- **Payment/Ticket/Merchandise/Concession/Reception/Information Counters:** Install plastic partitions between the workers and customers, clients, and visitors with ample space cut out where items can be slid through.

### Recommendations

1. Use staggered shifts, extended work hours and added shifts to reduce the number of workers on the worksite.
2. **Office Cubicles/Shared Office Space:** Consider staggered work-schedules or workspace assignments to further promote social distancing by assigning cube spaces diagonal from each other (as opposed to immediate adjacent or across from each other).
3. Use arrows and other signage to mark one-way traffic flows at access-points, in aisles, hallways, stairways and corridors.
4. Mark access points, staging areas, loading areas and other areas of congestion to provide for social distancing of at least six feet, including floor markers for distance, lane lines and marking of adjacent areas where workers may be congregating or waiting.

## WORKER HYGIENE AND SOURCE CONTROLS

### Requirements

1. **Ensure workers regularly wash their hands.** Instruct workers to regularly wash and/or sanitize their hands, in particular when entering and exiting the business, before and after eating or drinking, using tobacco products, using restroom facilities, and using devices, tools and equipment used by other workers. Instruct workers to avoid touching their face with unwashed or unsanitized hands.
  - Post “handwashing” and “cover your cough” signs.
2. Ensure handwashing and/or hand-sanitizer facilities are readily available and allow workers sufficient time to engage in handwashing/sanitizing.
3. Ensure supplies in restrooms, portable toilets and handwashing/sanitizing stations are regularly monitored and continually stocked.
4. Provide tissues or towels for proper cough and sneeze etiquette and provide no-touch trash bins.
5. Require workers to wear a face covering as required by Executive Order. As of July 25, 2020, per the Governor’s Executive Order 20-81, people in Minnesota will be required to wear a face covering in all indoor businesses and public indoor spaces. Additionally, the Executive Order requires workers to wear face coverings when working in outdoor settings in situations where social distancing (*i.e.*, keeping at least 6 feet of physical distance from other individuals not in the same household) cannot

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be maintained. This Executive Order also requires workers, customers, or visitors to wear a face covering when a business has opted impose stricter face covering requirements than the Executive Order or when the applicable industry guidance requires wearing a face covering.

This Executive Order includes exemptions for people who are unable to wear or tolerate a face covering due to medical or mental health condition or other reasons—such as when wearing a face covering would create a job hazard. There are also situations in which a face covering may be temporarily removed. More information about face covering requirements and exemptions is available on the MDH website at Facemasks and Personal Protective Equipment (PPE) Webpage (<https://www.health.state.mn.us/diseases/coronavirus/prevention.html#masks>). You can also visit these webpages: [Face Covering Requirements and Recommendations under Executive Order 20-81](https://www.health.state.mn.us/diseases/coronavirus/facecover.html) (<https://www.health.state.mn.us/diseases/coronavirus/facecover.html>) and [Frequently Asked Questions About the Requirement to Wear Face Coverings](https://www.health.state.mn.us/diseases/coronavirus/facecoverfaq.html) (<https://www.health.state.mn.us/diseases/coronavirus/facecoverfaq.html>)

- Workers should maintain an adequate number of face-coverings during their shift to change face-coverings as they become saturated, dirty, or compromised.
  - Launder reusable face coverings before each daily use according to CDC guidelines at [Use of Cloth Face Coverings to Help Slow the Spread of COVID-19](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html) ([www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html)).
6. Provide protective supplies when required, including non-medical source-control face coverings, gloves, disinfectant, guards and shields to protect workers against the transmission of COVID-19 while they are working.
  7. Do not discriminate or retaliate in any way against any worker for wearing face-coverings or personal protective equipment, in accordance with Executive Order 20-54.
  8. Clean and disinfect work-vehicles in-between the use of each worker or work-crew, before and after each use.
  9. Doors to multi-stall restrooms should be able to be opened and closed without touching the handles, opening-devices, or powered door-operators with the hand, whenever possible. If the door cannot be opened without touching the handle or door-operator with the hand, the business must ensure a trash-receptacle is placed by the door to ensure a paper towel can be readily disposed of when operating the door. The location and positioning of waste-receptacles should not interfere with Life Safety requirements (e.g. egress, evacuation, emergency equipment) or any reasonable accommodations provided under the Americans with Disabilities Act.
  10. Community drinking stations and water-fountains must not be available or used unless protocols are implemented to ensure frequent sanitation between users. Touchless water-filling stations may still be provided.
  11. Food must not be served nor shared communally.
  12. Instruct workers to launder their clothing, uniforms, apparel and personal protective equipment (PPE) daily according to clothing or detergent instructions. Encourage workers to maintain additional apparel at work (e.g. shirts, sweatshirts) to minimize cross-exposure between work areas or locations.

13. Ensure proper respiratory protection is still provided, used and maintained to protect workers from other recognized health hazards as required (e.g. hazardous chemicals, particulates, and dust, respirable silica, lead, asbestos).

### Recommendations

1. Encourage workers to maintain additional apparel at work (e.g. shirts, sweatshirts) to minimize cross-exposure.

## WORKPLACE BUILDING AND VENTILATION PROTOCOLS

### Requirements

**General Building Conditions:** Businesses must assess the status and capacities of the utility-systems within the building (e.g. ventilation, water-supply, sewer, gas), as well as potential issues associated with vermin, molds, and mildew, prior to putting the building into an operational status.

1. Follow established protocols for starting mechanical, electrical, plumbing, life-safety, and other systems after non-use according to the Authorities Having Jurisdiction.
2. Assess the building for indications of pest and vermin infestation, and consult a pest-control professional as appropriate.
3. See CDC's [Guidance for Reopening Buildings After Prolonged Shutdown or Reduced Operation \(www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html\)](https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html).

**Ventilation System Start-up:** Businesses must evaluate the operational capacity, and increase, improve, and maintain ventilation provided throughout the building.

