



COVID-19

GUIDELINES TO SUPPORT
EVENT PRODUCERS IN REDUCING
THE THREAT AND SPREAD

The guidelines reference the six touch points in an overall event guest experience.

Anticipation:

This refers to the consistent pre-event messaging related to event safety protocols that will be in place. This messaging will be included on tickets, pre-event advertising and promotion using online platforms and on any signage.

Arrival:

The activities involved in venue ingress of patrons, vendors, staff and support service personnel accessing the venue at all points of entry.

Atmosphere:

This refers to the overall layout at the event and the inclusion of hand-washing and hand hygiene activities that should be in place at all venues.

Activity:

The on and off-stage performance or experience that patrons have paid for that will include artistic performances.

Amenities:

This refers to the planning for the provision of toilets, VIP sections and any added-value component involved in event delivery.

Appetite:

The food and beverage service occurring at events that will include vending, concessions and catering services for staff and patrons.

Health Services Act Cap.44 (Food Hygiene/ Restaurant Regulations)

Communicating safety guidelines to patrons

Overview:

The guideline addresses how event producers should inform patrons about the health and safety protocols that should exist at events. It is envisaged that greater awareness would result in increased compliance and reduce at-risk behaviours.

Details:

1. If the event has a social media presence – i.e. on event websites, Facebook pages, Instagram accounts etc., event producers and promoters are required to share all health and safety tips, rules and guidelines that will impact on patrons' experience before, during and after the event. This must include the wearing of face masks, temperature checks, structured physical distancing, sanitizing stations and any other protocol appropriate to the venue and event.
2. Any fines or penalties associated with breaches of the rules should also be clearly outlined as part of the overall new terms and conditions for patrons attending all events - free or paid.
3. Event producers using online platforms to sell their tickets should also include a link to the guidelines and new event protocols that should require purchasers to click a confirmation box, affirming that patrons have read and agreed to the new terms and conditions for attendance at the event.
4. Events that do not have any online presence but will have printed tickets, should include a summary of or link to the health and safety rules as part of the terms and conditions printed on the back of the ticket.
5. The use of technology through event apps should be integrated into the overall event experience where possible. The use of QR Codes and other data capturing methods is to be used to monitor and manage patrons to facilitate contact tracing. This information could also be collected manually at the door. In both cases the information must be taken from a valid identification card, and should include the patron's name, address and telephone number. Free registration of QR codes can be acquired at: <https://www.the-qr-code-generator.com>. After your registration is completed and your QR code is generated, you should screenshot or save the code to your handheld device for presentation to the establishments.
6. Email and push notifications reminding patrons of the new health and safety protocols should form part of the pre-event promotion. During the event additional notifications should be sent to patrons to support pre-event messaging and to share reminders.
7. A venue overlay plan that includes the provision of both informational and directional signage at high traffic and strategic locations at venues / event sites about responsible behaviour, sanitation and hand hygiene. Event spaces should be organised to allow for the implementation of health protocols at all entrance and exit points of the event.
8. The inclusion of dedicated health and safety personnel assisted by volunteers should be deployed to support event ingress activities that would include but not be limited to temperature testers, persons distributing facemasks, hand hygiene officers and persons encouraging and reinforcing positive behaviours.

In and outdoor venue access by patrons

Overview:

The guideline addresses safe venue access for patrons attending events.

Details:

1. Patrons will be required to have their temperature tested prior to the point of entry to the event with a handheld testing device.
2. Persons with temperature readings over 99.0 F (37.50C) should be rechecked up to a maximum of three times in five-minute intervals. Should patrons consistently display the referenced temperatures, the promoter should not permit patrons into the venue.
3. Hand wash or sanitising stations should be provided at all points of ingress. Sanitizers should contain at least 70% alcohol.
4. All patrons will be required to wear face masks / coverings upon entry to the venue.
5. Transparent protective shields are recommended for event staff at locations where there will be direct contact with patrons/customers (e.g. ticket takers, servers). Other appropriate PPE must also be worn – i.e., face shields, hairnets, and or masks should also be worn by vendors.
6. Physical floor marking may be permitted to reinforce social distancing at points of entry for patrons. Separate lines for ticket holders and persons paying at the door must be in place. A minimum of 3ft is allowed while wearing face covering or mask.
7. Venue personnel should be involved in the management of crowds queuing to enter venues.
8. All information collected for the purpose of contact tracing should be kept by the promoter for no less than 30 days

N.B. For contact tracing purposes, if the QR code or manual recording of patrons is executed, an ID card or form of government issued identification, needs to be presented in both cases for verification.

The allowance and rationale of entry into events as groups:

It can be assumed that for the entertainment industry and its patron structure, persons who may arrive at an event by sharing transportation and/or being relatively close in their private spaces on a frequent basis, who know and trust each other, and are assumably socializing amongst each other apart from parties / events / public social gatherings, can be considered a group."

Event load-in and out at venues

Overview:

The guideline addresses safety protocols related to event service providers loading in and out of event venues.