1. Increase the outdoor air-percentage to increase dilution of contaminants, and eliminate recirculating, whenever possible, while maintaining indoor air-conditions.
2. For heating-ventilation-air-conditioning systems that recirculate air, businesses need to improve central- air filtration to at least the MERV-13 or the highest compatible with the filter rack (at least MERV-14 preferred), and seal the edges of filters to further limit by-pass around the filters.
3. Replace and upgrade air filters prior to re-occupancy.
4. Run systems on full economizer as outside air-conditions allow.

**Day-To-Day Operations:** Once systems are in a safe operational status, businesses should ensure the following practices and protocols are maintained:

1. Continuously maximize fresh-air into the workplace, and eliminate air recirculation.
2. Maintain relative humidity levels of RH 40-60%
3. Add a flush cycle to the controls of the HVAC system, and run HVAC systems for 2-hours before and after occupancy.
4. Minimize air-flow from blowing across people.

## Recommendations

1. Check and rebalance the HVAC system to provide negative air-pressure whenever possible.
  - Supplement ventilation-system with the use of portable HEPA filter units whenever possible.
  - Keep systems running longer hours (24/7 if possible) to enhance the ability to filter contaminants out of the air.
  - Consult an HVAC professional or the American Society of Heating, Refrigerating and Air-Conditioning Engineers to ensure proper ventilation is provided, and ventilation-systems are properly maintained. See [ASHRAE's COVID-19 Preparedness Resources \(www.ashrae.org/technical-resources/resources\)](http://www.ashrae.org/technical-resources/resources).

## WORKPLACE CLEANING AND DISINFECTION PROTOCOLS

### Requirements

1. Establish a documented sanitation schedule and checklist, identifying surfaces/equipment to be sanitized, the agent to be used, and the frequency at which sanitation occurs.
2. Routinely clean and disinfect all areas, such as offices, restrooms, locker and changing rooms, common areas, shared electronic equipment, machinery, tools, controls, etc.
3. Frequently clean and disinfect all high-touch items, such as doorknobs, countertops, barriers, railings, handles, and other surfaces.
4. Clean and disinfect work-vehicles in-between the use of each worker or work-crew, before and after each use.
5. Electronic devices (e.g. light-switches, circuit-breakers) should not be cleaned and disinfected with a liquid agent. Consider covering switches/devices with a poly-covering that allows the user to manipulate the device without touching the switch, and change out the poly-covering frequently. Electronic devices must be sanitized only when disconnected from the power-source, and sanitized in accordance with the listing/labeling requirements.
6. Whenever possible, assign a designated user/operator for each station, machine or piece of equipment as opposed to allowing several users/operators to share stations, machines, or pieces of equipment. If stations, machines, or pieces of equipment must be shared, disinfect between users.
7. Implement immediate cleaning and disinfecting of the workplace if a worker, patron or visitor becomes ill with COVID-19. See [Cleaning and Disinfecting Your Facility \(www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html\)](http://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html).
8. Select appropriate and ensure the needed supply of disinfectants – consider effectiveness and safety. The U.S. Environmental Protection Agency's (EPA) List N has identified a list of products that meet EPA's criteria for use against SARS-CoV-2. See EPA's [List N: Disinfectants for Use Against SARS-CoV-2 \(www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2\)](http://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2).
9. Ensure all trash, refuse and debris is regularly disposed of and not allowed to accumulate, to minimize the number of workers involved in the handling and disposal of materials.
10. Review product labels and Safety Data Sheets, follow manufacturer specifications, and use required personal protective equipment for the product.

### Recommendations

1. Personal equipment, tools and phones should not be shared or, if shared, should be cleaned and disinfected after each use.
2. Encourage workers to sanitize high-touch points within their personal vehicle (e.g. handles, locks, steering-wheels, instrument controls, switches, seatbelt) upon entering.

## DROP-OFF, PICK-UP AND DELIVERY PRACTICES AND PROTOCOL

### Requirements

1. Workers must maintain a distance six feet or greater from others during interactions while receiving or exchanging deliveries.
2. Businesses receiving deliveries must do so via a contactless method whenever possible, including deliveries at loading docks, reception areas and locations where workers can maintain a distance of at least six feet from each other.
3. Whenever possible, businesses should attempt to do everything electronically (e.g. app, phone) to eliminate the need for close contact between workers and delivery personnel.
4. Businesses providing deliveries must provide for contactless deliveries that promote delivery at a doorstep or similar location where persons can maintain a distance at least 6-feet away while verifying receipt of the delivery between the worker and the delivery person.
5. Workers must minimize the unnecessary exchanging or sharing of scanners, pens, or other tools with delivery personnel.
6. Refer to additional guidance specific to “Transportation, Distribution, and Delivery Services” for delivery-based activities and services.

### Recommendations

1. Consider establishing delivery or pick-up locations outside of the building to minimize delivery personnel having to enter.
2. Provide accommodations for drop-offs, pickups and deliveries, and delivery workers, and minimize the need for delivery workers to enter the building (e.g. drop-off windows, secured lockers, teller-windows, portable toilets).

## COMMUNICATIONS AND TRAINING PRACTICES AND PROTOCOL

### Requirements

1. All workers and members of management must be trained regarding COVID-19 exposure, as well as applicable policies, procedures, practices, and protocols. The training must be provided by and paid for by the business. The training must be provided in a manner and language that each employee can understand, and must be adjusted to reasonably accommodate all limiting factors present. See [“OSHA’s Resource for Development and Delivery of Training to Workers” \(osha.gov/Publications/osha3824.pdf\)](https://www.osha.gov/Publications/OSHA-3824.pdf). See also Minnesota’s [“Small Assemblies for Testing and Training” for guidance with facilitating training for employees while addressing COVID-19 implications \(dli.mn.gov/sites/default/files/pdf/COVID-19\\_training\\_facilities.pdf\)](https://dli.mn.gov/sites/default/files/pdf/COVID-19_training_facilities.pdf).

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2. Ensure their respective COVID-19 Preparedness Plans are posted at all worksites where workers are present, in readily accessible locations, and are shared with and reviewed by all workers. Posting may be accomplished through electronic dissemination of the plan to all workers as long as workers have access means to review electronic posting.
3. Ensure the required rules, protocols and practices are communicated to their workers and adequately enforce their provisions.
4. Ensure the required rules, protocols and practices are required by businesses providing temporary, part-time, seasonal and contract workers to the business.
5. Ensure their workers are provided with and use personal protective equipment necessary to perform their work.
6. Use signage as reminders for workers, delivery workers, officials, patrons, and visitors of rules, protocols and practices, including not to enter the business if they have COVID-19 symptoms, social distancing, handwashing, use of source control face coverings and respiratory etiquette.
7. Workers must ensure they comply with and follow established rules and practices.

### Recommendations

1. Communication to educate patrons about the steps being taken for their protection to mitigate the spread of COVID-19 is strongly encouraged. Protective measures should be communicated to patrons prior to, and at the start of, venue to both educate patrons as well as inform them of their role in protecting the workers and all other persons.
2. Provide for on-going periodic audible announcements to patrons to remind of social distancing protections and protocol.

## Helping clients, customers, and visitors minimize transmission

### Requirements

1. Expressly advise patrons not to attend if they are symptomatic.
2. Post signage at the entry into the venue, and provide additional messaging (e.g. web-sites, advertisements, marketing), that if patrons or visitors do not feel well or have any symptoms compatible with COVID-19, they must refrain from coming to the venue and are strongly encouraged to stay home. They must also refrain from coming to the venue, and are encouraged to stay home, if they have a household member experiencing symptoms compatible with COVID-19. Refer to CDC's [What to Do if You are Sick or Caring for Someone Who is Sick \(www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/index.html\)](https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/index.html).
3. If patrons or visitors begin to feel unwell while at the venue, they must leave immediately. If a patron or visitor is a member of a household group at the venue, the entire household group must also leave. See CDC's [Interim Guidance for Businesses and Employers Responding to Coronavirus Disease 2019 \(COVID-19\), May 2020 \(www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html\)](https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html).

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4. Advise patrons and visitors to wash and/or sanitize their hands upon entering the venue, and to regularly wash and/or sanitize their hands while at the venue.
5. Require patrons and visitors wear a face covering, when required by Executive Order 20-81. More information about face covering requirements and exemptions is available on the MDH website at [Facemasks and Personal Protective Equipment \(PPE\) Webpage \(https://www.health.state.mn.us/diseases/coronavirus/prevention.html#masks\)](https://www.health.state.mn.us/diseases/coronavirus/prevention.html#masks). You can also visit these webpages: [Face Covering Requirements and Recommendations under Executive Order 20-81 \(https://www.health.state.mn.us/diseases/coronavirus/facecover.html\)](https://www.health.state.mn.us/diseases/coronavirus/facecover.html) and [Frequently Asked Questions About the Requirement to Wear Face Coverings \(https://www.health.state.mn.us/diseases/coronavirus/facecoverfaq.html\)](https://www.health.state.mn.us/diseases/coronavirus/facecoverfaq.html). Cloth face coverings are NOT a substitute for maintaining a physical distance of 6-feet from other people. For additional information about cloth face covering and how to make, wear and wash them, refer to CDC [guidance on cloth face coverings \(www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html\)](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html).
6. Make sure each piece of equipment (e.g. terminals, carts, touch-screens) is wiped down before and after each use by a patron, and dispose of the wipe accordingly. Examples include seating areas, rental equipment, vending-machines, automated teller machines (“ATMs”), touch-screens, and protective equipment.

### Recommendations

1. Advise and encourage patrons and visitors to conduct a self-check of their body temperature the day of their appointment and/or prior to arriving to the business.
2. Unless otherwise required by other sector-specific guidance (See “Personal Care Services”), encourage patrons and visitors to review a screening survey that checks for COVID-19 symptoms, close contacts with confirmed cases and quarantined cases, and out of state travel. The questions would be the same as those completed by workers. MDH’s [Visitor and Employee Health Screening Checklist \(www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf\)](https://www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf).
3. Post signage at the entry into the business, and provide additional messaging (e.g. web-sites, advertisements, marketing), advising patrons and visitors of “high risk” to strongly consider refraining coming to the business or postponing from the service. Persons who may be at higher risk for severe illness should consider delaying seeking or providing these services. (See [People Who Are at Increased Risk for Severe Illness \(www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html\)](https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html)).
4. Strongly encourage patrons and visitors to wear a face-covering where not otherwise required, including while near workers within the venue.

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## Additional protections and protocols

### ADDITIONAL PROTECTIONS AND PROTOCOL FOR MANAGING OCCUPANCY

## Requirements

1. **Indoor Seated Entertainment Venues:** Indoor seated entertainment venues must reduce occupant capacity to no greater than 25%, not to exceed 250 patrons, and to that which is necessary to allow for the required social distancing.
  - Venues must defer to the occupant capacity of the venue, as established by applicable state or local authorities.
  - If the occupant capacity for a venue is based upon the entire venue, then the venue must reduce occupant capacity for the entire venue, not to exceed 250 patrons.
  - If separate occupant capacities are provided for individual areas within a single venue (e.g. multiple compartmentalized theaters within a complex, multiple shops within a mall), then the venue must reduce occupant capacity to 25% for each individual area, and not to exceed 250 patrons for each individual area. Each individual area must be established and function independently of each other, including separate entrances and exits.
  - The number of workers does not need to be included when considering occupant capacity for the purposes of this guidance.
  - If the number of patrons creates congregation, congestion and bottle-necking that does not allow for proper social distancing and consistency with this guidance, the venue must further reduce the number of patrons it allows to a level that achieves consistency with this guidance.
2. **Outdoor Seated Entertainment Venues:** Outdoor seated entertainment venues must reduce occupant capacity to no greater than 25% as outlined below, and to that which is necessary to allow for the required social distancing.
  - Venues must defer to the occupant capacity of the venue, as established by applicable state or local authorities.
  - If the occupant capacity for a venue is based upon the entire venue, then the venue must reduce occupant capacity to no greater than 25% for the entire venue, not to exceed 250 patrons unless “Sections” are properly established in accordance with this guidance (See “Sections” below).
  - If separate occupant capacities are provided for individual areas within a single venue (e.g. multiple individual arenas), then the venue must reduce occupant capacity to 25% for each individual area, not to exceed 250 patrons for each individual area, and not to exceed 1,500 patrons for the entire venue. Each individual area must be established and function independently of each other, and in accordance with the “Sections” requirements within this guidance (See “Sections” below).
  - If a venue does not maintain an occupant capacity (e.g. outdoor field), the venue must establish an occupant capacity by doing the following:
    - The calculation of the occupant capacity is only to be used if the venue does not maintain an occupant capacity, as established by applicable state or local authorities. Venues must always ensure that an occupant capacity is not required to be established by applicable state or local authorities. If an occupant capacity has not been established, and is not required to be established, the venue may proceed in accordance with the following.