Details:

1. Event service providers should, where possible, provide a roster and/or list with personnel who will have access to the venue for any work executed during the load in and out at venues.
2. All staff should have their temperature taken when they arrive at the venue.
3. All tools, equipment, supplies and materials being used in the venue must be washed and/or sanitised prior to usage. This will include but not be limited to: chairs, fixtures, tables, furnishings etc.
4. In all other areas of work at least three feet should be maintained by service providers working on the event site.
5. Dedicated hand-washing / sanitising facilities; for use during the load in period; available by venue owners to support hand sanitisation. Where this is not possible service providers should ensure that all of their staff members have on their person / have access to alcohol-based sanitisers.
6. All staff should wear face coverings / masks while on-site. Staff credentials should also be worn by all staff working on-site.
7. Disposable and safety gloves should be worn by staff who are involved in the following activities:
 - a) Persons involved in safety checks
 - b) Ticket collectors
 - c) Persons involved in venue cleaning and other sanitation activities
 - d) Persons involved in the erection of tents, stages and technical set up and dismantling.

N.B. Gloves are not a substitute for regular hand washing.

8. All service providers/vendors should wear Personal Protective Equipment (PPE) appropriate to their job function while involved in both load in and load out activities at venues. This will include but not be limited to harnesses, protective eyewear and safety boots.

Arrival

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Event load-in and out at venues

Overview:

The guideline addresses how to plan for venue layouts at both in and outdoor venues.

Details:

1. Confirm the maximum number of persons allowed at a venue by the Barbados Fire Service/Protocol monitoring Unit.
2. Venue site plans should include the location of all handwashing facilities, hand sanitisers for each functional area: ticketing, main entrances, VIP areas, catering areas, restroom location(s) and waste / garbage collection areas.
3. All venues are required to display appropriate signage promoting the established health protocols.
4. Event producers are encouraged where appropriate to put in place physical barriers, reducing seating capacity to allow for physical distancing of at least 3ft.
5. Directional signage and floor decals can be included as part of the venue overlay plan.
6. Where live entertainment is provided, audiences should be at least 6 ft from the entertainer.
7. Multiple points of entry are recommended to avoid congestion at high traffic pedestrian entry.
8. Increase ventilation at venues by opening doors and windows where appropriate.
9. Promoters are encouraged to restrict backstage access. Artiste accommodation should include handwashing and hand sanitising facilities.
10. Within the venue, specific areas should be designated for groups and for individuals.
11. The area designated for individuals is to be calculated at 25ft² per individual.
12. Areas designated for groups should be calculated at 10 ft² per person. This is to allow persons who arrive together, are relatives, friends or associates to congregate safely.
13. Groups should be spaced at least 6 ft apart.
14. Where possible, group designations should be clearly marked
15. Promoters should remind and encourage patrons to stay in their groups.
16. Patrons are required to wear their face masks when traversing the event e.g. going to or from the bar or the bathroom.
17. Promoters should encourage patrons to only join and interact with groups of persons they know and trust.

How to manage back and onstage activity

Overview:

The guideline addresses how to manage backstage operations at venues.

Details:

1. Performers are encouraged to maintain good hand hygiene and proper respiratory etiquette by wearing a face covering upon entering the performance venue.
2. Dressing rooms set-up will include the provision of hand sanitisers
3. The temperature of all artistes, performers and staff will be checked upon arrival at the venues for technical rehearsals and upon arrival at the venue for the performance.
4. Hand-held microphones should be sanitised between performers. Event masters of ceremony should have a separate microphone each. The stage manager and his/her dedicated technical personnel are allowed to handle microphones.
5. Dancers should maintain physical distance from patrons.
6. Band members should remain within their designated areas while backstage until they are required to perform. Mingling with other performers should be restricted where possible.
7. Props, furniture or items that will be shared amongst performers should be cleaned and disinfected prior to use and after each use. Where this is not possible performers are required to practise proper hand hygiene and avoid touching their faces.
8. Backstage technical crew may be required to wear additional personal protective equipment – i.e. face shields and disposal gloves in addition to their uniform requirements.

Amenities

How to manage venue amenities

Overview:

The guideline addresses plans for toilets and VIP sections that include the provision of swag and memorabilia items.

Details:

1. Event producers are required to ensure that disposable towels, spray cleaners and or disposable wipes are available for cleaners, volunteers and staff working at the event.
- x 2. Toilet and hand washing stations should be placed in strategic locations that are easily accessible to people in all areas and/or venues as well as easily accessible for needed servicing and maintenance during the event.
3. A maintenance schedule for the toilet and hand washing stations should be set up to ensure that facilities are cleaned and supplies replenished as needed. Cleaners are required to frequently clean and disinfect high touch surfaces in the cleaning of restrooms, toilets and shared spaces, door knobs, light switches, toilet handles, faucets and taps.
4. Staff assigned to VIP areas should remain within their work team and restricted where possible to their designated work areas. Hospitality staff may be required to wear face shields and disposal gloves in addition to their PPE.
5. All giveaways, merchandise and other memorabilia items should be single packaged and sanitised prior to distribution.



For more information

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