## SEATED ENTERTAINMENT & MEETINGS

- First, determine the total area of space within the venue (in square feet) that is accessible to, and may be occupied by, patrons during the venue.
  - Second, ensure areas that are not accessible to patrons, such as worker only areas, restricted areas (e.g. performers only, athlete locker-rooms), kitchens and food-prep areas, janitorial areas, facilities areas, stairways, are not included when determining the area of space.
  - Third, subsequently divide the area by 113 (i.e. 113 square-feet per person; See [US Fire Administration's Understanding the Impact of Social Distancing on Occupancy](https://www.usfa.fema.gov/coronavirus/planning_response/occupancy_social_distancing.html) ([https://www.usfa.fema.gov/coronavirus/planning\\_response/occupancy\\_social\\_distancing.html](https://www.usfa.fema.gov/coronavirus/planning_response/occupancy_social_distancing.html))). **This is the overall occupant capacity for the venue.**
  - Finally, the venue must reduce the calculated occupant capacity to 25%, not to exceed 250 patrons for the entire venue unless "Sections" are properly established in accordance with this guidance (See "Sections" below). Finally, if "Sections" are properly established, the number of patrons may not exceed 1,500 for the entire venue.
3. The number of workers does not need to be included when considering occupant capacity for the purposes of this guidance.
  4. If the number of patrons creates congregation, congestion and bottle-necking that does not allow for proper social distancing and consistency with this guidance, the venue must further reduce the number of patrons it allows to a level that achieves consistency with this guidance.
  3. Limit the number of patrons allowed within the venue at one time, and do not exceed the required percentage of occupant capacity or maximum number of patrons allowed where required.
  4. Provide virtual, on-line, or delivery services as much as possible for patrons and visitors (e.g. ticket-sales, pre-registration, arrangements, admission).
  5. For venues with multiple event-times, stagger event times as to minimize patrons from different events arriving and congregating with one another.
  6. Require advanced reservations and/or ticketing (e.g. on-line, app-based, email, will-call). Do not allow walk-ins, impromptu purchases or admittance.
  7. Allow only household groups to purchase tickets for adjacent seating in a single transaction. However, a household group, also referred to as a "pod", is limited to six-people.
  8. Ensure proper social distancing is maintained at all times between each household group or "pod".
  9. Limit persons coming into the venue as much as possible.
    - Ensure all venues, including outdoor venues, maintain established and well-defined boundaries as to promote well-controlled access, ingress, and occupancy.
    - Indoor venues may rely upon the confines of the building/structure so long as ingress into the venue can be effectively managed and controlled.
    - Outdoor venues must ensure perimeters are established by means that will allow for the ingress into the venue to be effectively controlled. Examples include fixed barriers, whether permanent or temporary, such as adjacent buildings, walls, fencing, gates, barricades, retaining walls, or natural barriers that prohibit access into the venue.

## SEATED ENTERTAINMENT & MEETINGS

- Restrict access into the venue at entry only to patrons with tickets or reservations, and workers.
- If patron is a minor that requires supervision, ensure parent/guardian is registered in advance.

10. **SECTIONS:** For outdoor venues that are permitted to establish “Sections” as outlined above, venues must establish assigned “Sections” that maintain their own distinct and independent entrances and exits, assigned seating areas, concessions, restrooms, and merchandising. Sections must prevent the patrons within an assigned Section from entering into other Sections and/or co-mingling with the patrons from other Sections. For the purposes of this guidance, “Sections” must be established as follows:

- The use of “Sections” is permitted for outdoor seated venues only.
- The maximum number of persons that is permitted for each Section is to be determined as follows:
  - First, determine the area (in square-feet) of seating space that is accessible to, and may be occupied by, persons within the venue.
  - Second, ensure areas that are not accessible to patrons, such as worker only areas, restricted areas (e.g. performers only, athlete locker-rooms), kitchens and food-prep areas, janitorial areas, facilities areas, stairways, are not included when determining the area of space.
  - Third, subsequently divide the total area by 113 (i.e. 113 square-feet per person; See [US Fire Administration’s Understanding the Impact of Social Distancing on Occupancy](https://www.usfa.fema.gov/coronavirus/planning_response/occupancy_social_distancing.html) ([https://www.usfa.fema.gov/coronavirus/planning\\_response/occupancy\\_social\\_distancing.html](https://www.usfa.fema.gov/coronavirus/planning_response/occupancy_social_distancing.html))).
  - If the number is less than 250, then this is the maximum number of persons for the Section. If the number is greater than 250, the maximum number for the Section cannot exceed 250 persons.
- Each Section must be limited to no more than 250 persons.
- Each Section must be separated from all other sections by at least 25-feet on all sides.
- Each Section must be established and demarcated as to ensure the boundaries and/or perimeters of each Section are readily identifiable.
- Each Section must be able to operate and function independently as to not allow, require, or necessitate patrons migrate from or leave their Section, except to exit and leave the venue.
- Minimize concessions and amenities that would attract patrons to enter and comingle into another section (e.g. unique food-venue, display). Encourage unique concessions to provide delivery to seating areas, or to rotate through Sections during the venue.
- Provided all of the requirements under this guidance can be met, venues should consider increasing the number of Sections with less persons in each Section, rather than having a reduced number of Sections with a higher number of persons in each Section, to more effectively maintain social distancing within each Section.
- Consider demarcating and “color-coding” Sections to make boundaries, accommodations, and concessions readily identifiable.

## SEATED ENTERTAINMENT & MEETINGS

- Ensure all other requirements within this guidance are followed, including those for “Arrival and Check-points”, “Seating”, and “Exiting”.
11. Ensure patrons respond to the screening-survey questions upon arrival and check-in, and verify that they have read the screening-survey and can respond “no” to all questions.
  12. Decline to allow admittance to any patron if there is any suspicion that they are sick or symptomatic, and advise them to leave the business. If a patron is a member of a household group at the venue, the entire household group must also be declined admittance.
  13. Post signage at the venue entrances outlining established protocols.
  14. Post instructions for patrons throughout the venue at entrances, and inform patrons:
    - Not to enter if they are experiencing symptoms;
    - About the venue’s attendance limits;
    - They are required to adhere to hygiene and social distancing instructions, signage and markings; and
    - The venue’s requirements involving the use of face-coverings.

### Recommendations

1. Further limit and/or restrict areas within the venue that are accessible by patrons.
2. Advertise venue protocols so that current and potential patrons are aware of changes.
3. Advise patrons of the added COVID-19 precautions that will be taken prior to arrival at the site. Use web-sites, social media, pre-appointment phone calls and confirmations, and other outlets to educate patrons on the steps being taken for their protection and the protection of workers.
4. Prior to the start of the venue, email or text a screening survey in advance of the event and/or post screening questions at the entrances and access-points of the venue.
5. Consider establishing a process for providing refunds for patrons who are not able to attend due to considerations related to COVID-19.

## ADDITIONAL PROTECTIONS AND PROTOCOL FOR ARRIVAL AND CHECK-POINTS

### Requirements

1. Schedule arrival times for longer than their typical duration to minimize the congregation of patrons waiting. Establish staggered admission-times, entry-times and durations to minimize overlap and congregating of patrons at choke-points (e.g. access points, security check-points, admission areas, concession areas).
2. Designate and provide separate entrances for workers and patrons.
3. Ensure each Section maintains a distinct and independent entrance that is not shared or utilized by patrons of other Sections. Provide multiple designated entrances for each Section whenever possible to further limit congregation and congestion.

## SEATED ENTERTAINMENT & MEETINGS

4. Ensure adequate distance is established between check-points (e.g. ticketing, security, medical) as to ensure proper social distancing between patrons, and minimize congestion of patrons waiting to enter the venue.
5. Position medical screening as close to a patron's point of entry onto the property as possible, and conduct medical screening immediately prior to entering the venue, as to minimize symptomatic persons comingling with non-symptomatic persons during the admission process.
6. Ensure social queuing is established to provide and promote social distancing between multiple patrons congregating and waiting for access and/or entry.
7. Workers assigned to perform medical screenings must wear appropriate personal protective equipment (e.g. gowns, surgical masks, eye/face-protection, gloves).

### Recommendations

1. Consider prescheduling individually assigned arrival times (e.g. seating furthest from entrances permitted to enter earlier).
2. Provide and assign "drop off" areas to allow for patrons within household groups to be dropped off at their designated entrance to the venue to minimize the number of persons walking through parking ramps, parking areas, sidewalks, and walk-ways.
3. Enhance security protocols for entry to allow for more efficient security-checks of patrons, minimize face-to-face interaction between security personnel and patrons, and minimize wait-times (e.g. metal-detectors, scanners, transparent baggies for personal items, limit pat-down checks).

## ADDITIONAL PROTECTIONS AND PROTOCOL FOR SEATING AND ASSIGNMENT

### Requirements

1. Ensure each Section maintains a distinct and independent seating area that is not shared or utilized by patrons of other Sections.
2. Ensure each Section maintains separate seating and/or areas for each household group, also referred to as "pods", to manage occupancy and social distancing.
3. Provide for reserved and assigned seating to manage attendance capacity and social distancing.
4. Ensure seats are assigned and marked to provide proper social-distancing and separation between patrons, or household groups (also referred to as "pods").
5. Provide assigned seating, as opposed to "general admission" or "standing room only". Instruct patrons to remain seated whenever possible.
6. Provide staggered seating to ensure proper social distancing and ensure patrons are not seated directly next to, in front of or behind other patrons.
  - Accommodations may be made to allow persons from the same household to be seated directly next to one-another. However, a household group, also referred to as a "pod", is limited to six people.
  - Ensure proper social distancing is maintained between each household group.

## SEATED ENTERTAINMENT & MEETINGS

7. Keep aisle-seats and margins around “pod” areas open as to ensure proper social-distancing for seated patrons from patrons and workers walking up and down aisles.
8. Delineate seating areas by limiting chairs, marking or taping seating or tabletop areas, or identify seat-assignments.
9. When participating in “live” events and performances, ensure a distance of at least 12-feet is maintained between the performance area (e.g. stage, court, field), and the front-row of the audience. Consider installing a barrier or partition in-between the performance area and audience.
10. Assign ushers, monitors, and/or security personnel to monitor social distancing, as well as support the orderly seating and unseating to maintain social distancing and minimize congestion.

## ADDITIONAL PROTOCOL FOR THE USE OF FACE COVERINGS

### Requirements

1. Evaluate services, circumstances, and activities that involve face-to-face interaction to determine if they can be done in an alternative way. Activities should not be permitted if adequate protective measures cannot be implemented.
2. Workers must wear a face covering that covers their mouth and nose in accordance with Executive Order 20-81. This Executive Order requires everyone—including workers—to wear a face covering in indoor businesses and indoor public spaces. Additionally, the Executive Order requires workers to wear face coverings when working in outdoor settings in situations where social distancing (*i.e.*, keeping at least 6 feet of physical distance from other individuals not in the same household) cannot be maintained. This Executive Order includes exemptions for people who are unable to wear or tolerate a face covering due to medical or mental health condition or other reasons—such as when wearing a face covering would create a job hazard. There are also situations in which a face covering may be temporarily removed. More information about face covering requirements and exemptions is available on the MDH website at [Facemasks and Personal Protective Equipment \(PPE\) Webpage \(health.state.mn.us/diseases/coronavirus/prevention.html#masks\)](https://www.health.state.mn.us/diseases/coronavirus/prevention.html#masks).
3. Instruct workers to:
  - Maintain an adequate number of face-coverings during their shift or work-day that allows the worker to exchange face-coverings as they become saturated, dirty, or compromised during use.
  - Launder reusable face coverings before each daily use according to CDC guidelines at [Use of Cloth Face Coverings to Help Slow the Spread of COVID-19 \(www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html\)](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html).
4. Businesses must take reasonable steps to ensure that workers, customers, clients and visitors wear face coverings in accordance with Executive Order 20-81, , and conspicuously post face covering policies for workers, customers, clients and visitors. Cloth face coverings are NOT a substitute for maintaining a physical distance of 6-feet from other people.
5. Ensure workers involved in team-driving or ride-alongs wear face-coverings at all times while inside the vehicle in accordance with Executive Order 20-81.

## SEATED ENTERTAINMENT & MEETINGS

6. Ensure all persons, including customers, clients, and visitors bring their own face coverings, or offer face coverings for use.
7. Establish a protocol for accommodating workers who cannot wear a face covering due to a medical condition, mental health condition, or disability. Businesses must comply with applicable law, including civil rights laws, relating to verification of a worker's disability or medical condition.
  - If a worker is unable to use a face covering due to a medical condition, mental health condition, or disability, then the business must engage with the worker to identify and implement alternative protections as to ensure the worker, as well as other customers, visitors, and workers, maintain a similar level of protection (e.g. face-shields, isolating the worker, job-reassignment).
8. Establish protocols for addressing instances where the use of a face-covering may present a hazard to the worker, and identifying and implementing alternatives to minimize the risk to the worker. However, the business must work to identify and implement alternative protections as to ensure the worker, as well as customers, visitors, and other workers, maintain a similar level of protection whenever possible.
  - For environments involving extreme temperatures (e.g. heat, cold) and/or wet environments (e.g. wet processes, rain), face shields may be considered to be used in lieu of face-coverings
  - For work-activities that may present a risk of entanglement, businesses must ensure the machine/tool is properly guarded as to eliminate the risk of the face-covering becoming entangled into the machine/tool, and that the selection and use of the face-covering protects the worker from the risk of entanglement (e.g. using ear-loops instead of tie-backs).
  - For work-activities that may present a risk of hazardous chemicals becoming absorbed and/or saturated within the materials of face-covering, the use of engineering controls (e.g. ventilation), administrative controls (e.g. work-practices), or personal protective equipment (e.g. respiratory protection) must be considered and implemented whenever possible.
9. Establish a protocol for accommodating customers, clients and visitors who cannot wear a face covering due to a medical condition, mental health condition, or disability. Businesses may not require customers to provide proof of a medical condition mental health condition, or disability, or require customers to explain the nature of their conditions or disability.
10. Establish a protocol for customers, clients and visitors who refuse to wear a face covering where wearing a face covering is required. Businesses may refuse entry or services to customers, clients, or visitors who refuse to wear a face covering when required by Executive Order 20-81 or when otherwise required by the business even if not required by the Executive Order. Refer to the documents and information available at [Facemasks and Personal Protective Equipment \(PPE\) \(health.state.mn.us/diseases/coronavirus/prevention.html#masks\)](https://health.state.mn.us/diseases/coronavirus/prevention.html#masks) for more information about what a business may or may not do to enforce face covering requirement..

### Recommendations

1. Additional work practices to further reduce face-to-face interaction, which may be used to supplement social-distancing protections and protocol, may include:
  - Installing/Maintaining barriers or screens to separate workers from patrons.

- Standing to the side or behind the patrons as much as possible.

## ADDITIONAL PROTECTIONS AND PROTOCOL FOR DISTANCING AND HYGIENE

### Requirements

1. Evaluate space, configuration and flow throughout the establishment to allow for physical distancing of 6-feet by all workers, patrons, and visitors.
2. Patrons must not be allowed to linger or socialize in lobbies, common areas, hallways, restrooms, ticket-counters, concession-counters, etc.
3. Community benches, tables, booths, and seating that do not allow for proper social-distancing should be removed or marked to prevent use.
4. Ensure attractions (e.g. displays, iconic memorabilia) are arranged to provide for proper social distancing. Install partitions or barriers in-between vending-machines, automated teller machines, arcade-games, individual attractions. Prohibit the congregation of persons around individual attractions.
5. Restrict the use of elevators to persons with limited mobility or physical disability who are unable to use stairways (or escalators, if provided), unless social distancing can be maintained within elevator cabs.
6. Avoid performance-related demonstrations, exercises, and activities that involve interaction between workers and patrons that conflict with social-distancing practices.
7. Live music and other live entertainment is allowed at these venues, but social distancing must be maintained among band members and performers, and also between performers and patrons or audience members.
8. These activities are only permitted by performers designated by the business at a designated space within the venue that is separate from the patrons or audience by a distance of at least 12 feet
9. Karaoke singing and open microphone events involving performances by patrons and visitors are not permitted.
10. Minimize fan-events such as “meet and greet” celebrity-fan interactions, back-stage passes, and after-show guests to minimize congregation and congestion.
  - Where celebrity-fan interactions are scheduled (e.g. photographs, autograph-sessions), consider separating celebrities from patrons with transparent partitions with small openings that will allow for photographs to be taken, and autograph-materials to be passed, while minimizing face-to-face contact between all persons, including celebrities and patrons.
  - Where back-stage passes and after-show guests are granted, groups of patrons should be limited to small groups of no more than four, and pathways and protocols should be pre-established to maintain social distancing between all persons, including the patrons, and the patrons and celebrities.
  - At no time shall such events occur if social-distancing cannot be maintained between all persons involved.

### Recommendations

1. Designate and demarcate one-way traffic-flows to mitigate congestion and crowding.
2. Limit the areas accessed by patrons (e.g. “Employees Only”, “Authorized Personnel Only”), as well as the equipment, products, or items touched by the patrons while in venue.
3. Extend intermission-times to reduce congestion in exits, corridors, restrooms, and concession areas.
4. Provide hand sanitizer at the entrance, point of purchase, and prominent locations for customers/clients.

## ADDITIONAL PROTECTIONS AND PROTOCOL FOR EXCHANGING OR RECEIVING PAYMENT

### Requirements

1. Use contactless payment whenever possible. Utilize a electronic fund-transfer service or credit-card payment method that allows the patron to fully initiate and complete the payment transaction remotely, or while separated from the worker.
2. When contactless payment is not possible, payment must be made in a manner that allows for at least 6-feet of distance between the worker and patron.
3. During check-in and check-out, the configuration at the payment stations, and the space between the worker and the patron must allow for physical distancing of at least 6-feet, or a physical barrier must be installed.
4. Install barriers at check-in and payment counters.
5. If locations require more than one cashier and social distancing cannot be maintained, remove registers or put registers out of service to allow appropriate distance between workers.
6. Establish social queuing to provide and promote social distancing between multiple patrons and household groups congregating or waiting in line for transactions (e.g. markings on the floor, stanchions).

## ADDITIONAL PROTECTIONS AND PROTOCOL FOR CONCESSIONS AND MERCHANDIZING

### Requirements

1. Ensure each Section maintains distinct and independent concessions, merchandizing, and similar merchants that are not shared or utilized by patrons of other Sections.
2. Ensure multiple ticket-counters, merchandise-counters, concession-counters, and drink-dispensers are separated to allow patrons to socially distance from one-another. When not feasible, install partitions or barriers in-between counters or dispensers to separate patrons from one-another.
3. Remove seating in concession areas and common areas to ensure social distancing. Patrons must take concessions back to assigned seating areas.
4. Ensure social queuing is established to provide and promote social distancing between multiple workers and patrons congregating and waiting to perform transactions and submit/pick up orders.

## SEATED ENTERTAINMENT & MEETINGS

Order and check-out areas for concessions and merchandise should be marked to provide for social distancing of at least 6-feet, including floor markers for distance, lane lines and marking of adjacent areas where patrons may be waiting for orders.

5. Communal serving of food (e.g. buffet-style, self-service) is not permitted.
6. Do not refill popcorn, drinks, and other items using the same container – A new container must be provided.
7. Ensure self-service beverage machines, condiment- stations, and counters are sanitized frequently.
8. Provide additional trash-receptacles to ensure trash is readily disposed of. Relocate trash-receptacles to minimize patrons having to travel longer distances and through areas of congestion (e.g. providing trash- receptacles inside of the theater rather than in the hallway outside of the individual theater). Ensure that trash-receptacles are emptied regularly.
9. Continue to follow safety guidelines as provided by the Minnesota Department of Health.
10. Increase to frequent handwashing as required by the Minnesota Department of Health, and change gloves in-between every task.
11. Refer to Minnesota’s [“Industry Guidance for Safely Reopening: Restaurants & Bars”](https://staysafe.mn.gov/industry-guidance/index.jsp) (<https://staysafe.mn.gov/industry-guidance/index.jsp>) for additional guidance involving food-service.

### Recommendations

1. Use app-based ordering to minimize patrons having to linger and congregate in concession and merchandise areas.
2. Consider delivering concessions directly to designated seating areas and pod-assignments, as opposed to providing concessions at concession stands, if protocols can be established to protect the workers.
3. Limit menu items to those items which can be readily retrieved and/or quickly prepared to minimize congestion, lingering, and waiting. Consider “pre- assembled” order-groupings or orders to simplify ordering and minimize ordering and wait-times.
4. Maintain utensils behind the counter (e.g. napkins, straws, forks), and provide per order, as opposed to providing them at a condiments counter.
5. Provide for individually wrapped concession products (e.g. condiment packets).

## ADDITIONAL PROTECTIONS AND PROTOCOL FOR EXITING

### Requirements

1. Ensure each Section maintains distinct and independent exits that are not shared or utilized by patrons of other Sections.
2. Provide for additional “exits”, and allow for patrons to exit the venue through the closest available exit rather than a limited number of exits that create congestion and interfere with social distancing.

## SEATED ENTERTAINMENT & MEETINGS

3. Assign ushers, monitors, and/or security personnel to monitor social distancing, as well as support the orderly seating and unseating to maintain social distancing and minimize congestion.

### Recommendations

1. Designate and demarcate one-way traffic-flows to mitigate congestion and crowding.
2. When groups of patrons are leaving a single venue, unseat patrons in an orderly fashion, starting with those closest to the exit and ending with those farthest from the exit.

## ADDITIONAL PROTECTIONS AND PROTOCOL FOR SANITATION AND HYGIENE

### Requirements

1. Ensure each Section maintains distinct and independent sanitation facilities, including restroom and handwashing, that are not shared or utilized by patrons of other Sections.
2. For venues with multiple event-times, stagger event times as to allow for proper cleaning and disinfecting of facilities and air-circulation.
3. Remove “self-service” stations for patrons to obtain equipment (e.g. golf-clubs, skates), and require that rental and provided equipment be individually and directly issued to each patron or household group. Ensure equipment is returned directly to a designated area to minimize the equipment being exchanged between patrons without proper sanitation
4. Avoid passing around community materials, sign-in sheets, and writing utensils.
5. Presentation of items such as certificates, trophies, awards, and ribbons must incorporate social-distancing practices, reduce hand-to-hand contact, and incorporate good sanitation practices.
6. Ensure high touch surfaces (e.g. seats, armrests, cup holders, tables, door handles, ticketing kiosks, touch screens) are being disinfected during timed intervals and between venues and events.
7. Ensure instrumentation, products, samples, and props are sanitized prior to use and in between handling by workers and patrons.

### Recommendations

1. Provide additional unisex stalls, privies, or toilet units within each “Section” that are located closer to the seating area to minimize traffic and congestion.
2. Provide additional handwashing facilities and hand sanitizer at entrances, points of purchase, and prominent locations for attendees.
3. When providing lockers for patrons, assign lockers upon check-in, and issue plastic bags to allow patrons using lockers to place belongings into a protective bag prior to placing them into the locker. Ensure lockers are sanitized immediately after use and before re-issuance.
4. Consider sending materials, brochures, programs and handouts to attendees in advance via online downloads, email or mail, rather than distributing them on the day of the venue.

## ADDITIONAL PROTECTIONS AND PROTOCOL FOR INCIDENT MANAGEMENT

### Requirements

1. Decline admittance to patrons if there is any suspicion that they are sick or symptomatic, and advise them to leave the venue. If a patron suspected of being sick or symptomatic is a member of a household group at the venue, the household group must also leave the venue.
2. Use ushers, monitors, and/or security personnel to monitor for adherence to required practices, and supplement security protocol.
3. Establish a protocol for reporting and addressing patrons who refuse to follow required protocols and protections (e.g. social distancing, face-coverings).
4. Ensure incident-response procedures integrate and maintain social distancing and other protective measures (e.g. face-coverings, face-shields, barriers) whenever possible and reasonable.
5. Ensure incident-response procedures are established and communicated to workers for following up and addressing COVID-19 related incidents (e.g. non-compliance, symptomatic persons).
6. First-Aid/Medical Areas: Establish a designated medical isolation area for workers and/or patrons who become sick or symptomatic consistent with COVID-19 while at the venue. Medical isolation areas for workers and/or patrons who become symptomatic during the venue must be separate from general First-Aid/Medical Areas. Access into medical isolation areas must be restricted, and provide a climate-controlled environment.

### Recommendations

1. Establish a “Tip Line” (e.g. phone number) or provide an “app” that would allow workers and patrons to report concerns to management in a timely manner.
2. Train workers to understand and feel confident with managing social-distancing challenges while carrying out their work-activities, and how to handle difficult situations, unsafe conditions, and emergencies.

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## Appendix A – Guidance for developing a COVID-19 Preparedness Plan

### General

[Centers for Disease Control and Prevention \(CDC\): Coronavirus \(COVID-19\) – www.cdc.gov/coronavirus/2019-nCoV](https://www.cdc.gov/coronavirus/2019-nCoV)

[Minnesota Department of Health \(MDH\): Coronavirus – www.health.state.mn.us/diseases/coronavirus](https://www.health.state.mn.us/diseases/coronavirus)

[State of Minnesota: COVID-19 response – https://mn.gov/covid19](https://mn.gov/covid19)

## Businesses

CDC: Resources for businesses and employers – [www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html](http://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html)

CDC: General business frequently asked questions – [www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html](http://www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html)

CDC: Building/business ventilation – [www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html](http://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html)

MDH: [Businesses and Employers: COVID-19](http://www.health.state.mn.us/diseases/coronavirus/businesses.html)  
([www.health.state.mn.us/diseases/coronavirus/businesses.html](http://www.health.state.mn.us/diseases/coronavirus/businesses.html))

MDH: [Health screening checklist](http://www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf) –  
[www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf](http://www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf)

MDH: [Materials for businesses and employers](http://www.health.state.mn.us/diseases/coronavirus/materials) –  
[www.health.state.mn.us/diseases/coronavirus/materials](http://www.health.state.mn.us/diseases/coronavirus/materials)

Minnesota Department of Employment and Economic Development (DEED): COVID-19 information and resources – [mn.gov/deed/newscenter/covid/](http://mn.gov/deed/newscenter/covid/)

Minnesota Department of Labor and Industry (DLI): Updates related to COVID-19 – [www.dli.mn.gov/updates](http://www.dli.mn.gov/updates)

Federal OSHA – [www.osha.gov](http://www.osha.gov)

AIHA Back to Work Safely – [www.backtoworksafely.org/](http://www.backtoworksafely.org/)

## Handwashing

MDH: [Handwashing video translated into multiple languages](http://www.youtube.com/watch?v=LdQuPGVcceg) –  
[www.youtube.com/watch?v=LdQuPGVcceg](http://www.youtube.com/watch?v=LdQuPGVcceg)

## Respiratory etiquette: Cover your cough or sneeze

CDC: [www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html](http://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html)

CDC: [www.cdc.gov/healthywater/hygiene/etiquette/coughing\\_sneezing.html](http://www.cdc.gov/healthywater/hygiene/etiquette/coughing_sneezing.html)

MDH: [www.health.state.mn.us/diseases/coronavirus/prevention.html](http://www.health.state.mn.us/diseases/coronavirus/prevention.html)

## Social distancing

CDC: [www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html](http://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html)

MDH: [www.health.state.mn.us/diseases/coronavirus/businesses.html](http://www.health.state.mn.us/diseases/coronavirus/businesses.html)

## Housekeeping

CDC: [www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html](http://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html)

CDC: [www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html](http://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/disinfecting-your-home.html)

CDC: [www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html](http://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html)

Environmental Protection Agency (EPA): [www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2](http://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2)

## **Employees exhibiting signs and symptoms of COVID-19**

CDC: [www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html](http://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html)

MDH: [www.health.state.mn.us/diseases/coronavirus/basics.html](http://www.health.state.mn.us/diseases/coronavirus/basics.html)

MDH: [www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf](http://www.health.state.mn.us/diseases/coronavirus/facilityhlthscreen.pdf)

MDH: [www.health.state.mn.us/diseases/coronavirus/returntowork.pdf](http://www.health.state.mn.us/diseases/coronavirus/returntowork.pdf)

State of Minnesota – <https://mn.gov/covid19/for-minnesotans/if-sick/get-tested/index.jsp>

## **Training**

CDC: [www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html](http://www.cdc.gov/coronavirus/2019-ncov/community/guidance-small-business.html)

Federal OSHA: [www.osha.gov/Publications/OSHA3990.pdf](http://www.osha.gov/Publications/OSHA3990.pdf)

MDH: [www.health.state.mn.us/diseases/coronavirus/about.pdf](http://www.health.state.mn.us/diseases/coronavirus/about.pdf)

